

Mediation Service is a positive support service for children and families.

Our service is available to Plymouth families and can be accessed with your consent, by referral from a professional who is working with you or your children.

Consent is required for all involved and can be withdrawn at any time.

We are there to help you manage difficult conversations with each other and try to reach some joint decisions about how you can move forwards.

We will try to make sure that you have the best possible chance of a positive outcome for your family.

For more information please
give us a call on
01752 306861

Mediation Service

Family and Community Solutions

Frederick Street Centre
Frederick Street West
Stonehouse
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Clearing up misunderstandings
from the past.

Resolve communication difficulties
from the present.

We offer Mediation between parents, carers, young people and between parents and or family members, promoting clearer communication, strengthening relationships and better outcomes for children and families.. Mediation can help families to work through the difficult issues that they are experiencing; to understand gaining an understanding of each other and to find solutions together. Mediation aims to clear up misunderstanding from the past and resolve communication difficulties from the present, promoting healthier relationships.

Common themes shared by young people:

Not being listened to, not having enough freedom, not being trusted, being treated like a child, always getting the blame, being bullied, peer pressure, fear of not fitting in with the crowd, sexuality, prejudice

Common themes shared by adults:

Lack of respect, not attending school, bullying, telling lies, breakdown in communication, constant arguing, bad language, aggressive behaviour, drugs, staying out late, drinking and smoking, not listening, stealing, anti-social behaviour, involvement with Police, running away , inconsistent co-parenting, inconsistent routines/ boundaries, breakdown in communication.

Where to start

You come to meet a Mediator and talk about what's going on at the moment. It's your opportunity to feel really listened to, understood and voice your concerns.

The first step will give you;

- a chance to get things off your chest
- think about choices and options

- hear how we may be able to help you resolve things
- think about what you want

This meeting can be as short as 15-20 minutes or as long as you need, up to an hour.

Both persons have their own one-to-one meeting.

What's the next step?

If mediation seems suitable for you, we can begin to get you talking. This can be either together, or if needed, act as a go between to get things started if that feels better.

What happens if mediation does not go ahead?

If, after your information meeting, it's felt that mediation is not suitable in your situation, the Mediator will talk to you about what other options may be helpful.

The benefits of mediation

- Mediation is a choice, you can decide if you wish to go ahead
- Build understanding between you to help you understand each other better.
- Mediation can be a way of getting to the root of problems, rather than just dealing with behaviours
- Talk about how to move forwards
- Think about how things might be done in the future
- Mediators are non-judgemental. They are not concerned with who's right or wrong or in taking sides

- The Mediator helps people work with each other rather than against each other
- Mediation is a process of increasing understanding, relationship forming and problem solving
- Offers a fair process, where everyone can both be heard and understood
- Any decisions made, are made by you, together

What we can offer you

- A free, confidential service
- An independent 3rd party who is not there to take sides
- A safe, neutral space to talk
- An opportunity to have your voice heard
- Qualified and experienced male and female Mediators
- Flexibility in when to meet
- A check in to see how things are getting on
- If you want, a note of what you've agreed.

Many of these things may feel impossible at the moment but there is always potential to change a situation.

Mediation is a powerful opportunity to change things for the better.

We do not offer:

- Family Mediation – separation, divorce, finance or anything rights based
- MIAMs meetings – (mediation, information and assessment meetings)
- C100 Forms or court papers