EDUCATION, HEALTH AND caRE hUB

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Introduction

The Education, Health and Care Hub is an online system, which manages Education, Health and Care assessments, plans and annual reviews. The Hub provides an online area for families, professionals and schools to work together and provide information for these processes.

It is not compulsory for parents/carers to use the Hub, as information can be printed out and sent to the parents in hard copy format. Alternatively, access to the Hub can be granted to an advocate, or the parent can sit with the SENDCo and look at the information on the screen.

**Overview on logging into the Hub**

Parents and carers will receive an e-mail inviting them to register to access the Hub. You will need to click on the link and choose your own password, which should be 8 characters long, include one number and one capital letter. If you have not received an invitation to register, please contact the SEND Team, who will be happy to assist.

As an extra security measure, similar to what you might already be doing for your own personal online banking, you will be asked to provide your mobile number, so that a verification code can be texted to you, each time that you log into the Hub.

Apart from the text message option for generating a verification code, another option is to use a Smart phone app. This will require you going into the App Store, searching for and opening up Google Authenticator, which is free. This then gives you the option to scan the barcode which will be displayed on the screen and generate the six-digit verification code. Each subsequent time that you log in, you will need to input the code from your authenticator app.

Parents/carers will have an opportunity to add information to the Hub, as part of the Education, Health and Care needs assessment and plan review processes.

Just as general piece of advice on using the Hub, please ensure that the EHC Hub is not being accessed via Internet Explorer browser as this is not supported by the software and may not allow you to see everything correctly. It is recommended accessing the Hub via Microsoft Edge, Google Chrome or Firefox.

In order to help guide parents through the process, IDOX, the provider of the Hub, has produced guidance material for parents, which has been split into the following topics:

1. Needs Assessment Process
2. How to register for an account
3. Viewing the Request for Assessment
4. How to contribute to a request
5. How to contribute to an assessment
6. How to comment on a draft plan
7. EHC Plan Review
8. EHC Plan Meeting & Meeting Report
9. Help using forms

There is a separate guidance document for each of these topics, for ease of reference by parents.