

Education, Health and Care (EHC) Hub Parent and Carer Guide

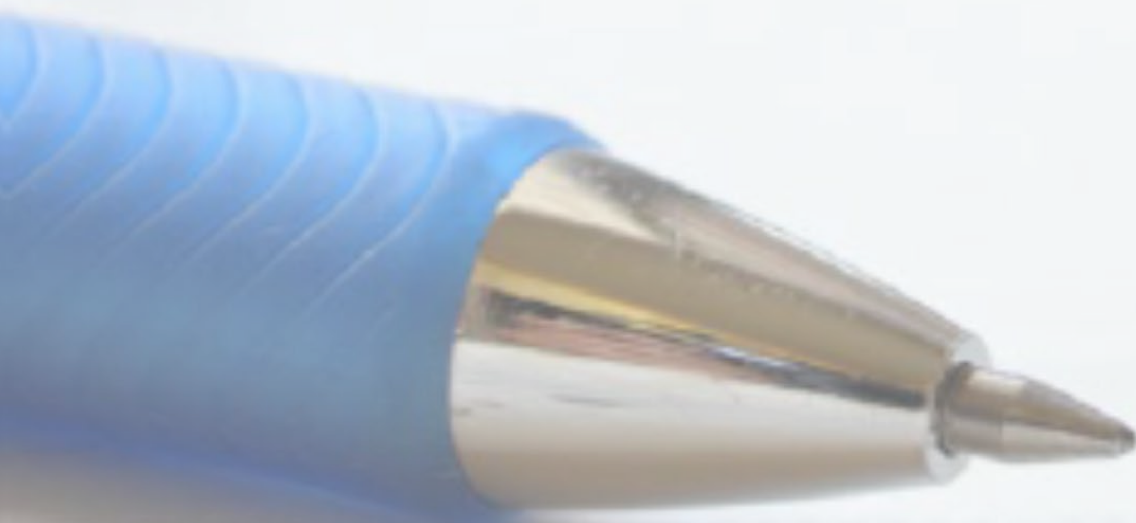
- **Introduction to the EHC Hub**
- **The EHC Needs Assessment request process**

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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.

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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:

What is an Education, Health & Care Plan (EHCP)?

An Education, Health & Care Plan or EHCP is a document which sets out the education, health and social care needs of a child or young person aged up to 25, and the support that is necessary to help them achieve their outcomes.

Who needs an EHCP?

EHC plans are for children and young people (age 0–25) who have a special educational need or disability that cannot be met by the support that is already available at their school or college.

Most children and young people with special educational needs will have help given to them without the need for an EHC Plan. This is called SEN support.

The purpose of SEN support is to help children achieve the outcomes or learning objectives that have been set for them.

How do I get an EHCP?

An EHC plan can only be issued after a child or young person has gone through the process of EHC needs assessment. At the end of that process, the local authority has to make a decision to issue an EHC Plan or not.

[← Back](#)

[➔ Request an EHC needs assessment](#)

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:

What is an Education, Health & Care Plan (EHCP)?

Should I speak to the school or college first?

Yes, definitely. Speak to your child's class/ subject teacher and the head teacher or to the principal of the College the young person is attending about your worries before writing to the LA.

What if the school or college offers to write on my behalf?

Anyone acting on behalf of a school or post 16 institutions is able to write and request an EHC needs assessment. They are often best placed to make the request as they will need to provide the Local Authority with specific information to support it.

When should I request an EHC needs assessment?

Whenever a child or young person has a learning difficulty or a disability which is holding them back at school or college and the parents of the child or the young person (or the young person themselves) believe that the school or college is not able to provide the help and support which is needed.

For children under 16 the parent makes the request. This includes children from 0 to 5 where parents should make a request if they believe that the child will need extra help when school starts.

In the case of a young person (over 16 and up to 25) they can make the request themselves if they understand it sufficiently well themselves – otherwise the parent can make the request on a young person's behalf.

Remember you can only ask for an EHC needs assessment if the child or young person has or may have educational needs – it does not apply where there are only health and/or care needs no matter how severe.

When should I hear back?

The LA must reply within six weeks. They will always reply to you as a parent or young person – even where the request was made by the school or college.

[← Back](#)

[➔ Request an EHC needs assessment](#)

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:

Request an EHC needs assessment

Before starting, we recommend reading the form on this page and collating all of the relevant information that you have.

To protect your sensitive information, it's not possible to part complete your request and send it to us at a later time. However, there will be opportunity to add more information and upload documents after we receive your request.

[read less >](#)

Information sharing and data protection statement

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

Cancel

Send request

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:

Cancel

Send request

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:

*

Has the request come from the young person? (over 16 years)

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".

☐ 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.

This is required.

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

Thank you for your request

Thank you

We have received your request for an EHC needs assessment.

Your reference is **EHC/23/0264**

We will consider the information that you have provided and will seek the views of the child/young person's education setting and other involved professionals.

We must inform you of our decision whether or not to proceed with an assessment within 6 weeks.

In the meantime, you can access information, advice and details of local universal services on our Local Offer web pages.

Finish

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:

Case ID: EHC/23/0264

Thank you for your request for an EHC needs assessment of a child or young person.

As part of the next step in the process, there will be further opportunity to tell us any information that you believe might be relevant to support the request. We will be in touch as soon as possible.

In accordance with Section 36(1) of the Children and Families Act 2014, the request will be considered based on all the information that we gather and a decision will be made on whether a detailed EHC needs assessment is required.

We must inform you of our decision within 6 weeks of the date of the request.

Best regards,
EHC Hub Team

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

Information sharing and data protection statement

We will use the information in this form to consider whether to conduct a needs assessment under the requirements of the Children & Families Act 2014.

We may also share relevant information on a confidential basis with the Department for Education and Local Government, other Government agencies and other public bodies involved with the implementation of the new legislation as required to meet our statutory obligations.

The information that you and other professionals provide will normally be shared with your consent. Examples of situations when we may share information without your consent are:


- If we need to find out urgently if a child is at risk of harm or we need to help a child who is at risk of harm.
- If we need to help an adult who is at risk of harm.
- If we need to help prevent or detect a serious crime.

* Please select one of the following

Nothing selected

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:

1. Details of person requesting an EHCP Assessment

* Has the request come from the young person? (over 16 years)

☐ Yes
☒ No
[Clear Selection](#)

* Name

* Relationship to child or young person

* Email Address

* Telephone Number

Organisation (if applicable)

Role or title (if applicable)

Preferred spoken language

Nothing selected

Preferred written language

Nothing selected

Address:

Preferred method of contact

☐ Email
☐ Post

Is this the first request made for the child or young person?

☐ Yes
☐ No
☐ Not known
[Clear Selection](#)

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

Child or young person's details

* First name

Middle name(s)

UPN

A UPN consists of 1 letter, 11 numbers and 1 number or letter.

Internal system reference

Year Group Offset

O

A value of 0 means the child or young person is in their age expected year group.

NHS Number

000 0000 0000

Ethnicity

Nothing selected

Preferred written language

Nothing selected

Email address

Address:

Postcode Search

Search

Preferred method of contact

☐ Email

☐ Post

* Last name

Preferred name

ULN

* Date of birth

dd/mm/yyyy

Age in years

Year Group

Not applicable

* Gender

Nothing selected

Legal status

Nothing selected

Preferred spoken language

Nothing selected

Main telephone

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.

August 2023

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Mo	Tu	We	Th	Fr	Sa	Su
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Clear


Today

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**

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

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

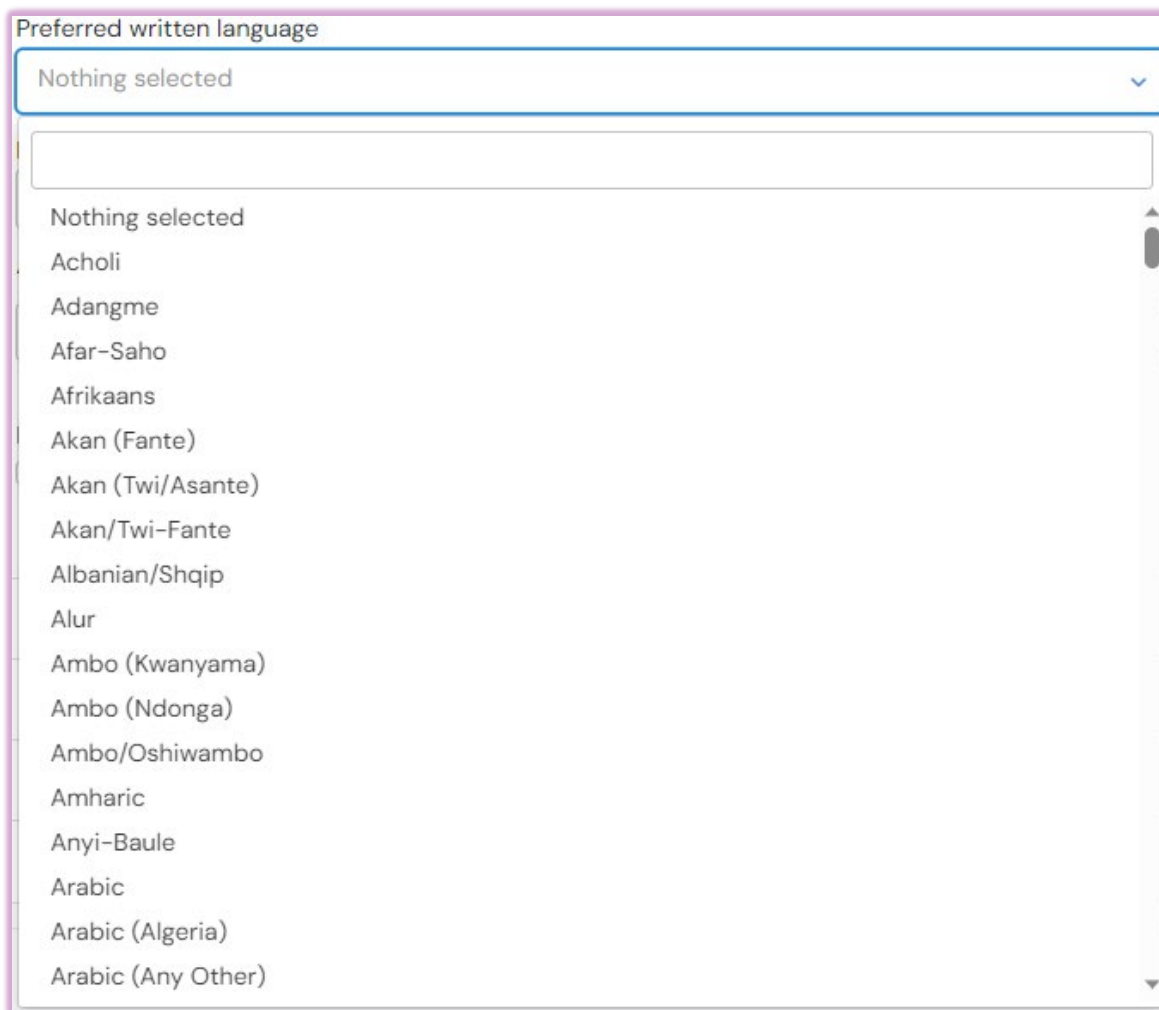
Amharic

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:



The image shows a web form field titled "Preferred written language". The field is a dropdown menu with a blue border. The selected option is "Nothing selected", indicated by a small blue downward arrow on the right. Below the dropdown, a list of languages is visible, including "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)", and "Arabic (Any Other)". A vertical scrollbar is on the right side of the list.

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.

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

Remove

Full name

Relationship or role

Organisation (if applicable)

Preferred language

Nothing selected

Telephone

Email

Address:

Postcode Search

Search

Has parental responsibility

☐ Yes

☐ No

[Clear Selection](#)

Preferred method of contact

☐ Email

☐ Post

Add

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:

Remove

Full name

Relationship or role

Organisation (if applicable)

Preferred language

Nothing selected

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.

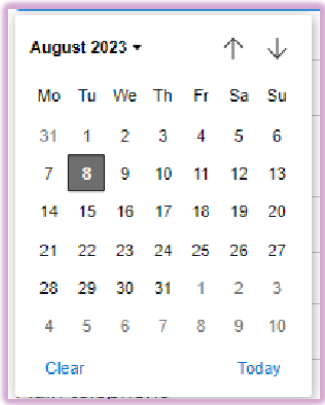
Setting

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:

Please indicate whether this is the primary placement, secondary placement or neither

☐ Primary placement

☐ Secondary placement

☐ Neither

[Clear Selection](#)

Please indicate whether this is a full-time or part-time placement

☐ Full time

☐ Part time

[Clear Selection](#)

Part-time is defined as being expected to attend fewer than 10 sessions per week.

Is this a residential placement?

☐ Yes

☐ No

[Clear Selection](#)

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

Reason for leaving

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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

5. Important information about the child or young person

What information about the child or young person's Special Educational Needs (SEN) is relevant?

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What information about the child or young person's health needs is relevant?

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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 information about the child or young person's Special Educational Needs (SEN) is relevant?

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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 information about the child or young person's health needs is relevant?

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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.

What information about the child or young person's social care needs is relevant?

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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?

☐ Yes ☐ No [Clear Selection](#)

Has the parent(s) or carer(s) been involved in the discussions that led to this request?

☐ Yes ☐ No [Clear Selection](#)

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:

Was the child or young person involved in the discussion that led to this request?




☒ Yes ☐ No [Clear Selection](#)

a. Views and opinions of the child or young person

What is working well for you in your current education setting?

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What is not working well for you in your current education setting? What do you think might help?

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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:

Was the child or young person involved in the discussion that led to this request?

☐ Yes ☒ No [Clear Selection](#)

Please explain why?

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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:





Has the parent(s) or carer(s) been involved in the discussions that led to this request?
☒ Yes ☐ No [Clear Selection](#)

b. Views and opinions of the parent(s) or carer(s) ▼

What is working well for the child or young person in their current education setting?

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What is not working well for the child or young person in their current education setting? What do you think might help?

B *I* U ~~S~~  16   





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:

Has the parent(s) or carer(s) been involved in the discussions that led to this request?
☐ Yes ☒ No [Clear Selection](#)

Please explain why?

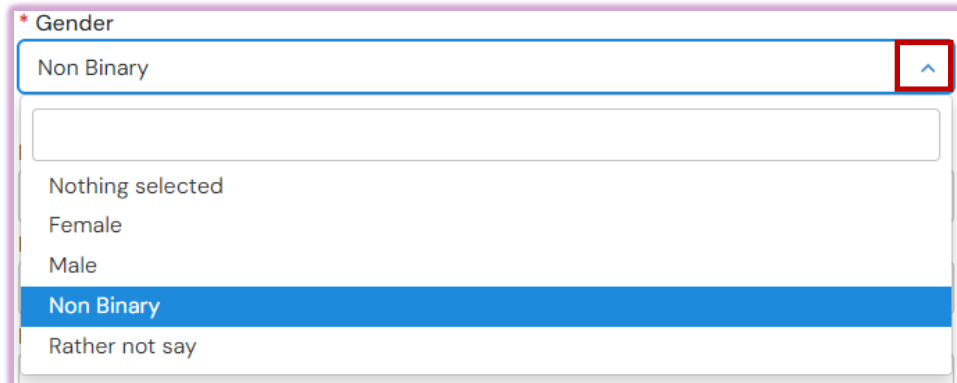
B *I* U ~~S~~  16   

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

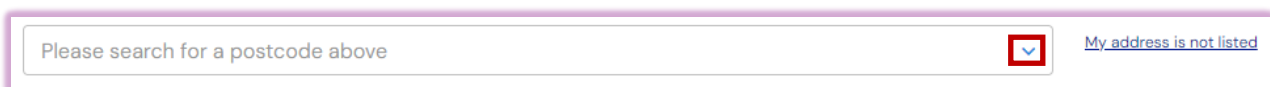
Left click anywhere in the box and start typing any information you want to enter here. If required, there are various formatting options for that can be accessed by clicking on the buttons at the top of the field. To see what each button does, hover over the button with the mouse pointer and a tool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

Entering an Address

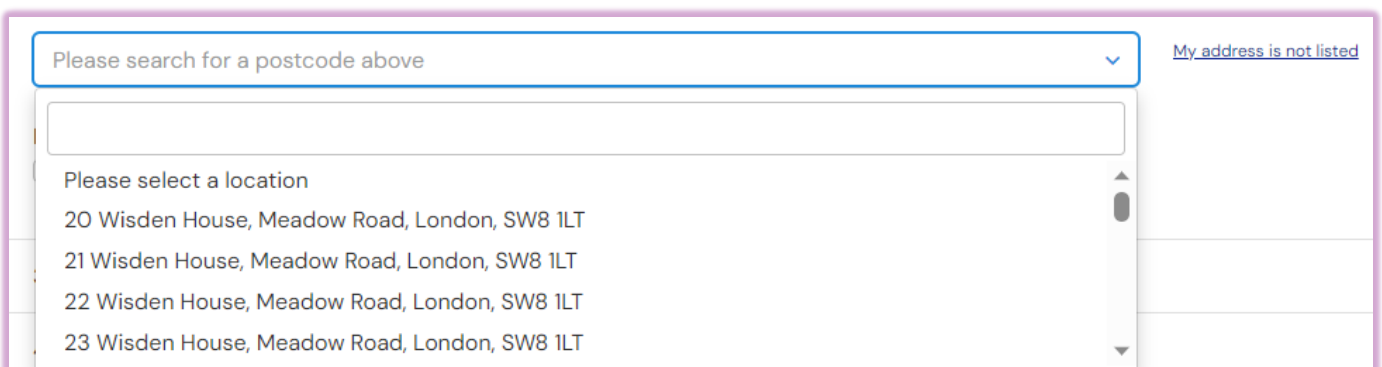
Enter the postcode of your address in the postcode search field and click on Search:



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:

Address:

20 Wisden House
Meadow Road
London
SW8 1LT

 Clear address

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:

▼

My address is not listed

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.

August 2023 ▼

↑ ↓

Mo	Tu	We	Th	Fr	Sa	Su
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Clear Today

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Derbyshire County Council
County Hall
Matlock
DE4 3AG

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CS.SENDAdmin@derbyshire.gov.uk