



KIDS London SEN Mediation Service

“Independent, confidential conflict management services”

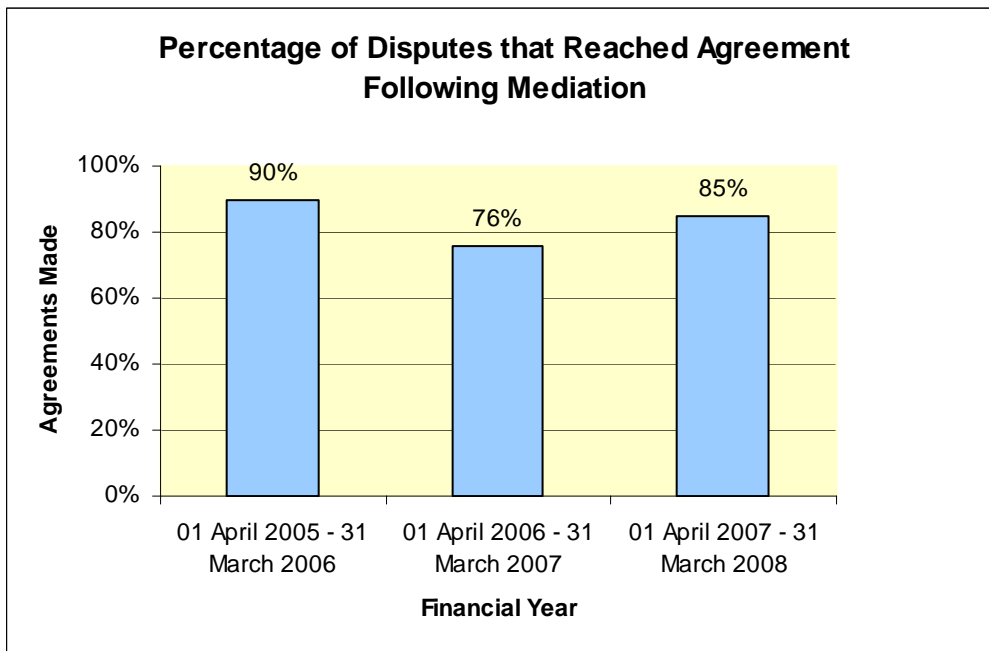
KIDS London SEN Mediation Service is at the forefront of providing organisations with proven and effective Special Educational Needs dispute resolution solutions. Our extensive knowledge of Local Authorities’ working practices and the SEN Statutory framework has helped create a portfolio of services, all aimed at delivering consistent, quantifiable results in SEN disputes.

The unique portfolio of services we provide includes:-

- **Conflict management advice and Telephone intervention:** effective and early intervention promoting fast resolution in the shortest possible time frame.
- **Specialist, Fast Mediation:** A team of highly skilled, independent specialist SEN mediators who will actively work to resolve disputes.
- **Tailored Training courses:** One-day courses are offered on topics including: Conciliation Skills, Effective Email and Telephone Communication Skills, Managing Successful Meetings, and Effective Letter Writing Skills.

1. SEN Expertise

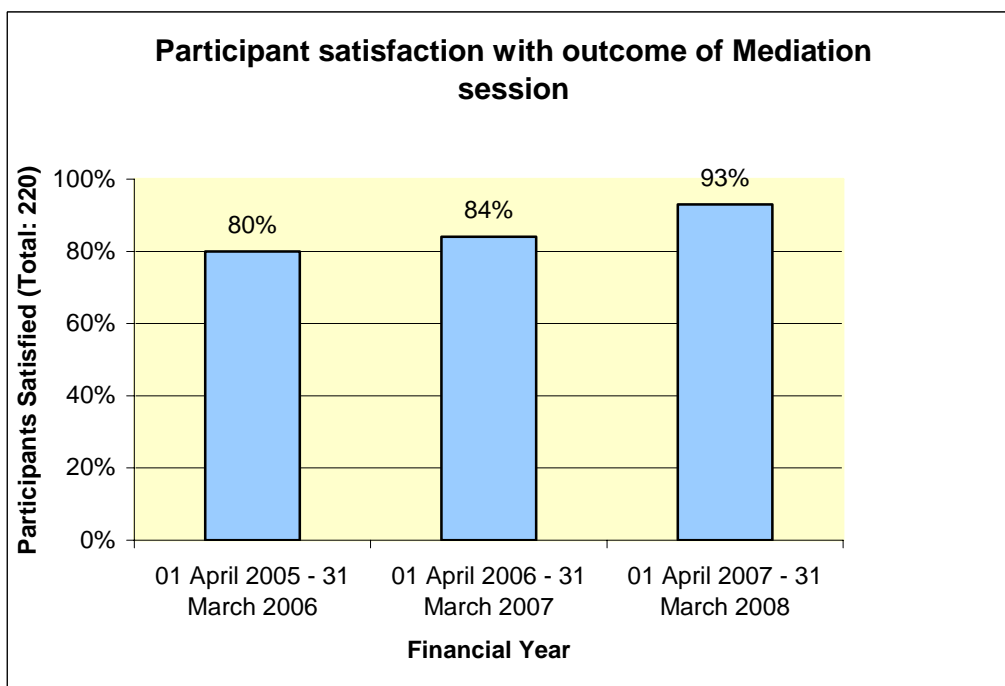
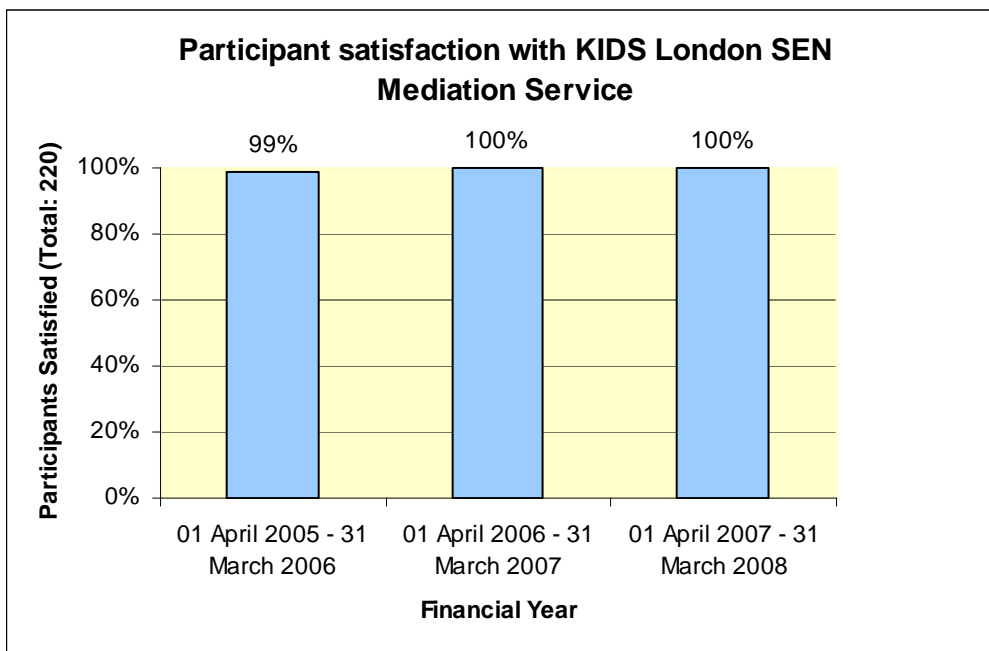
KIDS London SEN Mediation Service (LSMS), managed by KIDS, is the leading specialist service provider for SEN Dispute Resolution in London. Over the past six years, LSMS has mediated many SEN disputes and has a proven track record of success. See graph below:



Additionally, data collated from service user feedback (via evaluation forms) for the above time periods indicates extremely positive outcomes in terms of client/mediator and client service relationships with:

- 99.5% (219 participants) being satisfied with the service they received from LSMS.
- 90% (200 participants) indicating that they were satisfied with the way the process allowed them to work with the other party to the disagreement to find a solution to the disagreement.
- 92% (202 participants) indicating that they were glad they took part in the mediation session.
- 85% (184 participants) being satisfied with mediation outcome.

See graphs below for details:



Participants' feedback and testimonials - to March 08

I now feel I have a much fuller picture of the child's needs.

LA Officer, Bromley

Yes, the parents withdrew their appeal to SENDIST. The most I was hoping for was better understanding of each party's point of view.

LA Officer, Brent

Very professional service.

LA Officer, Bromley

It allowed fruitful discussion with parent.

LA Officer, Greenwich

It has been very useful in helping me to put my points across to the LEA re information that they didn't already know.

Parent, Bromley

I deal with lots of different agencies and this service was by far the most helpful and efficient.

Parent, Lambeth

Apart from the favourable outcome that I had hoped could be achieved, it was a great opportunity to meet people from the LEA who have to decide about allocating support. Their understanding and concern for my child was very reassuring.

Parent, Barnet

Once both sides were given the opportunity to voice their views and concerns it was easier to reach decisions and make amendments/ changes that both parties were satisfied with.

Parent Supporter, Newham

It was my first experience of mediation and was everything I would have hoped for particularly in terms of helping LEA/ family work together.

LA Officer, Barking & Dagenham

Very beneficial to be able to meet face to face with the people who are making decisions on our child's education. Very happy with the whole mediation procedure.

Parent, Barking & Dagenham

Gaining a greater insight into the workings of the LEA.

School representative, Greenwich

A better understanding of the issues and personalities leading to a positive relationship.

LA Officer, Islington

By talking to the parents in an informal, but structured situation, participants were able to express themselves clearly and issues were able to be understood by all. This led to a resolution.... I was impressed by the professionalism and expertise of the mediator in drawing out the core of the 'dispute' and supporting the process to resolution.

LA Officer, Newham

Mediation can and does work. Will use it more now.

LA Officer, Lambeth

Yes, the case was better understood. Additional information came to light. I think it is an excellent service and should be extended to cover other areas.

LA Officer, Barking & Dagenham

It is a very useful opportunity for discussing possibilities and trying to resolve difficulties, it's very good to have the mediator there to ensure fairness.

Parent, Lewisham

Meeting with parent again and opportunity to explain.

School Representative, Bromley

Very worthwhile.

Parent, Richmond upon Thames

I was very impressed! Not "enjoyable" but definitely worthwhile.

School representative, Brent

Officer of the Learning Trust agreed to bring new evidence to panel meeting which was quicker than anticipated. Maybe it would be good if they can authorise parties to come to a decision at the end of the meeting.

Parent Supporter, Hackney

Other unavailable options were discussed.

A very useful and professional service.

Parent, Lewisham

Professional, calm, gave both sides of the argument. Would definitely recommend. Very professional approach to conflict resolution.

School Representative, Lambeth

Allowed communication with a difficult and angry parent in a safe and neutral environment.

School Representative, Newham

From my initial contact with the Mediation Service I have had my concerns addressed. I'm totally satisfied- cannot think of any improvements.

Parent, Croydon

Very effective.

LA Officer, Enfield

How to Contact Us

For a confidential discussion about how you can use our conflict management services in your work please contact:-

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Background information about KIDS

KIDS is a **national charity**, founded in 1970 providing services to children with disabilities and their families. We are currently based in five regions: Yorkshire and the Humber, West Midlands, London, South West and South East England. **KIDS manages the KIDS London SEN Mediation Service (LSMS)** and has individual service level agreements with 29 London LEAs plus Luton. This service enables LAs to fulfil their statutory responsibilities as per section 332B of the Education Act 1996 and the provisions in the Education (Special Educational Needs) (England) (Consolidation) 2001.

In addition to the KIDS London SEN Mediation Service, KIDS currently provides over 140 services to disabled children and their families

- **Education for the under 5's:** home learning (Portage), developmental play, inclusive nurseries, speech and language groups, outreach projects
- **Family Support:** siblings groups, parent and baby groups, residential respite care, befriending, family link schemes, young carers support
- **Play and Leisure Services:** Saturday and after-school clubs, adventure playgrounds, holiday play schemes, outings and holidays
- **Information, Training and Advice:** parent partnership services, information and support services, training for parents

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