Education, Health and Care (EHC) Hub Parent and Carer Guide
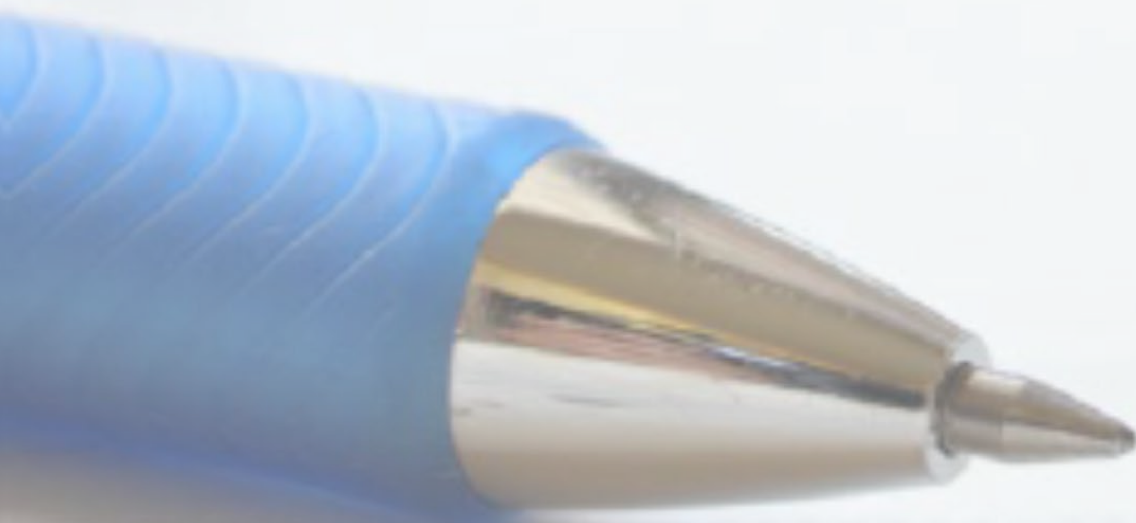
- **Introduction to the EHC Hub**
- **The EHC Needs Assessment request process**

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About this document

This document is for parents, carers and young people, to provide an introduction to [Derbyshire County Council's EHC Hub](#), explain it's benefits and cover the EHC Needs Assessment request process.

Contents

Introduction

Since the introduction of The Children & Families Act 2014 and the SEN Code of Practice (2014), local authorities across England have been implementing new processes and pathways to support children and young people with Special Educational Needs and / or Disabilities (SEND). In place of Statements and Learning Disability Assessments, local authorities have a duty to provide an Education, Health & Care Plan (EHCP) for children and young people aged up to 25 who need more support than is already available.

At the heart of the new legislation is a vision of collaborative working across Health, Education and Social Care and an engaging person-centred approach to the whole EHC pathway. However, the administrative processes currently in place to facilitate such an approach is a significant barrier that has left many local authorities struggling to sustain the volume of work, as well as to meet the statutory timeframes set by the Code (SEND Code of Practice 2014).

For many local authorities, the years since the introduction of the reforms has been a challenging period of significant change set against the backdrop of increased demand and ever-challenging budgets. A new way of working is needed, that not only supports local authorities to meet their statutory obligations more efficiently, but that achieves the SEND Code's core principle of the child or young person being at the heart of everything we do.

Idox's EHC Hub is an innovative digital platform for families, professionals and education settings to engage, contribute and collaborate on EHC assessments, plans and reviews. It provides an end-to-end solution for the two core statutory pathways: The twenty-week assessment and planning process and subsequently, the review of those EHC Plans. It puts the child or young person and their family at the heart of these processes and provides easy, secure access for all other case stakeholders to actively contribute and view information.

Putting children, young people and their families at the heart of the EHC process

For children, young people and their families, the Hub can be a one-stop digital resource for them to access and contribute information throughout their EHC journeys. It can be accessed 24 hours a day on a smartphone, tablet or computer and is designed to be easy and intuitive to use without any need for formal training.

One of its most powerful features is the opportunity that it provides to truly capture the child or young person's voice. The *About Me* and *My Parent / Carer's Views* areas are unique multimedia spaces for uploading short video clips, photographs and scanned documents alongside written text to capture a dynamic narrative about their aspirations at the assessment stage, and later for Section A of the EHC Plan.

For children, young people and their families, the EHC Hub offers:

- Online EHC assessment request pathway, including uploading/ sharing reports and or documents
- EHC case tracker with clear, contextual information advice and guidance as well as complete visibility of the statutory timeframes that relate to their case (review and assessment)
- Multimedia spaces to capture the child, young person & families views
- Secure 24/7 online access to all key information, documentation and reports
- Draft EHC plan consultation with ability to submit comments and feedback
- EHCP Review meeting information and invitations
- Ability to provide views/ feedback ahead of the EHC Review meeting
- Automated email alerts and notifications of case updates
- Access for advocates or independent support workers
- Access to multiple child/ Young person's cases via the one login
- Download and save/ print all online case information
- Visibility of the Case Timeline to see all recent case activity

The EHC Needs Assessment request process

The process to request a needs assessment is as follows:

- The parent/carer/guardian or Young Person over 16 completes the request details and clicks on Send Request.
- The request is processed by the local authority.
- The local authority will grant access and send login details to the email provided as part of the request.
- The parent/carer/guardian or Young Person over 16 will then register and log in to amend the details and upload any documents if required.

Because an account is not required to request a needs assessment, it is not possible to save a request part way through the process and then come back to it later. It is also not possible to upload documents during this part of the request process. Once the request has been sent to the local authority, and the parent/carer/guardian or Young Person over 16 has registered, you will be able to access the request to amend it and upload any documents if you wish to.

Link to request a new request for assessment [Education Health Care Plan (EHCP) - Derbyshire Local Offer](#) on Derbyshire County Council's website, when you click the link the following page will appear:

This page provides information about what an Education, Health and Care Plan is, who needs one and how to get one. Read the information and click on the Request an EHC Needs Assessment button at the bottom of the page and the following page will appear:

This will provide more information on the Education, Health and Care Plan. Read the information and click on Request an EHC Needs Assessment to begin the process of requesting an assessment.

This will open the request form ready for completion. As mentioned previously, because an account is not required to request a needs assessment, it is not possible to save a request part way through the process and come back to it later. It is also not possible to upload documents during this part of the request process. Once the request has been sent to the local authority, and the parent/carer/guardian or Younger Person over 16 registered, you will be able to log into the EHC Hub and access the request to amend it and upload any documents you wish.

The following page will appear:

After the Information sharing and data protection Statement and the Consent section, there are five sections to be completed. These are:

1. Details of person requesting an EHCP Assessment
2. Child or young person's details
3. Child or young person's main contacts (family and involved professionals)
4. Details of the child or young person's current education setting(s)
5. Important information about the child or young person
6. Views of the child or young person and their parent, carer or guardian

When all the required information has been entered, you will need to click 'Send request' at the bottom of the form:

There are certain fields that are required and that must be completed in order for the request to be sent. These are indicated with a red asterisk:

If information has not be entered into a required field, when the 'Send Request' button is clicked on, the section header containing the required information will turn red and the field to be completed will be shown with a message saying, "This is required".

Once all the information is entered correctly, click on 'Send Request'. The following message will be displayed:

Provided you have entered your email address in Section 1 of the request (Details of person requesting an EHCP Assessment), then you will be sent an email to confirm that your request has been submitted:

Completing a Needs Assessment Request

The following sections contain details on how to complete the different sections of the needs assessment request, if you are the person making the request. If the request has come from the School, this information may have already been completed. If this is so, please view the guide to register for an account.

Information sharing and data protection statement

Read the information and click on the down pointing arrow at the end of the Nothing Selected field to view the options available for selection. Left click on the correct description.

* Please select one of the following

| Nothing selected | ⌄ |

| I am an advocate working with a child / young person aged 0 – 25 |
| I am a young person aged 16 – 25 |
| I am the parent, guardian or carer of a child / young person aged 0 – 25 |

Your chosen option will be displayed in the field:

* Please select one of the following

| I am an advocate working with a child / young person aged 0 – 25 | ⌄ |

Consent

Consent
If there is any individual or organisation who you would not wish information to be shared with, please give details below and a reason why:

| B | I | U | S | ✐ | 16 ▾ | ☰ | ☰ | ☰▾ |

☐ By ticking this box I agree to the gathering and sharing of information between my educational setting, health services, social care or other professionals as necessary to support the EHC needs assessment and planning process.

When giving consent, if there are any individuals or organisations that you do not wish information concerning the assessment to be shared with, details as to who and why can be entered here. Click here for more information on using free text fields.

Consent - tick the box to give consent. You will be unable to send the request for an assessment unless consent is given.

Details of person requesting a EHCP Assessment

1. Details of person requesting an EHCP Assessment

* Has the request come from the young person? (over 16 years)
◯ Yes   ◯ No   Clear Selection

Is this the first request made for the child or young person?
◯ Yes   ◯ No   ◯ Not known   Clear Selection

If you are completing this request on behalf of yourself and you are over 16, click on Yes.

If you are completing the on behalf of a someone else, click on No. The following extra fields will be displayed for the details of the person making the request to be entered:

Name – Enter your name.

Relationship to child or young person – Enter the nature of the relationship between yourself and the young person e.g. Father.

Email Address – Enter your contact email address if you are the person making the request. When the request has been completed and sent, a confirmation email will be sent to this email address to show that an assessment request has been sent.

Telephone Number – Enter your contact telephone number if you are the person making the request for the assessment.

Organisation – If you are making the request for this young person on behalf of an organisation, enter the organisation name here.

Role or Title – Enter your job role or title in the organisation if applicable.

Preferred spoken language – click here for more information on using pick list fields.

Preferred written language – click here for more information on using pick list fields.

Address – click here for more information on using address fields.

Preferred method of contact – select if you would prefer to be contacted by email or post.

Is the first request made for the child or young person – select Yes, No or Not known as applicable. If No is selected, enter the date a previous request was made, if known.

Child or young person's details

First name – enter the first name of the child or young person the request for an assessment is for.

Last name – enter the last name of the child or young person the request for an assessment is for.

Middle name(s) – enter the middle name(s) of the child or young person the request for an assessment is for.

Preferred name – enter the preferred name of the child or young person the request for an assessment is for.

UPN – local authority office use only. This should be left blank.

Internal system reference – local authority office use only. This should be left blank.

Date of Birth – Type in the date of birth, with a dash between the day, month and year. Click here for more information about using date fields.

Once the date has been selected, the age will be calculated and displayed automatically:

* Date of birth	Age in years	Year Group
24/04/2008 📅	15	Year 9

Gender – Click here for more information on how to use pick list fields.

Gender

* Gender
Nothing selected ⌄
Nothing selected
Female
Male
Non Binary
Rather not say

NHS Number – Enter the NHS Number of the child or young person.

Legal Status – Click here for more information on how to use pick list fields:

Legal status

Legal status
Nothing selected ⌄
Nothing selected
Care Leaver – eligible
Care Leaver – former relevant
Care Leaver – relevant
Child arrangement order
No legal status (lives with parent/s)
Other
Placement order
Placement with parent regulation
Private fostering arrangement
Section 20 accommodated
Section 31 care order
Section 38 interim care order
Special guardianship order
Ward of court

Ethnicity – Click here for more information on how to use pick list fields:

Ethnicity

Nothing selected

Nothing selected
Any Other Ethnic Group
Arab
Asian Any Other Background
Asian Bangladeshi
Asian British
Asian Chinese
Asian Indian
Asian Pakistani
Black African
Black Any Other Black/ African/ Caribbean Background
Black British
Black Caribbean
Test Ethnic group
White Any Other Background
White British
White English

Preferred spoken language – Click here for more information on how to use pick list fields:

Preferred spoken language

Nothing selected

Nothing selected
Acholi
Adangme
Afar-Saho
Afrikaans
Akan (Fante)
Akan (Twi/Asante)
Akan/Twi-Fante
Albanian/Shqip
Alur
Ambo (Kwanyama)
Ambo (Ndonga)
Ambo/Oshiwambo
Amharic
Anyi-Baule
Arabic
Arabic (Algeria)
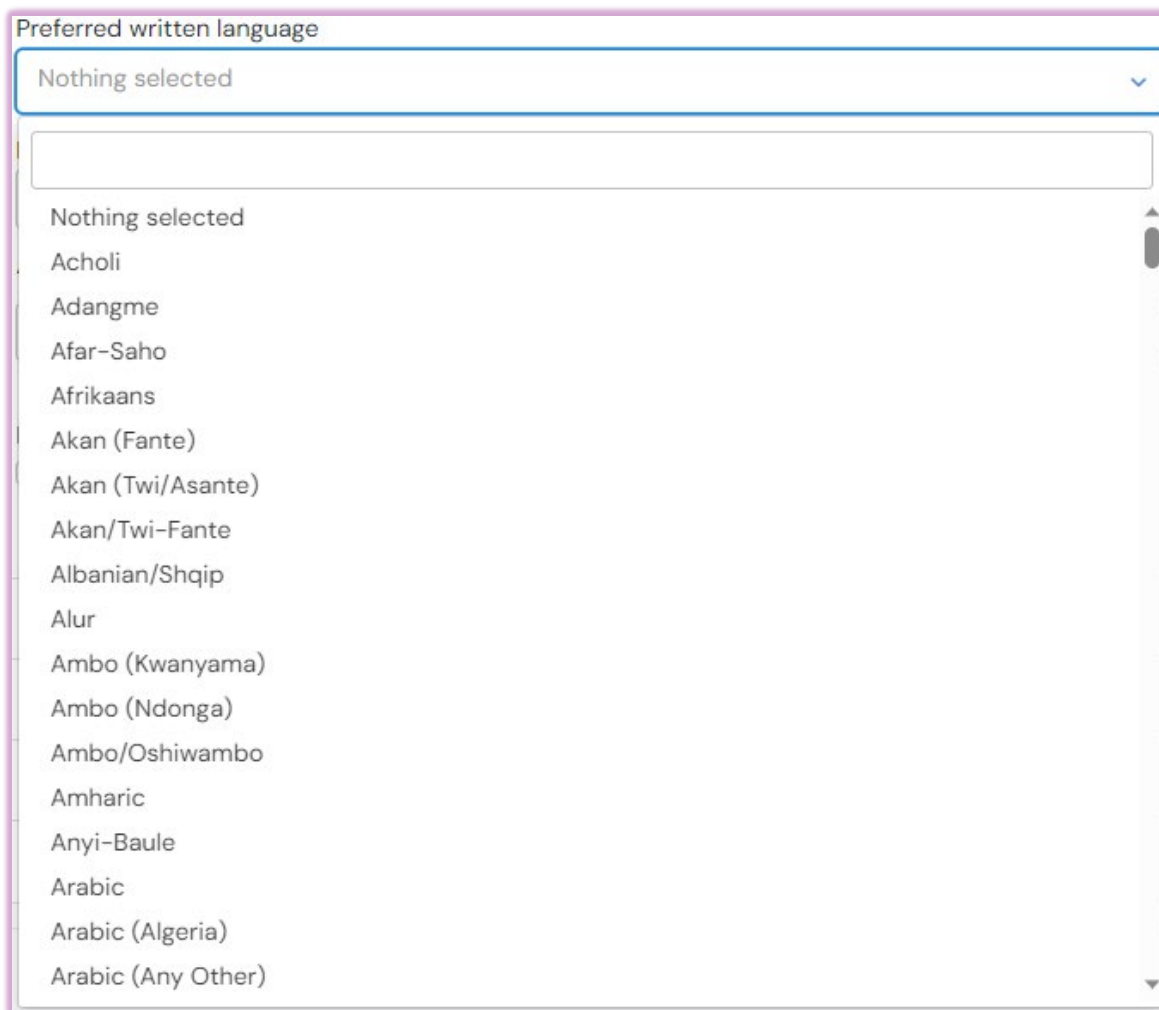
Preferred written language – This will automatically default to the preferred spoken language but can be amended if not correct. Click here for more information on how to use pick list fields:

Main telephone – enter the main telephone number for this child or young person.

Email address – enter the email address of the child or young person. This is NOT the email address any confirmation emails or requests for registration will be sent to and is just for information.

Address – See here for more information on how to use address fields.

Preferred method of contact – select if the young person would prefer to be contacted by email or post, if appropriate.

Child or young person's main contacts (family and involved professionals)

This section is for details of any contacts for the child or young person the request for an assessment is being made for. If you are a main contact, then please fill in your details within this area. It is possible to add more than one contact to the assessment request. To add further contacts to the request, click on the 'Add' button in the bottom right-hand corner and complete the fields as above. This can be done as many times as required.

Full name – enter the name of the Full Name of the contact e.g. John Smith

Relationship or role – enter the relationship between or the role of the contact to the child or young person the request for an assessment is being made for. E.g., Father.

Organisation (if applicable) – if this contact is part of an organisation (as opposed to a family member), enter the name of the organisation here.

Preferred Language – Click here for information on how to use pick list fields.

Address – Enter the details of the contact for the child or young person. See here for more information on how to use address fields.

Preferred method of contact – select the preferred method of contact for the child or young person's contact.

To remove a contact, click on Remove in the top right-hand corner of the section:

Details of the child or young person's current education setting(s)

It is possible to add an educational setting either based on the setting itself (e.g. the actual name of the education setting) or based on the type of setting (e.g. Mainstream school, Special school: Non-maintained etc). The details available to be completed will be based on if Setting or Type is selected.
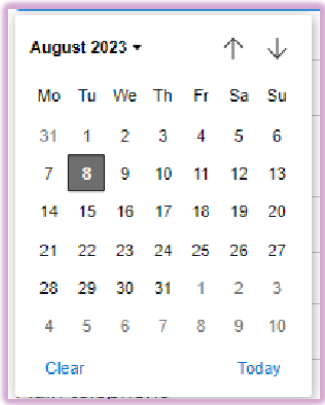
Setting

If Setting is selected, the screen will look like this:

Search for a setting within the area – Click here for more information on using Pick Lists.

If the setting is not on the list, click on Nothing selected and click on Yes to the next question, Is the setting out of area. The setting can then be added manually in the fields on the right:

Start Date – Select the date the child or young person started at the educational setting. Click [here](#) for more information on using date fields.

Leaving Date – if known, enter the date the child or young person left or will leave the education setting

You can also add additional information about the placement:

Reason for leaving – Enter a reason for leaving. Click [here](#) for more information on using free text fields.

Percentage attendance of child or young person in the last year and any comments on this – Click here for more information on using free text fields.

Additional Details - Click here for more information on using free text fields.

Type

If type is selected, the screen will look like this:

Choosing setting type - Click here for more information on how to use pick list fields.

Left click on the required option to select it.

Additional details – click into the field to enter information. Click here for more information on using free text fields.

Multiple education settings can be added. To add further education settings to the request, click on the Add button in the bottom right-hand corner and complete the fields as above. This can be done as many times as required.

To remove an education setting, click on Remove in the top right-hand corner of the section.

Important information about the child or young person

The section is used to enter historical information relevant to the request.

What historical information about the child or young person's Special Educational Needs (SEN) is relevant to this request – Click here for more information on using free text fields.

What historical information about the child or young person's health needs is relevant to this request – Click here for more information on using free text fields.

What historical information about the child or young person's social care needs is relevant to this request – Click here for more information on using free text fields.

Views of the child or young person and their parent, carer or guardian

Was the child or young person involved in the discussion that led to this request – click on Yes or No.

If Yes is selected, the following fields will be displayed, A Views and opinions of the child or young person:

What is working well for you in your current education setting? – Click here for more information on using free text fields.

What is not working well for you in your current education setting? What do you think might help – Click here for more information on using free text fields.

If No is selected, the following field will be displayed:

Please explain why – Click here for more information on using free text fields.

Has the parent(s) or carer(s) been involved in the discussions that led to this request – left click on Yes or No.

If Yes is selected, the following fields will be displayed:

What is working well for the child or young person in their current education setting? – Click here for more information on using free text fields.

What is not working well for the child or young person in their current education setting? What do you think might help? - Click here for more information on using free text fields.
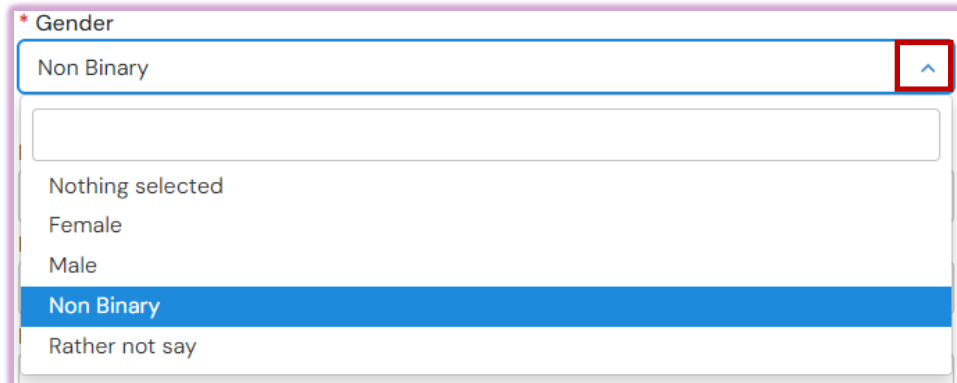
If No is selected, the following field will be displayed:

Please explain why – – Click here for more information on using free text fields.

Help Using Forms

Pick List Fields

Click on the down pointing arrow at the end of the field to view the available options for selection. There is a scroll bar on the right to allow you to scroll down to view more options in the list. Scroll down until you can see the option you require and then left click to select it. Alternatively, if you know the option you require, you can begin to type it in the field and the list will show options that match what you type:
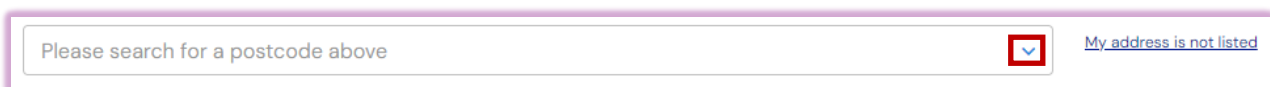

Free Text Field

Left click anywhere in the box and start typing any information you want to enter here. If required, there are various formatting options for that can be accessed by clicking on the buttons at the top of the field. To see what each button does, hover over the button with the mouse pointer and a tool tip will be displayed to show what that button does
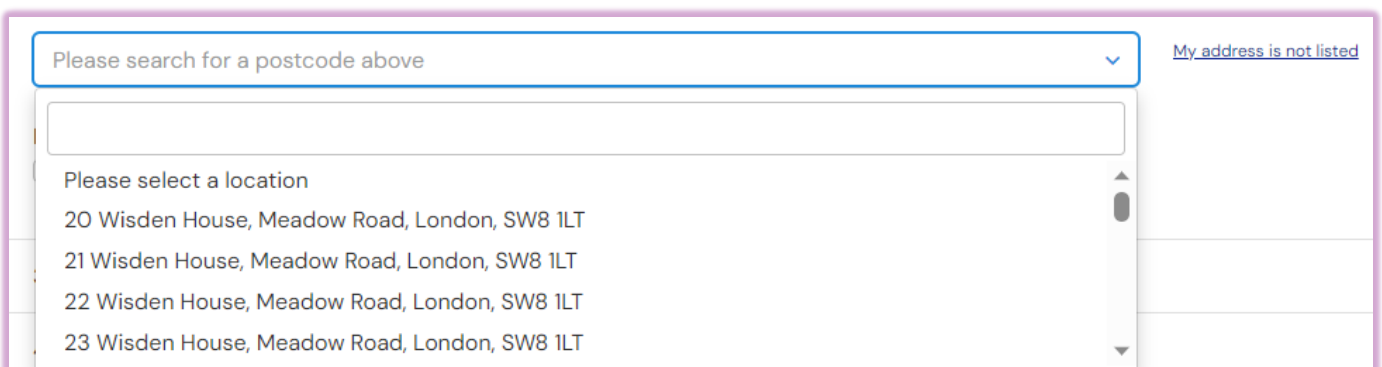
Entering an Address

Enter the postcode of your address in the postcode search field and click on Search:

Another field will be displayed:

Click on the down pointing arrow to view with all addresses that match that postcode:

Left click on the correct address to select it. The address will then be displayed on screen:

If the address is incorrect or needs to be removed, click on Clear address and a new location will be available to be selected.

If the correct address is not available to be selected from the list, click on the My address is not listed option, and the fields will be made available to be completed manually:

Date Fields

Type in the date required with a dash between the day, month and year. Alternatively, left click on the field and select the date from the calendar. Navigate around the calendar using the arrows in the top right and left corners until the correct date is available. Left click on the date to select it.

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