

Individual support

This gives you the opportunity to meet with two trained members of our team to discuss how things are for you and the effect conflict is having on you.

Together we will reflect on the situation and explore ways of moving forward so that things improve for you.

We can meet at your home or somewhere that suits you and for one or two sessions of up to two hours. You can also have a supporter with you whenever we meet.

How will individual work help?

We will help you to explore next steps and find new strategies and ways to cope.

We will help you to think about improving ways of communication and what might work for you.

For more information about these options please contact us via phone, text or email using the contact details at the back of this leaflet.

"Thank you so much for all the support you have given me over the last few weeks. I'm in a much better place from when we first met, and it's been all down to your wonderful care."

"We feel the pressure is off of us and we feel a lot more relaxed in our home. You helped us feel safe again."

"Things are a lot better now. We are even talking when we see each other out on the street, which is a first. We would like to thank you for all of your support."

To find out more or to speak to one of our casework team please phone or text us on:

Tel: **0117 9415379**

Mobile: **07534 188396**

Email: casework@resolvewest.org

Caseworkers are available Monday to Friday. If you send a text or leave a message we will call you back.

www.resolvewest.org

Unit 40, Easton Business Centre, Felix Road,
Easton, Bristol BS5 0HE

Our website is available in other languages through the google translate button.

This leaflet is available in other languages on request.



Working to

RESOLVE CONFLICT

across Bristol and
the surrounding areas

resolve west
resolving conflict, repairing harm

formerly bristol mediation

Registered Charity Number 1000641
Company Registration Number 2538842

Who are we?

We are an independent registered charity, and have over 30 years' experience of providing conflict resolution services to individuals, communities, & neighbourhoods.

We provide a supportive environment to talk about the conflict that is being experienced, and help you to find a way forward.

Our casework team

Our office-based team are trained in conflict resolution, and receive regular additional training and supervision to ensure they are able to respond really well to your situation and needs.

You can expect them to listen carefully to what you tell them about the problems you are experiencing, before explaining fully what options or next steps are available to you. They are impartial, they do not take sides, but are keen to help you find a way through conflict.

We can work with you to:

Ensure that you have a voice and feel heard.

Help improve communication.

Offer a quicker and more suitable alternative to either formal action or hoping the problem will go away.

Help sort things out.

Some of the issues that we work with include

- Anti-social behaviour
- Relationship breakdown
- Communication issues
- Children's and Young people's behaviour
- Abusive and threatening behaviour
- Conflicting lifestyles/cultures
- Racism/hate Incidents
- Harassment/intimidation
- Gossiping/name calling
- Noise
- Cars/parking issues
- Access issues
- Gardens and boundary disputes
- Bullying
- Animals
- Social media issues

What can change for me?

- We can give you the opportunity to move forward positively.
- You can ask questions and have some closure on what has happened.
- We can work with you all to help sort things out for the better.
- We can help your needs to be understood.
- We can help to improve communication with the person you are in conflict with.
- You can feel more secure in your home, neighbourhood, community or workplace.
- You can feel more confident in dealing with any future problems. Resolving the problems can give you peace of mind and help you to feel better by reducing stress and improving your health and wellbeing.

How our services work

We will:

- ✓ Assess your case and talk through options to make things better.
- ✓ Visit you at home or a place that works for you, to find out about what has been happening.
- ✓ Work daytimes, evenings or weekends to fit in with your availability where possible.
- ✓ Discuss with you which additional agencies may also be able to help you or work with your existing supporters.
- ✓ Arrange and manage a joint meeting or indirect meeting at a local venue to sort things out.
- ✓ Provide interpreters/translators/BSL if needed.
- ✓ Follow up with you after any agreements have been made to check in to see what is working.
- ✓ Provide individual support if your case does not go ahead to a meeting with the person you are in conflict with.

"It was good to be able to speak to someone about how I felt. It made me feel a bit safer that someone knew and that I wasn't alone."