



**Epping Forest  
District Council**

Housing Directorate

**relate**  
the relationship people

Relate is working to promote health, respect  
and justice in couple and family relationships.

## **Referrals to Relate Mediation through the Homeless Prevention Team**

The homeless prevention team at Epping Forest District Council work with Relate to provide a mediation service for people who have relationship problems.

### **What is Relate?**

Relate has trained mediators who can assist clients with the difficulties they are having within their family relationships. This could be where the client is experiencing relationship problems within their family, or with their partner.

### **What is mediation?**

Mediation is not the same as counselling. The Relate mediator helps people with their family relationship difficulties, by helping them to deal positively with the difficulties they are faced with.

### **How can I access the service?**

Relationship difficulties within a family, or between partners, can lead to the loss of someone's home. If this is happening to you, our homeless prevention team may be able to help.

### **How will the homeless prevention service deal with my referral to Relate?**

A referral will be made on your behalf, once you have talked to a prevention officer who agrees that a Relate mediator may be able to help you. After the referral is made your interview with a mediator will normally take place within 7 days.

### **How will Relate deal with my referral?**

Any referral is dealt with in the strictest confidence. Normally any interview arranged with the Relate mediator will take place at the Civic Offices in Epping.

### **How will I know the outcome?**

Soon after the appointment takes place, the Relate mediator will provide a written assessment and will fax this to the homeless prevention officer. You will also be notified of the outcome.

### **How do I find out more about referrals to Relate through the Homeless Prevention Service?**

If you want to find out more about Relate's services through the Epping Forest District Council Homeless Prevention Team please contact:

**Homeless Prevention Team  
Housing Needs Section  
Epping Forest District Council  
Civic Offices, High Street  
Epping, Essex CM16 4BZ  
Telephone No. 01992 564000**

E-mail: [housingneeds@eppingforestdc.gov.uk](mailto:housingneeds@eppingforestdc.gov.uk)