



Herts Young Homeless Group

York House, 2nd Floor, 14 Salisbury Square, Old Hatfield, Hertfordshire, AL9 5AD

Tel: 01707 272769 Fax: 01707 273614

Website: www.hyhg.org

Under 16s Mediation Service

- ❖ We offer free mediation to 10 - 15 year olds and their families
- ❖ Mediation is offered in order to reduce conflict and help to re-build relationships
- ❖ Mediation works with families whether they are living together or apart
- ❖ Mediation always involves two or more people within the family, usually a young person and a parent or carer
- ❖ Mediation needs both people to feel that there are difficulties in the relationship and for both to want to make change for improvement
- ❖ Mediation works best when it's used to prevent the situation from getting to crisis point
- ❖ Mediation is a short term process, and 6-8 sessions are usually offered. These sessions include helping families to gain skills in communication so they can start to reduce the conflict themselves
- ❖ The mediation process starts with an information session (45 minutes- 1 hour) which is the opportunity to individually meet with a mediator, find out about mediation and decide if mediation is the right service for you. The family and the mediator will then decide what the next step will be
- ❖ Mediation requires families to take time out of their normal day to attend appointments

Mediators do not:

- Give advice or tell anyone what to do
- Take sides or represent one person
- Make judgments about families
- Go to family homes

Mediators do:

- Listen to families
 - Help families to gain new skills in communicating and managing conflict
 - Help families to find the right solutions for them
 - Help families to agree solutions for the future
 - Mediate in a neutral venue such as a community centre or a school
- ❖ Mediation is confidential
 - ❖ Sometimes, mediation is not the right service for all families. If this is the case we will help you to think about what support might be better for you
 - ❖ Referrals are accepted by email; u16mediation@hyhg.org or please call us on 01707 272769

Herts Young Homeless Group
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Registered Office: 2nd Floor, York House, 14 Salisbury Square, OLD HATFIELD Herts AL9 5AD



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