Children Missing Education and Pupils Missing Out On Education

Policy and Procedure Guidance and information for schools and partner agencies in London Borough of Bexley

> July 2020 Next Review July 2021

<u>Index</u>

1.	Context	3
2.	Statutory Guidance	4
3.	Definition of Children Missing Education	6
4.	School Responsibilities	7
5.	Identifying Children who are Missing Education	10
6.	Children with Education Health and Care (EHC) plans	11
7.	Tracking Procedure after a Referral has been received	12
8.	Fair Access Panel	13
9.	Referrals to other Local Authorities	13
10.	Schools 2 Schools Website	13
11.	Pupils Missing Out On Education (PMOE)	13
12.	Processes	15

This guidance sets out the London Borough of Bexley's policy and procedures for identifying, registering, tracking and locating children missing education and local arrangements and school responsibilities for pupils missing out on education.

It also explains the statutory responsibility of schools and local authorities.

This guidance will next be reviewed in July 2021.

1. Context

All children, regardless of their circumstances, are entitled to a full time education which is suitable to their age, ability, aptitude and any special educational needs they may have to reach their potential. Local authorities have a duty to establish, as far as it is possible to do so, the identity of children of compulsory school age who are missing education in their area.

Local authorities are required to have robust procedures in place to enable them to meet their duty in relation to these children, including appointing a named person that schools and other agencies can make referrals.

A child missing from education is a potential indicator of abuse or neglect and is at an increased risk of underachieving, being victims of abuse, being sexually exploited and becoming NEET (not in education, employment or training on reaching school leaving age).

Schools should put in place appropriate safeguarding policies, procedures and responses for children who go missing from education, particularly on repeat occasions. It is essential that all staff are alert to signs to look out for and the individual triggers to be aware of when considering the risks of potential safeguarding concerns such as travelling to conflict zones, child sexual, criminal or gang exploitation, female genital mutilation and forced marriage.

Section 436A of the Education Act 1996 (added by section 4 of the Education and Inspections Act 2006) places a duty on local authorities to make arrangements to establish the identities of children in their area who are not registered pupils at a school and are not receiving suitable education otherwise. This duty only relates to children of compulsory school age who are not on a school roll and not being electively home educated.

Arrangements made under section 436A also play an important role in fulfilling the local authority's wider safeguarding duties. This duty should therefore be viewed alongside these wider duties and local initiatives that aim to promote the safeguarding of children.

The Working Together to Safeguard Children (2018) statutory guidance provides advice on inter-agency working to safeguard and promote the welfare of children.

Effective information sharing between parents, schools and local authorities is critical to ensure that all children of compulsory school age are safe and receiving suitable education. Local authorities should focus their resources effectively in intervening early in the lives of vulnerable children to help prevent poor outcomes.

In June 2013, Ofsted implemented new joint inspections for multi-agency arrangements for the protection of children which includes CMEs. In November 2013, Ofsted published the report "Pupils Missing out on Education" which recommended that:-

Each local authority should:

- establish a central record of all children not accessing full-time education in the usual way, including those who are accessing alternative provision full time away from mainstream school, regardless of where they are on roll; and maintain good information about the achievement and safety of any child or young person not accessing education in the usual way.
- identify clear lines of accountability for the quality and amount of provision, as well as the educational and social outcomes, for all children and young people of compulsory school age who do not access education in the usual way; taking note of the survey's finding that this was most effective when a named person at a senior level was held to account for this statutory duty.
- share information across local authority boundaries in a timely and appropriate way to minimise interruption to a child or young person's educational provision.
- ensure that every child is on the roll of a school, regardless of circumstances, unless parents have elected to educate their child at home.

Schools, including academies and free schools, should:

- with immediate effect, stop unlawful exclusions and provide suitable support for children and young people with behavioural difficulties.
- establish clear accountability for the achievement, safety and personal development of all children and young people who are on the school roll but not accessing school in the usual way, and for the quality and amount of provision made for them.
- inform the local authority of any part-time education arrangements, regardless of the type of school.
- keep children and young people on the school roll during periods of illness or custody (or for as long as it is relevant), in line with Government policy and guidance.
- respond quickly to any early signs of children and young people's raised anxiety or dips in their progress, attendance or engagement in learning.
- give governors sufficient information about children and young people who are not accessing school in the usual way, so that governors can challenge the amount of provision being made and evaluate its effectiveness.

2. <u>Statutory Guidance</u>

Section 436A of the Education Act 1996 (added by section 4 of the Education and Inspections Act 2006)

Education Act 1996 (section 7, 8, 14 and 19)

The Education and Inspections Act 2006 (section 4 and 38) The Education (Pupil Registration) (England) Regulations 2006 Education (Pupil Registration) (Amendment) (England) Regulations 2016 School Admissions Code 2014

Guidance issued in April 2007 to all Local Authorities in the UK gave all LA's a statutory duty to have systems and procedures in place to monitor Children Missing from Education. This was updated in 2016 and clearly outlines the duties of schools and Local Authorities.

It states that Schools, including Academies and Free Schools, must monitor pupils' attendance through their daily register. Schools should agree with their local authority the intervals in which they will inform local authorities of the details of pupils who are regularly absent from school or have missed 10 school days or more without permission.

Schools must also notify the authority if a pupil is to be deleted from the admission register in certain circumstances.

Pupils who remain on a school roll are not necessarily missing education but schools should monitor attendance in accordance with their published Attendance procedures and address it when it is poor. It is also important that pupils' irregular attendance is referred to the authority.

Schools also have safeguarding duties under section 175 of the Education Act 2002 in respect of their pupils, and as part of this should investigate any unexplained absences. Academies and independent schools have a similar safeguarding duty for their pupils.

Schools must also arrange full-time education for excluded pupils from the sixth school day of a fixed period exclusion and inform parents of this in writing. Please refer to Appendices 1 – 6 for exclusion model letters. The school must also notify the Local Authority of all exclusions – see appendix 7. The Local Authority in which the pupil resides is responsible for the sixth day provision following a permanent exclusion – see appendix 8. Further advice and guidance on exclusions can be found in the DfE Exclusion from schools and pupil referral units in England: A guide for those with legal responsibilities in relation to exclusion: September 2017.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/641418/20 170831_Exclusion_Stat_guidance_Web_version.pdf

Statutory guidance was issued in September 2016 to all Local Authorities in England for Children Missing Education;

<u>https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550416/C</u> <u>hildren_Missing_Education_-_statutory_guidance.pdf</u>. This replaced the January 2015 version.

The guidance sets out the key principles to enable local authorities in England to implement their legal duty under section 436A of the Education Act 2006. Local authorities should be able to demonstrate that they have considered this statutory guidance and where it is not followed, they should have reasonable ground for not doing so. The advice is not exhaustive and local authorities are expected to take into account the circumstances of individual cases.

3. Definition of Children Missing Education

Children Missing Education (CME) refers to 'any child of compulsory school age who is not registered at any formally approved education activity e.g. school, alternative provision, elective home education, and has been out of education provision for a substantial period of time (usually agreed as two months).

A child is classed as a Child Missing Education if they are:-

- of compulsory school age and
- not on a school roll and
- not receiving a suitable education otherwise than being at school, for example, at home, privately or in alternative provision.

A child reaches compulsory school age on or after their fifth birthday.

If they turn 5 between:

1st January and 31st March; they are of compulsory school age on 31st March.

1st April and 31st August; they are of compulsory school age on 31 August.

1st September and 31st December; then they are of compulsory school age on 31st December.

A child continues to be of compulsory school age until the last Friday of June in the school year that they reach sixteen.

CME also includes those children who are <u>missing</u> (family whereabouts unknown), and are usually children who are registered on a school roll or alternative provision.

This might be:

A child who is not at their last known address and either

- has not taken up an allocated school place as expected,
- or
- has 10 or more days of continuous absence from school without explanation,
- or
- left school suddenly and the destination is unknown

The Local Authority identifies children who may be missing education by working with partners and other agencies, the LA:

- receives notification from an individual or agency of children who are missing education.
- undertakes case work to ensure the parent of a child missing education is offered suitable full time education.

Children at particular risk of Missing Education

• Children missing from home or care

- Children who are at risk of exclusion
- Children who have previously been home educated
- Children who have medical or mental health needs
- Children who have behavioural difficulties in school
- Children at risk or harm/neglect
- Young Carers
- Students from high mobility families Gypsy, Roma and Travellers (GRT)
- Children of migrant families
- Children of families in the Armed Forces
- Children at risk of sexual exploitation
- Children at risk of being drawn into gangs and county lines

Why do children go missing from education?

Children can go missing from education when they fall out of the education system and there is no systematic process in place to identify them and ensure that they re-engage with education. The child's personal circumstances or those of their families may contribute to this. Some reasons for a child missing education could be:-

- failure to start school at age 5 and hence never entering the system
- failure to attend school
- refusal to attend school
- illegal exclusion from school
- withdrawal from school by a parent
- failure to return after school holiday or period of illness
- being unable to find a suitable school place after moving to a new Local Authority
- difficulty finding a school place on leaving a custodial establishment

Some children who are missing from education can be identified and supported back into education quickly but other children may have more complex problems. The reason for a child missing education must be carefully considered on a case by case basis.

Where a parent/carer is not considered to be providing a child with suitable education, the CME panel will monitor education welfare officer's involvement until resolution.

Children and Young People who go Missing from Home, Care or Education

The London Borough of Bexley has written joint operating procedures and practice guidance for Children missing from home, care or education and child sexual exploitation. This is supplementary information in addition to Working Together to Safeguard Children, a guide to inter-agency working to safeguard and promote the welfare of children, Department for Education Statutory Guidance 2018: https://www.gov.uk/government/publications/working-together-to-safeguard-children--2

4. <u>School Responsibilities</u>

A school should raise concerns about a child if the child is on their school roll and has:

• stopped attending and no contact can be made with the parent or other emergency contacts to establish a reason for the absence or

- ceased to attend the school and the forwarding address/new school is not known or
- not returned from holiday within 10 schools days of the expected date of return,

In these circumstances the school should try to establish the family's whereabouts within 10 school days before notifying the local authority, using Bexley's on-line reporting system; <u>https://mybexley.firmstep.com/service/Children_missing_education</u>

The CME support Officer¹ will make further enquiries and attempts to locate the family including:

- Asking the CME Education Welfare Officer to visit the home address, making enquiries with neighbours
- investigating all known contacts
- liaising with social care, health, housing, police, council tax, benefits agency and other agencies
- making contact with other LAs and CME Officers.

Deletions from the School Roll/Admissions Register

All schools, (including academies and independent schools) must notify the local authority when they are about to remove a pupil's name from the school admission register under any of the fifteen grounds list in the Regulations 8 of the Education (Pupil Registration) (England) Regulations 2006. This duty does not apply when a pupil's name is removed from the admission register at standard transition points – when the pupil has completed the final year of education normally provided by that school – unless the local authority requests that such returns are to be made.

When removing a pupil's name, the notification to the local authority must include: (a) the full name of the pupil, (b) the full name and address of any parent with whom the pupil normally resides, (c) at least one telephone number of the parent, (d) the pupil's future address and destination school, if applicable, and (e) the ground in regulation 8 under which the pupil's name is to be removed from the admission register (see Annex A).

Schools must make reasonable enquiries to establish the whereabouts of the child jointly with the local authority, before deleting the pupil's name from the register if the deletion is under regulation 8(1), sub-paragraphs (f)(iii) and (h)(iii) (see Annex A).

All schools must also notify the local authority within five days of adding a pupil's name to the admission register at a non-standard transition point. The notification must include all the details contained in the admission register for the new pupil. This duty does not apply when a pupil's name is entered in the admission register at a standard transition point – at the start of the first year of education normally provided by that school – unless the local authority requests that such returns are to be made

When adding a pupil's name, the notification to the local authority must include all the details contained in the admission register for the new pupil.

¹ Susan Garner is the local authority CME support officer. <u>susan.garner@bexley.gov.uk</u>

A pupil of compulsory school age **<u>cannot</u>** be deleted from the admissions register when:

- The pupil's whereabouts are known and pupil is not attending.
- The pupil has been absent for less than 20 school days.

A pupil of compulsory school age <u>can</u> be deleted from the admissions register and school must notify the LA no later than the day of deletion when:

• Pupil is registered at the school as a requirement of a school attendance order, that another school is substituted by the local authority for that named in the order or the order is revoked by the local authority as arrangements have been made for the child to receive full-time education suitable to his age, ability and aptitude otherwise than at school;

• Pupil is registered at another school and has ceased to attend the school and the school have received written confirmation from the other school giving consent to the deletion;

• School receive written notification from parent that pupil is receiving education otherwise (for instance EHE);

• Pupil ceases to attend and no longer lives within a reasonable distance of the school;

• Pupil has failed to attend the school within the ten school days immediately following the expiry of a period of granted leave of absence and the school does not have reasonable grounds to believe that the pupil is unable to attend school due to sickness and the school and local authority have failed, after making reasonable enquiries, to locate the pupil.

• School receives medical evidence to confirm pupil is unlikely to be in a fit state of health to attend school before ceasing to be of compulsory school age and neither pupil nor the parent has indicated to the school the intention to continue to attend the school, after ceasing to be of compulsory school age;

• Pupil is detained in custody following a court order for a period of four months or more and is not expected to return to school;

• Pupil has been continuously absent (unauthorised) for 20 school days, there is not reasonable grounds to believe that the pupil is unable to attend the school due to illness or any unavoidable cause and the LA and school have been unable to ascertain where they are despite making reasonable enquiries;

• Pupil will cease to be of compulsory school age before the school next meets and the relevant person has indicated that the pupil will cease to attend the school or the pupil does not meet the academic entry requirements for admission to the school's sixth form;

• Pupil at a school other than a maintained school, Academy, city technology college has ceased to be a pupil of the school;

• Pupil is permanently excluded;

• Pupil has been admitted to the school nursery and has not transferred to a receipt or higher class at the school.

• Pupil has died.

Full guidance is available at:- www.legislation.gov.uk/uksi/2006/1751/regulation/8/made

5. Identifying Children Missing Education

Anyone concerned that a child is missing education can make a CME notification to the Children Missing Education Officer at Bexley Council. Most notifications come from:-

a) Bexley Council's Admissions Team

If parents have followed normal admissions processes and it has not been possible to secure education provision for their child, the admissions team will refer the case to the CME support officer.

If an address has been given indicating the family are residing in Bexley, the CME support officer will liaise with the Admissions team to ensure the family know how to find a school place for their child/children.

If no contact is made with the family or they fail to return a completed School Application Form, the child will be allocated an Education Welfare Officer who will visit the address and liaise with the family. If there is no trace of the family at the address, the case will be discussed at CME Panel and further actions can include referrals to police, community safety officers and children's social care.

b) School

see above

c) CME Officer from another LA

When another LA contacts Bexley Council believing a child has moved into the Bexley area, the CME support officer will find out if contact has been made with Bexley Council's Admissions team.

If the child is known to be accessing education, the CME support officer will inform the referring LA who can remove the child from their CME database.

If no address is provided by the referring LA, but there is reasonable evidence to suggest a child could have moved to the area, then the CME support officer will make enquiries and attempt to locate the family.

If the CME support officer is unable to locate the family in Bexley, the referring LA will be informed so that they can continue to investigate the child as missing education.

d) Bexley's Elective Home Education Officer

If a child registered as Electively Home Educated (EHE) is deemed not to be receiving a suitable education or has suddenly disappeared and attempts to contact have failed.

e) Social Worker/Front door MASH - (Multi Agency Safeguarding Hub)

If a child is not on a school roll and there are concerns about the family's ability to secure suitable education provision.

f) Health Services and Hospitals

When a child comes to the attention of a hospital, GP or another health care professional and do not attend school.

g) Bexley Youth Offending Team

If a child is not on a school roll when placed in the borough due to offending/risk concerns in their home borough and there are concerns about the risk and safeguarding arrangements for the child's education provision.

h) Bexley Special Educational Needs and Disability Team (SEND)

If a child is not on a school roll due to their SEND and parental choice with the child's needs are not immediately resolved to secure educational provision.

i) Bexley Inclusion Team

If a child is not on a school roll and there are concerns about the family's ability to secure suitable education provision. This may include offers of school places at Fair Access Panel which are not taken up by the parent.

Where on notification, concern for a child's safety or well-being is at risk is identified, the CME support officer will inform the MASH education officer and notify a member of children's services senior management and/or most senior manager available within the Inclusion team who will decide if further action is required, for example, a referral to children's social care and police. The CME support officer titles these emails 'CME notification of concern for MASH and management'.

6. Children with Education, Health and Care (EHC) Plans

Children with Education, Health and Care (EHC) Plans or statements of special educational needs (SEN) can be home educated, with the agreement of the SEN panel. Where the EHC plan or statement sets out SEN provision that the child should receive at home, the local authority is under a duty to arrange that provision. Where the EHC plan or statement names a school or type of school as the place where the child should receive his or her education but the parent chooses to home educate their child, the local authority must assure itself that the provision being made by the parent is suitable. In such cases, the local authority must review the plan or statement annually to assure itself that the provision set out in it continues to be appropriate and that the child's SEN continue to be met. These responsibilities are

discharged by Bexley's SEN team. Some SEN cases are referred to the CME panel to jointly monitor.

7. <u>Tracking Procedure after a Referral has been received:</u>

- 1. CME support officer receives notification via referral or school on-line submission
- 2. Details entered onto ONE database (Children Missing Education Register).
- 3. Checks are made seeking further information. These can include Council Housing Department, Council Tax, Health, Immigration, Police, Benefits Office, Health Services and other council databases.
- 4. Other relevant authorities/agencies are contacted and evidence collected and recorded on ONE.

If young person is not located during these initial checks, or within four weeks, the case is referred to CME Panel. At CME Panel:-

- a) The case is discussed and where there is concern for a child's welfare, an
 - inter-agency referral to children's social care will be made;
- b) CME check that the school has confirmed that they have taken all reasonable steps to local the child and, if they are concerned, completed an inter-agency referral to children's social care
- c) The case is allocated a lead officer within the relevant team (e.g. admissions, education welfare, special educational needs)
- d) Actions are agreed on each case
- e) Previous actions are reviewed and discussed
- f) If child is located and has started school or has moved overseas or has moved to another borough the child is removed from CME Register. Where the child is located in another borough a CME referral to that borough is made.
- g) If the child cannot be located, consideration is given to a referral to Children's Social Care where this has not already been completed and/or
 - The child's name is entered onto S2S system (lost pupil system)
 - The child's last school is sent a reasonable steps letter reinforcing their responsibility as b) above.
- h) When student is no longer school age then their record is closed on the last pupil list and involvement on ONE on the last Friday of June.

Local authorities can use additional duties and powers to support their work with Children Missing Education. These include:

- Providing suitable full-time education to permanently excluded pupils from the sixth school day of exclusion;
- Safeguarding children's welfare, and their duty to cooperate with other agencies in ensuring children's safety
- Serving notice on parents/carers requiring them to satisfy the Local Authority that their child is receiving suitable education when the local authority believes that a child might not be receiving suitable education.

- Issuing School Attendance Orders (SAOs) to parents who fail to satisfy the local authority that their child is receiving suitable education, and in the opinion of the authority it is appropriate that the child should attend school.
- Prosecuting parents that do not comply with an SAO;
- Prosecuting or fining parents who fail to ensure their school-registered child attends school regularly;
- Applying to court for an Education Supervision Order

8. Fair Access Panel

If a parent/carer cannot secure a school place through the usual procedures and the school appeal process has been exhausted, or with help from the Bexley Council Admissions team, and/or the child has not been receiving a suitable education for two months or more, the child will be recorded as CME and assign a lead officer to support the family.

The case will then be referred to the next Fair Access Panel. Primary and Secondary Fair Access Panels meet monthly.

9. Referrals to other LAs

If a child leaves a Bexley school and provides an address in a new area but no details of a new school then the CME support officer at the other LA will be informed.

If that officer can confirm they have located the family, the case will be closed to Bexley CME Panel. If the other LA is unable to locate the family, but the school has confirmed the family have moved out of the borough, the case will be closed to Bexley CME. However if the school does not have this confirmation and they are worried about the safety of the pupil, they should complete an inter-agency referral to CSC and the CME support officer or keyworker will continue to investigate the child as missing education until CSC or police confirm there are no concerns.

10. Schools 2 Schools Website

In rare cases where the child can not been located the CME support officer will publish a message on the national Schools 2 Schools secure website.

11. Pupils Missing Out On Education

In every local authority area there are children and young people who do not, or cannot, attend full-time school education in the usual way. Many of these children are not on a school roll and are considered to be the direct responsibility of the local authority. Others are on a school roll but are not attending school full time or are attending alternative provisions.

Centrally Held Register

Since Spring Terms 2013-14, Bexley Council has asked every school in Bexley to complete a half termly data return to give details of the children on their school roll who

are not receiving a full time education, the reasons why and how these pupils are being tracked and monitored. The council has developed a "Criteria of Concern" to identify the children who the council should monitor and track more closely.

This criteria is:-

• Any pupil who has appeared on the Pupils Missing Education Register for two consecutive terms

Any pupil who is known to have gone missing from care or home;

• Any pupil who is a looked after child, children on child protection or child in need plans;

• Any pupil who is has been referred to the Multi-Agency Missing Meeting after being identified as being at risk of Child Sexual Exploitation;

• Any pupil on the Pupil Missing Education Register who has a Statement of Educational Need or Education, Health and Care Plan and there are ongoing difficulties in securing appropriate education provision;

• Any pupil who is attending school less than 10 hours per week.

The children identified using the "Criteria of Concern" are then monitored and tracked more closely by the Local Authority. This will involve co-ordination of the case by the Inclusion Officer who will liaise closely with the school, keyworkers, Social Worker, Education Welfare Officer and family to ensure a re-integration plan is in place. These children's circumstances are RAG (red, amber, green) rated depending upon their individual circumstances and the barriers which prevent them returning quickly to full time education. This register is reviewed monthly by the Inclusion Officer for updates from the professional network.

Bexley looked after children who are CME or PMOE

When a looked after child is identified as either a CME or a PMOE, Bexley looked after children Virtual School will send an email notification to the Inclusions Officer and copy the administrator in. The notification will include an outline of the child's circumstances and plans to secure a quick return to full time education. For central monitoring purposes, these notifications will include children who are placed outside of Bexley for the foreseeable future. The virtual school notification will also advise if the situation is complex and proving difficult to resolve, or that the child's circumstances make it unlikely to secure full time education in the foreseeable future. In such instances, the virtual school will request that the child is added to the CME/PMOE tracker.

The Virtual School will attend the CME meeting (see Section on Children Missing Education Tracker below) monthly to review and update on circumstances and whether the child needs to continue to be monitored on the tracker.

The Head of the Virtual School will attend the half termly PMOE meeting, chaired by the Head of Inclusion, to review and update on circumstances relating to all Bexley looked after children who are reported as PMOEs.

Looked after children placed in Bexley by other authorities will be added to the tracker, as identified and necessary, via CME or PMOE notifications or where the Inclusion Team identify that a child's plan to access or return to full time education is proving difficult to resolve.

12. Processes

Children Missing Education tracker

For some children securing a school place quickly or returning to the school on which they are on roll is not always straightforward.

Any child missing education or pupil missing out on education for whom resolving their education situation is complex, proving intractable or is increasing their overall vulnerability and wellbeing (e.g. family circumstances/going missing from home/child sexual exploitation) is placed onto the 'missing education tracker' by the Inclusion Officer. From this, a multi-agency and disciplinary group (the weekly CREST meeting) review the circumstances of each one on a monthly basis to ensure the professional network around the child is connected and working together to resolve as quickly as possible.

Children Missing Education panel membership – monthly panel

Chair - Systems Lead for Inclusion CME Administrator Inclusion Manager Inclusion Officer MASH Officer Senior Education Welfare Officer Admissions Manager SEN Officer EHE Officer Head of Virtual School for Looked After Children Youth Offending Service Children's Social Care

Pupils Missing Out on Education membership half termly panel

Chair – Systems Lead for Inclusion Inclusion Officer SEN Officer Education Welfare Officer YOS Education Worker Head of Virtual School for Looked After Children EHE Officer

Escalation to management arrangements

Where the child's circumstances are proving intractable, a dispute between the professional network arises or if a school appears not to have followed due responsibilities – for example; in relation to deleting a pupil from their roll, Inclusion Officers will escalate to the relevant Head of Service. Where the Heads of Services are unable to resolve, the matter will be referred to the Deputy Director for Education and Specialist Children's Services for a decision.

For any queries relating to this policy and guidance please contact:

London Borough of Bexley - 020 8303 7777

Vicky Marsh Connie Kondia Sue Garner Systems Lead for Inclusion Inclusion Officer CME support officer victoria.marsh@bexley.gov.uk connie.kondia@bexley.gov.uk susan.garner@bexley.gov.uk