**Support & Mediation**

**An independent mediation and anti-social behaviour (ASB) support service is available for the residents of Tamworth who are in dispute with others or suffering from ASB.**

**This service is available for everybody in Tamworth and is free of charge.**



**How does it work?**

‘Harmony’ is a mediation and support service for Tamworth residents who are suffering from Anti-Social Behaviour (ASB).

You can get online or personal contact from ‘Harmony’ including emotional and practical support, advocacy with agencies, assistance with legal support, support at court (civil and criminal), online self-help modules, advice and guidance, window and panic attack alarms.

Harmony also provide mediation to help parties to reach resolution, improve relationships, health and emotional wellbeing.

**Eligibility:**

* A person who has suffered alarm, harassment or distress;
* Adult (18+) and child victims (0-17yrs);
* Victims who reside in Staffordshire and Stoke-on-Trent;
* All parties must give consent for mediation

**Exceptions**

* ASB where there is no identifiable victim such as begging / vagrancy, abandoned vehicles, prostitution;
* Victims who do not reside in Tamworth
* Cases where mediation does not relate to ASB e.g. family / marriage;
* Cases of mediation where neither party consents;
* Street parking;
* Environmental pollution
* Noise deemed to be a result of lifestyle differences or normal living

**How can I get this support?**

If you already have an open case, then your case officer can make this referral on your behalf.

If you have an ongoing dispute with a neighbour or anybody in the Community, you can contact the Neighbourhood Impact team to request mediation by emailing [neighbourhoodimpactteam@tamworth.gov.uk](mailto:neighbourhoodimpactteam@tamworth.gov.uk)

If you are suffering with anti-social behaviour, you can report this to Tamworth Borough Council at [www.tamworth.gov.uk](http://www.tamworth.gov.uk) and following this link - <https://mytamworth.tamworth.gov.uk/do-it-online/report-it/anti-social-behaviour-incident/>