

ESRC Funded Knowledge Exchange Programme
Dispute resolution in additional support needs:
Working together to improve children's and families' experiences

Think Tank 1

**Communicating effectively with parents of children
with additional support needs**

Venue: Room 1.18 Paterson's Land, Moray House School of Education,
Date: Thursday 19 May 2011, 9.30am – 2.30pm

PROGRAMME

Chair: Professor Sheila Riddell

9.30–10.00	Arrival and coffee
10.00–10.30	<i>Avoiding and Resolving Disputes in Additional Support Needs in Scotland: Communicating effectively with parents</i> Sheila Riddell
10.30–11.00	<i>Communicating Effectively: Managing differences by using Mediation</i> Sandra Mitchell, Resolve Scotland; Morag Steven, Common Ground Mediation
11.00–11.15	Coffee
11.15–11.45	Discussion of case studies in groups
11.45–12.15	<i>Knowledge is power: Challenges in helping parents to access information on additional support needs</i> Sally Cavers, Enquire
12.15–1.15	Lunch
1.15–1.30	<i>Engaging with a local authority to work out an additional support programme</i> Alison Corbett, an Edinburgh parent
1.30–2.00	<i>Using the support of an advocate to achieve a satisfactory solution</i> Estelle Biteau, Kindred Advocacy & Information Officer Shona Mathers, a Fife Parent
2.00–2.15	<i>The Local Authority Perspective</i> Brian Steele, Scottish Government Better Behaviour Team
2.15–2.30	Reflections on the day