

## Practice profile:

Morag Steven, Director of [Common Ground Mediation](#), talks about additional support needs mediation between families, schools and other education services.

### How does your day begin? Full breakfast or coffee on the run?

During the week I get up quite early which allows me time to have a proper breakfast, but more importantly, to catch up with all the tasks left over from the previous day!



### What does Common Ground Mediation do?

It provides an independent Additional Support Needs (ASN) mediation service within the Scottish education system – helping parents, pupils, schools and other educational services to resolve disputes that are affecting children's learning. We have a small team of experienced mediators who work in a number of education authority areas.

### What is unique or particularly good about the work your organisation does?

Disagreements can start about something quite small, but quickly spiral into an entrenched situation. Mediation offers a way out of the conflict spiral - a safe place, away from the conflict, where people can listen to each other without losing face, and calmly consider the options for moving forward.

### Tell us a story from your front-line work.

Recently we worked with two different families whose children were not attending school. Mediation allowed the parents, pupils, school staff and education officers to negotiate a phased return to school, with an agreed amount of support, that everyone felt was reasonable and 'do-able'. Parents tell us that using mediation allows them to feel they are being listened to. We follow up with families and schools after two or three months to see if the agreements reached at mediation are still holding.

### Website and further information

[www.commongroundmediation.co.uk](http://www.commongroundmediation.co.uk) (we're also constructing a new website which will have the same address).

ASN mediation is free for parents and pupils. Anyone can make a referral to Common Ground Mediation, by phone: 0131 664 9324 or 07760 486 465 or email: [info@commongroundmediation.co.uk](mailto:info@commongroundmediation.co.uk)

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