

Frequently Asked Questions (FAQs)



EHC Hub

Date: December 2024

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Version: 1

Document control

Version	Changes	Author	Date
1.0	Created	Kristine Neal	09/12/2024

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Introduction

This document includes frequently asked questions (FAQs), with their answers, and is intended for Parent, Carers, Guardians and Young People who are using the Education, Health and Care Hub (EHC Hub).

FAQs

Parent (including parent, carer, guardian, young person or family advocate)

Q. Do I need an account on the EHC Hub to request an assessment?

A. No, a request for assessment can be submitted to the local authority without an EHC Hub account. Once you've made a request, and provided you've included your email address, the local authority will invite you to register an account to contribute further information and track the progress of your request.

Q. Will I receive updates on my child's case?

A. Yes, you will receive an email whenever a stage is complete, or you're requested to provide information or views.

Q. Do I have to use the EHC Hub?

A. Not if you do not wish to. Your views, contributions and all other available information and details of progress can be provided with the assistance of the SENCo in your child's education setting or the case co-ordinator within the local authority.

Q. Is the EHC Hub secure and who can see my child's details?

A. The hub is secured by two factor authentication and offers the same level of protection as would be expected of online banking services. Access to any child or young person's details is by invitation only and controlled by the local authority. When viewing your child's information, you can see the names of all other parties that have been invited to view or contribute towards the case.

Q. How do I know what should be happening next and by when?

A. Next steps and key dates are clearly displayed in the hub at all stages of the process.

Q. If my child already has a plan, can we use the EHC Hub?

A. Yes. Your child's plan will be reviewed using the hub so you can contribute and track progress.

Invitations to the EHC Hub will be sent to Parent/Carers in the following way:

- Reviews – The setting will send the Parent/Carer the invite directly as part of arranging the Review meeting in the EHC Hub
- Where the Child or Young Person does not have a setting their Case Coordinator should be contacted directly

Miscellaneous

Q. What happens if I forget my password?

A. There is a link on the hub's homepage to securely reset your password at any time.

Q. How do I access my account if I change, or lose, the device that I use for two factor authentication?

A. An administrator of the EHC Hub can reset your two factor authentication settings. Next time you log in to your account, you shall be prompted to set up two factor authentication with your new device.

Please send your reset request to CS.SENDAdmin@derbyshire.gov.uk Subject line should read "User Account Query"

Q. Can individuals be blocked from accessing the EHC Hub? For example, a person changes job which means they should no longer have access.

A. Yes, an administrator of the EHC Hub can suspend a user's account which prevents that person from being able to log in. Suspended accounts can be reactivated, if needed.

Please send your suspension request to CS.SENDAdmin@derbyshire.gov.uk Subject line should read "EHC Hub Suspension Request"

Contact us

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