If you need this leaflet reproducing in another format then please contact our helpline on 0121 303 1111

#### RENGAL

যদি এ প্রচারপত্রটি আপনার অন্য ধরনে (ফরম্যাটে) পুনরুৎপাদনের দরকার হয় তা হলে অনুগ্রহপুর্ব্ধ ক আমাদের হেলপুলাইন 0121 303 1111 নম্বরে যোগাযোগ করুন

#### FARSI

دوش ه عارا عرگید لکش هب هی عالطا نیا مک دیدنمز این امش هیزان چ دیریگیب سامت (0121303111) ام سامت نف لت 'مر امش اب سپ

#### PUNJAE

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਲੀਫਲੈਂਟ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੀ ਹੈਲਪਲਾਈਨ ਨੂੰ 0121 303 1111 ਤੇ ਫੋਨ ਕਰੋ

#### APARIC

ازب لاصتأل اء اجرلاف رخ الكشب بيتكل اذه جائن أقداع أتجتح اذاً الله المستأل الله على على المستال الماء على الماء الماء على الماء الم

#### CHINES

如果你需要這單張其它形式的版本,請打我們的咨詢服務電話01213031111。

#### FRENCI

Si vous désirez que ce prospectus soit reproduit dans un autre format quelconque, veuillez nous contacter au 0121 303 1111.

#### KURDISI

قَصْ/مُهُ تَهُ وَمُقْرِقَهُمُوحِ قَدْ غَوْقَهُ كَنْهُ ﴿ كَوْقُونُكُمُنْكُ ﴿ عَلَى كَمُونُوَّ عَلَى لَمُجْوَلَ وَقَمُونَهُ عَبِينَهُ فَهُوَغُرِعُونُهُ غَبِيقًا كُلَّهُ فَى ﴿ فَهُمَوْهُ غُرُعُو بِغُولَهُ قِهُ ﴿ 0121 303 1111

#### DASHTO

عن السرمم ون عدواوغ ع پښک لکش لب مپ اړناپ عتامول عم اد وسات مک عدکو نوف عاليټ مت 1111 303 0121 مراپ مل يسسرم د عدکو

#### POLISH

Jeśli potrzebujecie Państwo tą ulotkę w innym formacie prosimy skontaktować się z naszym działem obsługi klienta pod numerem: 0121 303 1111.

#### URDU

رىم ئىلاح اى لىكىش روا ئىسك مچرپ ئىتامولىغى مى وك پآرگا ئىرك نوف رىم، رپ رېمن سا ئىنابىرىم ئىئارب وت ئىئىماچ 0121 303 1111

#### SOMAL

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### **USEFUL CONTACT NUMBERS**

	Police FOR <b>EMERGENCY</b> SITUATIONS CALL 999	0845 113 5000
	Crime Stoppers	0800 555 1111
	Citizens Advice Bureau	0121 248 4950
	Public Health	0121 303 6007
	National Domestic Violence Helpline (24hrs) Freephone	0808 2000 247
	Childline	0800 1111
	Samaritans	0121 666 6644
	Social Care and Health	0121 303 4125
	Victim Support	0121 455 8211
	Birmingham Drug & Alcohol Action Team Helpline	0800 073 0817
	Graffiti Hotline	0121 303 2111
	Transport Police	0800 405 040
	Pupil Watch	0121 303 5121
	RSPCA	0121 426 6777
	Dog Warden	0121 303 9900

FOR NEIGHBOURS WHO HAVE FALLEN OUT WITH EACH OTHER

**MEDIATION SERVICE** 

SaferBirmingham Partnership

www.saferbirmingham.org.uk

# The Mediation Service is for neighbours who have fallen out with each other.

Our team of trained mediators can help you to find a lasting solution to neighbour disputes. We offer a fast and confidential service which is free to anyone who lives in Birmingham.

#### Mediators are:

- Independent they don't make a report on you;
- Impartial they don't take sides;
- Experienced they have worked on many cases just like yours; and
- Approachable they will listen to you and help you to get your point across.

We ask everybody involved to sign the contract to show that they agree to follow what it says.

# What will happen if I decide to try mediation?

(1) Step one

If you are a council tenant contact your local housing team. They will put you in touch with a mediation team. If you are a non-council tenant call 0121 303 1111.

2 Step two

The mediators will arrange to visit you and your neighbour separately. They will ask you to tell them about the trouble you have been experiencing and you can ask them any questions about the mediation service. Everything you tell them will be treated in the strictest confidence.

(3) Step three

If you both want to go ahead with mediation, the mediators will arrange to meet you both at a neutral place. This will not be in either of your homes. The mediator will ask you both to take turns to:

- talk about your view of the problem;
- say briefly what has happened; and
- talk about what you want to do to resolve the problem.

You will both be asked to listen without interrupting while the other person is talking.

4) Step four

You will both be asked to think about ONE problem and compare views. You will be asked to make suggestions to solve the problem and discuss each other's concerns. From this it may be possible to work out an agreement to settle your differences.

If you're no longer speaking to your neighbour, you can still use the mediation service.

You don't even have to sit in the same room. We offer shuttle mediation where the mediator carries messages between you.

## What are the alternatives?

Experiencing difficulties with neighbours can affect your health. It can cause stress, anxiety, depression and anger - which can sometimes lead to violence.

Legal action might be appropriate in some cases. However this can take a long time and be

expensive – and it may not provide the ideal solution. The law tends to force one person to win and the other to lose. This may not be helpful when people have to go on being neighbours and you may not get the result you want.

If you decide to choose mediation it would not affect your ability to take legal action in the future if you wanted to.

Tackling the problem yourself – we will help you and offer guidance on how you can do this, without making things worse.

More than half the people who choose mediation manage to agree on at least one thing. If it doesn't work for you, it doesn't mean you can't try to solve your problems in a different way.

NOISE	HARASSMENT	GARDENS
PETS	BOUNDARIES	CHILDREN'S BEHAVIOUR
CAR PARKING	RUBBISH	INVASION OF PRIVACY

"It can be frightening to sit in the same room as someone that you have fallen out with. We are fully trained to maintain a safe environment and make sure that everyone involved is treated fairly and equally."

BIRMINGHAM ANTI-SOCIAL BEHAVIOUR HELPLINE: 0121 303 1111