



Changing Futures North East believes that relationships matter! Since 1998 we've been helping people build healthy relationships in their families and communities.

We are experienced in helping people in conflict during or after separation. We provide therapeutic services, mediation, conflict resolution and children and young people's work.

As a Charity, we try to provide services for free and where we charge we keep costs very low as we aren't looking to make a profit.

In our conflict resolution and mediation work with separated parents:

- 94% of people who completed work had better awareness of children's needs
- 77% reported reduced conflict
- 82% reported a better relationship with their ex



### We work safely and ensure confidentiality

We take the safety and confidentiality of the children and adults we work with very seriously.

All cases are screened for domestic abuse and other risks. We do all we can to make sure you and other family members can access our services safely.

We keep your information confidential to our service. We would only ever break confidentiality without your permission where we are very concerned about the safety of a child or an adult, or are legally required to. In most cases, we would tell you if we needed to share your information with others.

#### To find out how we can help:

Call us on 01429 869 247 during office hours, or email [separation@changingfuturesne.co.uk](mailto:separation@changingfuturesne.co.uk)

[www.changingfuturesne.co.uk/moving-on/](http://www.changingfuturesne.co.uk/moving-on/)



**Mediation**  
**Family Work**  
**Children's Work**  
**Conflict Resolution**

Information & Costs Leaflet





We help separating or separated people and families.

Whether people have recently separated or have been separated for many years we can support them. The main ways we help are:

- **Mediation** - the process starts with a meeting between the mediator and each adult separately. This is usually followed by a number of sessions with two adults together that focus on things that are important to you (for instance, children's arrangements, money/finances). Meetings usually last an hour each, but for financial matters two hours each. We prefer to speak to children as part of the mediation process, if you and your child agree to it.
- **Mediation and One to One Work** - where there has been a lot of conflict in the relationship or afterwards we can work with each parent separately for a number of sessions before bringing them together.
- **Conflict resolution & relationship work** - this has a broader therapeutic focus to help people who are separated get along better and it may not focus as much on the specific arrangements between them.
- **Children and young people's work** - we can offer therapeutic group work, one to one counselling or one to one consultations with children and young people impacted by parental separation and/or conflict. We may also be able to offer some children longer term mentoring group work in addition to providing an individual mentor who works with them across the school year.

Some help is FREE for Legal Aid eligible parents and children.

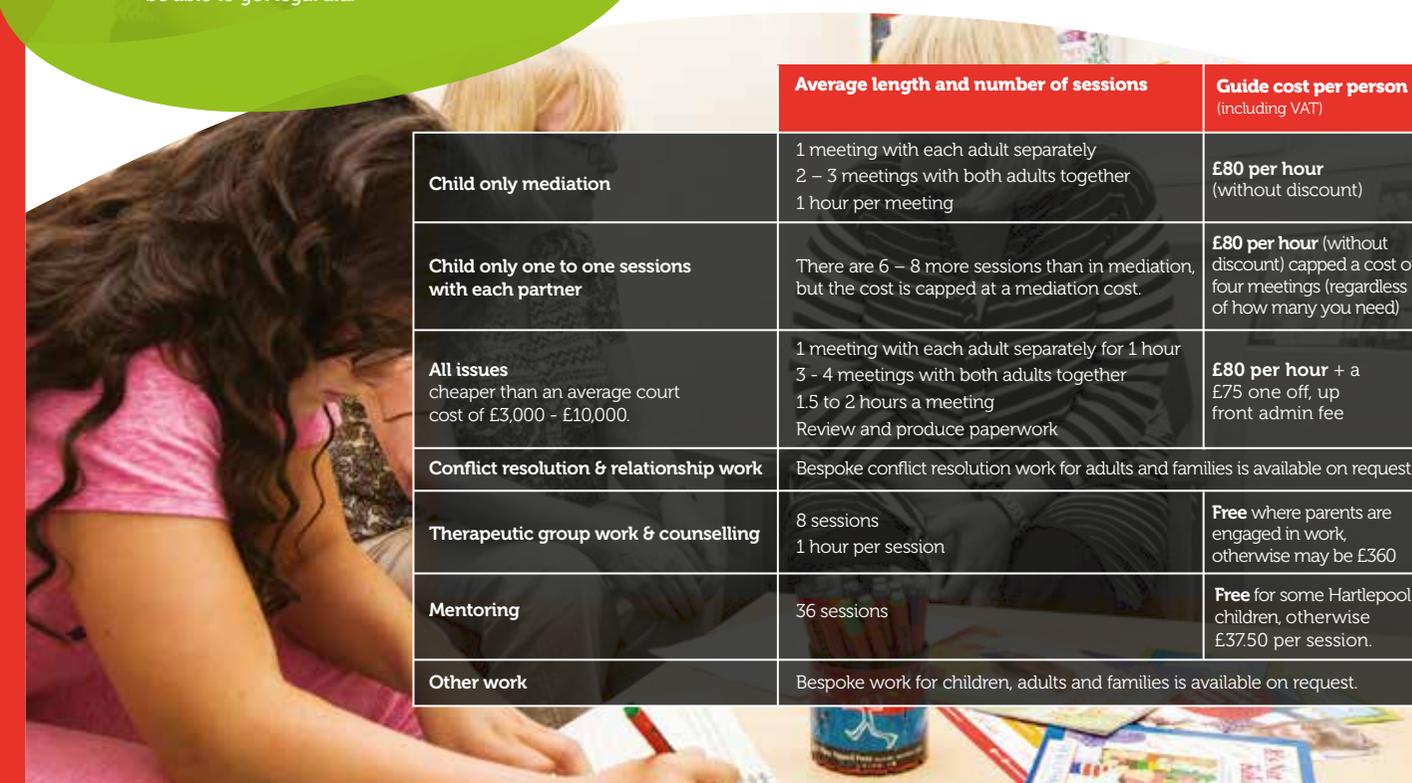
We can provide mediation for free where people are legal aid eligible. Please call us on 01429 869 247 and we can help you find out if you might be able to get legal aid.

Help is HEAVILY DISCOUNTED for people who aren't legal aid eligible. We also try to secure grants to help pay for some costs, for instance some therapeutic and one to one work.

As a Charity, we try to keep costs really low. Our research tells us we are over £20 per hour per person cheaper than the next cheapest local mediation provider. We don't compromise on quality - we have lower costs because we share our overheads across a range of projects and don't try to make a profit.

If legal aid won't pay for your mediation, or you are looking for another type of support, our charges are £80 per hour, per person (including VAT). In some cases we can reduce this to £60 per person, per hour, including VAT.

For 'All Issues' mediation we charge an additional £75 because of the paperwork we have to go through, and the report we have to produce at the end. Children's therapeutic groups and counselling are usually free where parents are engaged in mediation, but may otherwise be charged at £45 per session. Mentoring may be free for some Hartlepool children, but otherwise costs £37.50 per two hour session.



	Average length and number of sessions	Guide cost per person (including VAT)
<b>Child only mediation</b>	1 meeting with each adult separately 2 - 3 meetings with both adults together 1 hour per meeting	<b>£80 per hour</b> (without discount)
<b>Child only one to one sessions with each partner</b>	There are 6 - 8 more sessions than in mediation, but the cost is capped at a mediation cost.	<b>£80 per hour</b> (without discount) capped a cost of four meetings (regardless of how many you need)
<b>All issues</b> cheaper than an average court cost of £3,000 - £10,000.	1 meeting with each adult separately for 1 hour 3 - 4 meetings with both adults together 1.5 to 2 hours a meeting Review and produce paperwork	<b>£80 per hour</b> + a £75 one off, up front admin fee
<b>Conflict resolution &amp; relationship work</b>	Bespoke conflict resolution work for adults and families is available on request.	
<b>Therapeutic group work &amp; counselling</b>	8 sessions 1 hour per session	<b>Free</b> where parents are engaged in work, otherwise may be £360
<b>Mentoring</b>	36 sessions	<b>Free</b> for some Hartlepool children, otherwise £37.50 per session.
<b>Other work</b>	Bespoke work for children, adults and families is available on request.	