



## **HOMES FOR UKRAINE**

### **EAST SUSSEX MEDIATION SUPPORT SERVICE**

Free mediation and one to one support is available for Ukrainian guests and those hosting guests under the Homes for Ukraine Scheme. This service is provided by partners within the Sussex Mediation Alliance, covering East Sussex, funded by East Sussex County Council.

You can self-refer, or signpost anyone who is part of the Homes for Ukraine Scheme, within East Sussex who is experiencing difficulties between.

- Host family and guests or
- Guests and the immediate community.

#### **Useful information about the Mediation Services**

<b>Our service is confidential</b>	<ul style="list-style-type: none"> <li>• We keep all your personal information safe and secure.</li> <li>• We don't share what you tell us with anyone else.</li> <li>• The only exception to this is if we feel someone is at risk of harm.</li> </ul>
<b>Taking part is voluntary</b>	<ul style="list-style-type: none"> <li>• You choose whether to use our service.</li> <li>• We will give you clear information and time to decide.</li> <li>• We will never pressure you to take part in meetings</li> </ul>
<b>We don't take sides or give advice</b>	<ul style="list-style-type: none"> <li>• Mediators don't take sides or make judgements about right or wrong.</li> <li>• We give equal support to everyone involved</li> </ul>
<b>Safe and accessible service</b>	<ul style="list-style-type: none"> <li>• Support can be given via telephone, video call or face to face.</li> <li>• Face-to-face meetings will be held in a neutral, accessible venue.</li> </ul>

#### **Mediation**

Mediators speak to each person individually. We then arrange a joint mediation meeting where mediators provide a safe space to talk and a chance for people to reach an agreement on the best way forward.

#### **One to one support (conflict coaching) if mediation is not possible.**

Mediators meet with the individual to listen and help build an understanding of their situation. Mediators then work with them to consider what might help and to decide on some strategies to improve the situation.

#### **How to make a referral or find more information.**

For more information, or to make a referral, contact the service listed below, in your area. If you are making a referral on someone else's behalf, you must seek their consent to do so. If you prefer, you can also text 07378 175699 in any language and we will get back to you.

<b>Your Area</b>	<b>Who to contact</b>
Lewes	<b>Brighton &amp; Hove Independent Mediation Service</b> <a href="mailto:casework@bhims.org.uk">casework@bhims.org.uk</a> 01273 700812
Wealden, Eastbourne Hastings and Rother	<b>Mediation Plus</b> <a href="mailto:neighbourhood@mediation-plus.org.uk">neighbourhood@mediation-plus.org.uk</a> 01323 442781 / 01424 446808