

Help if conflict is affecting your household

There is support available if your housing is being impacted by conflict with housemates, family members, your landlord and neighbours.

Mediation Plus and Brighton and Hove Independent Mediation Service (BHIMS) have experienced mediators who can support you to find ways to resolve arguments affecting you in your home.

Who can access the mediation service?

Anyone living in Eastbourne or Lewes District who has concerns about conflict affecting their housing can access the mediation service in their area.

About the service

This is a joint service delivered by Mediation Plus and Brighton and Hove Independent Mediation Service (BHIMS), in partnership with Lewes District Council and Eastbourne Borough Council. Both services are independent charities that have been supporting people to settle conflict for over 20 years.

Eastbourne: Mediation Plus
01323 442781
neighbourhood@mediation-plus.org.uk
www.mediation-plus.org.uk

Lewes District: BHIMS
01273 700812
casework@bhims.org.uk
www.bhims.org.uk

Confidential	<ul style="list-style-type: none"> All your personal information is kept safe and secure Mediators don't share what you tell them with anyone else The only exception is if they feel someone is at risk of harm
Taking part is voluntary	<ul style="list-style-type: none"> You choose whether to use the service Mediators will give you clear information and time to decide They will never pressure you to take part in meetings
Mediators don't take sides or give advice	<ul style="list-style-type: none"> Mediators don't take sides or make judgements about right or wrong They give equal support to everyone involved
Covid safety	<ul style="list-style-type: none"> If face to face meetings are possible, mediators will be in suitable venues with necessary precautions in place Support can also be given via telephone and zoom

What to expect

Mediation is an informal way of resolving disputes. It involves each person understanding a little about the other's point of view and how the problem is affecting everyone involved. Their job is to help everyone to find a way forward they all agree on - mediators are not there to decide who is right or wrong. Each stage is voluntary, and you will have an opportunity to discuss the progress of your case with your named caseworker at any point.

1. **Contact:** Once you contact the mediation service via phone or email, they will get back to you as soon as possible and can help you to complete a self-referral form.
2. **Introductions:** The mediation service will phone everyone involved in the dispute to check everyone is happy to be part of the mediation intervention.
3. **Individual Meetings:** Two trained mediators will be assigned to your case and will arrange an initial meeting with you. They will listen carefully to understand what's been happening and how the conflict is affecting you. Mediators will also explain possible next steps in mediation.
4. **Mediation:** Mediators will support all involved to take part in a mediation meeting where each person will have uninterrupted time to speak and be listened to.
5. **Agreement:** Mediators will support all of the people involved to try to agree on some realistic solutions to the dispute. If this is achieved, you may be asked to sign an agreement. This is known as a goodwill agreement and is not a legally binding document.

Conflict Coaching

If mediation is not possible, the mediation service can offer one-to-one support called conflict coaching. You may be eligible for three one-to-one meetings with mediators to talk about the problems you are facing and to help you decide what might be helpful to improve the situation.

The first step is always to talk with a mediator who will:

- Listen and offer you support
- Not tell you what to do or do things for you
- Discuss possible options for mediation support so you and your mediator can think about whether mediation or conflict coaching will be most appropriate.

Getting started

Simply contact the mediation service for your areas by phone or email. They will get back to you as soon as possible and support you to complete a self-referral form.

Eastbourne: Mediation Plus
01323 442781
neighbourhood@mediation-plus.org.uk
www.mediation-plus.org.uk

Lewes District: BHIMS
01273 700812
casework@bhims.org.uk
www.bhims.org.uk

For more information visit the mediation service websites: www.bhims.org.uk or www.mediation-plus.org.uk