

## Equality and Diversity

Coventry Cyrenians is committed to equality and diversity and is opposed to any form of discrimination.

## What clients can expect from us:

- ◆ You will be allocated a trained mediation/support worker
- ◆ A mediation/support plan will be with you to meet your needs which will be regularly reviewed
- ◆ A flexible approach
- ◆ Support to achieve positive outcomes

## What we expect from clients:

As a client of Cyrenians you would be expected to.....

- ◆ Treat the project support staff, other residents and neighbours with respect
- ◆ Adhere to the terms of the licence agreement
- ◆ Agree to accept support, continue to receive support with a view to moving forward.
- ◆ Participate in the mediation/support planning and review process.

## Referral/Contact Details

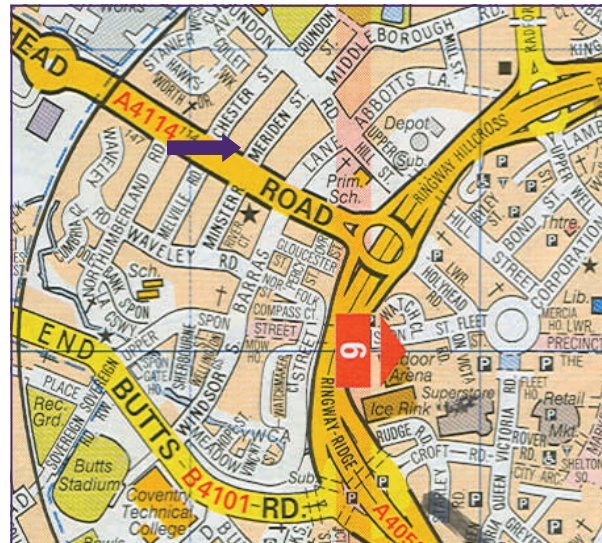
All enquiries are welcome and should be directed to:

The YPDA,

92 Holyhead Road, Coventry, CV1 3AE  
Tel: 024 7652 5155 , Fax 024 7655 1038.

**We are located near the Days Hotel and Londis Corner Shop**

Email: [info-ypda@coventrycyrenians.org](mailto:info-ypda@coventrycyrenians.org)  
[www.coventrycyrenians.co.uk](http://www.coventrycyrenians.co.uk)



## Young Persons Mediation Services



A translation or CD version of this leaflet is available on request

Coventry Cyrenians Ltd was established in 1973 following research in 1971 into the problems with homelessness in Coventry

“We aim to provide a comprehensive range of high quality services to enable any person who is homeless, or person whose accommodation may be at risk, to improve their quality of life and to empower them to live as independently as possible”.



## Why Try Mediation?

By just talking about your problems it may help you to find a solution and develop a greater level of understanding with your family. If you give mediation a try and it does not work out for you, then you have not lost anything. If it does work for you it will enable you to remain /move back to the family home and can strengthen family bonds.

- ◆ Mediation is free
- ◆ Mediation is voluntary/confidential process
- ◆ Mediation is impartial, the mediator does not take sides
- ◆ Decisions are made by the people involved within the mediation and not by the mediator

### What is Mediation?

Mediation is a way of resolving disputes that may be caused by any of the following:

- ◆ Step families
- ◆ Family break down
- ◆ Divorce
- ◆ Domestic violence
- ◆ Sibling rivalry
- ◆ Boundaries such as amount of pocket money/expected times to be back at home at night
- ◆ Chores at home
- ◆ Not having a job/being in training
- ◆ School/homework
- ◆ Relationships/friends
- ◆ Substance misuse
- ◆ Anti social behaviour

The process of mediation helps young people and their parents/carers to look for their own solutions to their disagreements.

The mediator will enable everyone involved to explain their concerns and needs to each other. The mediator will not take sides, judge or blame but will be there to smooth the pathway towards the family making their own decisions. Mediators are skilled in creating environments which enable all involved to express their views whilst everyone else present is encouraged to listen without interrupting.

Sometimes the mediator may suggest a way of resolving a problem to help reach an agreement that everyone is happy with, but they will never tell anyone what to do.

Mediation aims to achieve a win win situation where everyone involved is happy with the outcome.

## Who Can Apply?

- ◆ You are aged 16-25 and experiencing conflict at home.
- ◆ Living in a time bomb and being asked to find somewhere else to live.
- ◆ You want to be listened to and need someone to help you talk about problems with your parents.
- ◆ Are you living away from home and want to return but want help/advice in negotiating this with your family.



## Exclusions

- ◆ Young People who have no housing/homelessness issues.
- ◆ Young People who have a history of violence or threatening behaviour/arson, will not be automatically excluded however they will have to go through a comprehensive risk assessment process before a decision can be made.

## What Happens Next & Criteria for Selection

Simply telephone 024 7652 5155 and ask for a referral interview at the address below. You can telephone any day, any time as we never close this office.

When you are invited for interview we will complete a full referral and assessment form as well as a risk assessment. If further information is required to support the application it will be sought before the decision is made.

When you attend the interview, present some form of identification, including Job Centre letters, any debt letters and be honest in answering all questions.

The application will be assessed and you will be informed of the decision within 3 working days. If you are not happy with the decision you can appeal through our Appeals procedure to the Team Leader based at the address on the back of this leaflet.

We accept self referrals or referrals from any statutory or voluntary agency e.g. Coventry City Council's Housing Advice Team, Mental Health Services, Probation etc.