



Who are our Mediators?

They come from all walks of life, cultures, age groups and communities but need to be at least 18 years old.

All our mediators complete a 10 week Community Mediation Skills course accredited by the Open College Network.

Our mediators always work in pairs and are supported and supervised by trained staff.



Would you like to be a Mediator?

If you are:

- Good at listening without taking sides.
- Prepared to attend a ten week training course.
- Be committed to see a case through to the end (roughly 4-6 hours in total).
- Attend support and supervision sessions every couple of months.

Then give us a call on **0115 9173736**
for an informal discussion about what is involved.



Mediation is available to any resident living within Broxtowe Borough.

It's FREE, IMPARTIAL, INDEPENDENT & CONFIDENTIAL

For further information contact:

Broxtowe Borough Mediation Service
Ground Floor, Council Offices
Foster Avenue
Beeston
Nottingham, NG9 1AB

Tel: 0115 917 3736

e-mail: mediation@broxtowe.gov.uk

This information is available in other languages by contacting the above.

Broxtowe Borough Mediation Service is a member of the Midlands Mediation Network and sponsored by Broxtowe Borough Council

Unable to talk to your neighbours?

You don't have to like your neighbours but you do have to live near them

Try Mediation before things get out of hand?





What is Mediation?

Mediation is a way of solving problems between neighbours. Trained mediators listen and talk to the people involved. They do not take sides or judge anybody, but aim to help neighbours reach an agreement that works for everyone.

How Does It Work?

Mediation takes place in your own home to find out more about the problem and what you want to happen.

Only with your permission, we then contact your neighbours to arrange a similar visit to them.

If you both wish to carry on we can meet in a neutral place for a 'face to face' meeting with mediators present. Or you may prefer to carry on having separate meetings and make an agreement that way – this is called 'shuttle mediation'.

All neighbours and mediators work to reach agreements that they can live with. The agreements may be verbal or written based on goodwill and commitment, but they are not legally binding.

Mediation is:

FREE

It will cost you nothing and is provided by trained volunteers. Broxtowe Borough Council sponsors and promotes the scheme for the residents of the Borough.

IMPARTIAL

We do not take sides.
Both parties are listened to equally.

INDEPENDENT

The Mediation Service operates independently of the Council, Police, Social Services and Housing Services.

CONFIDENTIAL

Confidentiality is central to our service and apart from exceptional circumstances, and with your knowledge; information disclosed or discussed during mediation will remain confidential.

Is it right for you?

- Do you want to find a positive solution to what is going on?
- Do you want to reduce the stress caused by difficulties with neighbours?
- Do you want to find a way to peacefully co-exist with your neighbours?
- Are you willing to try a new way of resolving problems that is free and has no effect on you taking any other action if it doesn't work?

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