The bridge™

"Preventing Homelessness through Early Intervention Mediation"

Chantelle Bramley, Specialist Services Team Manager, The Bridge (East Midlands)
Paul Snape, Head of Business Development, The Bridge (East Midlands)

OVERVIEW

1. The Bridge (East Midlands) talk²sort Mediation Service
2. What can talk²sort help with?
3. Best Practice Mediation
4. Successful Mediation Practice
5. Preventing Homelessness of Young People
6. National Recognition
7. Service Development and Funding
8. Service Outcomes

TALK²SORT MEDIATION SERVICE

The Bridge, 38 Leicester Road,
Loughborough, Leicestershire, LE11 2AG

Phone: 01509 260500
Fax: 01509 260505

Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk

Charity number: 1050596
Company number: 03114996

Service Aim

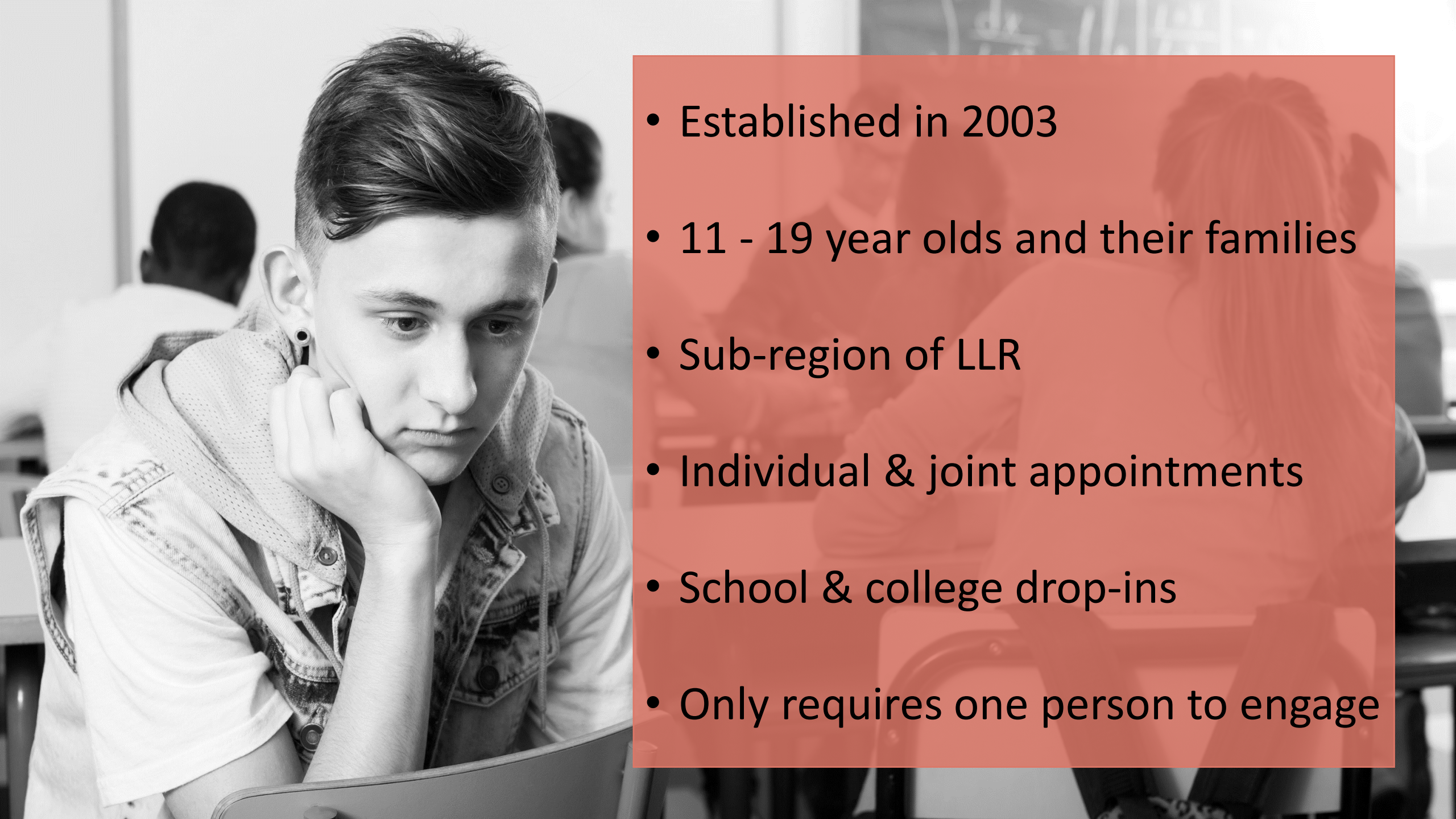
To support and empower young people and families to resolve conflict and improve communication and relationships

Service Objectives

To reduce the likelihood that young people will face homelessness

Service Objectives

To improve mental health and emotional wellbeing



- Established in 2003
- 11 - 19 year olds and their families
- Sub-region of LLR
- Individual & joint appointments
- School & college drop-ins
- Only requires one person to engage

WHAT CAN TALK²SORT HELP WITH?

The Bridge, 38 Leicester Road,
Loughborough, Leicestershire, LE11 2AG

Phone: 01509 260500
Fax: 01509 260505

Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk

Charity number: 1050596
Company number: 03114996

WHAT TALK²SORT CAN HELP WITH

The bridge

Verbal Aggression
69.75%

Parental Conflict
67.23%

Family Breakdown
53.78%

Mental Health
51.26%

Lack of Boundaries
50.42%

Sibling Conflict
42.86%

Physical Aggression
41.18%

Friends/Peers
34.45%

Icon made by Freepik from www.flaticon.com

The Bridge, 38 Leicester Road,
Loughborough, Leicestershire, LE11 2AG

Phone: 01509 260500
Fax: 01509 260505

Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk

Charity number: 1050596
Company number: 03114996

ISSUES TALK²SORT CAN HELP WITH

- Understanding each other
- Understanding and agreeing rules
- Agreeing how to move forward
- Managing triggers to behaviour
- Supported to make changes to move forward

BEST PRACTICE MEDIATION

The Bridge, 38 Leicester Road,
Loughborough, Leicestershire, LE11 2AG

Phone: 01509 260500
Fax: 01509 260505

Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk

Charity number: 1050596
Company number: 03114996

Facilitative Mediation

- Assists parties in agreeing to a mutually agreeable outcome
- Mediator takes a lead in controlling the process, not the outcome
- Asks questions to support parties
- Does not make judgements or decide the outcome

Transformative Mediation

- Works to empower parties
- Supports them to think of others needs, views and feelings
- Reality testing to ensure realistic and achievable changes

BEST PRACTICE MEDIATION

Ownership

Supporting Empowerment

Impartiality

Non Judgemental

Confidential

No Blame Approach

Adult to Adult Approach

The Bridge, 38 Leicester Road,
Loughborough, Leicestershire, LE11 2AG

Phone: 01509 260500
Fax: 01509 260505

Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk

Charity number: 1050596
Company number: 03114996

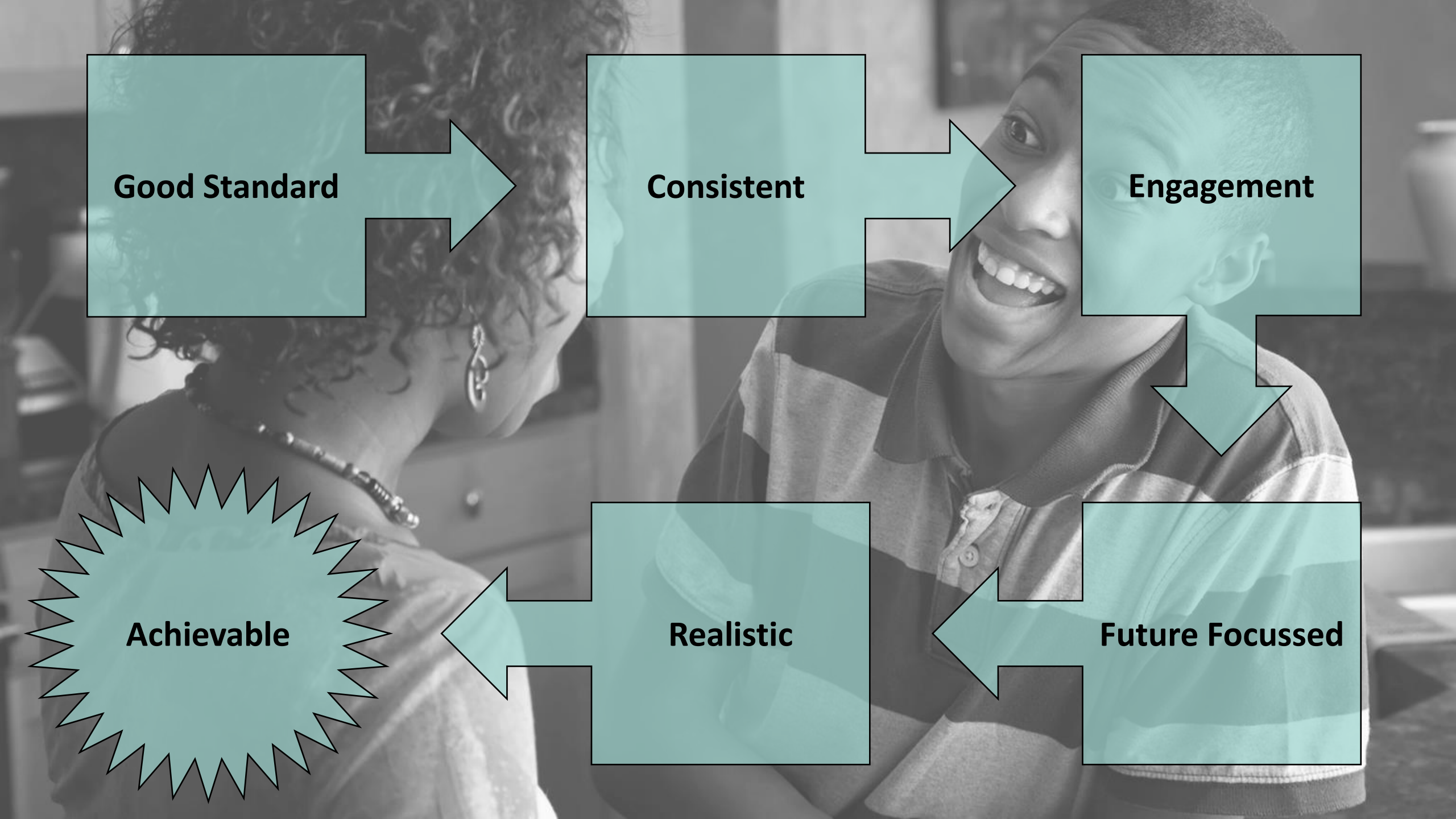
SUCCESSFUL MEDIATION PRACTICE

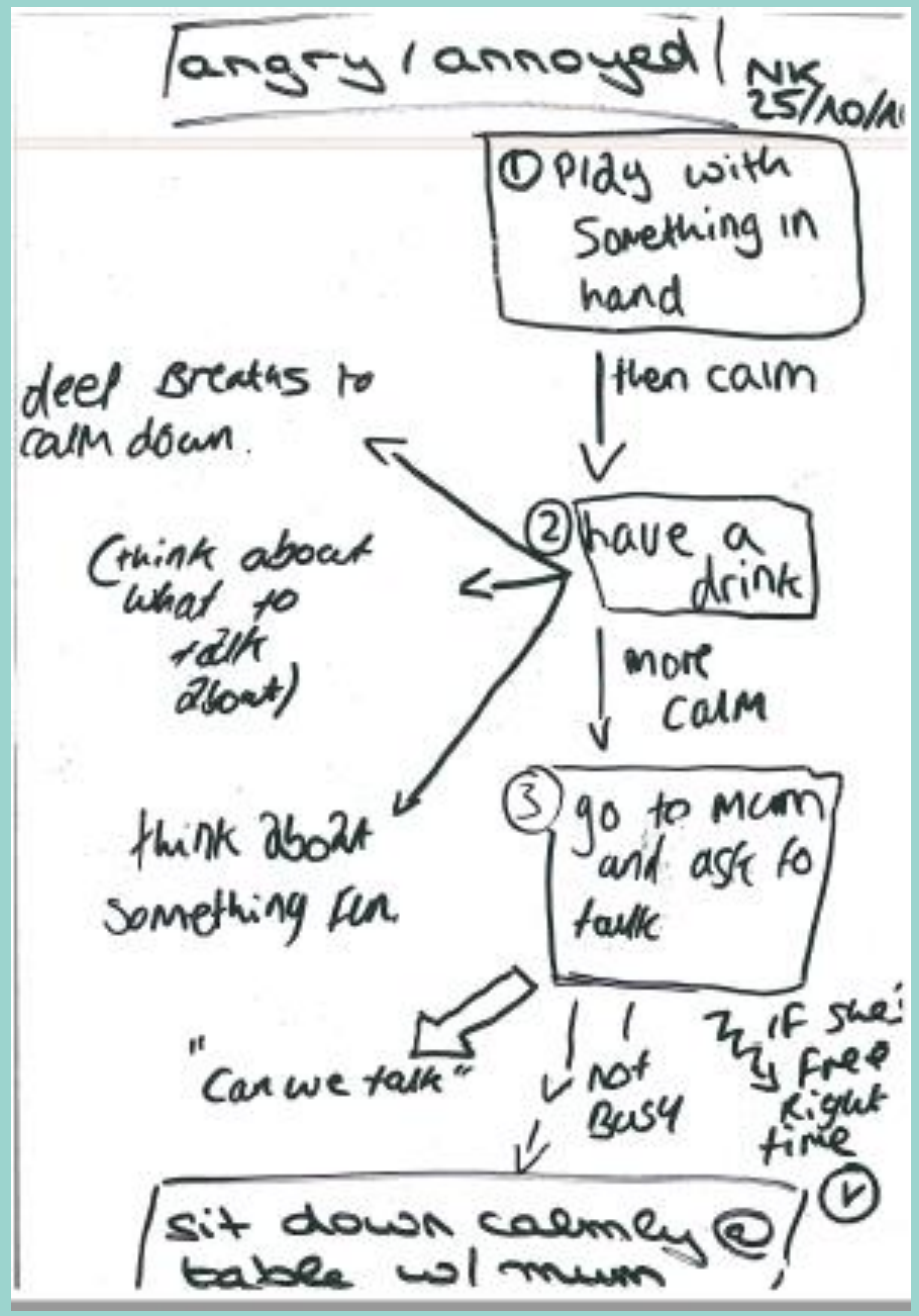
The Bridge, 38 Leicester Road,
Loughborough, Leicestershire, LE11 2AG

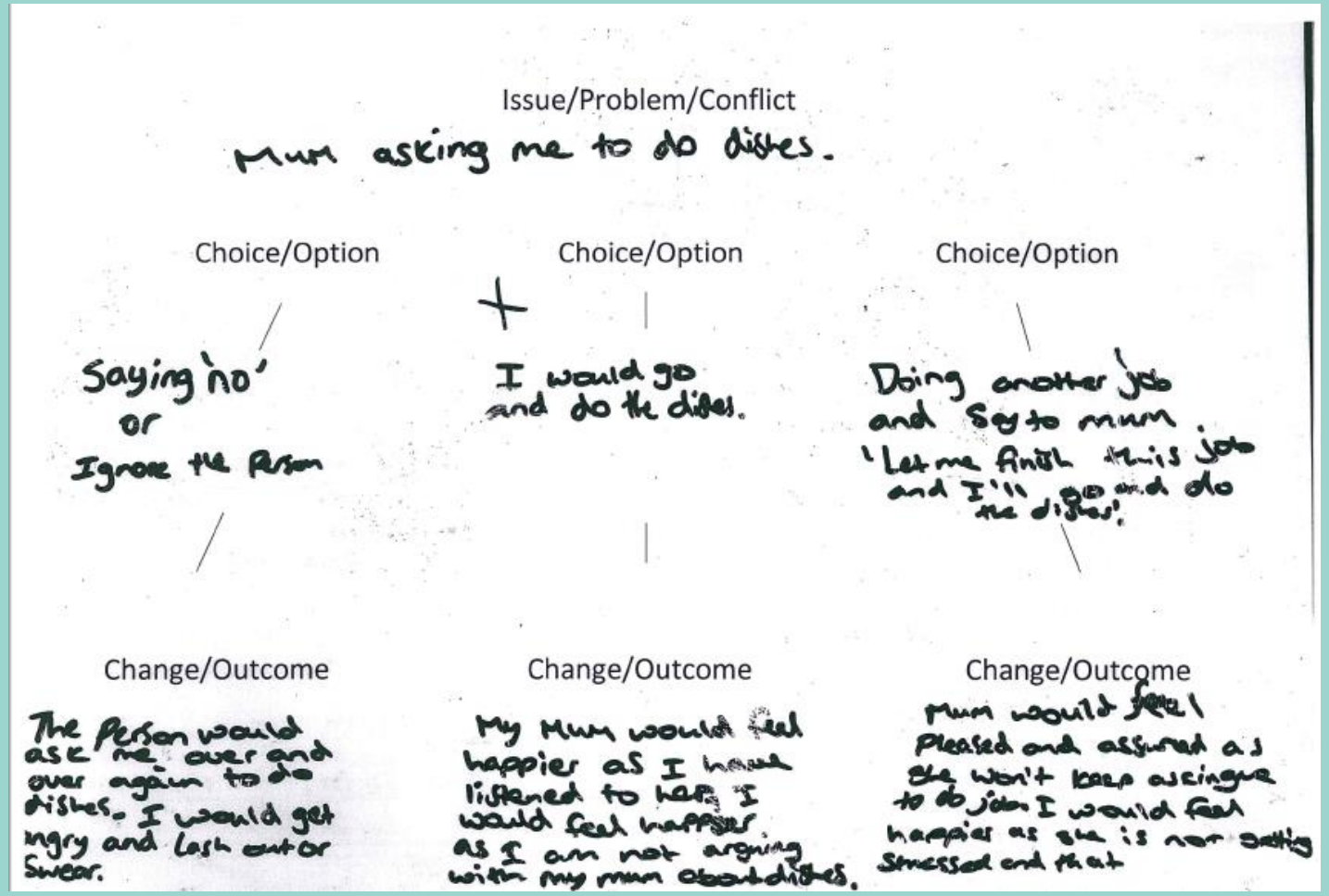
Phone: 01509 260500
Fax: 01509 260505

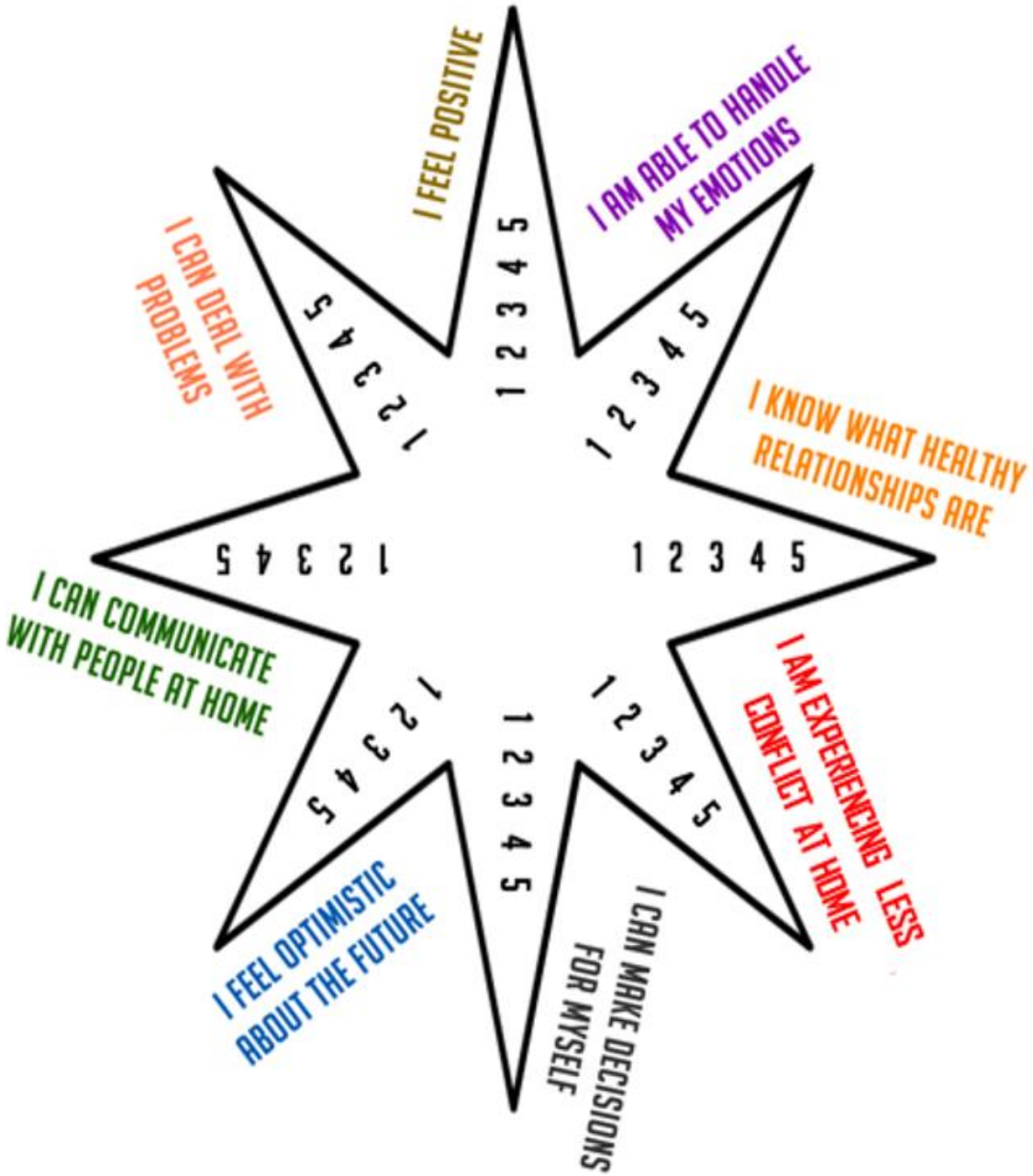
Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk

Charity number: 1050596
Company number: 03114996


Good Standard
Consistent
Engagement
Future Focussed
Realistic
Achievable


angry / annoyed
NK 25/10/
① Play with something in hand
then calm
deep breaths to calm down.
② have a drink
(think about what to talk about)
more calm
think about something fun
③ go to mum and ask to talk
"Can we talk"
not busy
if she's free
Right time
sit down calmly @ table w/ mum


Issue/Problem/Conflict
Mum asking me to do dishes.
Choice/Option
Saying 'no' or Ignore the Person
Choice/Option
I would go and do the dishes.
Choice/Option
Doing another job and say to mum 'Let me finish this job and I'll go and do the dishes'.
Change/Outcome
The Person would ask me over and over again to do dishes. I would get angry and lash out or swear.
Change/Outcome
My Mum would feel happier as I would listened to her, I would feel happier as I am not arguing with my mum about dishes.
Change/Outcome
Mum would feel pleased and assured as she won't keep asking me to do jobs. I would feel happier as she is not getting stressed and that



Statement	Frequency				
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future					
I've been feeling useful					
I've been feeling relaxed					
I've been dealing with problems well					
I've been thinking clearly					
I've been feeling close to other people					
I've been able to make up my own mind about things					

Completing this form helps us to understand what you think is going well for you at the moment and also highlights anything that you may want to change or improve in your life.

How are you feeling about each of these areas below?										
I am able to manage my home and live independently	1	2	3	4	5	6	7	8	9	10
I have self-care & living skills to look after myself and my property	1	2	3	4	5	6	7	8	9	10
I am confident managing money and budgeting	1	2	3	4	5	6	7	8	9	10
I lead a healthy lifestyle with any physical health issues being addressed.	1	2	3	4	5	6	7	8	9	10
I am managing emotional & mental health issues (with ongoing support in place)	1	2	3	4	5	6	7	8	9	10
I am engaging in meaningful activities e.g. Employment, education, training, volunteering.	1	2	3	4	5	6	7	8	9	10
I am motivated and taking responsibility to live independently	1	2	3	4	5	6	7	8	9	10
I am avoiding offending or anti-social behaviour and complying with any outstanding charges or orders/ Offending or ASB is not an issue for me	1	2	3	4	5	6	7	8	9	10
I am managing drug & alcohol use (with ongoing support in place)/ Drug or Alcohol Use is not an issue for me	1	2	3	4	5	6	7	8	9	10
I feel supported and have positive social networks and relationships.	1	2	3	4	5	6	7	8	9	10
I take part in the wider community	1	2	3	4	5	6	7	8	9	10

PREVENTING HOMELESSNESS OF YOUNG PEOPLE

The Bridge, 38 Leicester Road,
Loughborough, Leicestershire, LE11 2AG

Phone: 01509 260500
Fax: 01509 260505

Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk

Charity number: 1050596
Company number: 03114996

YOUNG PEOPLE AT RISK OF HOMELESSNESS

The bridge

Relationship Breakdown

Challenging Behaviours

Drug/Alcohol Misuse

Poor Mental Health

Issues in EET or NEET

Criminal Activity or ASB

Teenage Pregnancy

Financial Difficulties

Icon made by Freepik from www.flaticon.com

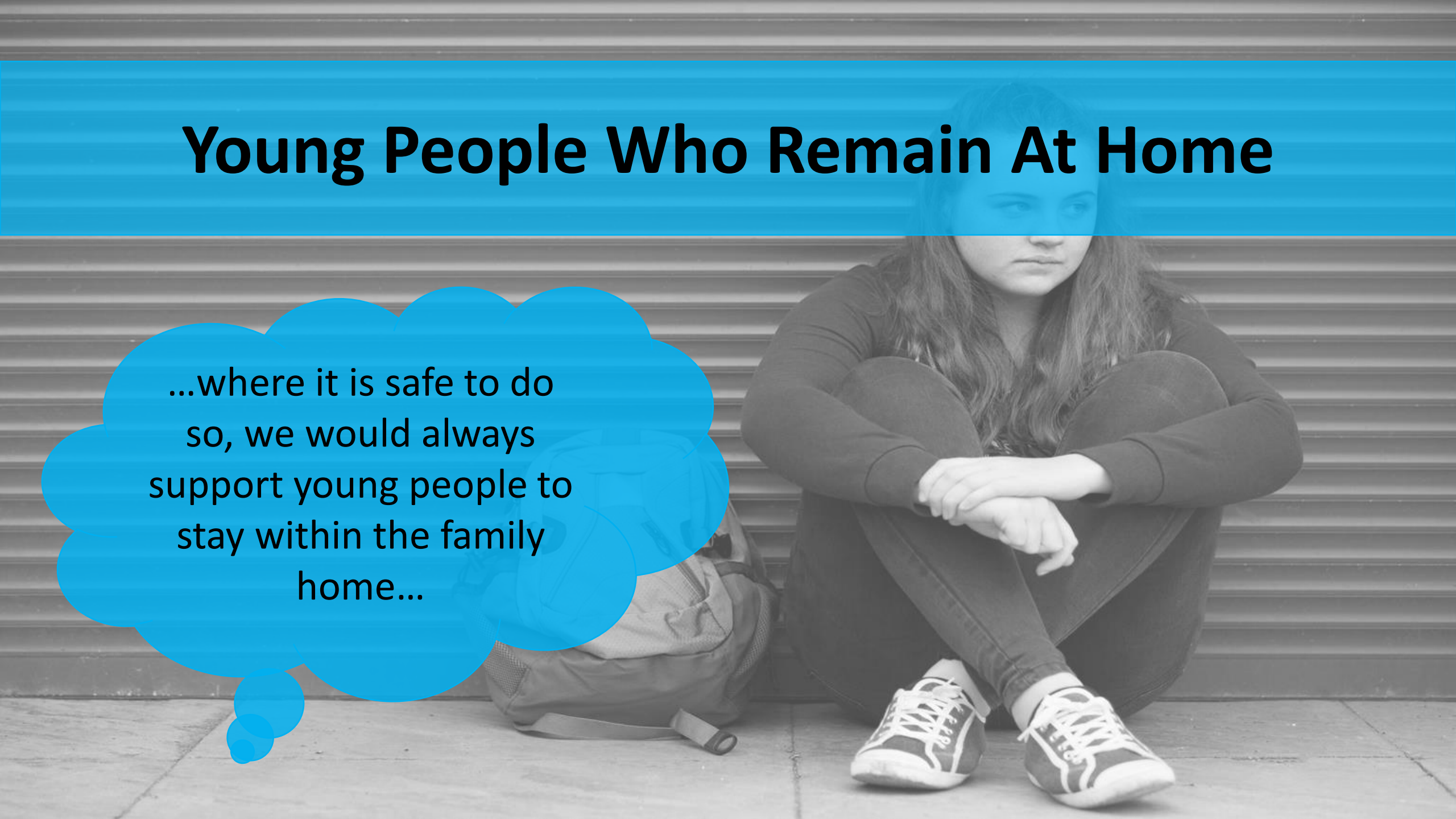
The Bridge, 38 Leicester Road, Loughborough, Leicestershire, LE11 2AG

Phone: 01509 260500
Fax: 01509 260505

Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk

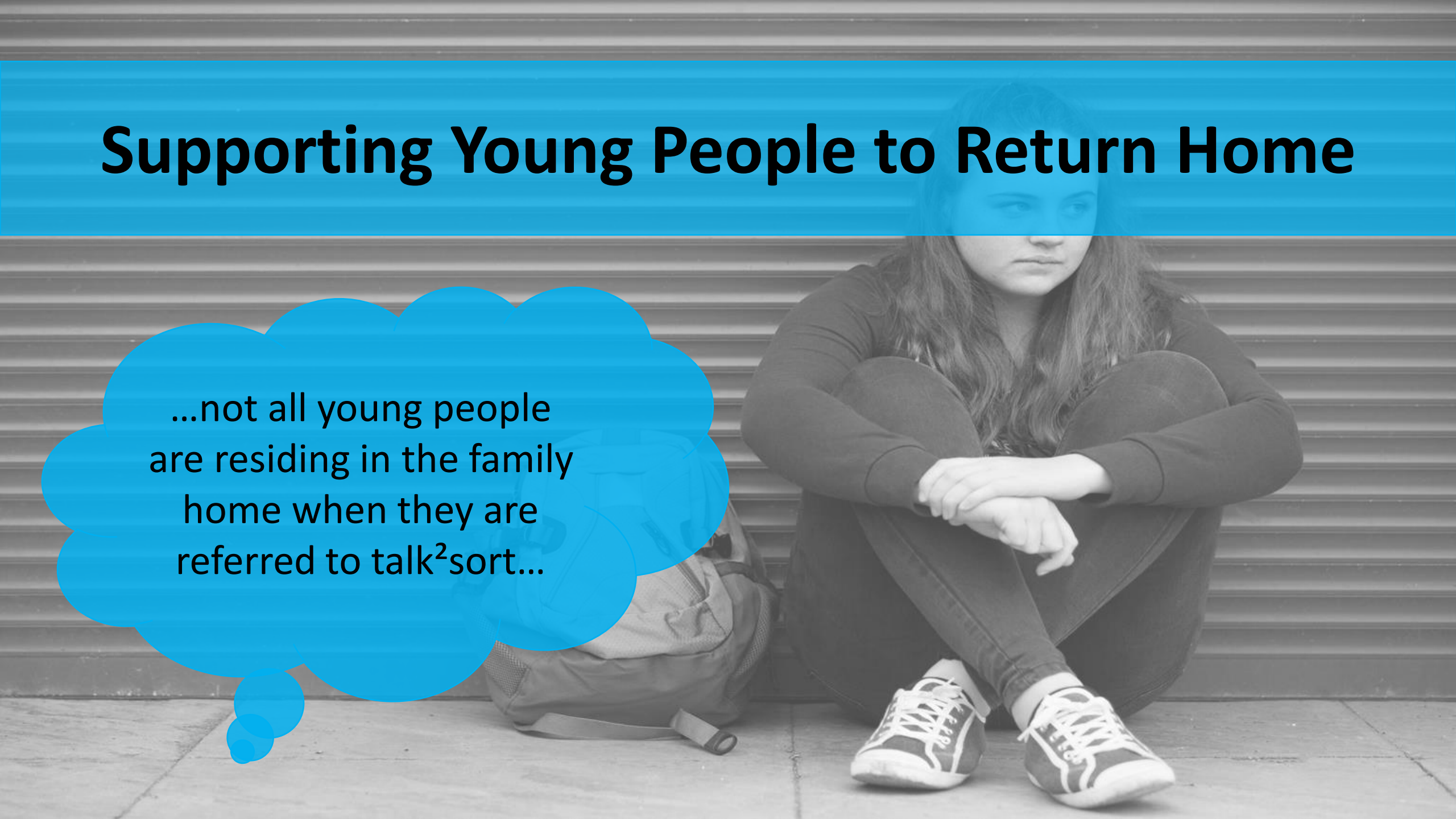
Charity number: 1050596
Company number: 03114996

Young People Who Remain At Home



…where it is safe to do so, we would always support young people to stay within the family home…

Supporting Young People to Return Home



…not all young people are residing in the family home when they are referred to talk²sort…

NATIONAL & INTERNATIONAL RECOGNITION

homeless link

Children & Young People Now Awards 2018

“Thank you to you and Paul for your time and sharing your insight and experience…Vincent and I talked about all the amazing work you do all the way home and how others might learn from you! As discussed we will be presenting to our colleagues in the department about how you use mediation for homelessness but also the wider work you do.”

Homelessness Advisor

Ministry of Housing, Communities & Local Government

International Knowledge Management and Intellectual Capital Excellence Awards

SERVICE FUNDING & DEVELOPMENT

Charnwood

POLICE & CRIME COMMISSIONER for Leicestershire

BBC Children in Need

THE LEATHERSELLERS' COMPANY

Leicestershire County Council

Future Development Plans

SERVICE OUTPUTS & OUTCOMES

SERVICE OUTPUTS 2018/2019

150
Referrals Received

119
Families Supported

49
Drop Ins Delivered

83
Successful Closures

22
Unsuitable Referrals

Icon made by Freepik from www.flaticon.com

The Bridge, 38 Leicester Road, Loughborough, Leicestershire, LE11 2AG
Phone: 01509 260500
Fax: 01509 260505
Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk
Charity number: 1050596
Company number: 03114996

SERVICE OUTCOMES 2018/2019

The bridge

91.67%
Homelessness Prevention

92.86%
Improved Communication

95.83%
Remained in EET

88.89%
Improved Relationships

76.92%
Improved Mental Health

% based on clients who provided feedback at closure of support, giving a positive (agree or disagree) response

Icon made by Freepik from www.flaticon.com

The Bridge, 38 Leicester Road, Loughborough, Leicestershire, LE11 2AG
Phone: 01509 260500
Fax: 01509 260505
Email: assistance@thebridge-eastmidlands.org.uk
Web: www.thebridge-eastmidlands.org.uk
Charity number: 1050596
Company number: 03114996

The bridge™
THANK YOU