



LIVERPOOL CITY COUNCIL
HOUSING OPTIONS SERVICE
MEDIATION



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WHERE TO GET HELP AND ADVICE

Liverpool City Council Housing Options Service	0151 233 3800
YPAS	0151 707 1025
Addaction	08000 196 197
Ask Frank	0800 776 600
OK UK	0151 702 0740

http://www.liverpool.gov.uk/Policing_and_public_safety/Citysafe/Tackling_crime_and_disorder/domestic_violence/index.asp



ONE STOP SHOPS

You can access the Housing Options Service at any of the City Council's One Stop Shops

BROADWAY
Broad Lane
Liverpool, L11 1JB
Last Appointment 4pm

CITY CENTRE
Municipal Building
Dale Street
Liverpool, L69 2DQ
Last Appointment 4:30pm

DINGLE
200 Park Road
Liverpool, L8 6SJ
Last Appointment 4:30pm

GARSTON
Garston Community Library
Bowden Road,
Liverpool, L19 1QN
Last Appointment 4:30pm

KIRKDALE
101 Walton Road
Liverpool, L4 4AG
Last Appointment 4:30pm

KNOTTY ASH
269 Blackmoor Drive
Liverpool, L12 3HA
Last Appointment 4:30pm

OLD SWAN
1a Derby Lane
Liverpool, L13 6QA
Last Appointment 4:30pm

SPEKE PARKLANDS
Conleach Road
Liverpool, L24 0TY
Last Appointment 4pm

WALTON LIBRARY
Evered Avenue
Liverpool, L9 2AF
Last Appointment 4pm

WAVERTREE
Picton Road
Liverpool, L15 4LP
Last Appointment 4:30pm

You can also telephone Careline to access the Housing Options Service.
Telephone: 0151 233 3800
Free phone: 0800 731 6844



Liverpool City Council

HOUSING
OPTIONS
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Mediation

Free confidential homelessness prevention and assessment service

Telephone: 0151 233 3800
Freephone: 0800 731 6844

M E D I A T I O N



INTRODUCTION

Liverpool City Council Housing Options Service has contracted Wirral Mediation Service to provide a mediation service in Liverpool to prevent people, particularly young people, becoming homeless.

WHAT IS MEDIATION?

Mediation is a process in which an impartial person helps people involved in a dispute to reach an agreement.

WHO IS ELIGIBLE FOR MEDIATION ?

The mediation service is primarily aimed at young people between 16 and 25 years old who are at risk of becoming homeless due to a family dispute.

However, anyone who is at risk of homelessness due to a family or neighbour dispute and mediation is thought to be an appropriate intervention can access the service.

WHEN CAN MEDIATION HELP?

- when everyone involved is willing to take part
- when misunderstanding or lack of communication are partly to blame
- when your own efforts to sort things out have failed
- when conflict is continuing or getting worse
- when a problem suddenly arises

REFERRALS

Referrals are made to the mediation scheme through Liverpool City Council Housing Options Service and Youth Offending Service. Once a referral is made, Wirral Mediation Service will contact both parties involved in the dispute within 3 working days. Each party will be visited separately in the first instance prior to a joint meeting with all parties.



MEDIATION

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Freephone:
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www.liverpool.gov.uk/homeless