

Escalation Process/Protocol: Advice Queries

As part of the drive to improve the quality of EHCPs, we are introducing a protocol for instances where advice received by the SEND team is unclear, there are queries or clarification is required.

It is hoped that the introduction of this protocol will strengthen the understanding across SEND and advice givers, of what is essential in order to produce good quality EHC plans for the children and young people of Cumbria.

Process

1. Advice for EHCP Needs Assessment received by EHCP Co.
2. If the Advice appears to be unclear/incomplete the EHCP Co to discuss with their line manager ASAP
3. The SEND Manager will support the EHCP Coordinator to, as far as possible, use the initial advice submitted.
 - Option1: Where a small point of clarity is required, the EHCP coordinator will contact the advice giver to discuss.
 - Option 2: Where the manager feels the advice needs further or extended input from the advice giver: The EHCP coordinator logs this on to the ONE system:
 - Go to Comms log
 - Find the initial response from advice giver & Select
 - Click - Log follow up
 - Select email in 'Type' box
 - Email - To: Advice giver and their manager - To add an additional recipient click green plus sign on right of screen
 - Subject for ALL requests: URGENT STATUTORY ADVICE CLARIFICATION REQUIRED
 - Body: Add request / what is required from advice
 - In Response required date box – 5 working days from date of email
 - Click – Send email
4. Relevant Manager(s) to discuss with advice giver and provide direction and support as to what is required and ensure this is done and returned within 5 working days. Where the advice giver is not at work, the line manager will be responsible for ensuring completion within the timescale.

5. EHCP Coordinator to close the follow up action on ONE when updated advice is received
6. The draft EHCP plan is issued and advice givers are asked to check that the plan reflects the needs of the child from their perspective (for accuracy).
7. If required advice givers provide feedback to the EHCP coordinators via email within 5 working days, copying in their line manager.
8. Where this will cause the EHCP to run over timescales, parents to be advised there is a delay and be informed of new timescale.
9. SEND Managers to run the ONE report weekly.