
Parents/carers

If we contact you, this is because we would like to help you to rebuild relationships. Mediation can help young people to understand the views of those they live with and vice versa. With this understanding conflict in the family home can be reduced. Mediation can be helpful even if the young person involved in our service no longer lives with you.

Referring agencies

If you work with young people, you may find that some are experiencing difficulties at home. They could benefit from mediation. If you think this is the case, you can refer the young person to our service.

Referral process

Referrals will normally be carried out by agencies on behalf of a young person. A referral form should be completed by the person making the referral. This should be sent to the KEY Project either by post, fax or e-mail. To request referral forms, please contact us.

If you are a young person or parent/carer, you may wish to refer yourself to the project. You can do this by contacting us in writing, by telephone or via e-mail.

Contact details

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as above.



If you need this leaflet in other formats
please let us know.

3 is the KEY

**A free mediation service
for young people and
their families**






**South Tyneside
Churches'
KEY Project**

**Helping to prevent
youth homelessness**

South Tyneside Churches' KEY Project

South Tyneside Churches' KEY Project exists to help young people in South Tyneside to live independent and successful lives.

We provide a number of services including:

-  Homelessness mediation for young people aged 13-25
-  Floating support for young people aged 16-25
-  Emergency provision of food and household items

3 is the KEY Homelessness mediation

3 is the KEY is our latest project. It is a free mediation service to help reduce youth homelessness. Wherever possible it is in a young person's best interests to remain in the family home. However, situations can occur that make this more difficult. Mediation can help to resolve such situations, which these may include:

- Arguing with parents
- Disagreement over house rules
- Disputes between brothers and sisters
- Not getting on with step-parents
- Involvement in illegal activity

Young people

Do you find yourself arguing a lot with others at home?

Are you considering leaving home?

Have you been asked to leave home?

**3 is the KEY
can help!**



**How can
3 is the KEY help?**

3 is the KEY provides an informal mediation service, which could help you to improve relationships. Mediation focuses on the future, not the past.

You will not be told what to do. The idea of mediation is that you take control of your future and we assist you in communicating with others in order to help you do this.

3 is the KEY is free and confidential. We will not consult other parties without your permission, unless we have a legal obligation to do so.

How does mediation work?

Mediation is voluntary. We will not force anyone to take part in 3 is the KEY. The process will be different for different people but as a guideline, the following will take place:

1. Referral to 3 is the KEY.
2. Our Prevention of Homelessness Worker will meet with the young person. If you are a young person, this is your chance to talk about your situation and be listened to.
3. Our Prevention of Homelessness Worker will meet with the other party involved. If you are a parent/carer, then this is your opportunity to talk and be listened to.
4. A meeting or series of meetings between the two parties will be arranged. Our Prevention of Homelessness Worker will assist both parties in talking and listening to each other, with the aim of making an agreement for the future.
5. Ongoing support will be offered in order to help both parties to maintain their agreement.

A third person who does not take sides can help -

3 is the KEY!

