

Thank you for completing our EHCP SEND Feedback survey

All children and young people in B&NES are valued

We are working hard to make sure that everyone is able to feel that they belong in their local community. We know that we haven't always got things right but we want to learn and improve.

Your feedback has been greatly appreciated.

You Said

We need to radically improve communication

Opened our phone line, supported by a Senior Inclusion Officer

Open daily Monday to Friday: 01225 394306

Funded our Parent Carer Forum to offer Peer-to-Peer support to families:

01761 502515 support@banespcf.co.uk

Designed a contact form to make it easier to contact us out of hours, without relying on emails to individual colleagues.

Continued to work collaboratively with SENDIAS to provide advice to parents when needed.

Attended parent carer forum 'meet ups' to talk to parents directly.

Contact us using
our contact form



Book an appointment
with Sendias Bathnes



We Did

**We need to be transparent and accountable,
and meet our statutory responsibilities**

You Said

We Did

Provided guides to the statutory process on our website

and continued to keep our Live Well SEND Local Offer up to date.

Reviewed and redesigned our policies, improving our multi agency panel decision making and our quality assurance.

We recruited additional practitioners to reduce case loads from 270 to under 200, and recruited an additional administrator.

Increased transparency by inviting families to be involved in quality assurance meetings.

Funded additional Educational Psychology team members to support our needs assessment process.

Invested in technology to support the assessment and annual review process.



You Said

We need to strengthen staff training and stabilise the team

We Did

We have recruited a larger team, with no agency workers from November 2025, increasing stability and reducing staff turnover.

We have doubled the staffing in our Education Outside of School team to support our most vulnerable learners.

We have invested in substantial staff training, including online learning and in person training with other Local Authorities in the South West, and in 6 sessions of legal training for Senior Officers, to ensure staff can provide the best service possible.

We recruited a Senior Officer for Quality Assurance, to support staff training and development, and a Designated Social Care Officer to support our social care colleagues.

In 2026 we will:

Create booking links on our website, so that families can book meetings with their practitioners and other SEND professionals directly.

Keep up to date information about our team on the website, so it is clearer who you can contact for help.

Increase transparency by publishing information on our website that clearly shows families our statutory compliance and what we are doing to improve this.

Continue to work with the Department for Education to create more specialist education placements in the local area, as we know the number of local specialist school places is a big challenge.

Invest in technology that supports our staff to do more in the time they have.