

# Questions about the Parent Portal

November 2023

At a recent Parent Stakeholder Meeting an agenda item related to the Parent Portal (PP) and parent groups, in attendance, were asked to provide a list of frequently asked questions. This document has been produced in response.

1. Do you have to be invited to register on the Parent Portal, and if you do, who invites you to register and who is eligible?

You can register on the Parent Portal, without being invited to enable applications for EHC Needs Assessments. However, SEND will need to send an invite to you so that you can access your child's details via the dashboard regarding an assessment or EHC plan.

2. It seems that parents are unable to register and apply for EHCNA through the portal if their young person is 16 or over, why is this?

The SEN Code of Practice 2015 places great importance on young people being fully involved with decision making about their future provision. The Code advises (Para 8.15) as follows:

"As young people develop, and increasingly form their own views, they should be involved more and more closely in decisions about their own future. After compulsory school age (the end of the academic year in which they turn 16) the right to make requests and decisions under the Children and Families Act 2014 applies to them directly, rather than to their parents. Parents, or other family members, can continue to support young people in making decisions, or act on their behalf, provided that the young person is happy for them to do so, and it is likely that parents will remain closely involved in the great majority of cases."

3. Are you able to upload documents to support an EHCNA application on the PP?

Parents are able to attach documents as part of their parental EHCNA request.

4. When I've uploaded documents to the PP I can't see them, why is this?

Parents are able to attach documents as part of their parental EHCNA request. This request remains visible for 30 days. Parents are unable to attach documents to their parent portal separately. Only pre-selected forms and letters can be sent – documents will **NOT** appear as standard.

5. It would be very useful to see any documents which have been uploaded to the PP, for example an EP report, could this be possible?

At the moment you cannot see documents, but we are exploring ways in which this may be possible.

6. Once I've registered on the portal and made an application, would it be possible to receive notifications or alerts about the progress of my application through it, rather than relying on emails and/or phone calls from the case worker?

You can receive and make notifications through Messages on the Portal. You will receive a notification, once an EHCNA is complete and then at Draft and Final Plan stage.

7. When I am looking at my dashboard on the portal it would be helpful to see what stage my application is at, whether there is any outstanding information that you are waiting for, rather than having to ring or email, is this possible?

From the SEND Dashboard, you can see what stage your application is at. At the moment you cannot see which reports are outstanding, but we are exploring ways in which this may be possible.

8. I receive notifications that something has changed on my application, but when I go on the portal, I can't see what the change is, why is this?

You should be able to see from the SEND Dashboard if there are Actions to Complete and the ability to look at Messages sent.

9. Can the navigation on the portal be simplified? It's very confusing, if you go from the dashboard into messages, or another area, and then use the breadcrumbs at the top to navigate back (by selecting home, which would seem to be the logical place to try) it takes you to the WCF homepage (see screen shot) which can be worrying and frustrating. The only way to get back to the dashboard is by using the back button on the browser, which is confusing.

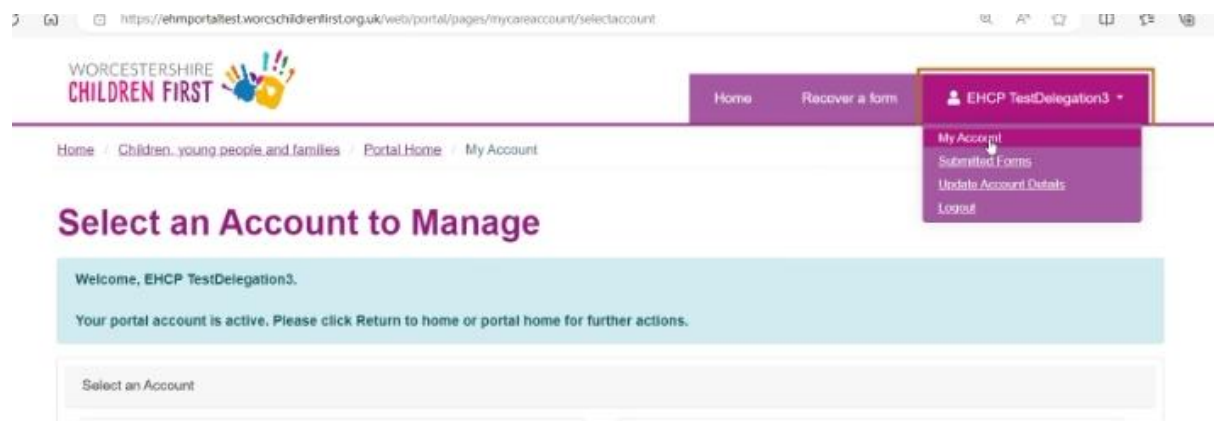
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## SEND Dashboard

### SEND Dashboard - Ehcp5 Test

By selecting the 'Home' in purple banner, this takes you back to the WCF website. By selecting 'Portal Home' in breadcrumb, this takes you back to the portal form home page.



Alternatively, you can click on the name top right, then on My Account and it takes you back to the start.

10. The PP is not accessible to blind people, when will this be resolved?

This has been raised with Liquid Logic, the third party organisation who supply the system and we are waiting for a response.