

York Family Mediation Service – from 3 August 2020

Post-Lockdown Protocols – Important Information – PLEASE READ

After the period of government advised lockdown, when our office was closed and our staff furloughed, we have spent time risk-assessing how we can provide appointments with the priority of keeping both our clients and our staff as safe as possible. We have put in place safety protocols at our offices and for how we will conduct initial MIAMS (Mediation Information and Assessment Meetings) and joint Mediation sessions.

Many of the appointments will be now held remotely online via either Zoom or WhatsApp (facetime). We will also be able to offer a limited number of face-to-face appointments for those clients who prefer to travel to our offices or who do not have the technology to have an online appointment.

We cannot accept cash at this time and clients will need to make all required payments by card over the telephone or by bank transfer ahead of their appointments. There are also requirements for documents and forms to be sent to the office via email or by post before any appointment can take place. Please see below for details.

Please note that unfortunately we had technical issues during the lockdown period and we apologise that our 'office@yorkfms.co.uk' email address stopped working and we were unable to retrieve correspondence sent to it. Please use our new address:

yorkfamilymediationservice@gmail.com

What to do if you need a MIAM:

1. If you think you may be eligible for legally-aided mediation:

- We will not be able to book your MIAM until all of the necessary documents have been received by our office and the evidence has been assessed by a mediator (see attached for full list of documents required).
- There will also be an 'Agreement to Mediate' form and a 'CIVMEANS7' form to sign and return before we can book your MIAM. There is also an Equal Opportunities Form to complete and return. **Please tell us whether you prefer to have these forms emailed or posted to you.**
- If you are able to pay the full MIAM fee we can book your appointment as soon as possible and will then refund you once you have been assessed as being eligible for legally-aided mediation.
- If you are found not to be eligible for legally-aided mediation you will be considered to be a private client and section 2 below applies to you.
- If you are assessed as eligible for legally-aided mediation we can then arrange your appointment.
- If you do not attend your face-to-face appointment or if you do not answer your device at the arranged time for an online appointment this will be classed as a cancellation and the cancellation fee must be paid before we can rearrange your MIAM. The mediator will try to contact you twice, in case you missed the first call.
- The MIAM will last for approximately 45 minutes.
- If you require a form to apply to court such as a Form A or C100 these can be provided following your MIAM.
- Legally-aided clients can have up to three appointments free of charge (the MIAM and two joint mediation sessions) and the other party will receive a free MIAM and one free joint session.
- **If you need to cancel or rearrange your appointment please do so at least two working days before the appointment or you will be charged a cancellation fee of £45.00 including VAT, even if you are eligible for legally-aided mediation.**

2. If you are a private client paying for your MIAM:

- We will ask for payment at the time you book your MIAM which will take place face-to-face at our offices or via Zoom or WhatsApp. The full price list is attached. **Please have your payment card ready.**
- If you prefer to pay via a bank transfer (BACS) we will provisionally book your MIAM, provide you with our bank details and confirm with you once payment has cleared. If we do not receive the payment within two working days unfortunately the appointment will have to be cancelled.
- There will also be an 'Agreement to Mediate' form to sign and an Equal Opportunities form to complete and return before we can confirm your MIAM. **Please tell us whether you prefer to have these forms emailed or posted to you.**
- If you do not attend your face-to-face appointment or if you do not answer your device at the arranged time for an online appointment this will be classed as a cancellation and the cancellation fee must be paid before we can rearrange your MIAM. The mediator will try to contact you twice, in case you missed the first call.
- The MIAM will last for approximately 45 minutes.
- **If you need to cancel or rearrange your appointment please do so at least two working days before the appointment or you will be charged a cancellation fee of £45.00 including VAT.**

What to do if you need a form for court:

In order to make an application to court, you still need to book a MIAM. Your mediator will sign the relevant form and this will be given to you at the end of a face-to-face appointment. If you have an online appointment the form will be emailed or posted to you or your solicitor.

What to do if you want to arrange a joint mediation session:

- Please email us quoting your reference number and advise us whether you are able to mediate via ZOOM or WhatsApp or if you prefer a face-to-face appointment.
- **All payments for mediation sessions will be taken at the time of booking.**
- If you need to cancel or rearrange your appointment please do so two working days before the appointment or you will be charged a cancellation fee of £45.00 including VAT even if you are eligible for legally-aided mediation.
- A full list of our charges is attached for your information.

Please note:

Child/Family Mediation appointments will last for 1 hour

Finance & Property Mediation and All Issues Mediation (AIM) appointments will last for 1.5 hours

ACTION LIST:

BOOKING A MIAM

Please email or call us with the following information:

1. Your full name, postal address, contact number and email address.
2. Your children/s name/s and date/s of birth and who they live with.
3. The other party's name, address, contact number & email address.
4. The area of mediation needed: Child & Family, Property & Finance or AIM (All Issues Mediation).
5. Are any other bodies involved such as Social Services, CAFCASS, IDAS etc.
6. Details of your solicitor if you have one.
7. Whether you are able to mediate via ZOOM or WhatsApp.
8. Whether you will pay by card or bank transfer (BACS).
9. Whether you prefer forms to be emailed or posted to you.

MIAM (with a Legal Aid Assessment) – send us the following documents via email or post ASAP:

- Your two most recent **payslips** or a document showing your **NI number**
- All **benefit documents/statements** dated within the last month
- Your **bank statements** from the two months before your appointment
- **Savings, other accounts, mortgage details & assets** (e.g. property ownership)
- **Outgoings** are (such as rent, child maintenance etc.)
- **Your partner's income** (if you have one)

Once you have received the following forms from us please complete, sign and return them via email or post:

- **Signed CIVMEANS7 form (pg6 only – the Client Declaration box);**
- **Agreement to Mediate (page with signature only);**
- **Equal Opportunities form.**

Please note: We cannot book an appointment for you until we have received all of the above back from you.

Go to <https://www.gov.uk/check-legal-aid> to find out more.

MIAM (Private clients)

- Have your payment card ready and call us with the information listed (points 1-9 above).
- If paying by BACS please request the details and we will provisionally book your MIAM which will be confirmed once your payment has cleared.

On the Day of your Appointment

(Applies to online MIAMs & Mediation appointments)

- Be available to respond to your mediator at the allocated time
- Make sure your device is charged and that you have a charger on hand
- Position yourself in a quiet location without distractions
- Ensure your child/ren are looked after in another room wherever possible
- No recording of appointments is allowed as stated in the Agreement to Mediate
- If you need to take time out or a short break please let your mediator know

- Allow yourself time to regroup and relax after your session is finished

York Family Mediation Service Charges List 2020-21

(Private Clients only)

Service Description	Annual Income	Price inc. VAT	
MIAM	N/A	£100.00	
<u>Mediation Sessions**:</u>			<u>SHUTTLE Prices**:</u>
Children/Family (1 hr)	£30k or less	£85.00	£127.50 (1.5 hrs)
	£30-£45k	£105.00	£157.50 (1.5 hrs)
	£45-£70k	£130.00	£195.00 (1.5 hrs)
	£70k or more	£150.00	£225.00 (1.5 hrs)
<u>Mediation Sessions**:</u>			
Finance & Property/ AIM (1.5 hrs)	£30k or less	£130.00	£173.33 (2 hrs)
	£30-£45k	£165.00	£220.00 (2 hrs)
	£45-£70k	£200.00	£266.66 (2 hrs)
	£70k or more	£230.00	£306.66 (2 hrs)
**per person, per session			
Cancellation Fee (*applies to all clients even if you are eligible for legally-aided mediation)	N/A	£45.00	

Receipts will be emailed to you unless you ask us to post them to you.

Forms to be signed and returned:

Email (pdf)

- Add your digital signature and email it back to us (the signed page only) or
- Print out the form and sign it then scan or photograph it and email it back to us (the signed page only)

By Post

- Sign the relevant pages we send you and post them back to our office using the SAE provided by us

If you were assessed as being eligible for legally-aided mediation in January-March 2020 in a MIAM with us:

You will be asked to provide documents to show that your financial situation has not changed.