

CHILDREN 1ST

ParentLine
SCOTLAND 0808 800 2222

For over 120 years CHILDREN 1ST has been working to give every child in Scotland a safe and secure childhood.

Our services reach out to children across Scotland. As well as specialised local services, we provide national services that include:

ParentLine Scotland - 0808 800 2222 - our free, confidential helpline that helps children by helping their parents.

To help other people play their part in keeping children safe, our training services include:

Child Protection: if you work or are involved with children, know how to play your part

StoryWorks: connect inspire change through therapeutic storytelling

Family Group Conferencing: working with the extended family in finding solutions for children at risk.

What do I do next?

You can get further information about Mediation from:

Mediation in Education
CHILDREN 1ST
Killen Family Resource Centre
Avoch, Ross-shire
IV9 8RQ
Tel: 01381 620757
Fax: 01381 621335
e-mail: killen@children1st.org.uk

If you would like to use the Mediation Service please contact

Barrie Forbes
Additional Support for Learning Co-ordinator
Terrapin Building
Raigmore Hospital
Inverness
IV2 3UJ
Tel: 01463 701326
Fax: 01463 701320
E-mail: barrie.forbes@highland.gov.uk

All images are posed by models

This leaflet is available
in large print

Keeping children safe is everyone's responsibility. Join us in helping children and young people who need us.

CHILDREN 1ST
Head Office
83 Whitehouse Loan
Edinburgh
EH9 1AT

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Fax: 0131 446 2339

www.children1st.org.uk

Registered Charity No. SC 016092
CHILDREN 1ST is the working name of the
Royal Scottish Society for Prevention of
Cruelty to Children



Giving Scotland's vulnerable and disadvantaged children a brighter future

CHILDREN 1ST

Independent Mediation

The Additional Support
for Learning Act



The Additional Support for Learning Act requires the Highland Council to provide an Independent Mediation Service for families and young people. The council has asked CHILDREN 1ST to deliver this service.

If a parent or a young person is concerned about the additional support being provided by the school it is usually quickest and most effective to talk to the Head Teacher or the Area Education Manager. Talking through issues as early as possible often makes them easier to resolve. Sometimes however it's not possible to reach agreement and it can be helpful to involve someone from outside the situation.



SO WHAT IS MEDIATION?

It's a way of resolving disputes using an independent, trained mediator to help people talk to each other, understand each other's point of view and reach agreement on a mutually acceptable way forward. It's voluntary and it's confidential. The mediator is there to help you work out a realistic and fair agreement but the decisions are yours. Mediation can result in a better understanding and an improved relationship between those in dispute. Using mediation doesn't affect your legal rights or the right to appeal at a later date.

WHO CAN USE THE MEDIATION SERVICE?

Parents, carers, and young people can ask for the mediation service.



WHAT WILL HAPPEN?

Once a referral is made a mediator from CHILDREN 1ST will contact you to talk things through. They'll help you to identify the important issues you want to discuss. The mediator will then contact all the other parties involved and do the same. They will then arrange a joint meeting for you to talk openly about the situation, explore the options available and hopefully reach a workable agreement.

WILL IT WORK ?

There are obviously no guarantees but mediation makes sure all parties have a chance to talk about things from their own point of view. An open and respectful discussion where options are explored can lead to a better understanding and a shared solution. You have time and space to focus on the issues and there is a trained mediator to guide the whole process. You have nothing to lose and everything to gain.

WHAT DO I DO NEXT?

If you would like further information about mediation, please contact CHILDREN 1ST. If you would like to use the mediation service, please contact the Additional Support for Learning Co-ordinator. Our details are on the back.

