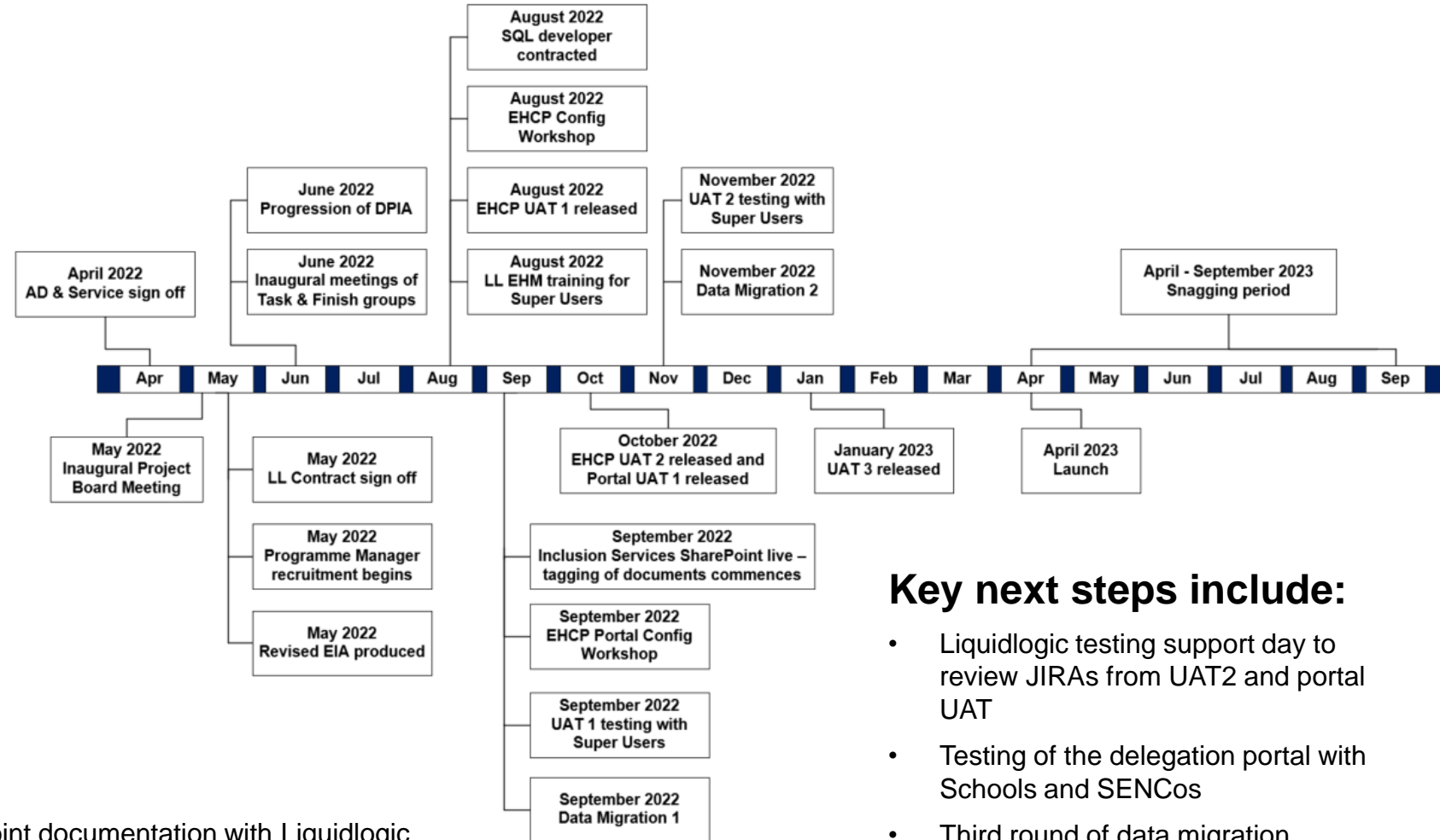


Liquidlogic EHCP functionality implementation

November 2022: Update

Key recent progress includes:

- EHCP Portal configured and released for testing
- Second release of EHCP module and ongoing build of forms
- Data Migration 2 completed (commenced w/c 7th November)
- User Acceptance Testing with Family Services testers (4th and 7th November)
- User Acceptance Testing with Education Psychologists (25th November)
- Review of the EHCP Portal with the SPCF (18th November)
- Engagement with Special School and AP/ Unit Heads to share information on the project and establish next steps for testing in January 2023
- SENCo engagement and identification of next steps for testing
- Commencement of mapping exercise for the use of functionality by Health; proposal for health access will be shared with the leadership team next month
- Continuation of work to tag Family Services SharePoint documentation with Liquidlogic IDs and document type
- Graphic designer to create CYP graphics for portal request form



Key next steps include:

- Liquidlogic testing support day to review JIRAs from UAT2 and portal UAT
- Testing of the delegation portal with Schools and SENCos
- Third round of data migration
- Testing the EHCP Portal with SENDIASS (2nd December)

Testing of Establishment/ Delegation Portal functionality

We have begun engagement with various stakeholders and have requested their involvement in testing of portal functionality used for form delegation.

This testing is due to take place with professionals in late Autumn. This will include

- Key schools, AP/Units and SENDAT
- SENCOs involved in the HNF moderation

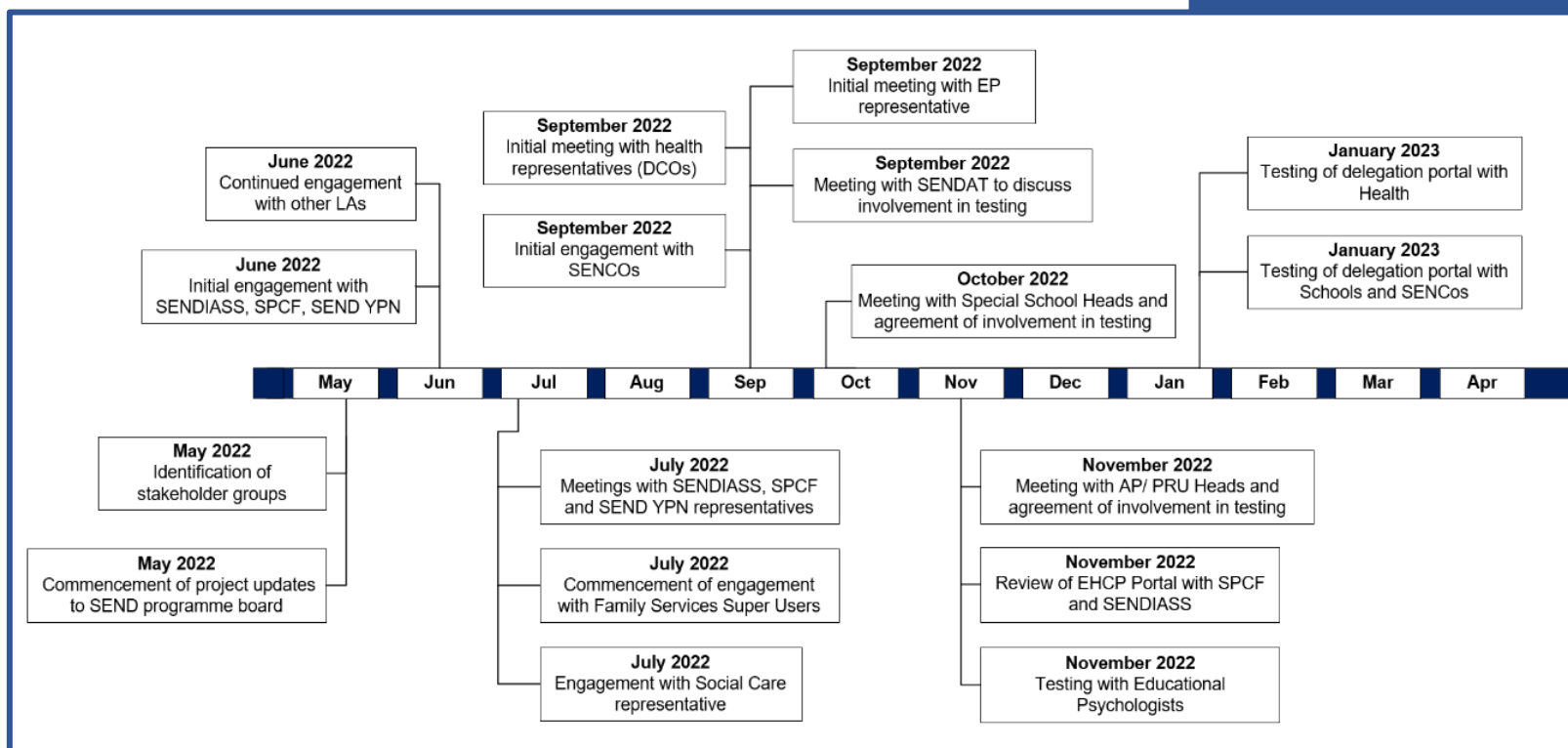
We are currently writing a proposal for health access which will be shared with the leadership team next month.

To conduct this testing will be using a combination of face to face testing using SCC laptops or providing an SCC device for allocated professionals to utilise. We have also secured access to an Apple iPhone, iPad and Samsung phone to test the new EHCP parents' portal on multiple devices.

Testing and configuration for EHCP Portal functionality

- User Acceptance Testing with Family Services testers (4th and 7th November)
- User Acceptance Testing with Education Psychologists (25th November)
- Review of the EHCP Portal with the SPCF (18th November)
- Review of the EHCP Portal with the SPCF (2nd December)

Following this testing, JIRAs have been raised to configure changes to the portal



Portal landing page

We have compiled the first draft of a landing page for the EHCP Portal. This page will be visible by parents when accessing the portal.

Carole Filby has produced the text as it stands, with additions from Nicki Howlett on behalf of SENDIASS and Paula Benneworth on behalf of Activities Unlimited.

[Education Health and Social Care Plans \(syhapp.com\)](http://syhapp.com)

The page will look to host:

- Key links to further information for support
- Guidance for using the portal
- Contact details for Family Services and other services
- Links to other SCC portals
- Accessibility statement

Education Health and Social Care Plans (EHCP)

Education, Health and Care (EHC) Portal

A child or young person has Special Educational Needs (SEN) if they have a learning difficulty or disability which requires special educational provision. In most cases, children's special educational needs will be met by their school; however, in some cases the Local Authority may undertake a formal assessment of those needs.

This assessment is called an Education, Health and Care Needs Assessment (ECHNA) and it may, in some cases, lead to the Local Authority issuing an Education, Health and Care Plan (EHCP) – a legal document that sets out the child's special educational needs and how they are to be met.

This portal is an easy to use, secure space where you can request an Education, Health and Care Needs Assessment (ECHNA) for a child or young person.

In order to request an EHC Needs Assessment, you must first register as a portal user (you only need to do this once). You will then be able to submit your request and send us any supporting evidence you want us to consider.

After this, we will invite you to verify your account. Once your account is verified, you will also be able to login in and:

- Track the progress of your request
- View a timeline with all the key dates
- See who your assigned Family Services worker is
- Send and receive messages to/from your Family Services worker
- View your child's Education, Health and Care Plan (if issued)
- View your child's Annual Review of their EHC Plan (if applicable)
- View any documents submitted as part of the Needs Assessment or Annual Review
- See any tasks assigned to you (e.g. to send us your comments on a draft plan)
- Receive email notifications of any changes/updates to view in the portal

Before beginning your application, you may find the following information and links helpful:

[EHC Assessments and Plans | Suffolk Local Offer](#)

[Frequently Asked Questions about SEND | Suffolk Local Offer](#)

[EHC Needs Assessments and Plans | Suffolk SENDIASS](#)

[Start an EHC Needs Assessment Request](#)

[Moving to Suffolk? Start a Transfer Request](#)

SENDIASS

Suffolk SENDIASS provides impartial and confidential information, advice and support to children and young people, and their parents and carers. To access information and advice visit: www.suffolksendiass.co.uk or contact SENDIASS by emailing enquiries@suffolksendiass.co.uk, calling 01473 265210, or texting ADVICE4ME to 87007.

Activities Unlimited

In Suffolk, Activities Unlimited provides short breaks and leisure activities to disabled children and young people aged 0-25. Short breaks give children, young people and their families the opportunity to do many fun and exciting activities. They also give parents, carers and families a valuable break from their caring responsibilities.

Activities Unlimited aim to give children, young people and their families the freedom and flexibility to select the services they want that best match their Short Break needs. For more information about Activities Unlimited please visit [the Activities Unlimited page](#)

Efficiencies associated with this project

Following our previous update at the September SEND Programme Board, we have begun to work with the CYP IHub managers to devise measures for efficiencies anticipated to be made as a result of this implementation

[LL EHCP Benefits and Efficiencies Realisation Plan.xlsx](#)

EFFICIENCY CATEGORISATION/ AREA	DESCRIPTION OF EFFICIENCY	STRATEGIC ALIGNMENT	MEASUREMENT
Supporting SEND Family Services	<p>Caseworkers able to self service and complete tasks currently given to BSOs. BSO capacity is likely to be released overall:</p> <ul style="list-style-type: none"> - A single front door into the service (portal) to remove the requirement to manage multiple mailboxes - Copy forward functionality to reduce time required to copy and paste information/ duplication - Reduced time required to correct formatting issues with letter templates (reduced administrative burden of repetitive tasks) - Ability to update panel documents live in panel to create time savings and free up BSO capacity to support with valuable tasks - Use of portal to issue letters and plans 	More efficient and effective ways of working to make the best use of resources	<p>Resulting improved timeliness in first 6 weeks of 20 week process</p> <p>Benchmark to be established to track efficiencies (HW and WA / iMPower)</p> <p>Reduction in the time taken to issue letter/ notify parents after decision made</p> <p>Qualitative measurement opportunity - BSO feedback on capacity to be sought</p>

A follow up session to discuss these measures with members of the CYP I Hub Education & SEND team is scheduled for January

High Level Project Risk Log:

Risk code	Risk	Description	Date	Owner	Likelihood (L,M,H)	Impact	Risk Category	Countermeasure
R01	Resolution of discrepancies in data between systems	e.g. a variation in address between Capita One and LL for a child	09/05/2022		M	M		There is a need to agree a methodology/ principle not just for this project but others on how we deal in discrepancies in core data across our systems
R02	Service's capacity to engage in project	eg; available time to contribute to process mapping	13/05/2022		M	M		Need to ensure that messages are communicated clearly and that there is alignment with Impower/ positive communication
R03	EHCP Portal capacity at launch	To clarify with LL - potential capacity limit for portal access by service users at one time	07/06/2022	SS	L	M		Potential for a staggered launch to ease pressure on portal
R04	BSO capacity for data cleansing of inboxes	Possible additional resource required to streamline move of plans from P drive/ inboxes	09/06/2022	SC	H	H		Funding for additional BSO resource to support this workstream secured. Recruitment ongoing
R05	Data migration SQL writing	Potential lack of internal resource to complete SQL writing within timescale	09/06/2022	HW/GL	M	H		External resource recruited and in post
R06	Project resource recruitment	Difficulties associated with the recruitment of a project manager within timescale	15/07/2022	HW	H	M		Project to be prioritised where possible by existing internal resource, further consideration of next steps required
R07	Liquidlogic Team capacity	Limited resource within liquidlogic team to support implementation	28/07/2022	HW/RA/CP	H	M		Possibility to consider further recruitment options
R08	Data able to be extracted from LL	The amount of data able to be extracted from LL and routed out may impact how much data we can get back into Capita (how complete this will be depends on how much we obtain out of LL)	28/07/2022	RS	M	M		Work ongoing by automation workstream to determine what can we extract quickly and capability with EHCP specifically (APIs)
R09	Single point of failure in regard to project resources	E.g.; in the event of illness key project players are unavailable, impacting on key deliverables	22/08/2022	HW/ SC	M	H		Alternative resource to be identified and briefed in the event their involvement is required eg; SEND area managers to have access to the Teams site to allow them to be cited
R10	Possible SEND inspection in January	Project resource will be occupied by preparation. Outcome has the potential to impact the project	30/08/2022	WA to be inspection link in to project	M	H		Monitor situation and preparation in advance to limit extent of any impact on project. Project board members to be included in Inspection Framework meetings
R11	Delivering better value in SEND programme	Project resource will be occupied by preparation. Outcome has the potential to impact the project	30/08/2022		M	H		Monitor situation and preparation in advance to limit extent of any impact on project
R12	Annual Review Process	Family services are actively processing the backlog of annual reviews that sit in inboxes and on shared Drives. There is a risk to data migration and go live if this backlog is not resolved by the end of March, as they will have to run dual processes	03/11/2022	To be set at next LL EHCP Project Board				

What I will cover in this presentation

- Developing a new portal and dashboard for the families to start their EHCP journey.
- What information we collect
- Liquid Logic (the Back office)
- How we are supporting the team now and post go live

Welcome to the Suffolk Children and Young People's Portal

Report a Child Safeguarding Concern



Tell us if a child is at risk of abuse, harm or neglect

Make a referral for Early Help Services (CAF)



Request support for a child, family or young person

EHCP



EHCP

As we are still in testing, some features may look different as we progress.

Any records shown in these slides are not real and are dummy data.

Developing a new Dashboard and Portal for families to start their EHCP Journey



The portal will allow for improved visibility of the progress of an EHC Needs assessment for families: from identifying their allocated caseworker to tracking their progress



Sign posting families to links of other support and guidance available to them



Secure portal with 2 step authentication will allow families to receive documents to view and complete on various devices.



Built-in messaging functionality will enable clear and consistent two-way communication between families and Family Services staff, with notes on records being automatically created when a parent replies to a message.



Suffolk County Council <noreply@suffolk.gov.uk>
to rubymaerose2022+ehcp1 ▾

You have a new message on the Suffolk Children and Young People's Portal

From: Francesca Randell

To view your message log in to the Suffolk Children and Young People's Portal and go to 'My Account'.

Suffolk County Council

Home View Submitted Forms My Saved Forms Mark Smith

EHCP Dashboard

EHCP Dashboard - Transferin Smith

Transfer Due: 19 Oct 2020 Decision Date: 17 Oct 2020

Assessment Due: 19 Oct 2020

Decision

Extra Information

The SEND team has agreed to undertake an assessment of (child name's) Education, Health and Care needs. We are gathering information required to make a decision about whether to issue an EHC Plan. You may be asked to provide further additional information to support this process. We will also ask for advice from professionals, such as Educational Psychologists, in addition to any reports you may have already provided. If you would like us to seek advice from certain professionals or services, please contact your SEND Case Worker to discuss. You can request this even if there has been no previous contact with that service. The SEND team will notify you as soon as a decision is made. This should be within 12 weeks of the EHC Needs Assessment Request being received. If you are not happy with the outcome of the EHC Plan decision you will be given full details on what to do next. The Suffolk Local Offer website provides more information about this stage of the process. (Child name's) EHC needs assessment (Child name's) after an EHC needs assessment

SEN Coordinator - Hollie Worker

Request Details

EHCP Decision Date: 02 Apr 2020
Final EHCP Issued Date: 17 Aug 2020
Final EHCP Issued Date: 02 Apr 2020

Items to complete (3)

Portal EHC Assessment
Portal EHC Assessment
Portal EHC Assessment

Send Message / View Messages (2)

Admin Person 02 Oct 2020 12:00 Review Meeting
Admin Person 24 Aug 2020 10:12 added

Items to View

Letters - EHCP - Draft Plan Issue

Next Review

Oct 2020

Site and content © Suffolk County Council 2018

How families will start their EHC Needs Assessment Request and what data will be collected

EHC Needs Assessment Request

1 Portal EHC Needs Assessment Request

2 The Child / Young Person

3 Child / Young Person's Profile

4 Child Views

5 Young Person Advice

6 Attach and Submit

Portal EHC Needs Assessment Request

Guidance for completing this form can be found on the [Local Offer](#)

Who you are

First name

Last name

Email

Telephone

[Next →](#)

[Print](#) [Save for later](#) [Create PDF](#) [Close](#) [Cancel](#)

Similar to the current form used and collects information about the student and their needs

Sections where the students views are recorded

A final step where any additional documents can be attached.

Feedback questions at the end of the process

The form is stored in the secure portal account, so they can view what they have submitted.

Transferring the form data to the back office: An introduction to Liquid Logic

Liquidlogic EHM UAT Home (2) Tiles Help Menu System Reports Find Ms Francesca Randell (0)

User **Francesca Randell**
MASH (EHM) Task Trays LCS LAS

Group By: **Date** | Task | Priority | Person | Address | Locality | Episode Group Order By: Start Date | **Due Date** | Timeframe | Subject | Priority

Today (12)	Person	Task Description
24-Nov-2022	Deer, Bambi (14 years) 21-Mar-2008 [Case No: 2072167]	Progress to EHCNA Request
24-Nov-2022	Green, Lilo (8 years) 22-Sep-2014 [Case No: 2072160]	Progress to EHCNA Request
24-Nov-2022	Skywalker, Ahsoka (4 years) 04-May-2018 [Case No: 2072141]	EHCNA Request - Authorise
24-Nov-2022 08:53	Randell, Charlotte (4 years) 12-Feb-2018 [Case No: 2072152]	EHCP Assessment / Info Gathering
24-Nov-2022 10:43	Mouse, Mickey (5 years) 15-Jan-2017 [Case No: 2072161]	EHCP Assessment / Info Gathering
24-Nov-2022 11:46	Blue, Cinderella (9 years) 01-Feb-2013 [Case No: 2072153]	EHCP Assessment / Info Gathering
24-Nov-2022 11:59	Teal, Ariel (12 years) 25-Apr-2010 [Case No: 2072154]	EHCP Assessment / Info Gathering

Remote Trays

- LCS Worktray 0
- LAS Worktray 0
- LAS Organ... 2835
- LAS SPAR 11

This screenshot contains dummy data made for this presentation

Requests from the portal automatically come through as tasks and are allocated to group trays. They can then be allocated to personal trays.

Personal trays can be accessed by managers and tasks reassigned.

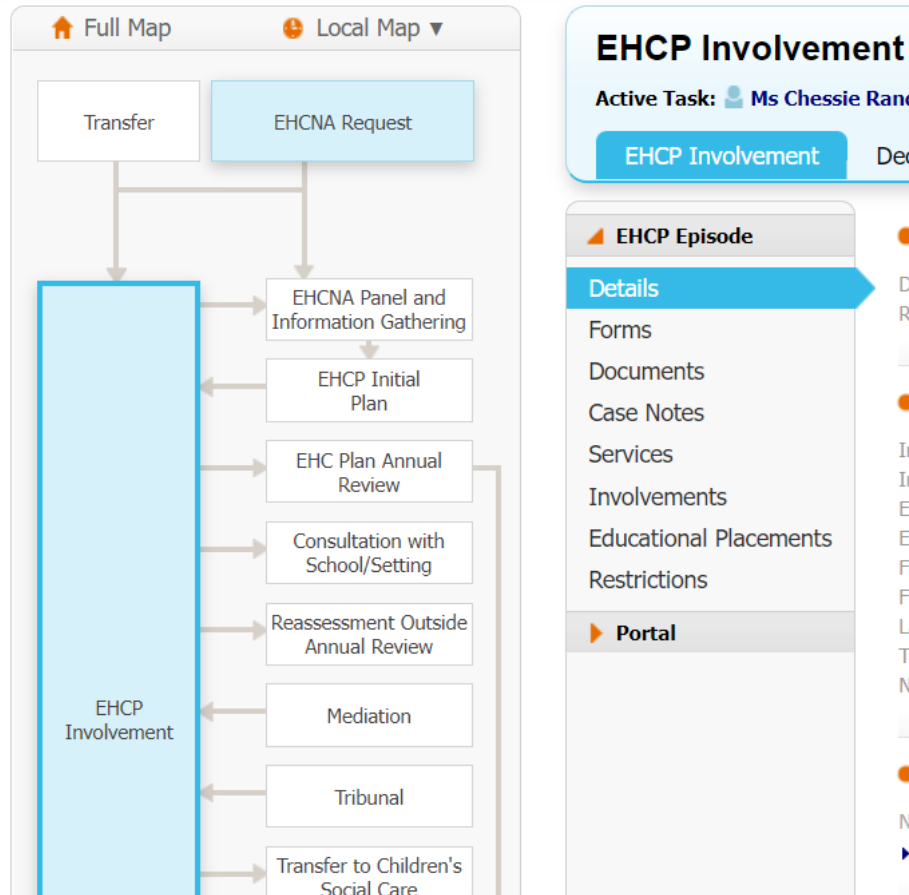
Workers can communicate with parents directly through the portal from Liquid Logic, with a clear audit trail and case notes automatically created on a student's record.

The message reply will also create a task here within their tray.

Liquid Logic uses badges to show information about a record: **EHCNA**

Clicking on a badge, will take the worker to this information: known as Work Flow.

Transferring the form data to the back office – an introduction to Liquid Logic



The main part of the EHCP Module in Liquid Logic is the EHC Workflow. Each step within the workflow has a form (or several forms) which sit behind it.

It shows workers where they need to go next; arrows point the way with current and active sections in blue and sections not yet completed in white. Completed sections show as grey.

They are unable to skip steps, and each stage must be completed to progress.

As workers go through the work flow steps they can delegated sections of forms with other departments:

- Education Phycologists
- Health
- Other

to communicate effectively and share knowledge.

They can assign forms to parents, if they require more information and portal users can then complete by logging into their dashboard.

How we are supporting Family Services now and post go live

During User Acceptance testing:

- Super users are being trained as part of UAT with guides, resources and on going training
- Making use of technology
- Support from Liquid Logic



Go live and the future:

- Guides
- Resources
- Training – face to face, online, working with the users to what best suits them
- Support post go live

