Service Definition Document for EHCP Plus

Service Overview

EHCP Plus is a **transformative AI-powered solution** designed to revolutionise the **Education, Health, and Care Plan (EHCP) process** for children and young people with **Special Educational Needs and Disabilities (SEND)**.

Developed collaboratively by **Outcomes Matter Consulting, Datnexa, and Agilisys**, EHCP Plus leverages **Generative AI** to assist SEND caseworkers by automating the first draft of EHCPs, reducing **drafting time from six hours to under one hour**. This **reduces backlogs**, **improves compliance**, and **frees up time** for caseworkers to engage directly with children, families, and professionals.

EHCP Plus was **co-designed with local authorities**, including **Essex, Staffordshire, Suffolk, North Lincolnshire, North Somerset, and Wigan**, ensuring it meets real-world needs. The solution enhances efficiency while maintaining quality and compliance with the **SEND Code of Practice**.

Key Benefits:

- **Reduces EHCP drafting time by up to 80%** – saving over 50,000 caseworker days nationally.

- **Improves statutory compliance**, helping local authorities meet deadlines.

- **Reduces complaints and tribunals** by ensuring clarity and accuracy in EHCPs.

- **Empowers caseworkers** by freeing up time for relationship-building with families.

- **Ensures a fairer and more consistent EHCP process** through AI-supported drafting.

Disaster Recovery and Business Continuity

EHCP Plus is designed with robust **continuity and resilience planning**, ensuring uninterrupted service and **data security**.

- **Data Backup & Restore**: The underlying technical infrastructure ensures regular, secure backups to prevent data loss.

- **Disaster Recovery Plan**: Comprehensive measures to restore service in the event of unexpected downtime.

- **Business Continuity Support**: Trained associates are available to step in if local teams require additional support.

Onboarding and Offboarding Support

Onboarding Support

EHCP Plus provides comprehensive **onboarding and adoption support** to ensure successful implementation within local authorities:

- **Kick-Off Sessions**: Meetings with key stakeholders to align on goals, roles, and expectations.

- **Training Workshops**: Hands-on workshops with SEND caseworkers to introduce the tool and build confidence.

- **Stakeholder Engagement**: Involvement of parent carer forums, local councillors, and leadership teams to embed EHCP Plus within existing SEND systems.

Adoption Support

To ensure long-term success, we provide:

- **Regular check-ins** and tailored coaching for caseworkers.

- **Support for business case development** to help local authorities secure funding.

- **Engagement and awareness campaigns** to promote adoption across SEND teams.

- **Post-trial insights and recommendations** to maximise the value of EHCP Plus.

Offboarding Support

If a local authority decides to transition away from EHCP Plus, we ensure a **smooth exit process**:

- **Data retrieval and transfer support** to maintain compliance.

- **Guidance on transitioning back to manual processes or alternative systems**.

- **Final impact assessment report** detailing lessons learned and future recommendations.

Service Constraints

EHCP Plus operates **within predefined parameters** to ensure consistent and reliable delivery:

- The solution is designed for use by **SEND caseworkers and EHCP writers** within **local authorities**.

- EHCP Plus does **not replace human decision-making**—caseworkers retain full control over final EHCPs.

- The tool requires **internet access and integration with existing local authority data systems**.

Service Levels and Support

Operational Hours:

- **Support Availability:** Monday to Friday, 9 AM – 5 PM (UK time).

- **Technical Support:** Managed by our technology provider, ensuring rapid issue resolution.

- **User Support:** Caseworker assistance via email, online community (LGAi.uk), and scheduled consultations.

Response Times:

- **General inquiries:** Response within **24 hours**.

- **Technical issues impacting service:** Response within **4 working hours**.

After-Sales Support:

- **Ongoing guidance** for SEND caseworkers and local authority leaders.

- **Continuous product enhancements**, incorporating user feedback and regulatory updates.

- **Community of Practice (LGAi.uk)** for best practice sharing and peer learning.

Technical Requirements

EHCP Plus has **minimal technical requirements**:

- **Cloud-based**—no local installation needed.

- **ISO 27001 compliant** for data security.

- **Secure user authentication** to meet local authority governance policies.

Outage and Maintenance Management

- **Scheduled maintenance** is communicated in advance to minimise disruption.

- **Service uptime commitment** ensures high availability, with rapid recovery mechanisms in place.

- **Regular updates and enhancements** ensure EHCP Plus remains cutting-edge and aligned with best practices.

Hosting Options and Data Locations

EHCP Plus is hosted on **secure, UK-based cloud servers**, ensuring compliance with local data protection laws.

Data Access and Exit Management

- **Local authorities retain full ownership of EHCP data.**

- **Secure export options** ensure caseworkers can retrieve data when exiting the service.

- **No data is stored by EHCP Plus post-exit.**

Security & Compliance

EHCP Plus follows **industry-leading security protocols** to safeguard sensitive SEND information:

- **ISO 27001 Certified** ensuring best-in-class data protection.

- **Role-based access controls** to limit data exposure.

- **Encryption protocols** for secure data transmission and storage.

- **Full compliance with GDPR & UK data protection regulations.**

Conclusion

EHCP Plus represents a **transformative leap in SEND service delivery**, empowering local authorities to:
✓ **Save time and resources** through AI-powered automation.
✓ **Enhance EHCP quality and consistency**.
✓ **Improve compliance and reduce backlogs**.
✓ **Strengthen relationships between caseworkers, families, and professionals**.

With robust **onboarding, adoption, and support mechanisms**, EHCP Plus ensures a **seamless transition** to a more efficient, effective EHCP process.

For further details, contact:
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