

WHAT OTHERS SAY ABOUT OUR MEDIATION SERVICES

Anglia Care Trust has a successful record of delivering Mediation Services in a professional way:

“Having never expected to be in a position where by I would need to utilise services such as mediation, I can do nothing but praise the speed of process, the nature and care taken in addressing some very complex and emotional issues. The mediators were experienced, caring, empathetic, and solutions focused. They enabled a true result, which was beneficial and agreeable to both parties and has now enabled a constructive approach to progress forward and support us all and has enabled a solution to the care and support of my children during their time with both parents.”

Mediation Service User

Anglia Care Trust is committed to safeguarding of vulnerable adults and young people and to Equality and Diversity and expects all its staff, volunteers and partners to share this commitment.

OTHER SERVICES AVAILABLE

You can find leaflets on all of our services which include:

- Advocacy
- Appropriate Adults
- Independent Visiting
- Advice and Guidance – Money Advice
- Volunteering with Anglia Care Trust
- Mentoring for Young People
- Housing Related Support for Adults and Young People
- Triangle Tenancy Scheme
- Mediation
- Domestic Abuse Outreach Service

Volunteer today. Call 01473 622888
or email admin@angliacaretrust.org.uk
www.angliacaretrust.org.uk



SUPPORTING COMMUNITIES
IMPROVING LIVES

Unit 8, The Square, Martlesham Heath, Ipswich, Suffolk, IP5 3SL
Telephone 01473 618675 Email admin@angliacaretrust.org.uk

www.angliacaretrust.org.uk



SUPPORTING COMMUNITIES
IMPROVING LIVES

SEND
INDEPENDENT ADVICE AND GUIDANCE,
MEDIATION AND DISAGREEMENT
RESOLUTION SERVICES



ACHIEVING
COMMON AIMS
TOGETHER

SEND INDEPENDENT ADVICE AND GUIDANCE, MEDIATION AND DISAGREEMENT RESOLUTION SERVICES

The Children and Families Act 2014 will change the way special educational needs and disability (SEND) provision is delivered. Children and young people with special educational needs and disability from birth to age 25 will be subject to Education, Health and Care (EHC) Plans from 1st April 2015 which will replace Statements of SEND and Learning Difficulty Assessments (LDA).

The Special Educational Needs and Disability Information, Advice & Support Service (SENDIASS) have commissioned Anglia Care Trust to provide a free, independent and impartial service to offer advice, guidance and SEND Mediation or Disagreement Resolution.

This service is completely free of charge and confidential and you can call the ACT Helpline on 01473 618675 to access independent advice and guidance.

WHAT IS MEDIATION ADVICE?

If you are thinking about appealing to the SEND tribunal you will need to contact us for Mediation Advice. You will be given information and guidance on what Mediation and Disagreement Resolution are so that you can make an informed decision about how to take your concerns forward and which route to choose. If you decide to proceed towards Mediation or Disagreement Resolution, a trained Mediation Adviser will contact both you and your Local Authority who must then meet with you within 30 days.

Following Mediation you will be issued with a certificate which you will need to register if appealing to the SEND tribunal. If you do not decide to attend Mediation you will still be issued with the relevant Mediation certificate to say that you have accessed advice.

WHAT IS THE DIFFERENCE BETWEEN MEDIATION AND DISAGREEMENT RESOLUTION?

Disagreement Resolution

Disagreement Resolution Services are available for all parents of children and young people with special educational needs and disability (SEND) and for young people themselves with SEND. Using the service is voluntary and covers SEND provision as well as disagreements about health and social care. There are 3 areas this service can help with:

- If you disagree with how the EHC Plan is being carried out
- If you disagree about the SEND provision being offered
- If you disagree about the health and social care provision for your child during an EHC needs assessment

Mediation

Mediation is also a voluntary process for parents and young people, which you can use if you cannot reach an agreement with your Local Authority or Clinical Commissioning Group in matters relating to EHC plans.

It only covers disagreements you might have in the following circumstances, where your Local Authority decides:

- not to carry out an EHC needs assessment or re-assessment of your child
- not to draw up an EHC Plan for your child once they have done an assessment
- not to amend your child's EHC Plan after the annual review or re-assessment
- to cease to maintain your child's EHC Plan

Or if you disagree with:

- the parts of the plan which describe a child's special educational needs
- the special educational provision set out in the plan

Both Mediation and Disagreement Resolution sessions will be run by a trained Mediator and will take place at a time and place which is convenient to you.