



A step in the right direction for  
young homeless in Wales



**Debbie Burroughs Family Mediation**  
**Based at**  
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## **FAMILY MEDIATION SERVICE FOR YOUNG PEOPLE AND THEIR FAMILIES.**

### ***WHERE ARE WE?***

We are based at the above address, opposite the entrance to the harvester.

The office is open from 9.30-5.00pm. However the Family Mediation Service can be flexible, so that we can meet the needs of the young people and their families. The Family Mediator is able to do home visits or people are welcome to come into the office.

### ***WHO DO WE WORK WITH?***

The service is aimed predominantly at 16 and 17 year olds, although we are prepared to work with young people from either side of this age group, from 14-25. We can work with any member of the young person's family, or support network.

### ***WHAT IS FAMILY MEDIATION?***

Mediation is a free and confidential service.

Mediators are impartial, non judgemental and independent of all other organisations.

Mediation is voluntary - parties involved choose to take part and are free to stop the process at any time.

### ***HOW CAN MEDIATION BE USED?***

Our main aim is to prevent homelessness.

Mediation can help to resolve arguments and disputes within families.

Some examples of when Family Mediation could be appropriate:

- Have been out of contact with their families
- Want to see brothers/sisters -other family members
- Have left home in a crisis and wishes to rebuild bridges
- Feel that their family has unrealistic expectations
- Would like more contact at home but feels they have tried everything
- Arguments with family about independence issues - going out, getting work etc.
- Would like to leave home in a planned way
- Would like to be listened to and understood

## ***REFERRAL***

Referrals can be made by anyone: a young person or family member to the mediation service by telephoning the Family Mediator on the above number, or on their direct mobile No: 07966 891 083

*Footnote:* We are not a counselling service, but advice and assistance can be given to access more appropriate services if Family Mediation is deemed unsuitable.