

What is Time to Talk?

Time to Talk is for people in Bath and North East Somerset when things in the family home aren't going so smoothly. We give both parties the chance to think things through or take time to talk.

Whether you're a young person (aged 16-25) or a parent, our trained worker helps people talk things through in a neutral place. If you wish, later we can sit down with all the family so you can listen to each other's side of the story. We don't take sides. We'll give you time and space. This is known as 'mediation'.

When can Time to Talk help?

It's time to talk if you:

- Are 16-25, struggling to make things work at home and are thinking of leaving
- Are a parent/ guardian of a young person who you don't feel able to cope with and want some help
- Know of a young person who is facing being forced out of home
- Are ready to listen and take time to talk

How can I get Time to Talk involved?

Call or text us direct on: **07966 140779**
Email: **mediation@shapehousing.co.uk**

If an agency is already supporting you, ask them about contacting Time to Talk. They can refer you to us, or talk things through with us first, if you want them to. Some of our partners are listed overleaf.

When you contact us, we'll have a chat to get some of the background. We can't solve every problem but we can help build bridges between everyone involved. If you need more specialist help, we can refer you to the right agencies. We don't force anyone to take part or do anything they're not comfortable with.

If you want to introduce someone else to what we do, you can call to find out more. Feel free to pass on information about us.

What does Time to Talk do?

We'll meet you to talk through the issues on your own. Then we can contact the other party.

When you're both ready, we'll try to get you together. We'll be there to ensure there's lots of listening and that both sides get a chance to have their say. The idea is you'll focus on ways to sort things out for the future, making agreements on some ground rules for both sides. The meetings take place in a safe and 'neutral' place that both parties are happy with

Time to Talk is free, confidential and independent. We never share information without your permission unless we believe you or anyone else is at risk of harm. Where possible, we will contact you to explain our concerns before taking action we feel is necessary.



How do I contact the service?

To find out more, call or text Time to Talk on 07966 140779. We can call you back. You can also contact us via email at mediation@shapehousing.co.uk. Once you've spoken to us, you don't have to go any further.

You can be referred from a housing or young people's support organisation, who can contact us on your behalf at the number above.

What if mediation doesn't work?

The service helps young people to stay in or return to the family home but we realise this is not always possible. If it's only possible with more support, we can try to arrange that. If a young person still has to leave the family home then we can also assist with referring to other agencies and making sure that the right support is in place.



If you would like this leaflet in large print, in Braille, or on audio tape or CD, or if English is not your first language and you need translation, we can get one for you.

 01225 366000

HADII AANU LUQADA INGIRIISIDU AFKAAGA KOOWAAD AHAYN, AANAD U BAAHAN
TAHAY TURJUMAAD BUUGA YAR, WAANU KUU HELI KARNA QOF

ਜੇਕਰ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਮੁੱਢਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ, ਅਤੇ ਤੁਹਾਨੂੰ ਇਹ ਪਰਚਾ
ਤੁਹਾਡੀ ਜ਼ਬਾਨ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਅਸੀਂ ਤੁਹਾਡੇ ਵਾਸਤੇ ਭੇਜ ਸਕਦੇ ਹਾਂ।

اگر انگریزی آپ کی مادری زبان نہیں ہے اور اس پر پڑھنے کا ترجمہ کرنا چاہیں تو ہم یہاں کر سکتے ہیں

જો અંગ્રેજી તમારી પહેલી ભાષા ના હોય, અને તમને આ
પત્રકના ભાષાનરની જરૂર પડે, તો અમે તે કસ્ટમી યકીલું.

अगर अंग्रेजी आपकी प्रथम भाषा नहीं है, और आपको इस पत्रक के
भाषांतर की आवश्यकता हो, तो हम यह आपके लिये के सकते हैं।

如果英語不是您的第一語言，而且您需要這份簡單的翻譯本，我們可以隨時提供您。

NẾU ANH VẪN KHÔNG PHẢI LÀ TIẾNG MẸ ĐỂ CỦA BẠN VÀ NẾU
BẠN MUỐN CÓ MỘT BẢN DỊCH CỦA TẬP GIẤY NÀY BẰNG TIẾNG CỦA
BẠN THÌ CHÚNG TÔI CÓ THỂ CUNG CẤP MỘT BẢN CHO BẠN

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন
অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

Se l'inglese non e la vostra prima lingua e vi occorre una
traduzione, noi te ne possiamo fornire una

Jezel angielski nie jest twoim podstawowym jezykiem i
wymagasz interpretacji, skorzystaj z naszych uslug

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Contacts

If you feel you have to leave home

You can contact Time to Talk direct. There are also a number of other ways you can contact us. Any agency that already provides you with support can get in touch with us on your behalf, if you want them to. Or you can drop into your nearest Somer Housing neighbourhood office and they will put you in touch with Time to Talk.

TIME TO TALK, Call or Text:

07966 140779

Or email us on:

mediation@shapehousing.co.uk

Alternatively you can speak to your teacher, your tutor, or you can contact any of the agencies below for help and they will also be able to help you contact Time to Talk.

- Housing Options and Homelessness Team:
01225 396296
- Children and Family Services:
01225 396313
- Adult Services:
01225 396000
- Emergency out-of-hours Duty Team:
01454 615165
- Off the Record:
01225 312481
- REACH Floating Support
01225 422156

National advice line for people facing homelessness:

Shelter (Housing Advice and Rights information):
0808 800 4444

Making

Time to Talk

