

# Working with BCC SEND Practice Leadership Team



## A Case Study by:



Bristol Parent Carers worked with the SEND Practice Leadership team to source appropriate provision for children and young people who are not attending school

# Collaboration in Action

## Bringing SEND Services and Families Together

Supporting families working with SEND  
Practice Leadership Team



### Overview

Bristol City Council invited us to provide support to parent carers working with the SEND Practice and Leadership Team, focusing on finding appropriate provision for children and young people who were out of school.

In one case, LJ had been unable to attend their independent non-maintained school for over a term, with attendance already below 80% prior to this. At the request of the Council, our peer supporter worked alongside the family to guide them through the emergency annual review process.

### The challenges

When a child or young person cannot access an education that truly meets their needs, the effects are felt far beyond the classroom. It affects their development, confidence and wellbeing, while also placing strain on the whole family. For parents, finding the right support and provision can feel overwhelming, but it is essential. Access to a suitable education enables children and young people not only to learn, but to thrive and reach their potential.

In this case, the young person had been out of school for two full terms. During this time, their mental health and self-esteem declined, and they had lost trust in their current educational setting. With Year 10 approaching in September 2025, both LJ and their family were increasingly worried about how they would access qualifications and future opportunities. LJ felt anxious about what lay ahead, but also expressed a willingness to re-engage with learning, provided it was in a setting that felt safe and supportive. Returning to their previous school, however, no longer felt possible.

### How we worked together

Our Peer Supporter worked closely with the family and the SEND Practice Leadership Team to explore the options available for LJ.

They attended key meetings, including the annual review, taking notes and meeting with the family afterwards to help them process and reflect on what had been discussed. Additional support was offered through phone calls and online conversations whenever the family had questions or needed reassurance.

Throughout the process, the Peer Supporter also liaised directly with the SEND Practice Leadership Team to ensure the family's views and needs were clearly represented.

### The impact this had

The family shared that they felt supported and reassured throughout the process, describing how valuable it was to have someone on their side who truly had LJ's best interests at heart.

In the end, a more suitable arrangement was agreed through an Education Other Than At School package. This began before the summer holidays, giving LJ the chance to build trust with the adults they would be working with ahead of starting the provision in September 2025.

Following this positive outcome, the SEND Practice Leadership Team went on to recommend our peer support to other families.