

Education Health Care Plan (EHCP) Drafting

G-Cloud 15 Service Definition

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1 Introduction

Agilisys is a leading innovator in AI-enabled Software-as-a-Service (SaaS) solutions for the UK public sector. With over two decades of experience supporting local authorities, central government, healthcare, and emergency services, Agilisys leverages advanced artificial intelligence and cloud technologies to deliver transformative outcomes across a wide range of services.

Our commitment to continuous innovation empowers public sector organisations to modernise operations, enhance service delivery, and meet evolving regulatory and operational challenges. By combining deep domain expertise with cutting-edge digital platforms, Agilisys enables clients to unlock new efficiencies, improve citizen experiences, and build resilient, future-ready organisations.

2 Who this Service is For?

This managed cloud service is designed for UK public sector organisations, including local authorities, SEND teams, and multi-agency professionals who require reliable, compliant, and efficient EHCP drafting. It is ideal for organisations seeking to improve statutory performance, enhance family experiences, and build long-term capacity across SEND services, especially those operating with complex legacy systems and demanding compliance standards.

3 EHCP - an overview

The Agilisys EHCP Tool provides a fully managed, cloud-based solution for the end-to-end drafting of EHCPs. It leverages advanced AI to automate document ingestion, categorisation, and drafting, while maintaining full human oversight and editorial control. The tool is configured to each client's template and local practice, ensuring statutory compliance, consistency, and auditability.

Key benefits include measurable improvements in timeliness, plan quality, workforce sustainability, and significant reductions in administrative workload.



4 Service Description

The EHCP service is a robust, cloud-based drafting engine that leverages advanced artificial intelligence to automate and streamline the most time-consuming aspects of EHCP production. The tool ingests a wide variety of source documents - ranging from professional reports and parental statements to assessments and scanned materials- and intelligently categorises, segments, and maps content to the statutory EHCP sections. This process ensures that every plan is built on a foundation of evidence, compliance, and best practice.

Agilisys' approach places a strong emphasis on statutory compliance and quality. The tool is configured to support the Council's compliance with the Children and Families Act 2014 and the SEND Code of Practice. Built-in citation features reinforce accuracy and transparency, allowing practitioners to trace every section of the plan back to its original source. This not only supports robust quality assurance but also simplifies the audit process, making it easier for councils to demonstrate compliance during inspections or reviews.

- The tool supports statutory compliance with the Children and Families Act 2014 and the SEND Code of Practice (2015).
- It standardises plan structure and content, including alignment of Sections E and F with professional advice and statutory requirements.
- The system enables integration of SMART outcomes and Preparation for Adulthood principles.
- Co-production with families and professionals is supported through editable plan sections and documentation of multi-agency input.

4.1 Efficiency

Efficiency and timeliness are central to the tool. By automating document collation, section drafting, and formatting, the tool reduces the time required to produce a high-quality EHCP draft from several hours by 50% on average. This acceleration enables caseworkers to devote more attention to meaningful co-production with families and professionals, improving both the quality of engagement and the outcomes for children and young people. Councils using the tool consistently report significant reductions in administrative workload, remedy payments, and reliance on agency staff, alongside measurable improvements in statutory performance.

- Reduction in EHCP drafting time, with measured outcomes showing up to 75% time savings in pilot implementations.
- Support for compliance with the 20-week statutory deadline.
- Earlier involvement of quality assurance staff is enabled by immediate access to draft plans and citation features.



4.2 User Experience

User experience is a key differentiator. The EHCP Drafting Tool is designed to be intuitive and accessible for all users, regardless of their technical background. Its interface mirrors local templates and workflows, ensuring that staff interact with a system that feels familiar and supportive of established processes. Comprehensive onboarding, training resources, and ongoing customer success support empower users to adopt the tool quickly and confidently, while maintaining full editorial control over every plan. The platform's "human-in-the-loop" design ensures that professional judgment and oversight remain central, with AI serving as an assistant rather than a replacement.

- The tool is accessible via a web browser and supports Single Sign-On (SSO) and Multi-Factor Authentication (MFA).
- It is designed to be intuitive for EHCP Coordinators, SEND Managers, and QA staff, regardless of technical experience.
- Full editorial control is retained by plan coordinators; all AI-generated content is editable and subject to human review before finalisation.
- Onboarding and training resources are provided, including live demonstrations, workshops, and ongoing customer support.

4.3 Integration & Data Handling

Integration and data handling capabilities are built to support the complex, multi-agency nature of EHCP production. The tool synthesises input from diverse sources and formats, including scanned and handwritten documents, using Optical Character Recognition (OCR) where needed.

- Secure document upload and evidence extraction are fully GDPR-compliant, with all data processed and stored within the UK/EU/EEA under stringent encryption and access controls.
- The tool accepts input from multiple sources and formats, including Word, PDF, scanned images, and handwritten documents (with OCR support).
- Secure document upload and evidence extraction are GDPR-compliant. Data is encrypted in transit and at rest and processed within the UK/EU/EEA.

4.4 Performance & Sustainability

Agilisys is committed to driving continuous improvement and long-term sustainability for SEND services. The EHCP Drafting Tool delivers measurable enhancements in plan quality, internal QA ratings, and workforce capacity. By automating repetitive tasks and enabling rapid proficiency for new staff, the tool helps councils build a stable, confident, and self-sufficient workforce.

- The tool is designed to improve plan quality and consistency, supporting measurable improvements in internal QA ratings.
- Automation of administrative tasks enables staff to focus on co-production, family engagement, and complex cases.
- The system supports increased workforce capacity and reduces reliance on agency staff.
- Usage data and activity summaries are available on request to support continuous improvement and service monitoring.



5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for clients seeking to transition services into or away from our EHCP Service. As a Cloud-based SaaS model we can deploy and scale the service rapidly.

5.1 Onboarding

Our implementation model begins with a three-month Evaluation Licence, providing full system setup, configuration, training, and live customer success support at no additional cost.

During this period, users receive hands-on onboarding and participate in fortnightly feedback huddles to monitor progress and capture insights. A pre-trial success criteria session, mid-point review, and post-pilot evaluation ensure measurable outcomes, supported by a detailed business case demonstrating time and cost savings.

This approach enables rapid service mobilisation while provide support in making best use of the tool for your team.

- Structured onboarding process, including system setup, configuration, training, and live customer success support.
- Three-month Evaluation Licence offered, with full configuration, onboarding, and support at no additional cost.
- Fortnightly feedback huddles, pre-trial success criteria session, mid-point review, and post-pilot evaluation ensure measurable outcomes.
- Dedicated Customer Success Team supports implementation and sustained adoption.

5.2 Offboarding

When transitioning out of our service, Agilisys ensures a secure and orderly handover to the client's internal teams. Client data retained within Agilisys systems is securely deleted in accordance with our data governance policies.

Upon request, we provide formal confirmation of data destruction. Our offboarding process is designed to preserve service integrity, maintain compliance, and support a smooth transition with minimal operational impact.

6 Support

Our support, service provides core business hours support (09:00–17:00, Monday to Friday).

- Comprehensive, tailored training, onboarding support, and ongoing customer service.
- Structured onboarding and training programme, supported by dedicated Customer Success Team.
- Ongoing technical support and customer service available 09:00–17:00, Monday to Friday (UK time), with best-effort coverage outside these hours.

Additional customisation and implementation support in addition to that provided during onboarding can be obtained through our Professional Services practice, the Rate Card for these services is available in the accompanying Pricing Document.



7 Pricing

Pricing is based on the specific service requirements, service levels, scale and scope of services provided in the accompanying pricing document for this GCloud service.

- Transparent, all-inclusive pricing model based on the number of EHCPs processed per year.
- Subscription fee includes configuration, onboarding, training, ongoing support, hosting, maintenance, and upgrades.
- No additional or hidden costs for training, implementation, support, or future system updates.
- Initial three-month Evaluation Licence available at a pro-rata monthly rate, enabling councils to evaluate the tool in a live environment before longer-term commitment.
- Annual subscription tiers aligned to EHCP volumes, providing predictable budgeting and value for money.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

- GDPR-compliant and certified to ISO 27001, with adherence to the Data Protection Act 2018 and National Cyber Security Centre (NCSC) Cloud Security Principles.
- Data hosted, stored, and processed inside the UK/EU/EEA, encrypted in transit (TLS 1.2+) and at rest (AES-256).
- Strict access controls, including Single Sign-On (SSO), Multi-Factor Authentication (MFA), and Role-Based Access Controls (RBAC).
- Regular data protection and cyber-security training for staff, with a formal incident response plan aligned with NCSC and ISO 27001 standards.
- Full audit trails and accountability throughout the data lifecycle.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.