

Want to know more

If you think that mediation might be helpful in solving a dispute you are involved in, or know about please contact us at:

Salford Mediation
2 – 16 Mayor Street
Bolton
BL1 5HT

Telephone:
Catherine Parnell:
☎ 01204 335799

Dawn Clarke:
☎ 01204 335945

Email:
✉ catherine.parnell@bolton.gov.uk

✉ dawn.clarke@bolton.gov.uk

Interested in becoming a mediator?

If you or someone you know is fair minded and a good listener and interested in becoming a volunteer mediator, we'd like to hear from you. Please ring us on the above number.

If you would like help in translating any of this information, please contact **Salford Link Project** on **0161 787 8219**

إذا أردت المساعدة في ترجمة أي من هذه المعلومات نرجو الاتصال بسالفورد لينك
بروجكت Salford Link Project على الرقم 0161 787 8219

假如你需要這資料在翻譯上的任何幫忙，請致電 0161 787 8219 聯絡沙福特連
絡計劃組。

چنانچه برای ترجمه هر کدام از این اطلاعات به زبان فارسی نیاز به کمک دارید، لطفاً با
سالفورد لینک پروجکت به شماره تلفن 0161 787 8219 تماس بگیرید.

Si vous souhaitez notre aide pour traduire n'importe laquelle des informations données, veuillez
contacter Salford Link Project au 0161 787 8219

نه گه ر پئویستت به وه به که نه م زانیاری یانه ت بۆ وه ریگیردریته سه ر زمانی خوت، نه وا
په یوه ندی بکه به سالفورد لینک پروجیکته وه تا هاوکاریت بکه ن بۆ نه م مه به سته.

ژماره ی ته له فۆنه که یان نه مه په: 0161 787 8219

HADDII AAD JECESHAHAY ADIGU IN LAGAACA AWIYO LAGUUNA TURJUMO MACLUUMAAD KAN
FADLAN LA XIDHIIDH: SALFORD LINK PROJECT: 0161 787 8219

"اگر آپ کو اس معلومات میں سے کسی کا ترجمہ درکار ہو تو براہ مہربانی سلفورڈ لینک پراجیکٹ کے ساتھ
ٹیلی فون نمبر 0161 787 8219 پر رابطہ کریں"

If you require a copy of this publication in large print, Braille or
audiotape, please contact **Rachel Fyles** on **0161 925 1061**



Have you fallen out with your neighbour?



Worried about Anti Social Behaviour?



What is Mediation?

Mediation aims to help neighbours in dispute to resolve their differences. It is open to tenants of Salford City Council and is:

- Free
- Confidential
- Impartial
- Voluntary

For Mediation to be successful everyone involved must be doing so willingly. If people are forced or feel pressured into taking part, then the results are unlikely to last.

Mediation is not a last resort and does not close other options if it is not successful for you.



Who are the mediators?

The mediators are specially trained volunteers. They have undertaken a long training course in community mediation skills.

Mediators do not take sides, they don't decide who is right or wrong or make judgements about people.

They will not necessarily expect you to become friends but just to come up with a solution that is fair and acceptable to those involved.

What types of disputes do we deal with?

We can deal with any type of dispute between neighbours but most frequently disputes are about

- Noise
- Difficult behaviour
- Children and young people
- Car parking

At least one party must be a tenant of New Prospect Housing Limited or Salford City Council.

What will happen?

You can either contact us directly or speak to your housing officer who will contact us on your behalf.

- Two mediators will make an appointment to visit you in your home. They will listen to your situation and explain what could happen next.
- With your consent they will then visit the other people involved in the dispute
- If everyone agrees to it they will arrange a meeting in a neutral place to discuss solutions
- They can also help communication between those people involved in the dispute

How long will it take?

The home visits will take no more than 1 hour
The mediation meeting will usually take place about a week later.

The mediation meeting will take up to 2 hours and will be arranged at a time to suit everyone

What will happen at the Mediation Meeting?

- The mediators will explain the purpose of the meeting and get agreement on how it will be run
- Everyone will get a chance to speak without interruption
- There will be a chance to comment on the views you have heard and to explore the issues fully
- With the mediators help, you will reach an agreement on how things will be in the future.

