

Liquidlogic EHCP functionality implementation

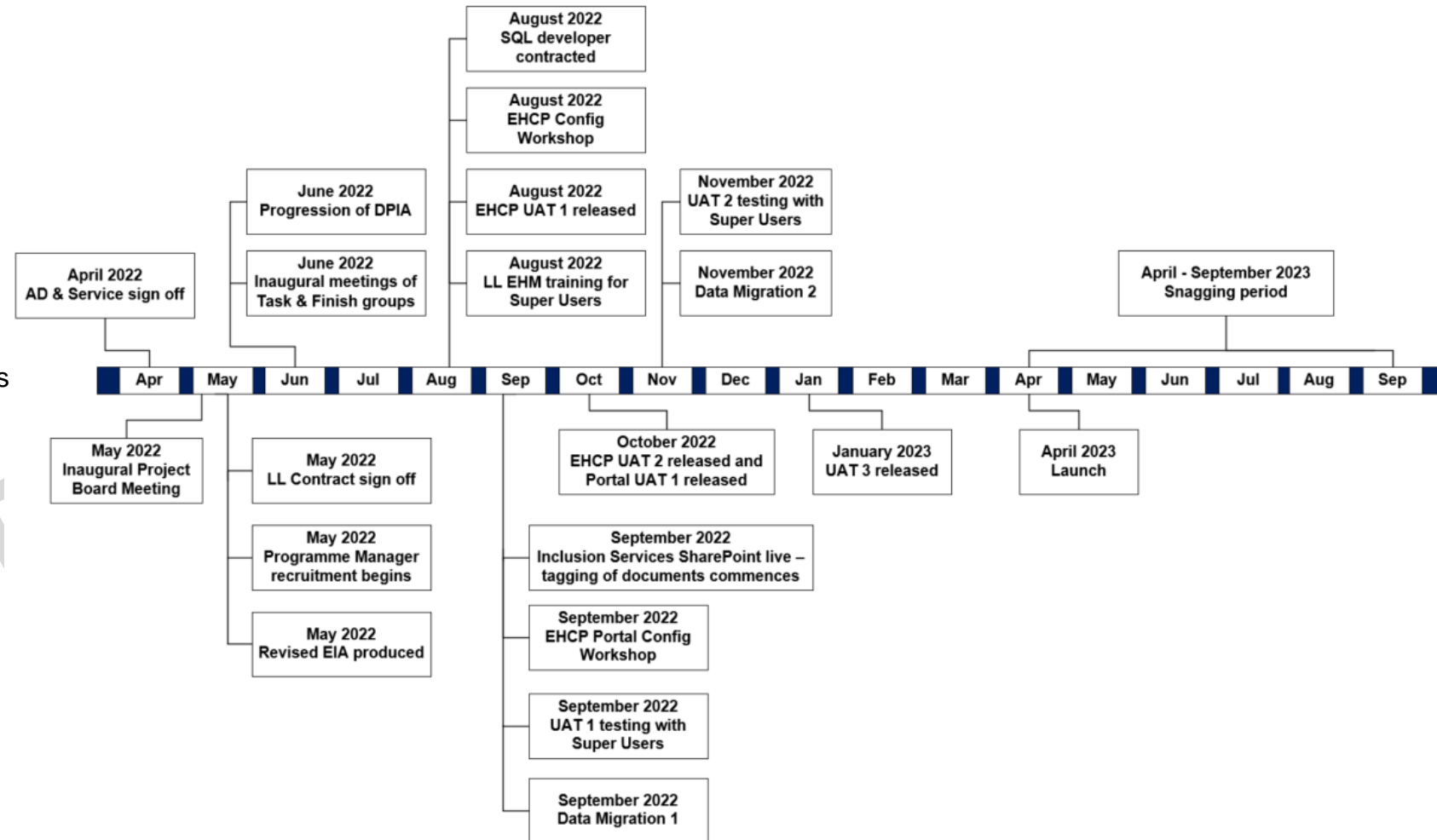
September 2022: Update

Key recent progress includes:

- EHCP Config Workshop (2nd August)
- Install of module and ongoing build of forms
- IG; DPIA approved as green by Anna Stephenson 19.08.22
- Data Migration 1 (commenced 5th September)
- LL EHM Training of 17 SEND Family Services UAT testers/ future super users
- User Acceptance Testing with Family Services testers and use of 2 days of Liquidlogic support
- EHCP Portal Config Workshop (22nd September)
- Commencement of engagement with health stakeholders
- Further engagement with stakeholders (schools, parents/carers)
- Commencement of work to tag required SharePoint documentation following recruitment of BSOs

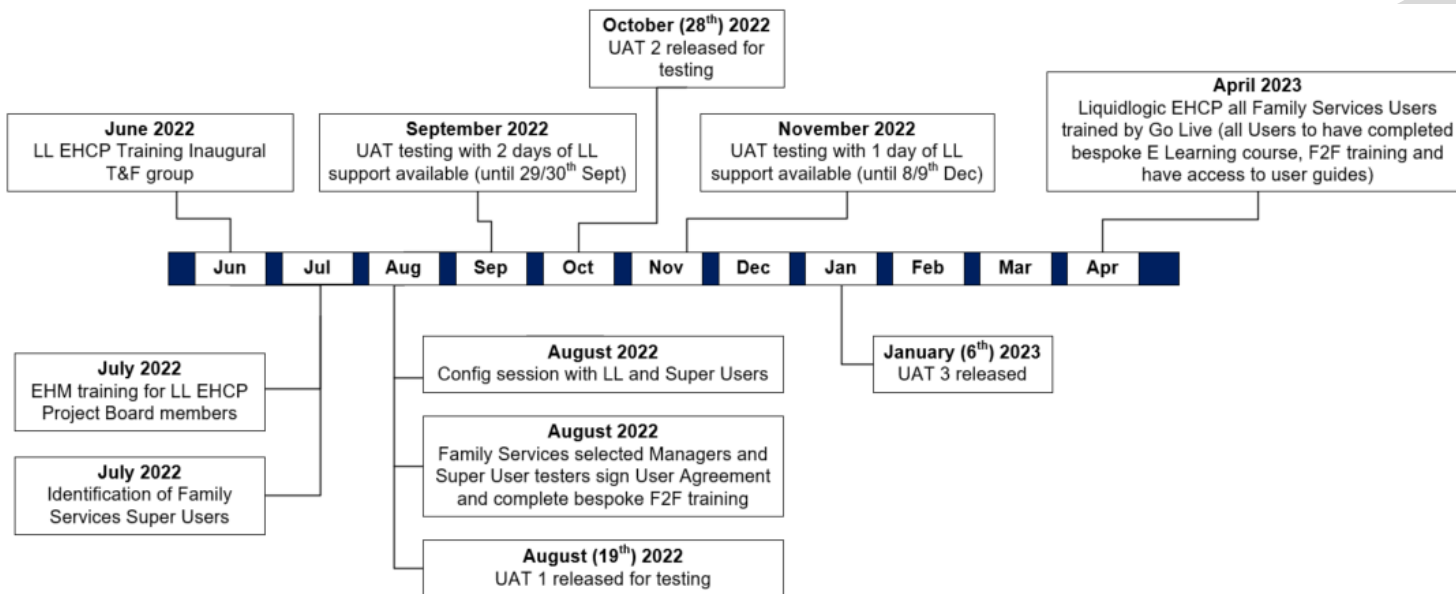
Key next steps include:

- Release of EHCP Portal
- Second round of UAT testing
- Second round of Data Migration

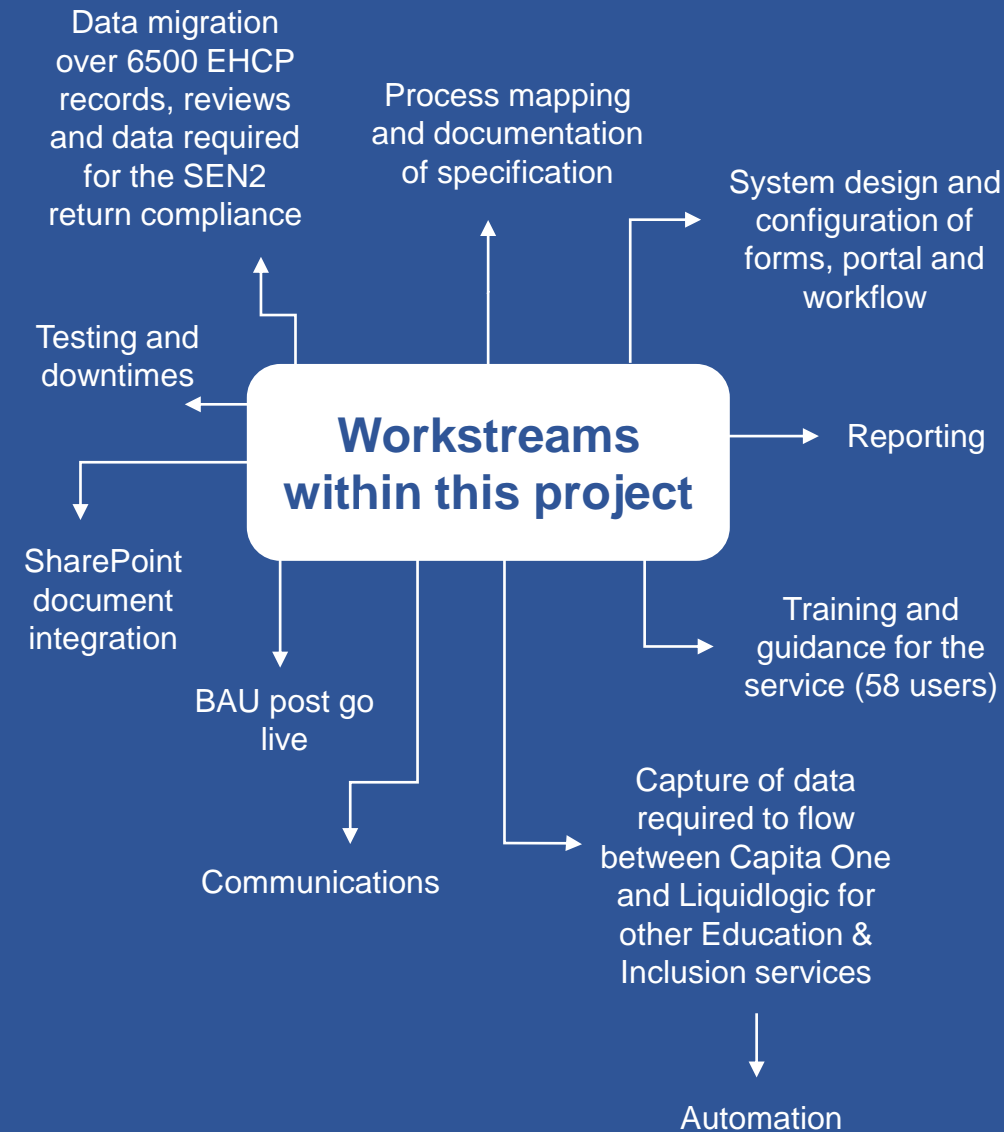


Module Install and UAT testing with the service:

- Config Workshop: 2nd August
- Training of testers to familiarise them with LL EHM took place at the end of August
- Config and release of module took place in August and subsequent testing with the service occurred in September (in person day sessions on the 21st and 27th Sept)
- Testing focused on reviewing the workflow and forms (including the information gathering form) within the system. An issue log has been created following these sessions and discussed with Liquidlogic on the 28th September. Required changes can be incorporated into the next release of the module in October for UAT 2 in November

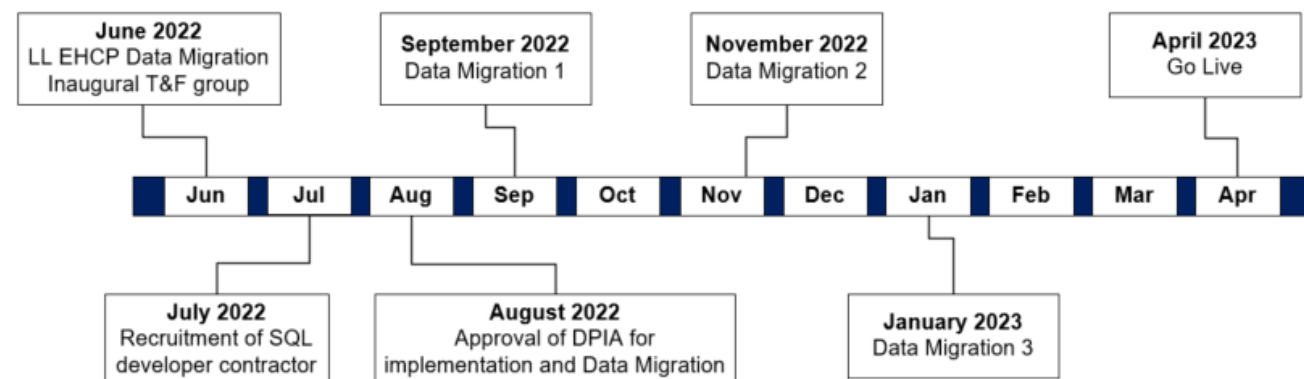


- Portal config Workshop took place on the 22nd September
- Portal UAT is expected to be released on the 28th October alongside module UAT 2 for testing



Data Migration:

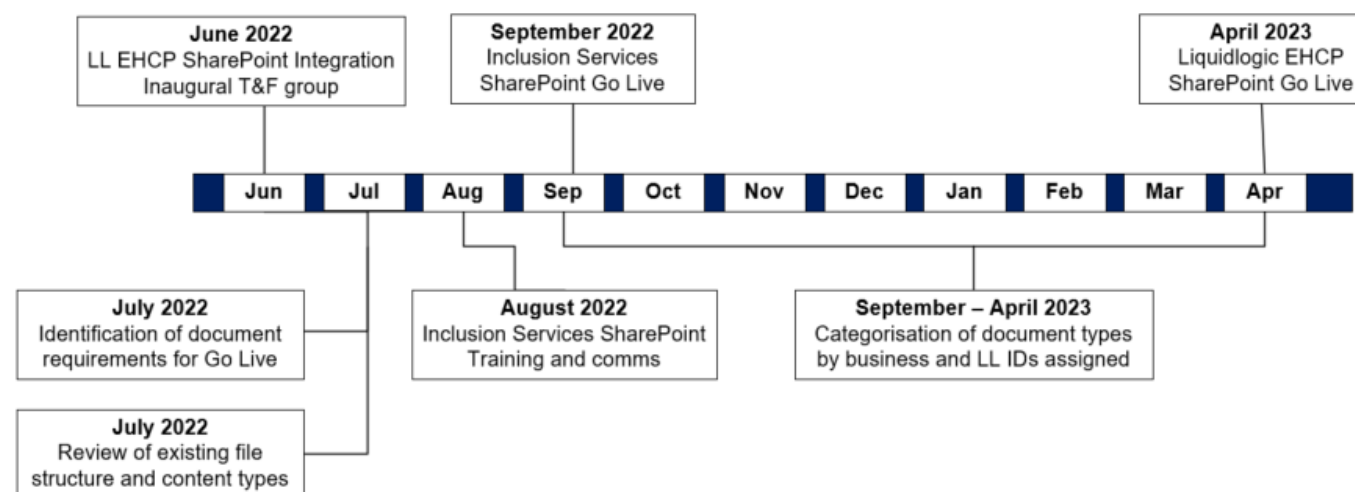
- 6600 EHCPs and Annual Reviews required for the SEN2 return were migrated into Liquidlogic
- Person records were created using a virtual worker to allow for the migration



SharePoint Integration:

2 Business Support Officers have been recruited to support the work to tag the required documents for SharePoint Integration

Documents migrated from Family Service's P drive to SharePoint need to be tagged with a Liquidlogic ID and a document category type in order to appear in Liquidlogic at go live. The rules for tagging have been agreed with the service and the tagging is ongoing.

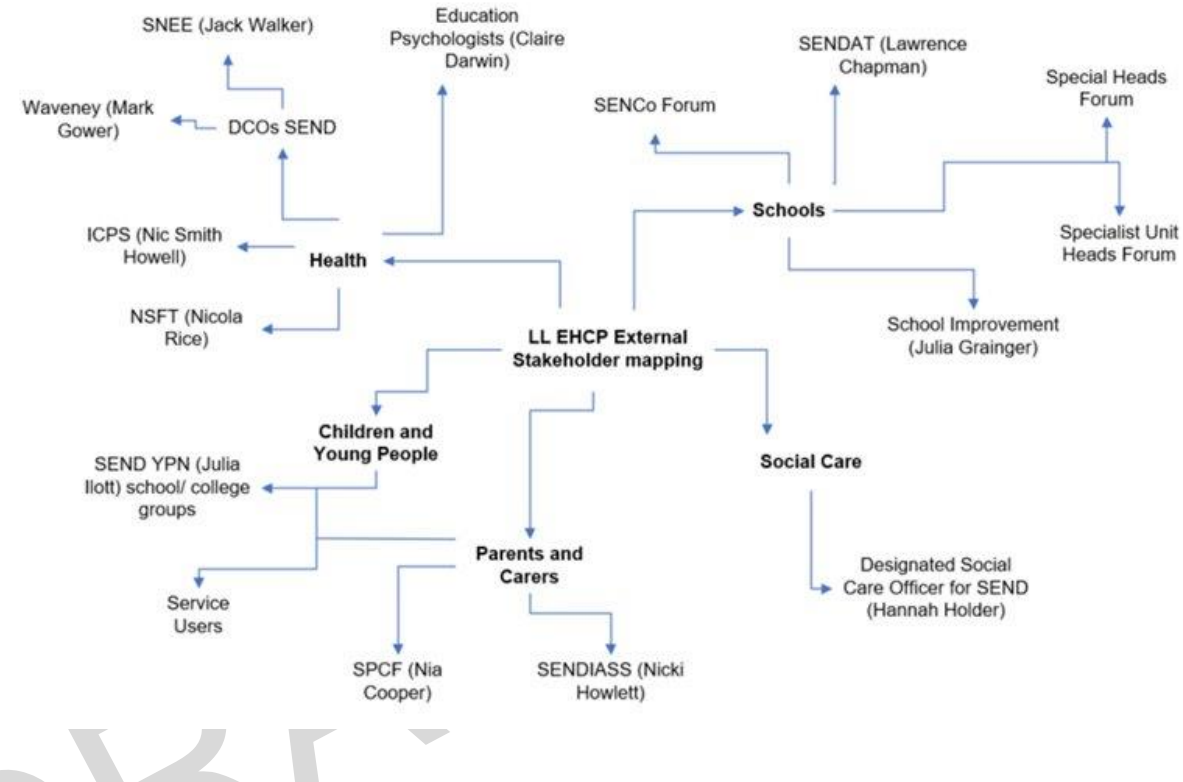


Identified Representatives and Stakeholders:

We recognise the importance of engaging with a variety of stakeholders to deliver this piece of work. Workstreams within the project, including the design of the EHCP forms within the constraints of statutory requirements, will therefore include representatives from:

- Health: Nic Smith Howell, Kathryn Searle (SW and NE CCGs), Mark Gower (Waveney CCG)
- Social Care: Hannah Holder (Designated Social Care Officer for SEND)
- Schools: SENDAT, engagement with SENCos, Special Schools Heads/ PRU Heads forum
- SEND Quality Assurance colleagues involved in the delivery of 'Enhance' training and Audit 'Sessions Learnt' sessions
- SENDIASS
- The Suffolk Parent Carer Forum (SPCF)

Ensure implementation is aligned with 'I' statements/ meets the requests of Children and Young people with SEND



I statement(s)	EHCP implementation
I want accessible communication tools, e.g. Tablet, laptop, mobile phone and other specialised communication aids	Various digital platforms support new online portal functionality
I want the plans for my education, health and care to be presented in a way that I understand	CYP and families can track their EHCP journey using the portal
I want my views, wishes and feelings to be sought and included in all decisions made about my life. I want to be involved in creating and reviewing my plans. To co-produce them.	Delegation functionality allows more effective co production with families and multiagency working with professionals/ advice givers
I want my plans to go with me when I move on so that I don't have to keep telling my story.	Prevention of CYP and families from having to repeat stories to multiple professionals

Testing and configuration for Portal functionality

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

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

- Key schools and SENDAT
- SENCOs involved in the HNF moderation
- Health (Nic Smith Howell and DCOs to nominate individuals from across health)

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.

Work is ongoing to identify measures to identifying measurable efficiencies associated with this piece of work

A benefits and efficiencies realisation plan has been created and is to be reviewed by the project board and maintained throughout the duration of the implementation.

We expect to see measurable efficiencies created to support SEND Family Services eg; increased Business Support capacity, reduction in time taken to collate information required for complaints, tribunals, FOIs and SARs, more robust reporting to inform efficient commissioning and overall improved timeliness of process.

We also anticipate that a number of benefits will be realised to collectively streamline and improve communications with Suffolk families eg; portal functionality to increase visibility of the EHC process including stage and allocated Family Services worker.

LiquidLogic EHCP functionality Implementation

September 2022 update



Work continues in earnest to support the implementation of the new caseload management solution for the EHC process in April 2023.

A variety of workstreams are in motion to manage the configuration of the module and forms, migration and flow of data, reporting, integration of SharePoint functionality, and development of a training support wrap to support Family Services for go live.

What recent progress has taken place?

- The EHCP Configuration Workshop with Liquidlogic was attended by members of the project team and identified service testers
- Training of Family Services testers on Liquidlogic EHM has taken place
- The EHCP module has now been installed and is in UAT
- Data Migration round 1 is ongoing
- Discussions with advice contributors such as EPs, Health DCOs and schools

Key upcoming milestones

- The first round of user acceptance testing with identified Family Services testers is taking place on the 21st and 27th of September
- The EHCP Portal Config workshop with Liquidlogic is scheduled for the 22nd September
- Tagging of documents and addition of Liquidlogic IDs to enable integration with SharePoint in Liquidlogic is due to begin in September



 Project timeline >

 CYP Intelligence Hub
V1 Sept 2022

Improving the EHC and Annual Review Journey



We are implementing a new system to help us more efficiently manage our statutory SEND processes, including Education, Health and Care (EHC) Needs Assessments, Plans and Annual Reviews.

This new online portal-based system will also support us to communicate more effectively with families and with other people involved in these processes.

When is this happening?

We have been working with the Suffolk Parent Carer Forum (SPCF) on this project since July 2022.

They will continue to be involved throughout the Autumn as we develop and test the system, and our aim is to launch the new system live from April 2023.

What does this mean for parents and carers of children and young people with SEND in Suffolk?

Please select the buttons below to find out more about some of the associated benefits for children and young people with SEND and their families:



Improved accessibility and efficiency of communication between SEND Family Services and Suffolk families



Increased visibility of the progress of an EHC Needs Assessment for parents and carers



Greater efficiency and improved timeliness of assessments

Who are we engaging with?

We want to make sure that the new system works as well as we can.

With that in mind, we are developing it in consultation with SPCF, SENDIASS, the SEND Young Person's Network and with the professionals who contribute to EHCPs and Annual Reviews, including Schools, Health, Social Care, and the Psychology and Therapeutic Service.

Harriet Wakeling (Head of Data and Intelligence) and Sophie Cooke (Project Officer) will be in attendance at an SPCF event in Autumn 2022 to provide further information on this programme of works.

High Level Project Risk Log:

Risk	Description	Likelihood	Impact	Risk Category	Countermeasure
Resolution of discrepancies in data between systems	e.g. a variation in address between Capita One and LL for a child	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
Service's capacity to engage in project	eg; available time to contribute to process mapping	M	M		Need to ensure that messages are communicated clearly and that there is alignment with Impower/ positive communication
EHCP Portal capacity at launch	To clarify with LL - potential capacity limit for portal access by service users at one time	L	M		Potential for a staggered launch to ease pressure on portal
BSO capacity for data cleansing of inboxes	Possible additional resource required to streamline move of plans from P drive/ inboxes	H	H		Funding for additional BSO resource to support this workstream secured. Recruitment ongoing
Data migration SQL writing	Potential lack of internal resource to complete SQL writing within timescale	M	H		External resource recruited and in post
Project resource recruitment	Difficulties associated with the recruitment of a project manager within timescale	H	M		Project to be prioritised where possible by existing internal resource, further consideration of next steps required
Liquidlogic Team capacity	limited resource within liquidlogic team to support implementation	H	M		Possibility to consider further recruitment options
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)	M	M		Work ongoing by automation workstream to determine what can we extract quickly and capability with EHCP specifically (APIs)
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	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
Possible SEND inspection in January	Project resource will be occupied by preparation. Outcome has the potential to impact the 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
Delivering better value in SEND programme	Project resource will be occupied by preparation. Outcome has the potential to impact the project	M	H		Monitor situation and preparation in advance to limit extent of any impact on project