

# KIDS London SEN Mediation Service

49 Mecklenburgh Square, London WC1N 2NY

Tel. 020 7837 2900

Web [www.kids.org.uk/mediation](http://www.kids.org.uk/mediation)

Accredited by The Civil Mediation Council



## Referrals and Mediations 01 April 2010 - 31 March 2011

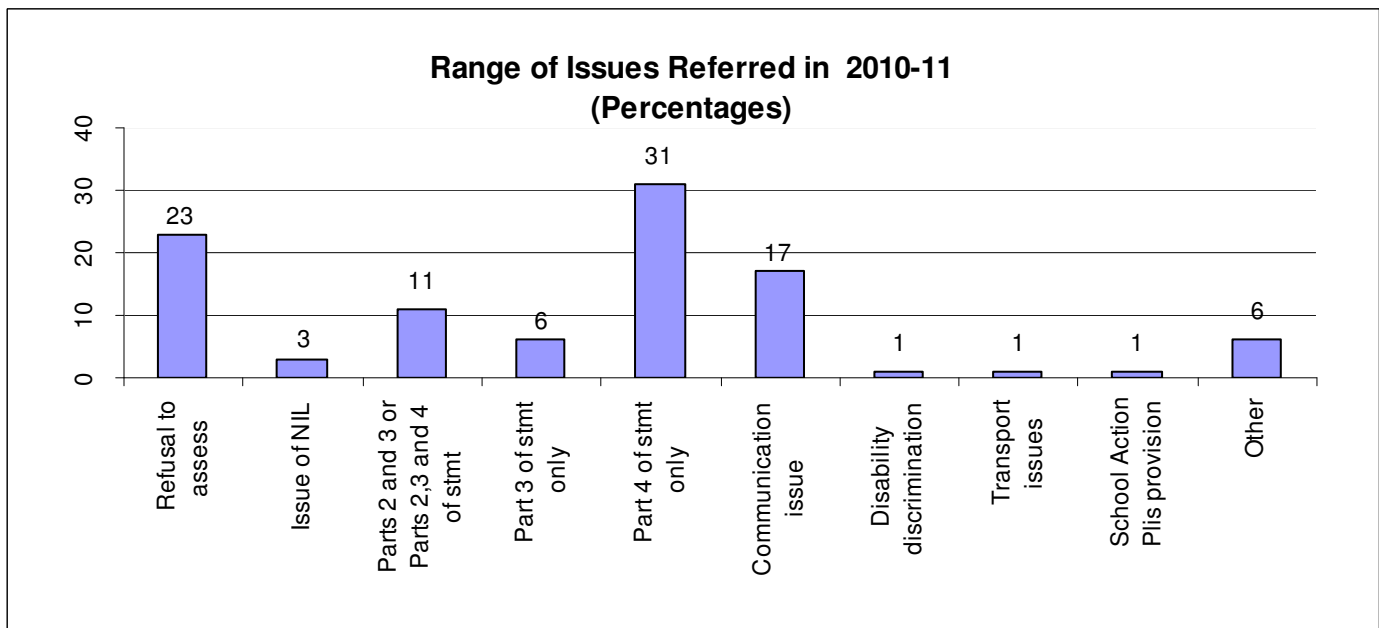
Referrals in this period have risen 40% on the previous year. 96% of mediations resulted in a full or partial agreement.

### Service Statistics

Please see below for detailed information on referrals and mediations for the period 01 April 2010 - 31 March 2011.

### Range of Issues Referred

	2010-2011	
Refusal to assess	35	(23%)
Issue of Note in Lieu of Statement	5	(3%)
Parts 2 and 3 of Statement or Parts 2, 3 and 4 of Statement	17	(11%)
Part 3 of Statement only	9	(6%)
Part 4 of Statement only	48	(31%)
Communication issues between parent and school	26	(17%)
Transport issues	2	(1%)
Disability discrimination	2	(1%)
School Action Plus provision	2	(1%)
Other issues	9	(6%)

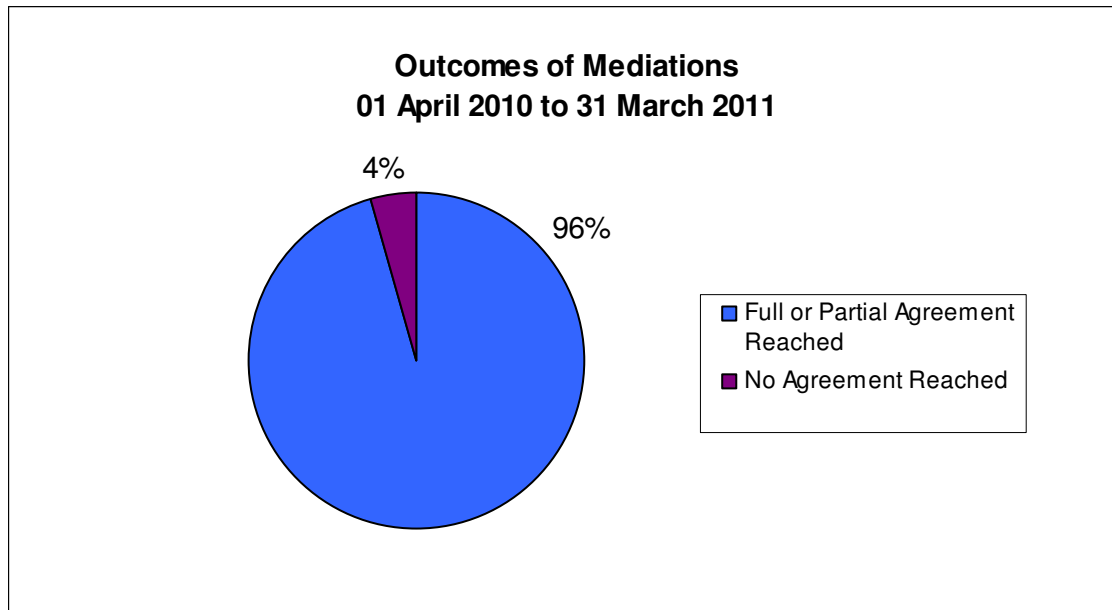


## Outcome of Cases

	2010-2011	
Case Mediated Formally	23	(15%)
Resolved locally with intervention from Mediation Service	20	(13%)
Conflict Management Advice & Information	93	(60%)
LA or School declined mediation	15	(9.5%)
Parent declined mediation	3	(2%)
Case inappropriate for mediation	1	(0.5%)

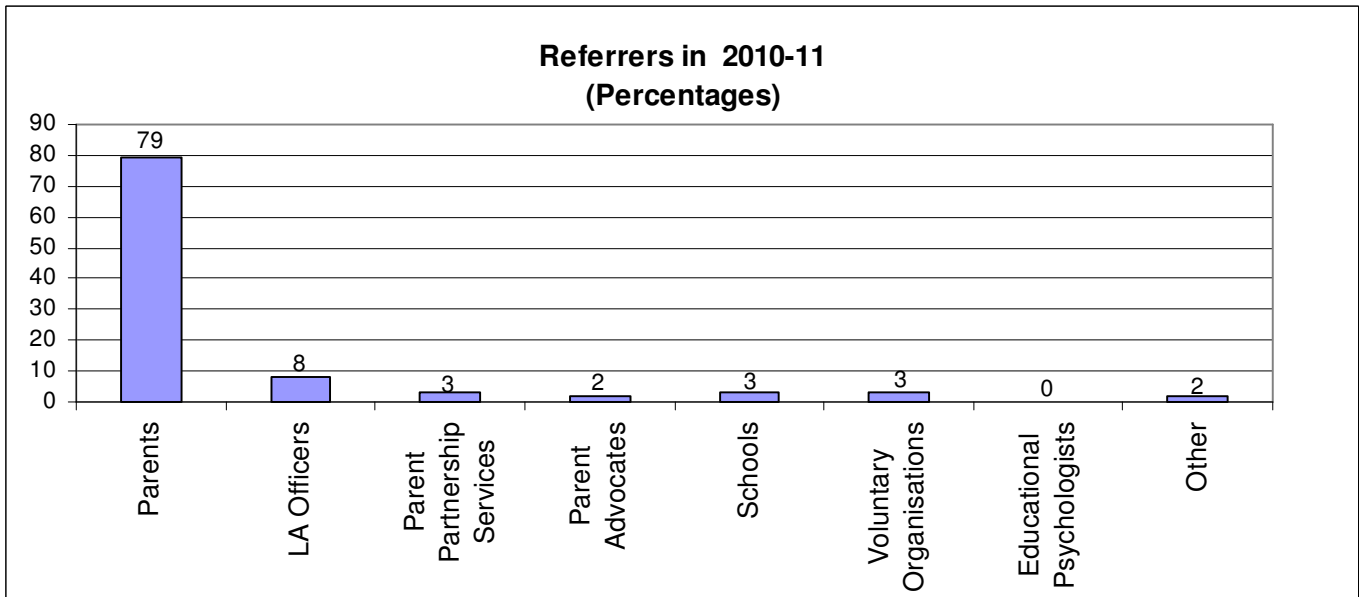
## Outcome of Formally Mediated Cases

	2010-2011	
Agreements reached	22	(96%)
No Agreements reached	1	(4%)
Total number of formal mediations	23	



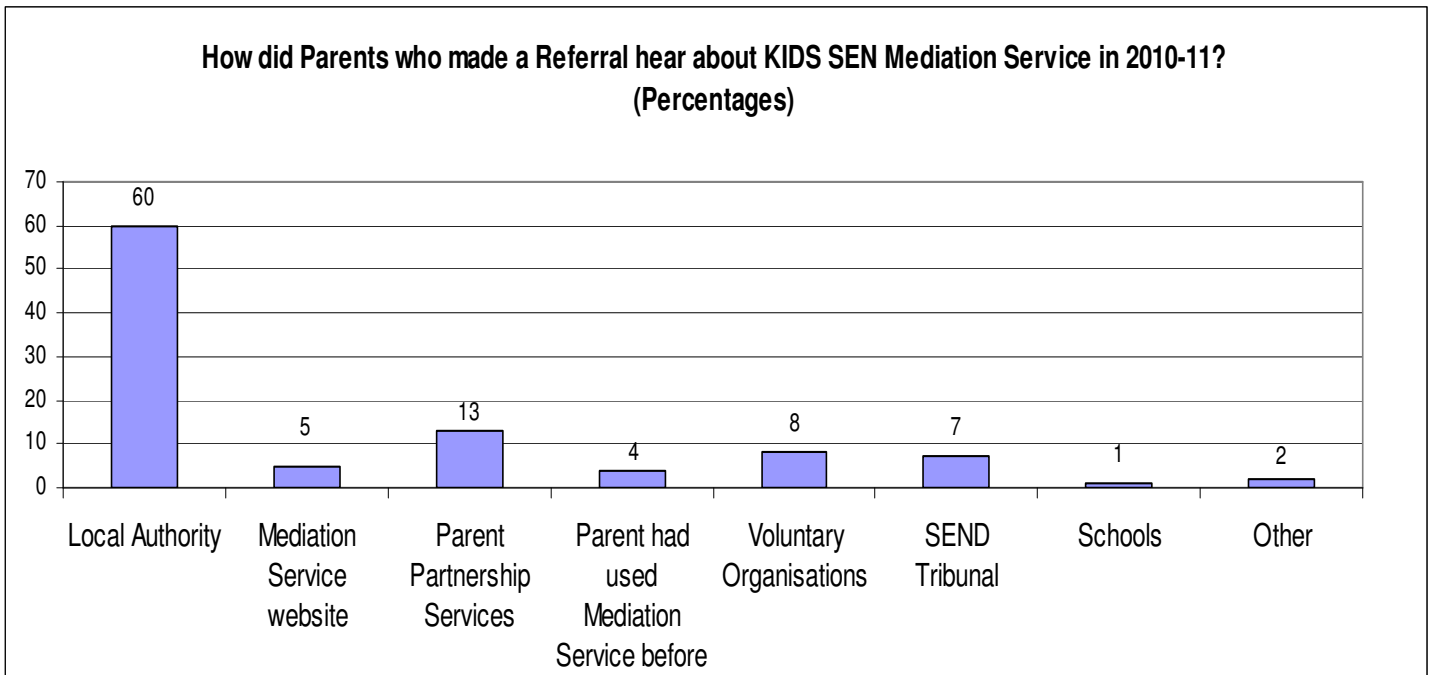
## Referrers

	2010-11	
Parents	123	(79%)
LA Officers	13	(8%)
Parent Partnership Services	5	(3%)
Parent Advocates	3	(2%)
Schools	4	(3%)
Voluntary Organisations	5	(3%)
Educational Psychologists	0	(0%)
Other	2	(1%)



### How did Parents who made a Referral hear about the KIDS SEN Mediation Service?

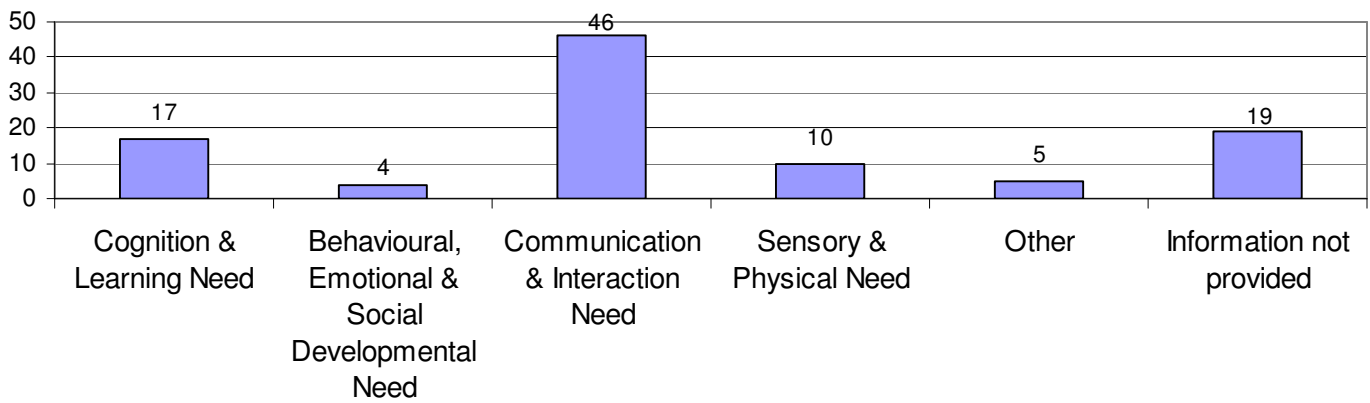
	2010-2011	
Local Authority	74	(60%)
Mediation Service website	6	(5%)
Parent Partnership Services	16	(13%)
Parent had used Mediation Service before	5	(4%)
Voluntary Organisations	10	(8%)
Advisory Group Member	0	(0%)
SEND Tribunal	8	(7%)
Schools	1	(1%)
Other	3	(2%)
Total number of parental referrals	123	



### Special Educational Need

	2010-2011	
Cognition & Learning Need (CALN)	26	(17%)
Behavioural, Emotional and Social Developmental Need (BESD)	6	(4%)
Communication & Interaction Need (CIN)	71	(46%)
Sensory & Physical Need (SPN)	15	(10%)
Other	7	(5%)
Information not provided	30	(19%)

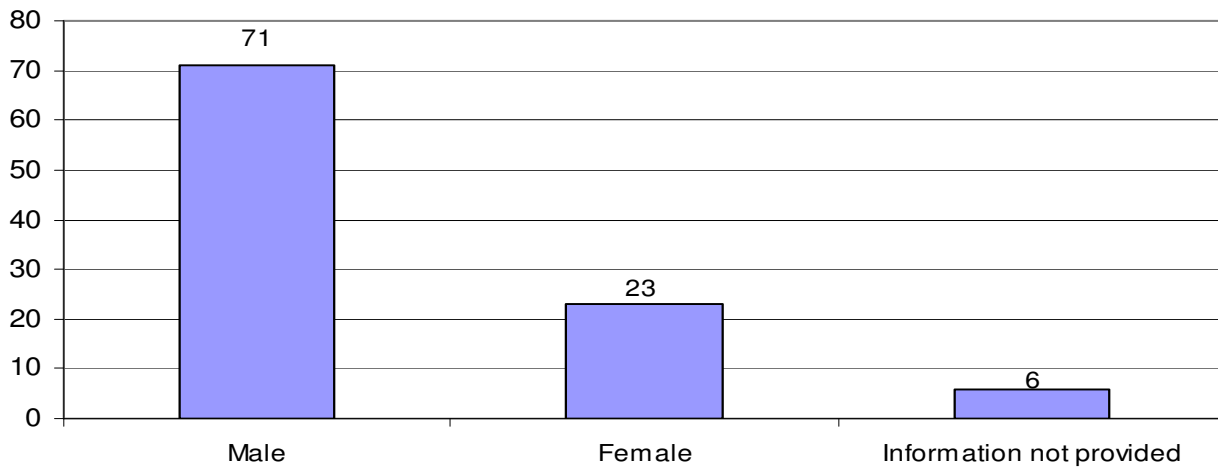
**Special Educational Need in 2010-11  
(Percentages)**



### Gender of Child

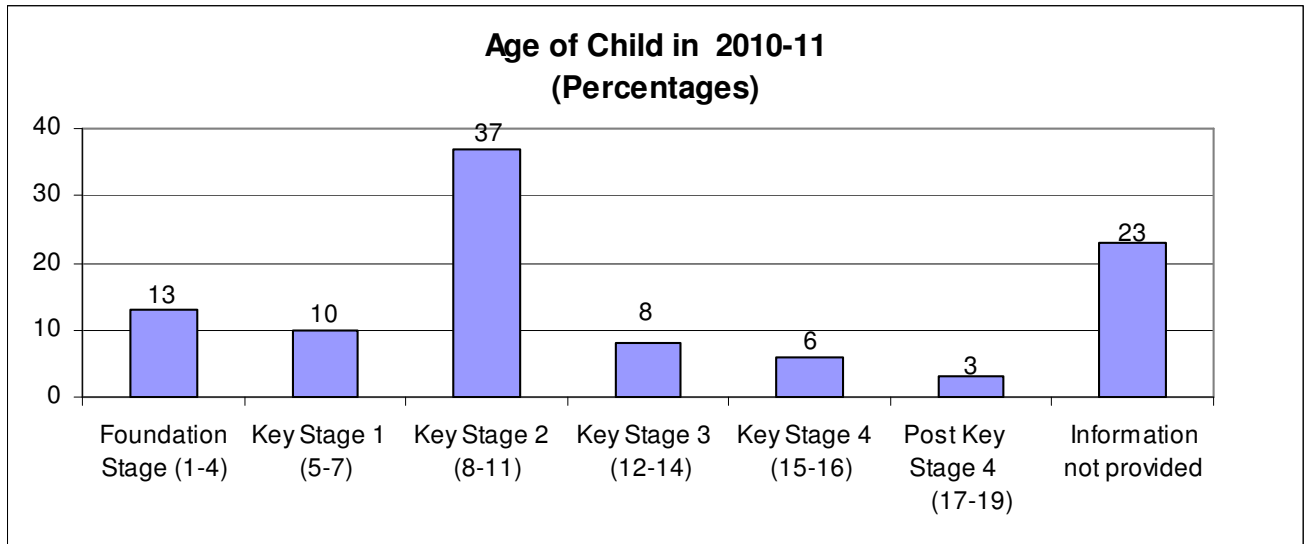
	2010-2011	
Male	110	(71%)
Female	35	(23%)
Information not provided	10	(6%)

**Gender of Child in 2010-11  
(Percentages)**



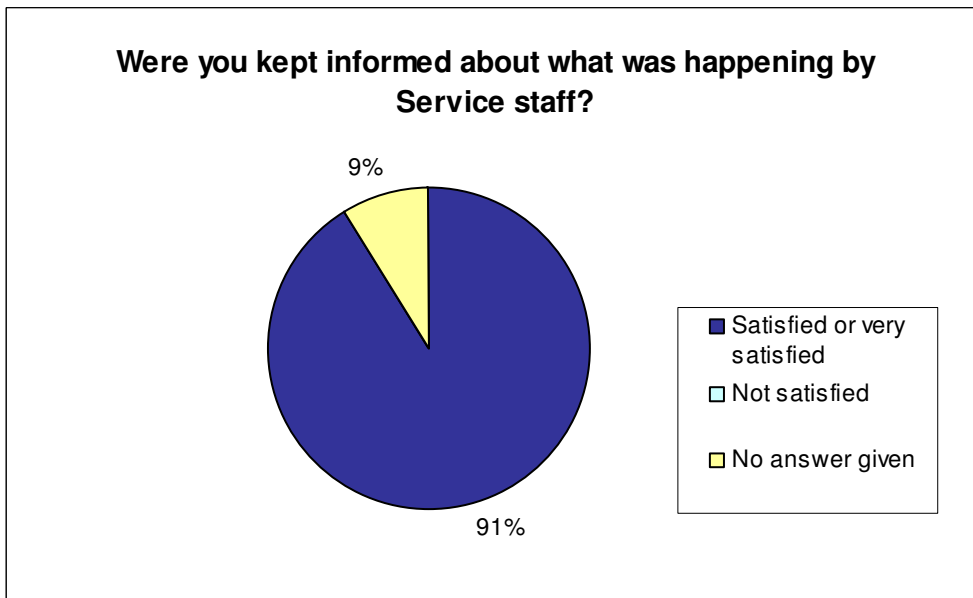
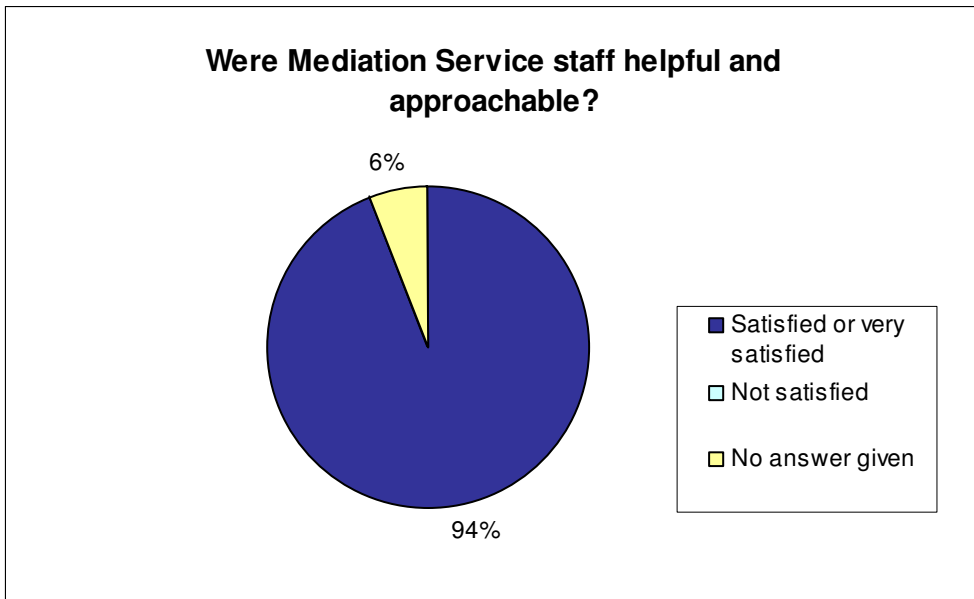
## Age of Child or Young Person

	2010-11	
Foundation Stage (ages 1 – 4)	20	(13%)
Key Stage 1 (ages 5 – 7)	16	(10%)
Key Stage 2 (ages 8 – 11)	58	(37%)
Key Stage 3 (ages 12 – 14)	12	(8%)
Key Stage 4 (ages 15 – 16)	9	(6%)
Post Key Stage 4 (17 - 19)	4	(3%)
Information not provided	36	(23%)

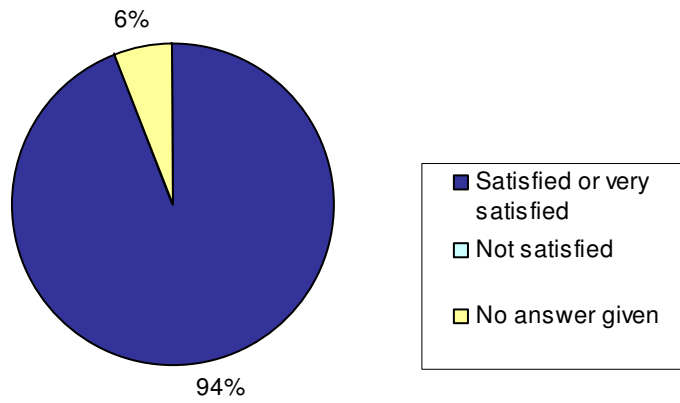


# How well did we do?

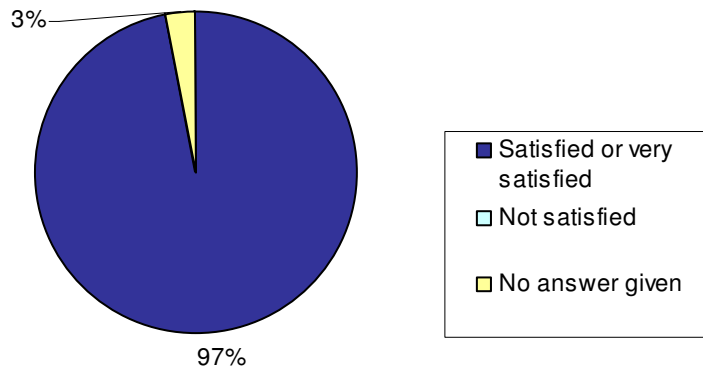
We asked participants to rate their satisfaction on a number of issues. We have received very positive feedback from mediation participants, as the graphs below show. Over 90% of participants reported that they found service staff to be helpful and approachable, said that they received a clear explanation of what mediation is about, and that they were kept informed about what was happening by service staff. This shows our firm commitment to providing excellent standards of customer service. A very impressive 97% of participants said that they thought their mediator dealt fairly with everyone involved in the mediation. This again demonstrates our high quality as a mediation service provider.



**Did you receive a Clear Explanation of What Mediation is about?**



**Did you feel that the mediator dealt fairly with everyone involved in the mediation?**



# Is anyone better off?

## Mediation feedback from participants on the benefits of mediation

The following is a selection of comments made by mediation participants, who participated in mediations which took place during this year. We have permission to share these comments. Participants were asked about the benefits of mediation. These comments show that taking part in mediation with KIDS London SEN Mediation Service brings many benefits for participants. Local Authority officers speak about parents withdrawing from Tribunal, saving time and expense for everyone involved. Parents tell us about how having an independent person present helped them to get answers and to seek a resolution to the disagreement. Above all, mediation with KIDS London SEN Mediation Service frequently brings parties a clear way forward. There are also benefits such as a restoration of trust between parties and an improvement in relations.

We also invite participants to provide additional feedback three months after the mediation to assess the impact of the mediation. These comments are included in those below.

*"The opportunity to clarify points."*

Local Authority Representative, March 2011

*"Improve communication between parties."*

Local Authority Representative, January 2011

*"A clear plan of how to move forward."*

School Representative, January 2011

*"We were able to put all our points across and get answers to numerous questions we had. Very useful- was able to speak to representatives from Council face to face and also have independent party on hand."*

Parent, December 2010

*"I feel [parents] gained some trust in the Local Authority. Very helpful- parents withdrew their appeal and agreed to work with LA."*

Local Authority Officer, December 2010

*"It enabled me to speak with the SEN Team at [name omitted] Council in person to get answers to many questions and make agreements about the way forward for [my child]. Very useful process."*

Parent, December 2010

*"Enabled a clear understanding of the issues and the reasons decisions were made."*

Local Authority Officer, December 2010

*"Issues for parents were clarified and also services by the LA clarified."*

Local Authority Officer, December 2010

*"Helpful clarity on an agreed way forward whilst acknowledging other issues where there was agreement to disagree. Very helpful process and the mediator was very fair and balanced in facilitating the process [...]. My first experience as part of the mediation service facilitated by KIDS and would recommend this service to others."*

Local Authority Officer, December 2010

*"Opportunity for issues to be discussed and areas of agreement/ disagreement explored."*  
Local Authority Officer, October 2010

*"Better relationship between LA and parent."*  
Local Authority Officer, August 2010

*"[Mediation brought a] clear understanding of the Assessment process and way to express my views."*  
Parent, August 2010

*"Allowed parties to recognize their impact from the other's perspective; look for common ground. A talking/listening forum can bring neutral options to weighted issues."*  
Local Authority Officer, July 2010

*"It enabled all parties to identify areas of their own responsibility that could have been met better. It helped me understand that more information was still needed."*  
Parent, July 2010

*"The agreement was very clear and to the point. The mediation helped pin point areas of poor communication and clarify [the child]'s needs more clearly and highlighted the need for constant follow up (in regards to external agencies involvement). I was very pleased with the process and outcome."*  
School representative, July 2010

*"Both mediators were excellent [...] bringing out communication, taking the process forward, creating the right atmosphere etc."*  
School Representative, June 2010

*"It gave all parties a chance to explain their reasons for their individual judgements regarding placement."*  
School Representative, June 2010

*"The meeting was structured- the issues were clearly defined. Agreement was reached following each issue, as opposed to the end of the discussion. I was very happy with this session."*  
Local Authority Officer, May 2010

*"Having attended Tribunal meetings before I was pleased how helpful, 'informal' the mediation was. It was therefore very useful and stress free."*  
School Representative, April 2010

*"Opportunity to understand each other's position."*  
Parent, April 2010

*"Agreement reached between LA/parents- as a result parents were able to withdraw their appeal to Tribunal. [Mediation] helped parents feel confident they were listened to. Very useful."*  
Local Authority Officer, April 2010

**KIDS SEN Mediation Service**

49 Mecklenburgh Square  
London  
WC1N 2NY

Tel. 020 7837 2900

Web: [www.kids.org.uk/mediation](http://www.kids.org.uk/mediation)

Mediation Manager: Audrey Dorival: [audrey.dorival@kids.org.uk](mailto:audrey.dorival@kids.org.uk)

Service Co-ordinator: Kirsty Dennis: [kirsty.dennis@kids.org.uk](mailto:kirsty.dennis@kids.org.uk)