

“We need to talk”.

Mediation services on Wirral

How can you help?

We offer a service with trained professional Mediators who can help you unlock and express what you want to say and also listen to and understand what the other person wants to say to you. This can help you reach your own agreements to move forward in a better way for your family than you had been before.

So, what happens?

Once you agree to Mediation (after a discussion with your Social or Key Worker) one of our specially trained Mediators will contact you to introduce themselves and start to listen to your position and get to know the situation you are in. They will also work with the other person in a similar way at the same time to understand what your differences and your similarities. They will then help you to clarify what you want to discuss and agree and plan the joint Mediation session with you both. Once a plan for what will be discussed is agreed, a suitable time and date is arranged and a one-off, joint Mediation

session is held to talk properly, in a controlled environment to help you resolve your differences and continue your family journey hopefully in a better direction.

What exactly is Mediation and what can it do for me?

Mediation is simply talking. It is really that straightforward!

Of course, “simple” and “straightforward” don’t always mean easy though—that’s exactly where we can help.



Do I have to do it?

No—Mediation is entirely voluntary and nobody can make you do it. You can change your mind once you have started if you need to, but we are sure you will see the benefits it can bring once we explain it more to you.

Can I trust you with my story?

Our team works as independently as possible. Once a referral is accepted for your case, the information you disclose is confidential and information is only shared with others that has been agreed with you, or if there are any new safeguarding issues disclosed.

Where will the Meeting be held?

The Mediation session will be at a time and place which is convenient for all parties, in a place that is private, local and comfortable. The aim is that the meeting be as relaxed as possible and somewhere that you both feel comfortable. This can be done face to face either in person (subject to risk assessment) or by video from the comfort of your own home. The Mediator will discuss this and options available with you at the start of the process.

The Mediation is yours—the Mediator will not tell you what to agree to or that you are ‘wrong’.

They will let you know however if something you are agreeing doesn't sound safe for anyone.

The preparation work leading up to this is designed to help you get ready for the joint conversation—you probably won't want to do it at the start of the process and that is quite 'normal'.

What if I'm unhappy with the Mediation?

You should never agree to something during your Mediation that you are not happy with.

Just tell the Mediator this and you can disagree and move on or come back to that topic later.

If you are unhappy with the actions of the Mediator, you should discuss this with them or their manager first. We have an independent role but are accountable to Wirral Children, Family and Education Department. If the issue is still not resolved, you will be supported to access Wirral's formal Complaint procedure. If you would like further information, please contact us via the details overleaf.

Wirral Family Group Conferencing team

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