

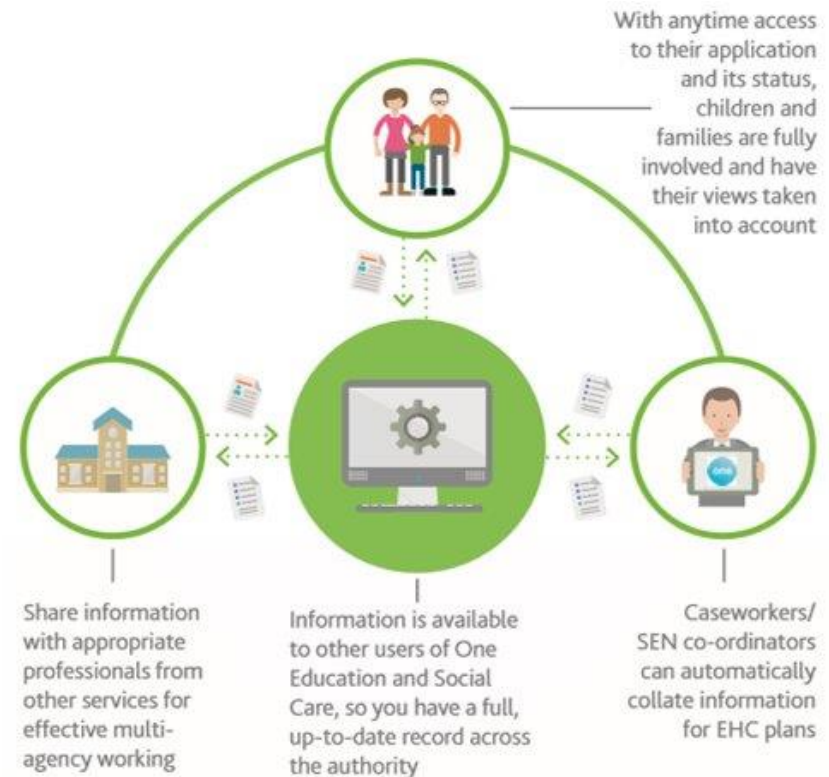
CAPITA ONE SEND PORTAL OVERVIEW

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Why is sharing information important?

- The SEND Code of Practice states:
“information sharing is vital to support an effective assessment and planning process”
- ‘Tell us once approach’ with families and young people not having to repeat the same information to different professionals.
- Promotes inclusivity - sharing information directly with parents to make them feel like they are at the centre of the process, along with it all being clear and transparent.



Key benefits

- SEND Portal - *provides 24/7 online, real time access for parents, the young person, schools and professionals*
- Enables online collaborative secure information sharing and co-production with parents and young people, schools and professionals which is accessible via mobiles and tablets
- Information gathered will update the Capita One SEND back office software. Removing the need for manual entry



Involve the child and family throughout the process

Capture, store and reflect the views of the parents and child with a portal they can easily update by uploading information and images as they follow and participate in the assessment.



Effective multi-agency working

Share information about assessments and EHC plans with parents, young people and professionals via the portal, including the facility for all parties to upload and share documents.



Full control over who sees information on a young person

Control portal permissions for parents, young people and professionals to view shared information for a particular child and specify the information to be viewed by authenticated users.



Keep everyone focused on your timescale

The timescale feature provides a clear picture of the status of an assessment or EHC plan. Record advice you've requested, with automatic message notifications to remind colleagues and partners to respond.



Fully integrated citizen/professional portal and back-office database

By enabling colleagues and partners to share information via forms on the portal, you can reduce the administrative burden of re-keying or scanning documents and ensure all information is up to date.



Enhanced security for peace of mind

All authenticated users must complete a two-step verification process for the portals to ensure the child's information can be accessed and shared securely.

Comms questions from parents, schools and professionals

- Why have you not received my request/referral?
- Where are we in the process?
- What reports have been received/what are we waiting for?
- What date will I get an outcome to the assessment?
- I don't have a copy of the plan or information?

Transparency of stages of EHC process

oneeducation Citizen Portal

Home SEND Home My Account Sign Out English/Cymraeg -

Harry Potter

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| Request | Assessment | EHC Plan | EHCP Reviews |
|------------------------------------|-------------------------------|-----------------------------------|-----------------------------------|
| Received Date 11/03/2016 | Started 27/03/2016 | Draft Issued 20/05/2016 | Review Due January 2020 |
| Decision 27/03/2016 | Decision 12/05/2016 | Final Issued 30/05/2016 | |

What happens now?
The local authority will consider whether to undertake a statutory assessment of education, health and care (EHC) needs. This can last up to 6 weeks. The step ends with a decision as to whether to assess.

Information we collect at this stage

As part of the Request stage, we may need to collect some information from you or others. Below you will see forms relating to this stage, including forms we may need you to complete

| | |
|--|-----------------------|
| Parent/carer views for your child's EHC assessment | Start |
| Phase Transfer Request | Start |
| Request an EHC assessment for your child | Start |

Benefits across assessment and review process

- Reducing admin time
- Delays in time of receipt throughout process– no post – instant to recipient
- Effective information sharing
- Gaining insights for data capture to inform future requirements

Implementation – two portals

Family (Citizen) Portal – used by parent/carer

- Already used by families for school admissions and free school meals applications, Early Years?
- Initial use of ‘one way’ communication to submit parental/young person views
- Pilot with parents/SENDIASS/parent groups

Professional Portal – used by professionals

- Initial use of ‘one way’ communication to submit EHC needs request request
- Pilot required with small number of settings across Early Years, Primary, Secondary and post 16

Proposed timeline

