

YMCA BURTON UPON TRENT & DISTRICT

Reach Out Family Mediation Services

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YMCA Mediation Services - Spring/Summer 2020

1. Mediation Services continue as normal (see referral form and criteria at Page 4), using Skype and Messenger video meetings in place of face-to-face.
2. As of Mon 20th April, we are also offering new short, intensive interventions: in support of young people and parents dealing with **tensions due to 'stay at home' policies**.
 - These will be 2-hour Skype or Messenger video meetings with one young person (12 – 18 years old) and parent(s).
 - The 2-hour intervention will include:
 - Brief introduction.
 - Clarification of the purpose of the meeting:
 - To work together to find better ways of dealing with problems.
 - To increase empathy.
 - To learn & practice communication skills.
 - Work together on problems (main part of the meeting).
 - Conclusion:
 - What has been achieved?
 - What has been learned?
 - The session may, as appropriate, explore commonly recognised elements for staying healthy together:

▪ exercise	▪ regular sleep
▪ light & air	▪ social connection
▪ hydration & food	▪ structure & routine
 - Please use the 'Stay At Home Tensions' referral form at Page 2.

Only **one young person** (12-18 years old) can be referred at a time. Only one young person will be in a meeting.

However, more than one referral can be made from the same family. e.g. If a parent requests it, subsequent meetings can be arranged for another young family member.

Please note that this session is offered for young people and parents **expressly** seeking support in dealing with **tensions due to 'stay at home' policies**. Families needing support in dealing with other, or complex, issues should be referred in the usual way (as per 1. above).

Stay At Home Tensions Referral Form

E-Mail to peter.oreilly@burtonymca.org

Tel: 07735 299 336

All information will be treated in confidence (within the law). Please complete the information as accurately and completely as possible to avoid delays.

Upon receipt of referral staff may wish to contact you to discuss the referral in more depth.
Text boxes will expand to accommodate text.

1. REFERRAL

a. Referrer			
Name		Profession	
Organisation			
Address			
Postcode		Telephone	
E-mail		Mobile	

b. Young person being referred					
Name		Date of Birth		Age	
School/ College / Work		Ethnicity		M / F	
Phone number for young adult (if 16 or older, and with consent):					
Young person's current address:					

c. With whom (adults) does the young person live?	
Name(s)	
Relationship to young person	
Telephone	
Other (e.g. e-mail or Skype ID)	
Parental current work status (attending workplace / working from home / stay at home parent) / furloughed	

d. Reasons for Referral (e.g. tensions as expressed by parent or young person)

f. Voluntary participation?	
Has the young person voluntarily consented to the referral?	YES / NO
Has the parent / guardian voluntarily to the referral?	YES / NO

2. OTHER FAMILY IN THE HOUSEHOLD

a. Siblings				
Name	Date of Birth	Age	M/F	Address

4. PLEASE PROVIDE ANY CASE SPECIFIC INFORMATION THAT HAS BEEN CONSIDERED IMPORTANT IN YOUR OWN RISK ASSESSMENTS

5. ANY OTHER RELEVANT INFORMATION

Mediation Services

Referral Form

All information will be treated in confidence (within the law). Please complete the information as accurately and completely as possible to avoid delays.
Upon receipt of referral staff may wish to contact you to discuss the referral in more depth.
Text boxes will expand to accommodate text.

1. REFERRAL

a. Referrer			
Name		Profession	
Organisation			
Address			
Postcode		Telephone	
E-mail		Mobile	

b. Young person being referred					
Name		Date of Birth		Age	
School/ College / Work		Ethnicity		M / F	
Phone number for young adult (if 16 or older, and with consent):					
Young person's <u>current</u> address:					

c. With whom (adult) does the young person <u>usually</u> live?	
Name(s)	
Relationship to young person	
Address	
Postcode	
Telephone	

d. Intervention Requested (Please choose ONE.)	
Dispute Intervention: More immediate short-term intervention regarding a particular dispute.	
Support to Family Relations: Longer-term intervention regarding patterns of relationship.	
e. Reasons for Referral (Context, issues for mediation, etc.)	
f. Voluntary assessment?	
Has the young person voluntarily consented to meeting the mediator(s)?	YES / NO
Has the parent / guardian voluntarily consented to meeting the mediator(s)?	YES / NO

2. OTHER FAMILY

b. Siblings				
Name	Date of Birth	Age	M/F	Address
c. Parent(s) / Guardian(s) not already named at 1.c above.				
Name	Relationship	Contact	Address	

3. OTHER AGENCIES INVOLVEMENT

Staff Name	Agency	Contact Details

4. PLEASE PROVIDE ANY CASE SPECIFIC INFORMATION THAT HAS BEEN CONSIDERED IMPORTANT IN YOUR OWN RISK ASSESSMENTS

5. ANY OTHER RELEVANT INFORMATION

1. **Our Service Aim:**

To contribute to sustaining healthy family relationships; avoiding the likelihood of homelessness.

2. **Our Service Accepts Referrals:**

(See more detailed criteria in Section 5, below.)

- From agencies, family or self.
- Of young people aged 12 to 24.
- From the Burton upon Trent, Uttoxeter and South Derbyshire area.

3. **The Team:**

We have a full-time Mediation Officer and a team of qualified mediators who volunteer their time and expertise.

4. **Services We Offer:**

Dispute Intervention: Facilitating young people and parents to resolve a particular dispute so as to sustain strong family relationships.

(An immediate short-term intervention; involving assessment and one to two mediation hearings)
OR

Support to Family Relations: We provide a facilitated space where the young person and other family members can model and practice how they want to be together; with a view to improving relationships, skills and behaviours.

(A longer-term support; involving assessment and a longer series of meetings for an ‘organic’ process)

In mediation, people work together:

They **voluntarily** agree to a process.

They listen to each other’s experience.

The issues to be addressed are framed.

They explore options for a way forward.

They agree how to move forward together.

The mediators are **impartial** in their facilitation.

The process is confidential and referring agencies will receive information / reports only as agreed by participants.

The stages of an intervention:

- **Assessment:** Each of the people involved is met separately; so that the mediators can hear their experience of the situation, understand their key issues and assist them to decide on whether or not to use mediation.
- **Development:** More one-to-one meetings happen if it is necessary to design a needs-based process. That is, the design of a process can develop as the meetings clarify needs.
 - o There may be phases (e.g mother & daughter first, before step-father joins in), or
 - o Parallel strands (e.g. Mother & son, son & sibling and whole family).
- **Mediation Hearings:** This can be one to two meetings (usually for dispute resolution) or a long series of meetings where people are working on breaking embedded, destructive patterns of relating; with a view to sustaining healthier relationships.

5. **Service Criteria**

Cases will be accepted for Assessment if the following criteria are met:

1. The young person is aged between 12 and 24 years old (inclusive) on the date of referral.
2. The young person is from the Burton upon Trent, Uttoxeter or South Derbyshire area.

3. The young person (by agreeing to meet the mediator) indicates that they wish to explore the use of mediation to improve their situation.
4. The young person agrees to others (such as parents) being contacted with regard to exploring the use of mediation.
5. The young person and others involved demonstrate capability to participate credibly and constructively in mediation and in adhering to any agreement that might be made.
6. With initial information, it is the judgement of the mediator that there is potential for mediation to be of assistance.

Mediation will not be attempted in any one or more of the following circumstances:

1. There is a difficulty with informed, voluntary consent to participate.
2. There is threat to the safety and wellbeing of the young person, or any other.
3. There is evidence of significant addiction behaviours or mental health issues that undermine credible participation or implementation of desired outcome(s).
4. There are other processes, such as court proceedings or injunctions, making it difficult for people involved to work collaboratively on finding a constructive way forward.
5. Proceeding with mediation would undermine or negatively impinge on the work of other agencies or processes.

If you have difficulty with the interpretation, or application, of any of the above criteria, please feel free to contact our Mediation Officer for clarification or discussion.

The timing of mediation is important. It may be that, whilst mediation is not appropriate or chosen at a given moment, it might well later become appropriate or a desirable option. Circumstances change.