



Lincolnshire Parent Carer Forum

Registered Charity No: 1141060

Feedback from the LCC Head of Service for SEND

Parents Voice Report Jan – March 24

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It is really pleasing to hear since its introduction, that the experience of using the EHC Electronic Hub for many parents has been good with reports that it is easy to use.

The EHC Hub was introduced to support the processing and management of EHCNA's and EHC Annual Reviews in a more efficient, transparent, and easy way.

All new EHCNA are now managed through the Electronic Hub and behind the scenes since its introduction, the SEND Teams have been working hard to upload all existing EHCP's (approximately 7000) onto Electronic Hub so that annual reviews can also be managed through the electronic Hub.

About 90% of plans have now been uploaded. It is hoped that using the Hub to manage EHC annual review will make the process and system much easier for everyone.

LCC, like many other local authorities have invested in the electronic hub with the aim of achieving system efficiencies, transparency, and ease of access at a time when demand is growing.

However, we do recognise that requests for EHCN assessments can be made via other means e.g. letters.

In such instances we do still ask parents to use the electronic hub, explaining why and what benefits it brings to them as a service user, and where a parent or young person is anxious about using the hub or unable to, we are now directing them to our Liaise service so they can be supported to use the system.