



# SEND/EHCP System Implementation

ESTABLISHED  
**2016**

REFERRALS

**100**  
**%**  
WORD OF MOUTH

SECTOR  
EXPERIENCE

**200+**  
YEARS  
COMBINED

CERTIFIED

**CE+**  
CYBER  
ESSENTIALS



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# PART A SERVICE-SPECIFIC INFORMATION

## A1 SERVICE SUMMARY

### Service Name

## SEND/EHCP System Implementation

### Service Description

We make SEND systems work for the children who need them - regardless of which platform you're on. Mosaic, Liquidlogic LCS, Liquidlogic EHM, Synergy - we've configured SEND workflows across all of them. Not just EHCP processes that technically function, but systems that help SEND teams meet 20-week timescales, track annual reviews, manage Tribunal cases, and produce SEN2 returns without spreadsheet workarounds.

The statutory knowledge transfers across platforms - 20-week timescales, annual review cycles, Tribunal tracking, SEN2 returns. Whether your SEND sits within a standalone education module or integrated with children's social care, we bring the same expertise. We've configured SEND workflows in Mosaic Children's, Liquidlogic LCS, standalone Liquidlogic EHM, and Synergy SEND modules.

SEND caseloads are growing faster than resources. The right system configuration helps teams work efficiently, tracks the metrics that matter, and provides the management information to allocate resources where they're needed most. When Ofsted inspect SEND services, the case management system needs to demonstrate good practice - we configure systems that evidence compliance.

### G-Cloud Classification

| CATEGORY            | DETAIL                                       |
|---------------------|----------------------------------------------|
| G-Cloud Lot         | Lot 3: Cloud Support                         |
| Service Category    | Sector-Specific: Social Care (F-208-000-000) |
| Framework Reference | RM1557.15                                    |

### Scope Boundaries

#### This service includes:

We deliver full implementations, system optimisation, and specific components - whatever you need.

#### Full SEND System Implementations

End-to-end delivery of SEND capability on your platform - Mosaic, Liquidlogic LCS, Liquidlogic EHM, or Synergy. From discovery through configuration, data migration, training, go-live, and early life support.

#### SEND Optimisation & Recovery

SEND system not delivering? We rescue underperforming implementations and optimise existing configurations. Workflow redesign, timescale tracking improvements, reporting fixes.

#### Specific Components

Pick the elements you need:

**Discovery & Options Appraisal:** Current state assessment, platform evaluation, requirements gathering, Total

Cost of Ownership analysis, business case development

**EHCP Workflow Configuration:** Request and assessment pathways, 20-week timescale tracking, panel and moderation workflows, draft and final plan processes

**Annual Review Management:** Review scheduling, automated reminders, document generation, outcome tracking, plan amendment workflows

**Tribunal & Mediation:** Case tracking, deadline management, evidence bundling, outcome recording

**SEN2 & Statutory Returns:** Data collection configuration, validation rules, pre-submission testing, return generation

**Reporting:** Building your internal reporting capability - management dashboards, caseload tracking, timescale compliance reports, exception reporting, performance metrics. Knowledge transfer so your team can maintain and extend reports independently.

**Integration:** Children's social care connectivity, education system links, health system interfaces, portal configuration

**Training & Adoption:** Training programme design, classroom delivery, materials development, go-live support

*This service does not include bespoke software development, ongoing managed service operations, or 24/7 production support unless explicitly agreed in the call-off contract.*

## A2 FEATURES

Key capabilities that differentiate this service:

### Platform-Agnostic SEND Expertise

Mosaic, Liquidlogic LCS, Liquidlogic EHM, Synergy - we've configured SEND workflows across all of them. The statutory knowledge transfers - 20-week timescales, annual review cycles, Tribunal tracking, SEN2 returns. Whichever platform you're on, we bring the same depth of SEND expertise.

### Options Appraisal Expertise

Not sure which SEND platform is right for you? We've evaluated them all - Liquidlogic EHM, Synergy SEND, Eclipse, Capita, Mosaic. Platform evaluation, requirements gathering, Total Cost of Ownership analysis. Independent advice, not vendor sales.

### 20-Week Compliance

The 20-week statutory timescale isn't optional - but many councils struggle to meet it consistently. We configure systems that track timescales, escalate exceptions, and provide management visibility of cases at risk. Dashboard views that help managers allocate resources where delays are building.

### Statutory Returns

SEN2 returns that validate first time. We configure the data collection, validation rules, and reporting that ensures your statutory submission is accurate and complete. No last-minute spreadsheet manipulation - data that flows from operational recording to statutory return.

### Children's Services Integration

SEND doesn't exist in isolation. Children with EHCPs often have social care involvement, education welfare engagement, early help support. We configure integration between SEND and children's social care systems so practitioners see the complete picture.

### Annual Review Automation

Annual reviews are where SEND teams drown in volume. We configure automated scheduling, reminder workflows, and document generation that reduces administrative burden. More time for meaningful review discussions, less time on process administration.

## A3

## BENEFITS

**DEEP**  
EFFICIENCY

Mosaic, Liquidlogic LCS, Liquidlogic EHM, Synergy. SEND workflows configured across all major platforms. The statutory knowledge that transfers regardless of system.

## PROVEN SAVINGS

Every agreed go-live delivered. No failed implementations. Long relationships built on delivery, not promises. Councils come back because we get it done.

## 100% SATISFACTION

All our work comes through referral and reputation. We don't cold call, we don't bid competitively against incumbents. Councils find us because other councils recommend us.

## A4

## PLATFORM EXPERTISE

| PLATFORM                                  | EXPERTISE LEVEL | EXPERIENCE                                                                                                                                                                                                     |
|-------------------------------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Liquidlogic EHM</b>                    | Expert          | Standalone SEND system for councils without integrated children's social care. Full EHCP pathway configuration, SEN2 returns, annual review automation, Educational Psychology and Behaviour Support services. |
| <b>Mosaic / Liquidlogic LCS (SystemC)</b> | Expert          | SEND workflows within children's social care platforms. Integration between SEND and social care records. Complete view of children across education and social care.                                          |
| <b>Synergy SEND</b>                       | Expert          | SEND module configuration integrated with broader education services. Portsmouth education programme includes SEND.                                                                                            |

## A5

## CASE STUDY

### CLIENT SUCCESS

#### Croydon Council

**Challenge:** London Borough needed full SEN system replacement. Existing Capita ONE had limited workflow capability, no annual review tracking, off-system tribunal recording, and scattered document storage across SharePoint. Educational Psychologists lacked caseload visibility. SEN Finance allocations couldn't span academic years crossing financial year boundaries.

**Solution:** Synergy SEN implementation with comprehensive workflow suite. Configured 6 statutory workflows: Assessment, Annual Review, Amended Plan, Movers-in/out, Post-Tribunal. SEN Finance module for allocations and transactions. Educational Psychologist Gateway portal. SENDIST module for tribunal tracking. Data migration from Capita ONE. 32-page handover documentation. UAT programme with 56 issues logged and resolved.

**Outcome:** SEN workflows operational managing statutory 20-week timescales. EHC Plan templates embedded with merge fields reducing coordinator duplication. Annual reviews tracked with automated timeline calculation. Tribunal cases visible to full team. EP caseloads manageable through system queries. SEN2 statutory returns compliant. Configuration signed off by SEN Project Group.

### CLIENT SUCCESS

#### London Borough

**Challenge:** London Borough needed complete SEND system capability. Started unsure of requirements. Multiple platform options to evaluate. Required evidence-based decision making. Ultimately needed 14 business processes implemented to meet statutory duties and Ofsted expectations.

**Solution:** Three-phase journey. Options appraisal: 4 platforms, 50+ requirements, 5-year TCO analysis. Scoping: 8 workstreams defined. Implementation: 14 business processes over 21 months. Liquidlogic EHM configured and integrated with LCS. Staff trained on EHCP management, annual reviews, tribunal tracking.

**Outcome:** EHCP system operational meeting 20-week statutory timescales. 14 business processes live including Assessment, Annual Review, Amended Plans, Age Transfer. SEN2 returns compliant. Staff trained and confident. Ofsted inspection ready. Trust demonstrated through three successful engagement phases.

# PART B COMPANY-WIDE STANDARDS

## B1 ABOUT BETTERGOV

Better Group Limited trading as BetterGov is a specialist consultancy supporting UK public sector digital transformation since 2016.

“  
*We build capability, not dependency*  
”

— BetterGov

BetterGov works alongside internal teams to build capability and reduce dependency, ensuring services can be sustained after engagement completion. We measure success by what organisations can do independently, not by how long they need us.

### How our values inform our delivery



### Why BetterGov?

- **Public Sector Specialists** Deep expertise in Local and Central Government
- **100% UK-Based** All delivery staff UK-based with security clearances
- **Outcome-Focused** Success measured by results, not activities
- **Standards Aligned** GDS, DSS, DSSW, Technology Code of Practice

### Our Services

- Digital Transformation
- Cloud Services
- Programme & Project Management
- Systems Implementation

- Technology Consulting
- Capability Building
- Service Design
- User Research

B2

DELIVERY  
APPROACH

■ Operating Model

■ Delivery Mode

- Agile delivery (Scrum/Kanban)
- PRINCE2 Project Management
- ITIL-aligned service management
- Transparent milestone tracking

- Remote-first with secure tools
- On-site for critical workshops
- Hybrid as required

## Risk Management

We actively identify common failure modes in cloud support engagements - unclear scope, data access delays, dependency risk, stakeholder availability - and address them through early scoping checkpoints and formal risk ownership. Problems are surfaced early, not discovered late.

## Tooling & Frameworks

| CATEGORY           | DETAILS                                                    |
|--------------------|------------------------------------------------------------|
| Project Management | Azure DevOps, Jira, Confluence, Our own tools              |
| Collaboration      | Microsoft Teams, SharePoint, Miro, Power BI, Our own tools |
| Methodologies      | Agile, PRINCE2, ITIL                                       |

Security clearances: BPSS standard on all staff. SC and DV available on request. Associates and subcontractors are vetted to the same security and quality standards as permanent staff.

## B3 SERVICE MANAGEMENT

Every engagement has a dedicated Engagement Lead and Director oversight.

### ■ Governance

- Clear roles and accountability
- Proactive risk management
- Formal change control

### ■ Reporting

- Weekly/fortnightly status
- Governance meetings
- Lessons learned reviews

We maintain a live risk register with named owners. Escalation triggers are defined at engagement start, not discovered during crisis.

## Escalation Matrix

| LEVEL     | OWNER            | RESPONSE                            |
|-----------|------------------|-------------------------------------|
| First     | Project Manager  | Resolve within agreed timelines     |
| Second    | Account Director | Intervention within 24 hours        |
| Executive | Director         | Immediate action on critical issues |

## B4 SECURITY & COMPLIANCE

| CE+<br>CYBER ESSENTIALS                                                                   | ICO<br>REGISTERED          | ISO<br>9001/27001 Aligned                                                       | UK<br>DATA CENTRES |
|-------------------------------------------------------------------------------------------|----------------------------|---------------------------------------------------------------------------------|--------------------|
| <b>■ Data Residency</b><br>All customer data stored exclusively in UK-based data centres. |                            | <b>■ UK GDPR</b><br>Full compliance with technical and organisational measures. |                    |
| <b>B5</b>                                                                                 | <b>AI &amp; AUTOMATION</b> |                                                                                 |                    |

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

**Intelligent Analytics**

AI-powered dashboards support insight generation - human analysts interpret and validate findings

**Process Automation**

RPA reduces manual effort by up to 60% - all automation is auditable and reversible

**AI Strategy**

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

**Our AI Principles**

AI is optional - never required for service delivery

Human-led decision making on all outputs

Governance and explainability before deployment

No autonomous actions without explicit approval

**B6 SERVICE LEVELS****■ Response Targets**

| SERVICE             | TARGET          |
|---------------------|-----------------|
| Enquiry             | 4 working hours |
| Proposal            | 5 working days  |
| Mobilisation        | 10 working days |
| Critical escalation | 4 hours         |

Maximum quarterly credit cap: 15% of fees.

Service levels are monitored by the Engagement Lead and reviewed as part of regular governance, with trends and corrective actions shared transparently. We track what matters, not what's easy to measure.

**■ Service Credits**

| PRIORITY    | RESPONSE | CREDIT |
|-------------|----------|--------|
| P1 Critical | 4 hours  | 5%     |
| P2 High     | 8 hours  | 3%     |
| P3 Medium   | 24 hours | 2%     |
| P4 Low      | 48 hours | 1%     |

**Support Tiers**

| TIER     | AVAILABILITY        | INCLUDES                     |
|----------|---------------------|------------------------------|
| Standard | Mon-Fri 09:00-17:30 | Email, phone support         |
| Extended | Mon-Fri 07:00-21:00 | + Priority escalation        |
| 24/7     | 24 hours, 7 days    | + Critical incident response |

**B7 ONBOARDING & EXIT****■ Mobilisation**

- Kick-off and scoping
- Access provisioning
- Risk and compliance checks
- Team familiarisation

**■ Exit & Handover**

- Deliverable sign-off
- Knowledge transfer
- Data export
- Deletion confirmation

Exit planning begins at engagement start. Knowledge transfer is structured to avoid single points of failure. Default retention: 90 days post-closure for audit purposes, then secure deletion. Trial service available: one-day consultancy sessions for prospective customers to evaluate our approach before commitment.

**B8 CUSTOMER RESPONSIBILITIES**

- Timely system and data access
- Documentation and approvals
- Data ownership, GDPR, and IP (Customer retains ownership of all deliverables unless otherwise agreed)

- Named decision-maker
- Prompt query responses
- Third-party coordination

**B9****TECHNICAL  
REQUIREMENTS**■ **Prerequisites**

- Stable internet connection
- Modern browser (Chrome, Edge, Firefox)
- MFA capability

■ **Constraints**

- Third-party dependencies
- Scheduled maintenance windows
- Bandwidth for large data transfers

**B10****TRAINING & KNOWLEDGE  
TRANSFER**■ **Included**

- Onboarding sessions
- User documentation
- Handover knowledge transfer

■ **Optional Add-Ons**

- Advanced workshops
- Change management support
- Continuous learning programmes

**B11****SOCIAL  
VALUE****Our Commitments**

- **Net Zero 2035** Carbon reduction plan aligned with government targets
- **Living Wage** Accredited Real Living Wage employer
- **TOMs Framework** Social value measured and reported transparently
- **SME/VCSE Priority** Local and diverse supply chain engagement

**B12****REPORTING & KPIS**■ **Monthly**

- Milestone progress
- Risk and issue status
- Resource utilisation

■ **Quarterly**

- Project health assessment
- Benefits realisation
- Lessons learned

Reporting outputs are designed to support internal governance, audit, and assurance requirements. Reports can be shared directly with finance, procurement, and oversight teams without modification.

**B13****PRICING****Time & Materials**

SFIA-aligned day rates

**Fixed Price**

Milestone-based payments

**Outcome-Based**

Performance-linked fees

Detailed SFIA rate card provided as separate PPG upload.

**B14****ORDERING & INVOICING**

Orders placed via Public Procurement Gateway (PPG) using Contract Award Service.

| TERM                  | DETAIL                                 |
|-----------------------|----------------------------------------|
| <b>Billing</b>        | Monthly in arrears or milestone-based  |
| <b>Payment Terms</b>  | 30 days (Public Sector Payment Policy) |
| <b>Payment Method</b> | BACS transfer                          |

All invoices include detailed breakdowns by deliverable and resource, suitable for finance review and audit trail requirements.

## B15 BUSINESS CONTINUITY

| MEASURE                               | TARGET                             |
|---------------------------------------|------------------------------------|
| <b>Recovery Point Objective (RPO)</b> | Up to 24 hours                     |
| <b>Recovery Time Objective (RTO)</b>  | 24-48 hours for critical services  |
| <b>DR Testing</b>                     | Annual minimum (ISO 22301 aligned) |

## B16 DATA PROTECTION

Full compliance with UK GDPR and Data Protection Act 2018.

### ■ Technical Controls

- Encryption in transit and at rest
- Access controls and audit logs
- Regular security assessments

### ■ Governance

- Designated Data Protection Officer
- ICO registration maintained
- Breach notification procedures

## B17

## ACCESSIBILITY

**WCAG 2.1 AA**  
Fully compliant

**WCAG 2.2**  
Patterns adopted in all new deliverables

**Formats**  
HTML, PDF, large print, Easy Read

## B18

## CONTACT US

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