

KIDS London SEN Mediation Service

Annual Service Report 1 April 2009 - 31 March 2010



Training and development opportunities for front line staff in the SEN sector

This has been a busy year for us as demand for our communication training and conflict resolution expertise has increased in the wake of the Lamb report.

Good communication and early intervention can reduce Tribunals and save considerable costs.

Our approach has been to work with local authorities to share practical strategies for engaging with parents of children with SEN with a particular focus on handling difficult conversations and managing SEN meetings.

Click here to read what front line SEN staff have said about our training: <http://tiny.cc/sn700>

Conflict management advice at the end of the phone

Did you know...

We provide **neutral and independent conflict resolution advice** over the telephone to LA officers and parents as part of the Service level agreement we have with Local authorities.

Occasionally an SEN officer will be working on a case that has become entrenched or reached an impasse. The SEN officer may not be sure if a neutral independent facilitator will be able to assist with communications.

Simply call or email us on a confidential basis and we will be happy to explore whether/how mediation may be able to assist.

Can SEN mediation really resolve cases?

From July 2010 a letter is being sent by the Special Education Needs and Disability Tribunal urging parties to consider mediation.

We often get told by SEN Officers- "There's no point mediating as we have nothing to concede." The fact is *mediation isn't about having something to concede*. It's about all parties being willing to actively seek resolution and building good communication between parties who will be involved in an ongoing relationship for several years. 90% of cases which went to face to face mediation this year resulted in full or partial agreement.

Click here to read real case studies demonstrating how mediation helped to resolve both Appeal and non Appeal cases: <http://tiny.cc/mozxa>

Need more information about what to expect if you attend mediation?

If you have never attended a mediation before, the prospect may be daunting. To overcome this we provide detailed pre-mediation guidance notes to participants taking part in mediation, whether directly or in a supporting role. **Click on this link to learn more:** <http://tiny.cc/khm0m>

London-wide Referral Statistics: 2009-2010

Click here for latest figures: <http://tinyurl.com/288u73h>

Contact us:

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