

# EHCNA/P Liquidlogic Portals Guidance for Parents, Carers and Young People

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## Introduction

During 2021 Oxfordshire County Council (OCC) tendered for a new, modern suite of integrated software to fulfil the Council's education case management requirements. This concluded with the contract being awarded to Liquidlogic who also supply the Council's Adults' and Children's Social Care systems.

The implementation of the new Liquidlogic systems will require a number of positive changes to working practice for all involved Council staff. There is also the opportunity to develop more seamless systems and processes with parents, carers, young people and families, school and academy settings, partners and providers.

The most important element of the new systems implementation that will affect parents, carers and young people is the new online *Education and Health Care Needs Assessment / Plan (EHCNA/P)* process via the Liquidlogic Children's Portal.

The operational EHCNA/P procedures will remain the same, but the Council will be requesting parents, carers and young people to register for a new *Children's Portal* account to submit new EHCNA/P applications and communicate with Council staff quickly, easily, and securely online.

The aim of this guidance document is to help users navigate and complete the relevant tasks in the Liquidlogic Children's Portal. The document includes a user guide, FAQ section and system support details.

## System Requirements

In order to ensure that all the functionality of the new Portals works as intended and to keep your browsing experience as secure as possible, it is strongly recommended that you update your Internet browser to its latest version.

The Liquidlogic Portals are supported on the following browser platforms:

- Microsoft IE11
- Microsoft Edge
- Google Chrome
- Apple Safari
- Mozilla Firefox

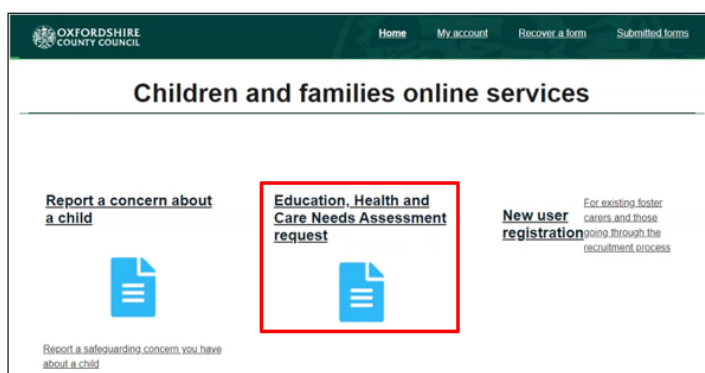
Mobile device browsing is also supported. However, for the best user experience, it is recommended to access the Portals with one of the browsers listed above on a standard PC or Apple computer.

# The Children's Portal

## 1. Accessing the Children's Portal

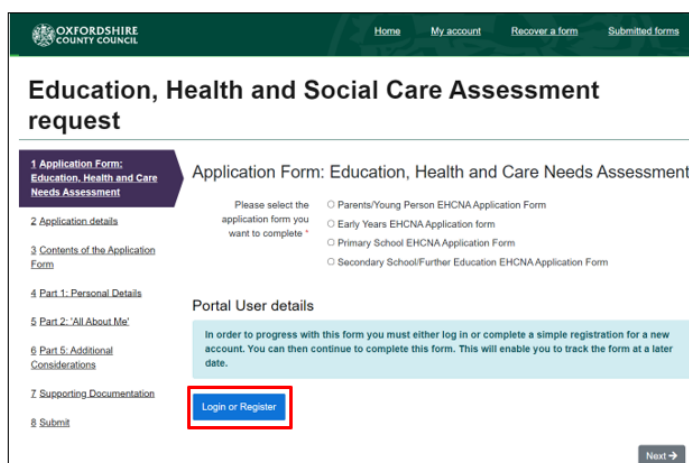
The following steps shows how to access the Children's Portal and start an EHCNA request.

- Click the link below to navigate to the Children's Portal:  
<https://myehmportal.oxfordshire.gov.uk>
- Click: **Education, Health and Care Needs Assessment** to start EHCNA request.



## 2. Logging in or Creating a Children's Portal Account.

- Click: **Login or Register** (to begin the form creation process).



- Enter: Forename and Surname.
- Tick: Is this account being used in a professional capacity? > Enter role and Organisation.
- Enter: Your Address Details.
- Click the Next Button to process.

**Register a new account - step 1**

Forename \*

Surname \*

Is this account being used in a professional capacity?

Property name

House no

Street \*

Area


Town/City \*

County

Postcode \*

[Next](#) [Cancel](#)

- Enter your Email Address.
- Enter your Password.
- Click the Next Button to proceed.

 OXFORDSHIRE  
COUNTY COUNCIL

**Register a new account - step 2**

Email address \*

Password \*

Confirm password \*

[Back](#) [Next](#) [Cancel](#)

- The Portal will send a code to your email account, to confirm your email address.
- Enter the code and click the next button.
- Click the continue button on the Registration completed page.
- The Registration process is now complete.

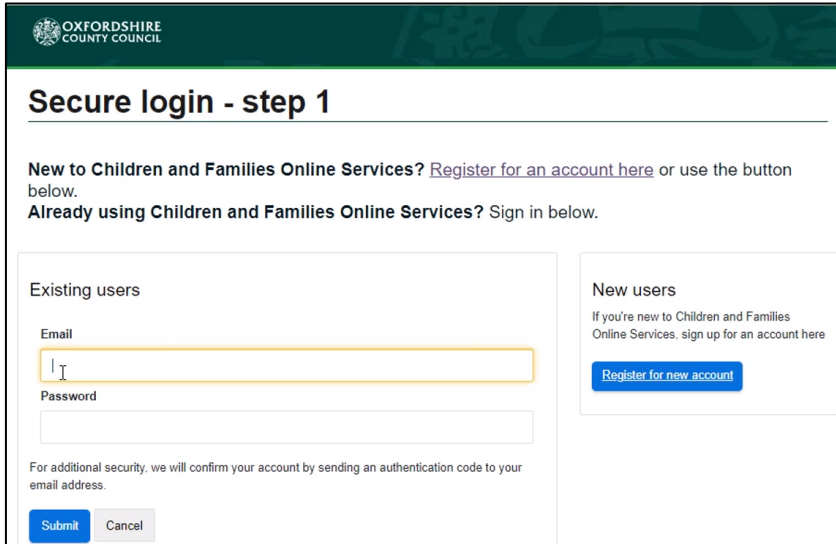
**Registration completed**

Your registration has been completed successfully. Click **Continue** to carry on with your session.

[Continue](#)

## 2.1 Existing Users with an Account.

- Enter Email Address > Enter Password > Click Submit button.



**Secure login - step 1**

New to Children and Families Online Services? [Register for an account here](#) or use the button below.

Already using Children and Families Online Services? Sign in below.

**Existing users**

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Submit](#) [Cancel](#)

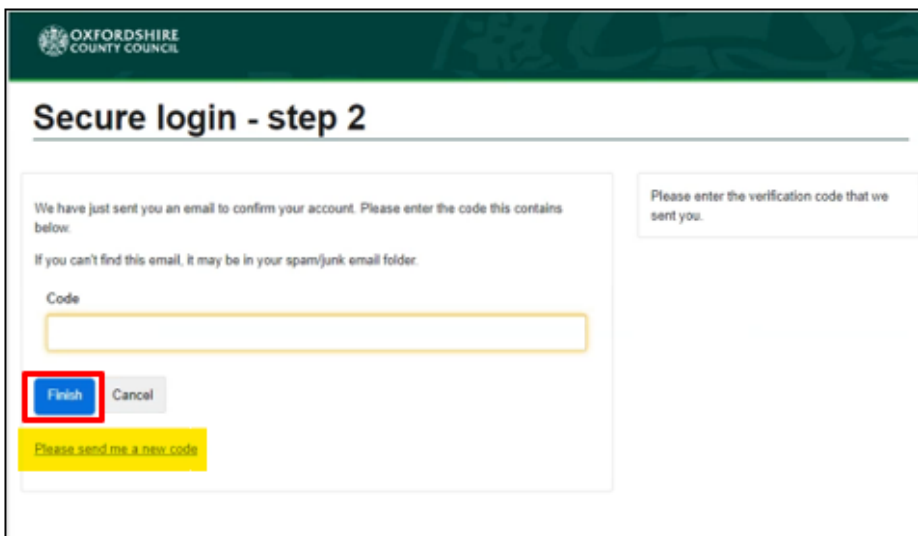
**New users**

If you're new to Children and Families Online Services, sign up for an account here

[Register for new account](#)

*A verification code will be sent to your login email address, the code is used to authenticate your account.*

- Enter the code that was sent to your email address.
  - Click: Finish button to complete the login process.
- Please be aware that the verification code only lasts for 10 minutes. Select the **“please send me a new code”** button if you require a new code.



**Secure login - step 2**

We have just sent you an email to confirm your account. Please enter the code this contains below.

If you can't find this email, it may be in your spam/junk email folder.

Code

[Finish](#) [Cancel](#)

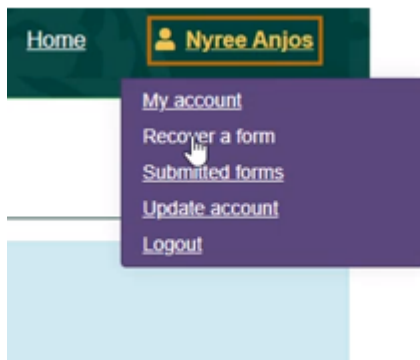
[Please send me a new code](#)

Please enter the verification code that we sent you.

### 3. Creating a Parents / Young Person EHCNA Application Form

#### 3.1. Navigation within the Children's Portal

- Click on your name at the top of screen to view to the following options:

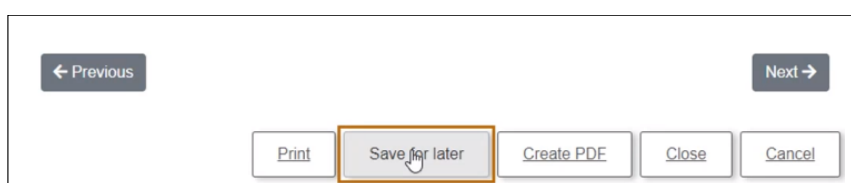


- **My Account** > Click to view and manage account details.
- **Recover a Form** > Click to view and resume recently saved forms.
- **Submitted Forms** > Click to view, download or print submitted forms.
- **Update Account** > Click to change your profile details or password.
- **Logout** > Click to Logout of the Portal.

You can navigate through the form by using the next Button at the bottom of the page **\*Alternatively, click on the links located on the left side of the webpage to move onto the next steps of the form.**

#### Explanation of the buttons at the bottom of the page

- The **Print** button allows you to print the application.
- Click the **Save for later** button, after completing each page. The form will be saved for 30 days.
- The **Previous and Next** buttons will allow you to toggle between the form.
- The **Create PDF** button creates and downloads a PDF version of the form.
- Click the **Close** button to exit the form and return to the Portal's landing page. Select the **Recover a form** button to continue a form.
- Click the **Cancel** Button to exit the form and return to the landing page.





## 3.2. Education, Health and Social Care Assessment Request Page

- Once you have registered for an account and you return to the form, select a form you wish to complete.

### Application Form: Education, Health and Care Needs Assessment

Please select the application form you want to complete \*

Parents/Young Person EHCNA Application Form

Early Years EHCNA Application form

Primary School EHCNA Application Form

Secondary School/Further Education EHCNA Application Form

Portal User details

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

- Tick: The relevant statement(s) and continue to complete the rest of the questions.

#### Application details

#### REQUEST FOR AN EDUCATION, HEALTH AND CARE NEEDS ASSESSMENT

Please tick the relevant statements

I am the parent and I am writing to request an Education, Health and Care needs assessment under section 36 of the Children and Families Act 2014.

I am 16 or over and am writing to request an Education, Health and Care needs assessment under section 36 of the Children and Families Act 2014.

I am a professional writing to request an Education, Health and Care needs assessment under section 36 of the Children and Families Act 2014.

I am a representative of the following school/setting:

Early Years Setting

Primary School

## 3.3. Contents of the Application Form

- This page contains guidance to help complete the form. The **Local Offer** [link](#) provides further information to assist your request.
- Click Save for Later and Next buttons to continue the form.

## Contents of the Application Form

### Part 1 Personal Details

This contains personal information relating to the child or young person and their family members and carers.

### Part 2 'All About Me'

This section is to record the views, interests and ambitions of the child or young person.

There is guidance on how this can be gathered available through the [Local Offer](#).

## 3.4. Part 1: Personal Details

- Select the Option from “I am completing this form on behalf of”.
- Enter the details relating to the person who requires an assessment.
- You will not be able to proceed without completing all mandatory fields.

Part 1: Personal Details

Who is the Assessment for?

I am completing this form on behalf of \*

Your relationship to person \*

First name \*

Last name \*

Date of birth \*

Myself  
Marylin Bake  
Violet Bluebell  
Aly Croft  
Mary Goldhat  
Gary Greenhat  
Monday Orange  
Sen2 Reporting  
Red Robin  
**Someone else**  
Someone else in a professional capacity

## 3.5. Part 2: All About Me

- **These are free text boxes that expand, they provide plenty of space to record all the relevant information.**

Part 2: 'All About Me'

This section is to record the views, interests and ideas of the child or young person and his or her family. [Click here](#) to see ways this information can be gathered and recorded or visit: <https://www.oxfordshire.gov.uk/cms/content/education-health-and-care-plan-assessment>

Views of:

## 3.6. Part 3: Education, Health, Care Strengths, Needs and Support

This section requires you to provide evidence of the child's SEN, in addition to the school's actions to support the child. **The documents will be attached in Section 10. Supporting Documentation of the form.**

- Enter the details of the documents that you will be attaching on section 10. Supporting Documentation.

**The child or young person's needs**

Please include detailed information about your child or young person's needs. This might include information about any diagnosis or up to date health needs, information from their last school or setting report showing their achievements and information about any care needs.

Information about needs	Date	Name of supporting documents attached
What are your child's special needs? Needs 1	13-07-2021	Document attached
Language and Communication Needs (including autism)	dd-mm-yyyy	

Please attach documents on section 10

- The **Full Screen** button will allow the user to view the tables only.

Timetable detailing current support

TAF Minutes / EHA Document, if relevant

Risk assessment, if relevant

PEP (for LAC only)

**Full screen**

- Click close button to return to the form.

Please do not provide the required information here but include it as an attachment.

Information	Name, date and author of relevant document attached
School report including child's strengths	Document attached
<b>The Child's needs</b> Provide evidence that the child or young person has <b>long term, complex needs</b> requiring co-ordinated provision in the school.	
OCC Individual Provision Tracker (or equivalent with identical details) clearly showing impact of intervention, current interventions in place and how the ESO00 has been applied	
OCC Pupil Profile (or equivalent with identical details) to show support provided and progress over a 12-month period (including 3 dated reviews). <b>Support in place will need to address core needs.</b>	
Medical Diagnosis	

[Close](#)

## 3.7. Part 4: Current Support in Place for Your Child or Young Person

### Health Support/Social Care Support

- This is where you can add the details of the involvement and support provided by Health and Social Care services.
- You can add and remove rows to capture further support the child receives. Add **the name of the relevant documents** (Attached to Section 10. **Supporting Documentation**).

Health Support

Give details of the involvement and support provided by health services.	Name of relevant document attached
Health Support 1	I

[Full screen](#) [+](#) [-](#)

## 3.8. Part 5: Additional Considerations

*This page allows the user to provide further details, that should be considered for the assessment request.*

- Enter additional information that will support the assessment, in the free text box.

**Part 5: Additional Considerations**

Please add any additional information that you feel should be considered. For a young person aged over 18 please explain why additional time is needed to complete formal education or training.

[< Previous](#) [Next >](#)

### 3.9. Part 6: Consent – Parent or Carer for Consideration to Assess

*This page requires you to confirm and request an ECH Needs Assessment for your child. **Remember to select the Portal as your preferred method of contact.***

**Part 6: consent**

Parent or carer agreement for consideration to assess:

I confirm I would like to request an EHC needs assessment for my child

Parent/Carer 1

Name

Nyree

Date

dd-mm-yyyy

### 3.10. Part 10: Supporting Documentation

*This page requires you to attach all the documentation that supports the assessment. **Please upload files individually and ensure the correct file versions are named correctly.***

- Click the Choose File button.
- Select the file you wish to upload from your laptop or PC drives.
- Click the open button.

### Supporting Documentation

You will only be able to attach the following file types:

- Word Documents
- PDF Files
- Images (in jpg / jpeg / png format)

The maximum file size limit per attachment is 15MB

Please attach all documents as single files.

Upload Document Choose File Oxfordshire ...nt v3.4.docx

- An error message will appear when you try to attach the wrong file format. Click the Clear button to remove the error file and continue the process.

You will only be able to attach the following file types:

- Word Documents
- PDF Files
- Images (in jpg / jpeg / png format)

The maximum file size limit per attachment is 15MB.  
Please attach all documents as single files.

Oxfordshire Childrens Portal Configuration Document v3.4.docx Remove

Portal EHCP Module Configuration Document v2.1 OCC 2.docx Remove

Upload Document Choose File No file chosen Clear

Error: [rtf] is not an accepted

extension. Accepted extensions: jpg  
 png  
 doc  
 docx  
 pdf  
 jpeg

### 3.11. Submitting Assessment Form

Once you have completed all the details, submit the form to the Local Authority. **Please remember to review the form before submitting, as you will not be allowed to amend the form after submitting.**

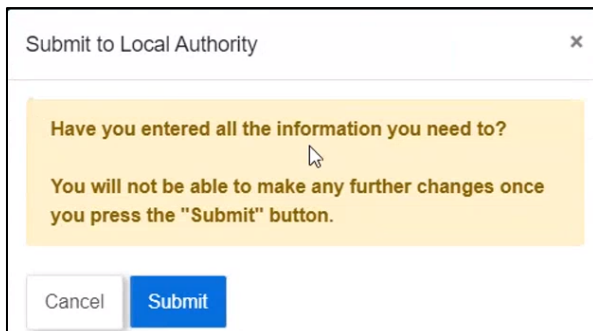
- Click the **Submit to Local Authority** button to send the form – to the SEND Team to process the application.

### Submit

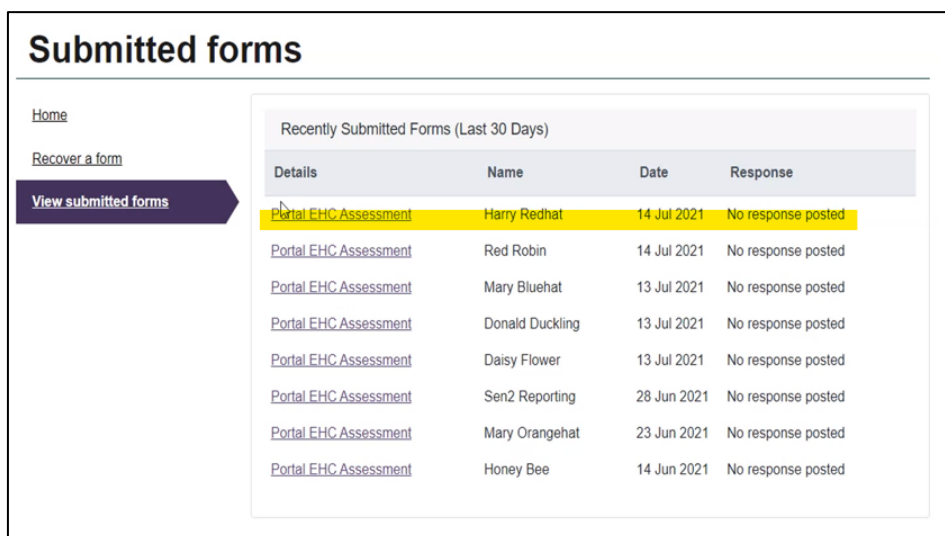
Submit to Local Authority

← Previous

- Click submit on the prompt message.



- The Portal will direct you to the Submitted Forms page.
- The completed form will appear as the first entry under Submitted forms tab.
- The form will be viewable/downloadable for 30 days.
- Click the "Portal EHC Assessment" link to view, print, save or email the form.

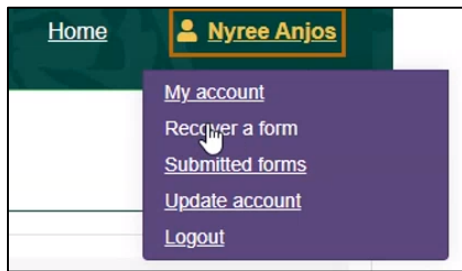


Submitted forms			
Recently Submitted Forms (Last 30 Days)			
Details	Name	Date	Response
<a href="#">Portal EHC Assessment</a>	Harry Redhat	14 Jul 2021	No response posted
<a href="#">Portal EHC Assessment</a>	Red Robin	14 Jul 2021	No response posted
<a href="#">Portal EHC Assessment</a>	Mary Bluehat	13 Jul 2021	No response posted
<a href="#">Portal EHC Assessment</a>	Donald Duckling	13 Jul 2021	No response posted
<a href="#">Portal EHC Assessment</a>	Daisy Flower	13 Jul 2021	No response posted
<a href="#">Portal EHC Assessment</a>	Sen2 Reporting	28 Jun 2021	No response posted
<a href="#">Portal EHC Assessment</a>	Mary Orangehat	23 Jun 2021	No response posted
<a href="#">Portal EHC Assessment</a>	Honey Bee	14 Jun 2021	No response posted

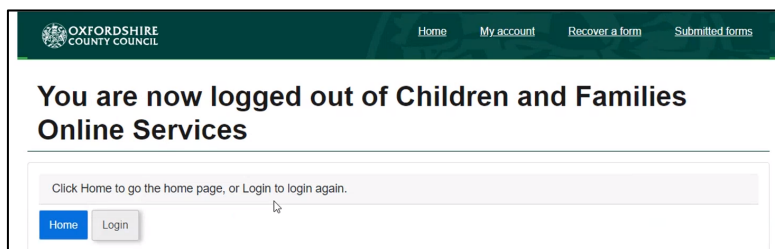
### 3.12. Form Completed

The Form is now completed, log out of the Portal if you are finished with your task.

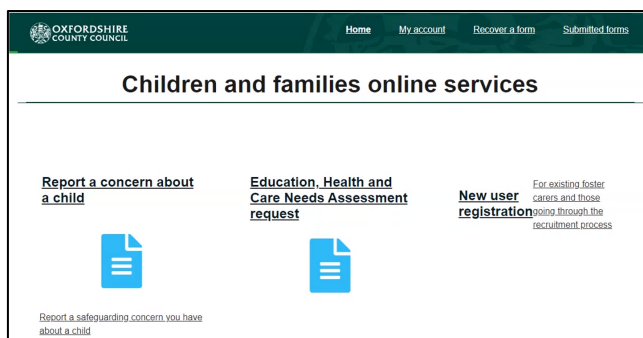
- Click your Username on the top right-hand side of the Portal.



- Select the Logout button, to **securely log you out of the Portal.**



- The Portal will allow you to return to the home screen or Log back into the system.

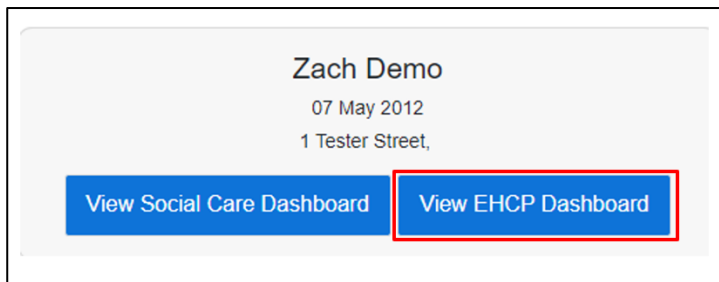




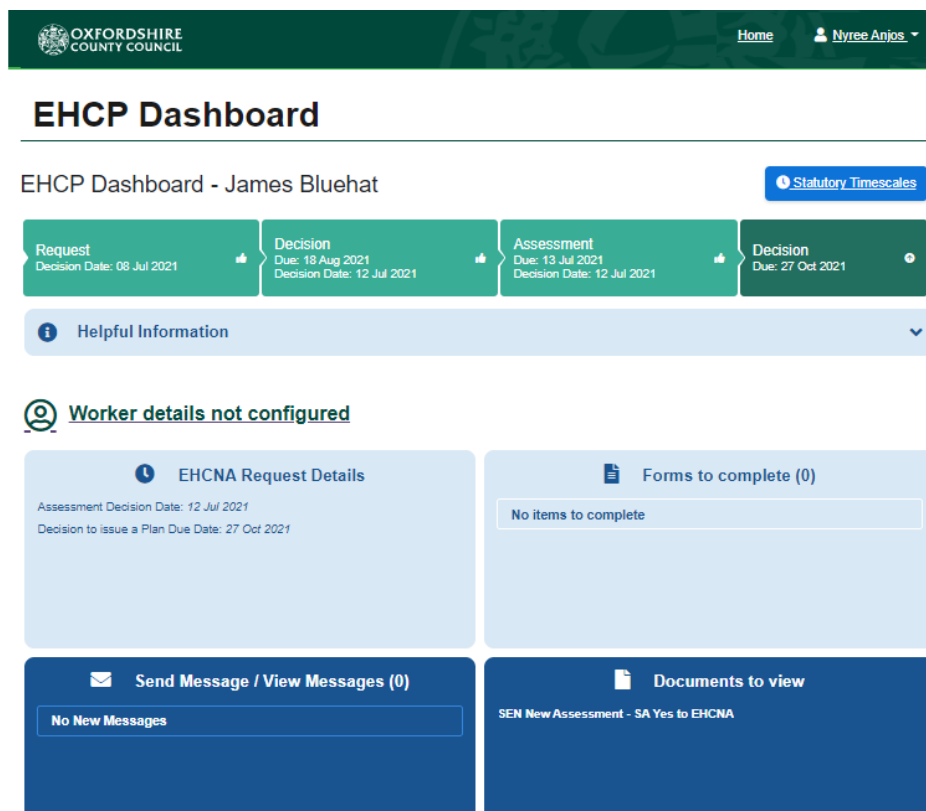
## 4. EHCNA Dashboard: Managing an Account

The following process will allow you access the EHCNA dashboard.

- Navigate to the homepage of the Portal.
- Click on the account link at the top of the page.
- Log in to the Portal using the instructions from Section 2.1 of the guidance.
- Click your child's name, select the View ECHP Dashboard button.



You will then be presented with the dashboard where you can view the relevant information regarding your EHCNA as per the screenshot below.



- Click the Statutory Timescales button to view EHCNA process dates and the Annual Review details.

This page contains details of the initial EHCNA process dates in one place so that you can review these at any point in the process.

Request Details	
Date of the EHCNA Request:	01 Jan 2021
Requestor:	Mummy Robin
Decision to carry out Assessment Due Date:	11 Feb 2021
Plan Issue Date:	29 Mar 2021
Final EHCP Issued Due Date:	20 May 2021
Final EHCP Issued Date:	29 Mar 2021
Latest EHCP Issued Date:	29 Mar 2021

## 4.1. EHCNA Dashboard: SEN Involvement

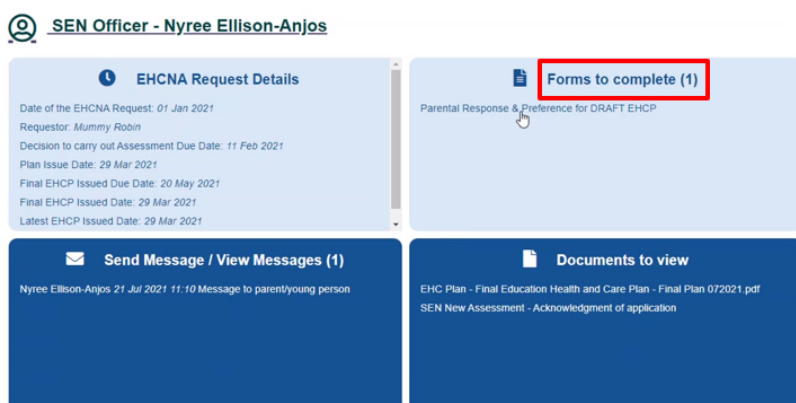
- Click the SEN Involvements button > Click the SEN Officer button, to view their contact details.

SEN Team	
Support Team Member: <a href="#">Nyree Ellison-Anjos</a>	
Full Name	Nyree Ellison-Anjos
Role	SEN Officer
From	01 Jan 2021
Team	EHM ICT Applications and Systems Team
Job Title	
Main Contact Number	01452025410
<a href="#">Close</a>	

## 4.2. EHCNA Dashboard: Forms to Complete

The SEN team can send you forms to complete within this tab of the dashboard.

- Click the *Forms to complete* button to Select in this example the Parental Response & Preference for DRAFT EHCP form.
- Just like the previous forms, you have the option to save for later or submit the form.
- Click the *Back to dashboard* button > Select the Forms to complete option, to view your forms.



**SEN Officer - Nyree Ellison-Anjos**

**EHCNA Request Details**

Date of the EHCNA Request: 01 Jan 2021  
 Requestor: Mummy Robin  
 Decision to carry out Assessment Due Date: 11 Feb 2021  
 Plan Issue Date: 29 Mar 2021  
 Final EHCP Issued Due Date: 20 May 2021  
 Final EHCP Issued Date: 29 Mar 2021  
 Latest EHCP Issued Date: 29 Mar 2021

**Forms to complete (1)**

Parental Response & Preference for DRAFT EHCP

**Send Message / View Messages (1)**

Nyree Ellison-Anjos 21 Jul 2021 11:10 Message to parent/young person

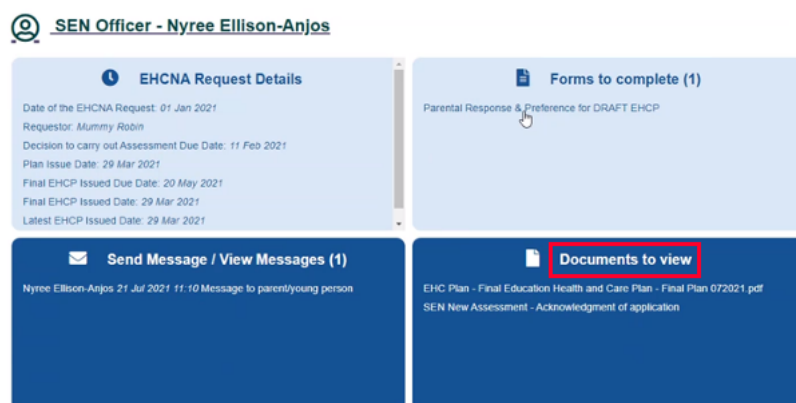
**Documents to view**

EHC Plan - Final Education Health and Care Plan - Final Plan 072021.pdf  
 SEN New Assessment - Acknowledgment of application

### 4.3. EHCNA Dashboard: Items to View

The SEN team can send you files to view within this tab of the dashboard.

- Click on the file name to access the document.



**SEN Officer - Nyree Ellison-Anjos**

**EHCNA Request Details**

Date of the EHCNA Request: 01 Jan 2021  
 Requestor: Mummy Robin  
 Decision to carry out Assessment Due Date: 11 Feb 2021  
 Plan Issue Date: 29 Mar 2021  
 Final EHCP Issued Due Date: 20 May 2021  
 Final EHCP Issued Date: 29 Mar 2021  
 Latest EHCP Issued Date: 29 Mar 2021

**Forms to complete (1)**

Parental Response & Preference for DRAFT EHCP

**Send Message / View Messages (1)**

Nyree Ellison-Anjos 21 Jul 2021 11:10 Message to parent/young person

**Documents to view**

EHC Plan - Final Education Health and Care Plan - Final Plan 072021.pdf  
 SEN New Assessment - Acknowledgment of application

### 4.4. EHCNA Dashboard: Send Message / View Message

The option allows the user to send and receive messages from the SEN team.

- Click the Send Messages / View Messages button > Select the unread message > Click the Reply button on the message.
- Type a response to the SEN Officer, click the send button. The message is now located within the child's sent messages.

#### **Sending a new message:**

- Click the New Message button > Select a message type
- Enter a message subject > write your message
- Click the send button.

Secure Message ✕

To: Nyree Ellison-Anjos

Subject: RE: Message to parent/young person

Message: 

This is a reply from the |

-----

This is sent for the parent from the SEN team

Red Robin's Sent Items				
▼Date	Type	From	To	Subject
21 Jul 2021 11:44	Personal Message	Nyree Anjos	Nyree Ellison-Anjos	RE: Message to parent/young person
20 Jul 2021 14:45	Test EHCP Message	Nyree Anjos		Test do we get an alert
20 Jul 2021 14:38	Message from parent	Nyree Anjos		Do we get an alert
20 Jul 2021 14:34	Message from parent	Nyree Anjos		Does the SENO get notified
19 Jul 2021 11:41	Personal Message	Nyree Anjos	Nyree Ellison-Anjos	RE: Message to parent
19 Jul 2021 11:41	Message from parent	Nyree Anjos		Checking the status of my child's record
24 Mar 2021 09:51	Test EHCP Message	Nyree Anjos		Message to worker

- You will receive an email when a message is sent to you via the Portal. Log into the Portal to view the message (**Refer to the Login instructions from section 2.1**).
- **Refer to Section 3.11**, to log back into the Portal's dashboard.
- Click your name > Select the Logout button, to **securely log you out of the Portal**.

## 5. Frequently Asked Questions

Some of the questions that were asked during the online training sessions are listed below. This list will also be published on the support pages SharePoint site for the project. It will edited/added to as more feedback on the new systems is provided.

<b>Question</b>	<b>Answer</b>
<b>How soon can you set up an account?</b>	The system will go live on the 16 <sup>th</sup> August 2021; therefore, we are unable to set up any accounts prior to this date. The relevant links will be published in several places, OCC will publish comms on the public-facing website and there will also be a SharePoint site to access the relevant resources.
<b>Are the forms changing?</b>	The operational procedures and forms will remain as current.
<b>Will we receive a link when a child's case is due to be transferred to the new system?</b>	Current EHCP's will be methodically migrated to the new system. You will receive an invite to join the Portal when your child's case is moved over.
<b>Can we share our login details for all parties to see?</b>	No, OCC do not recommend sharing usernames or passwords. OCC suggest that you download the form and collaborate with others to complete it.
<b>Will applications already in progress be moving to the new systems?</b>	Applications that are already in progress will not be affected at this stage. As applications reach the annual review stage, they will be migrated to the new online systems.
<b>Will we still need to use Egress after the new Liquidlogic systems are live?</b>	You will be able to submit new EHCNA/P applications, upload supporting documentation and track the progress of your application all within the new systems. Egress will no longer be needed.
<b>How does the annual review process fit into the new ways of working via the Portal?</b>	New applications to be completed within the Portal; OCC will process any annual reviews that are completed from September. Plans will be manually moved into the systems. Schools & partners will be asked to interact with the Portal during the annual review process. Schools will request forms from Health Partners, then

	submit forms back to the Council via the Portal.
<b>What is the process if you are waiting for a Draft EHCP? How do we communicate with our SENO?</b>	OCC will process the EHCP in the existing system. Should a plan be issued, it will be moved over to the new system. You will receive an invitation to the new system at that point.
<b>Are the free text boxes within the forms mandatory to complete?</b>	The fields marked with a red asterisk are mandatory. All other fields can be completed as required.
<b>Do you receive a prompt or alert when you receive a message in the Portal?</b>	Yes, a notification email is sent out to the Portal user when there is a new message or task.
<b>Can we add documents?</b>	Yes, you can add documents within the Portals. Documents can be added under the Supporting Documents section of forms.
<b>Is there an email mailbox for the SEND team?</b>	Details of the SEND team contacts can be found in the next section: Support.

## 6. Support

As this is a multi-agency function, there is more than one support service depending on the issue being experienced. The EHCNA/P Support Model below outlines the procedure for obtaining the relevant support.

Your first port of call for any issues relating to the EHCNA/P system or process should be your OCC SEN Officer and Area Administrator.

You will be able to reach the relevant team SEN Officer directly and Area Administrator at the following email addresses:

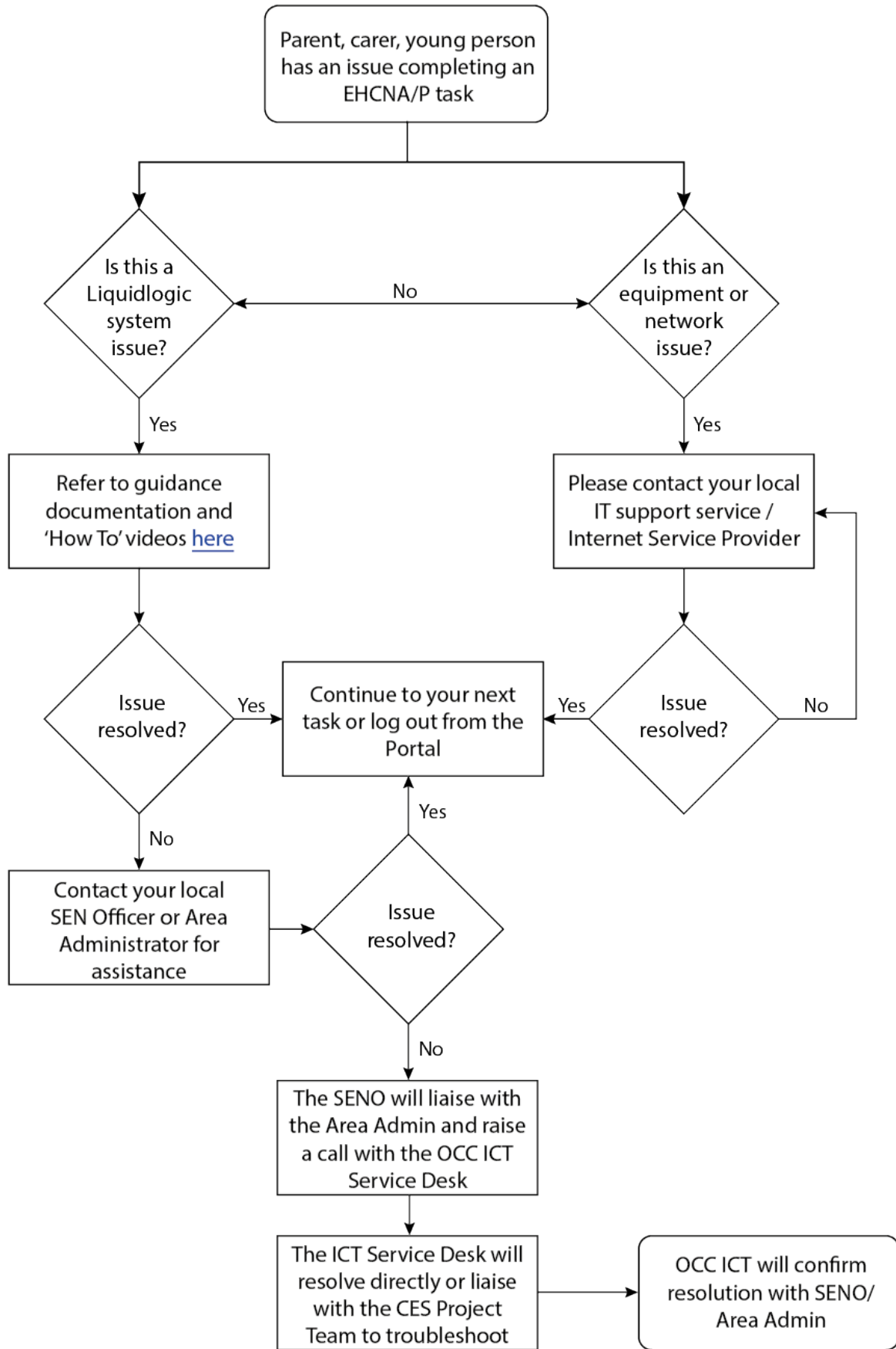
- SEN North Team [SENNorthTeam@Oxfordshire.gov.uk](mailto:SENNorthTeam@Oxfordshire.gov.uk)
- SEN South Team [SENSouthTeam@Oxfordshire.gov.uk](mailto:SENSouthTeam@Oxfordshire.gov.uk)
- SEN Central Team [SENCentralTeam@Oxfordshire.gov.uk](mailto:SENCentralTeam@Oxfordshire.gov.uk)

For issues relating to your IT equipment (laptops etc.) or if you have an issue with your network connectivity, please contact your local IT support service or Internet Service Provider.

For reference, the *Portals Implementation Timeline by Audience* graphic has been included following the Support Model. This shows the high-level actions for the implementation of the new online EHCNA/P systems and processes over the coming months for each involved service/agency/person.








If you have any queries relating to the Children's Education Systems implementation, you can reach the project team at the following email address:

- Children's Education systems Project Team:  
[childreducatingsystems@oxfordshire.gov.uk](mailto:childreducatingsystems@oxfordshire.gov.uk)





**PORTAL IMPLEMENTATION TIMELINE BY AUDIENCE**

	<b>AUGUST 2021</b>	<b>SEPTEMBER 2021</b>	<b>OCTOBER 2021</b>	<b>NOVEMBER 2021</b>	<b>JANUARY 2022</b>	<b>APRIL 2022</b>
<b>Parents/Young People EY/SENSS (new)</b> 	<b>16/08:</b> New applications submitted through the portal.					
<b>Parents/Young People (current)</b> 	<b>16/08:</b> Migration of current plans will start and parents/young people will start to receive invites to register with the portal.					
<b>Schools</b> 	<b>16/08:</b> New applications submitted through the portal.		<b>OCT ONWARDS:</b> Schools receive consultation requests via the portal to complete. Documents will be emailed by admin alongside.	<b>NOV ONWARDS:</b> LIFT goes live – Business Support admin will start setting up payments ready for the new financial year in this system.		<b>APR ONWARDS:</b> Schools will start submitting annual review report form via the portal and completing the record of annual reviews via the portal.
<b>Internal Admin/Operational</b> 	<b>16/08:</b> New assessments requests processed in Liquid Logic.  <b>16/08:</b> Funding approval forms in Liquid Logic.	<b>SEP ONWARDS:</b> Process annual reviews in Liquidlogic as the new term begins.	<b>NOV ONWARDS:</b> LIFT goes live – Business Support admin will start setting up payments ready for the new financial year in this system.		<b>WC 03 JAN:</b> The last assessments should be wrapping up in the ONE system – so <b>all work</b> should be taking place in Liquid Logic	<b>APRIL ONWARDS:</b> push out ROAR paperwork to schools as the AR reminder. Push out AR reports gathering form to schools through the portal.
<b>All professionals: Schools/Health/EY/EP/SENSS</b> 		<b>MID-SEP ONWARDS:</b> Expect the first report requests to come in through the portal - documents will be emailed by admin alongside.				
<b>Social Care</b> 		<b>WC 20 &amp; 27 SEP:</b> Social Care will receive the delegated forms on Liquidlogic for their report requests.				
<b>All Internal Staff</b> 						<b>APRIL ONWARDS:</b> EYES goes live – placement information will be available and SENSS, EP and Early Years will be within the system