SEND Mediation & Disagreement Resolution Services

Salford City Council has appointed three providers to deliver independent Mediation & Disagreement Resolution Services from 1st September 2014. The providers are:

1. Together Trust
2. Essential Mediation
3. Global Mediation

What does the service offer?

Independent advice and support for children and young people with special educational needs and disability (SEND) up to the age of 25, and their parents/carers.

It aims to resolve any disagreements about special educational needs provision through informal meetings and discussion, or mediation.

How do I access advice, mediation or disagreement resolution?

Parents/Young people can contact one of the service providers directly (self referral), or may wish to find out more information and get support with accessing the service through the Salford Information Advice and Support Service (SIASS), formerly known as Parent Partnerships.

For more information about the services offered please look at each of the providers offers below.

**Together Trust**

The Together Trust’s SEND Disagreement Resolution and Mediation service offers independent information and advice to parents and families of children and young people with special educational needs (SEN). The service also offers a neutral and impartial approach to help identify positive ways of resolving disagreements and aims to improve communication and assist negotiation.

Referrals can be taken directly from parents or carers, young people over the age of 16 (with appropriate support where required) or contact can be made by local authorities, Information, Advice and Support Services, Independent Supporters, school staff or other agencies. (Please note any third party making a referral must have permission from the family or young person before sharing any details with us).

Full details including a definition of mediation and disagreement resolution can be found on our website. The service can be contacted directly by telephone or by email (details are below).

**Who to contact**

Email: drs@togethertrust.org.uk
Telephone No: 0161 283 4836
Website: [http://www.togethertrust.org.uk/what-we-do/family-support/disagreement-resolution](http://www.togethertrust.org.uk/what-we-do/family-support/disagreement-resolution)
Essential Mediation

Essential Mediation provides independent, impartial and confidential mediation and disagreement resolution services to help parties to resolve disputes around Special Educational Needs (“SEN”) provision. Our mediators have a recognised mediation accreditation and are independent, highly skilled professionals who have considerable experience of the SEN system.

Our services are for parents, young people, local authority and school representatives. We will provide you with:

- A dedicated mediator, rather than an administrator, to provide you with advice and support through the process;
- A dedicated email address so that any queries can be dealt with promptly;
- A website with a dedicated area for parents and young people, including a FAQ page;
- An Information Advice Line, facilitated by mediators, between the hours of 9 am - 5pm, weekdays;
- An answer-phone service for out of hours calls. All out of hours/missed calls will be responded to within 24 hours;
- Access to a translator and/or translated documentation through a third party service when required;
- An information pack including guidance on preparing for a mediation session;
- A suitable and accessible venue within a reasonable travelling distance and provide a safe, comfortable and professional environment for the mediation session to be delivered.

Who to contact

Email: Salford@essentialmediation.co.uk
Telephone No: 01908 246 023
Fax: 01908 668109
Website: www.essentialmediation.co.uk

Global Mediation

Mediation advice

If it has not been possible to reach an agreement with the Local Authority over the assessment process or the provision of or content of an EHC Plan, you have the right to appeal to SEND. SEND is an independent first-tier tribunal who hear and decide parents or young peoples’ Appeals against the decisions of the Local Authority in relation to special educational needs.

In order to register an Appeal you must first contact an independent Mediation Adviser and obtain a certificate to prove that you have done so. The Mediation Adviser will provide you with factual information about mediation. You do not have to have mediation advice if your Appeal is only about Placement, the health and social care elements of an EHC Plan or if it is a disability discrimination claim.

Global Mediation’s Mediation Adviser can be contacted directly. This service is free of charge and your conversation is confidential.

Once you have received mediation advice it is up to you to decide whether you want to go to mediation before any Appeal you might make to the Tribunal. If you do not want to try mediation, the Mediation Adviser will issue you with a certificate so that you can register your Appeal. If you do want to try mediation, our SEN
Case Manager will make all the arrangements for you.

Your right to Appeal is not affected if you do not have mediation first and no inference will be drawn by the Tribunal if you have not used the mediation services.

**Mediation and disagreement resolution arrangements**

Mediation aims to help resolve disagreements for children and young people that are being assessed for or have an EHC Plan, whilst disagreement resolution arrangements are available for parents of and all children and young people with SEN, not just those who are being assessed for or have an EHC Plan, where it has not been possible to resolve those issues though the normal routes such as a school or college complaints process.

Mediation and disagreement resolution meetings aim to resolve your disagreements in a quick, informal way using a neutral third party, a mediator, to help you reach a resolution that is mutually satisfactory. Contact Global Mediation’s SEN Case Manager on the number below. This service is free of charge and your conversation is confidential.

**Who to contact**

Email: sen@globalmediation.co.uk
Tel: 0800 064 4488
Website: [www.globalmediation.co.uk/our-services/education/special-education-needs](http://www.globalmediation.co.uk/our-services/education/special-education-needs)

**Who else can I contact if I need more help?**

If you need more information or help from about these services, you can contact the **Salford Information Advice and Support Service (SIASS)**.

Maureen Fowler - SIASS Officer
Telephone: 0161 778 0349
Email: maureen.fowler@alford.gov.uk

Rachel Binns - SIASS Officer
Telephone: 0161 778 0343
Email: rachel.binns@salford.gov.uk