



Coventry Education Services Portal

User Guide

Adults Services Advice Form

Updated August 2022

| | | |
|-----|---|----|
| 1 | Coventry Education Services Portal User-Guide..... | 2 |
| 1.1 | Registering on the SEND Portal..... | 2 |
| 1.2 | Completing and submitting the advice form | 5 |
| 1.3 | Collecting a record of verbal consent to share information not directly linked to a young person’s SEN/Disability | 10 |
| 1.4 | Printing/saving the advice form..... | 11 |

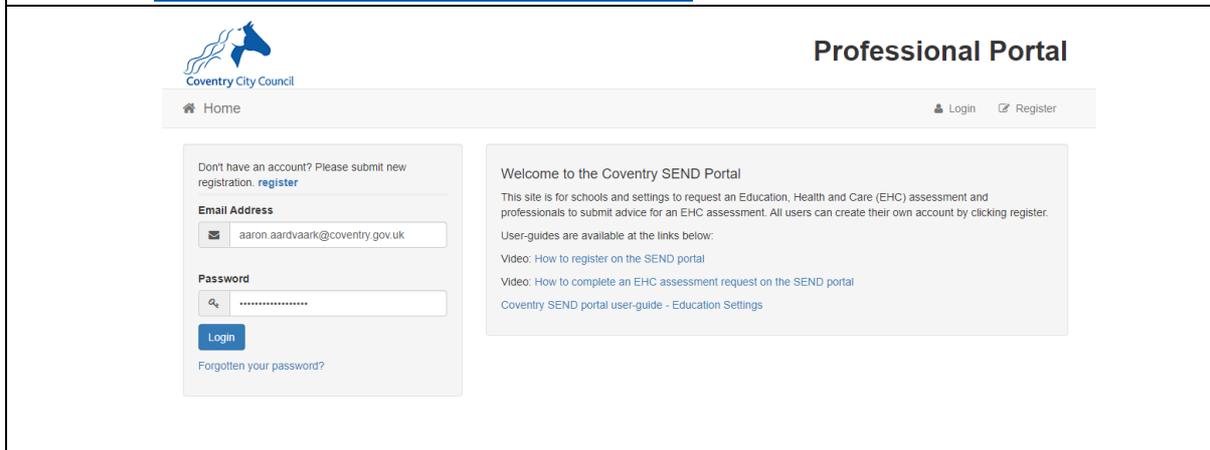
Click on [this link](#) for a video guide on how to submit advice towards an EHC assessment

1 Coventry Education Services Portal User-Guide

1.1 Registering on the SEND Portal

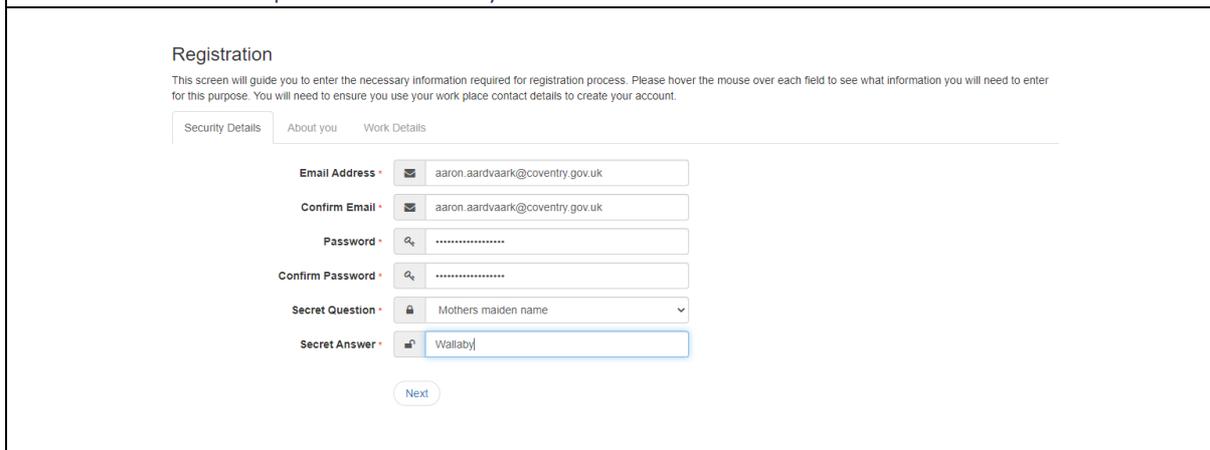
1.1.1 Visit the below URL & click *Register*

https://emsonline.lea.coventry.sch.uk/ProfessionalPortal_LIVE/Account/Login?ReturnUrl=%2FProfessionalPortal_LIVE%2F



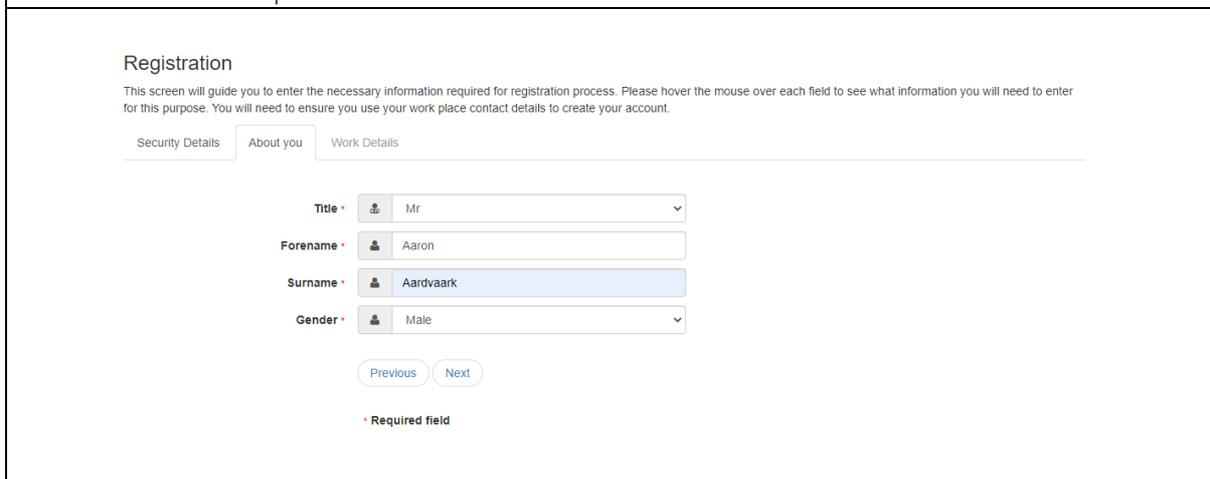
The screenshot shows the 'Professional Portal' login and registration page for Coventry City Council. The page features the council's logo and navigation links for 'Home', 'Login', and 'Register'. A registration form is visible with fields for 'Email Address' (containing 'aaron.aardvaark@coventry.gov.uk') and 'Password'. A 'Login' button and a link for 'Forgotten your password?' are also present. A welcome message on the right states: 'Welcome to the Coventry SEND Portal. This site is for schools and settings to request an Education, Health and Care (EHC) assessment and professionals to submit advice for an EHC assessment. All users can create their own account by clicking register. User-guides are available at the links below: Video: How to register on the SEND portal, Video: How to complete an EHC assessment request on the SEND portal, Coventry SEND portal user-guide - Education Settings'.

1.1.2 Complete the Security Details & click *Next*



The screenshot shows the 'Registration' process, specifically the 'Security Details' step. The page includes a navigation bar with 'Security Details', 'About you', and 'Work Details'. A message states: 'This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose. You will need to ensure you use your work place contact details to create your account.' The form fields are: 'Email Address' (aaron.aardvaark@coventry.gov.uk), 'Confirm Email' (aaron.aardvaark@coventry.gov.uk), 'Password' (masked), 'Confirm Password' (masked), 'Secret Question' (Mothers maiden name), and 'Secret Answer' (Wallaby). A 'Next' button is located at the bottom.

1.1.3 Complete the About You details & click *Next*



The screenshot shows the 'Registration' process, specifically the 'About you' step. The page includes a navigation bar with 'Security Details', 'About you', and 'Work Details'. A message states: 'This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose. You will need to ensure you use your work place contact details to create your account.' The form fields are: 'Title' (Mr), 'Forename' (Aaron), 'Surname' (Aardvaark), and 'Gender' (Male). 'Previous' and 'Next' buttons are located at the bottom. A legend indicates that an asterisk (*) denotes a 'Required field'.

1.1.4 Complete your Work Details & click *Submit registration*

Registration

This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose. You will need to ensure you use your work place contact details to create your account.

Security Details About you **Work Details**

Professional Role

Organisation Name

To find your work address please enter your postcode and then click Find Address. If your address is not listed, press the 'Enter Address Manually' and type the correct address in the boxes provided

[Use Another Address](#)

House Number

House Name

Building Name

Street Name

District / Village

Town

County

Postcode

Country

Please supply a telephone number where you can be contacted during normal office hours, if necessary.

Mobile Number

Work Phone

If you would like to add another Professional Role to your account, please navigate to "My Account" once you have completed your registration.

[Previous](#)

[Submit Registration](#)

1.1.5 You will then be sent an e-mail to verify your e-mail address, click on the link in the e-mail and return to the log-on screen to enter your user credentials

Professional Portal activation Inbox x

sen@coventry.gov.uk
to me ▾

Dear new portal user,

Thank you for registering with the Coventry SEND Portal.

To activate your account we need you to confirm your email address is valid. To do this, please click on the link below.

https://emsonline.lea.coventry.sch.uk/ProfessionalPortal_LIVE/Account.Mvc/CompleteRegistration/68613_855577e5-e158-4b31-8468-def9f4285be2

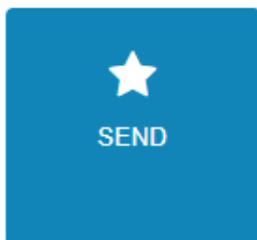
Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

With best wishes,

Coventry STAR team

Important - Please do not reply to this email as this account is not monitored.

1.1.6 Click on Special Educational Needs and Disabilities and you will be taken to a link to Enable Two Step Verification Now – click this link.



[Enable Two Step Verification now](#)

1.1.7 Select *E-mail* as the preferred method of Two Step Verification, click Save

My Account

- Personal Details
- Work Details
- Change Email Address
- Change Password
- Change Secret Question
- Change of Circumstances
- Two Step Verification**

Two Step Verification

We require all SEND portal users to enable two step verification.

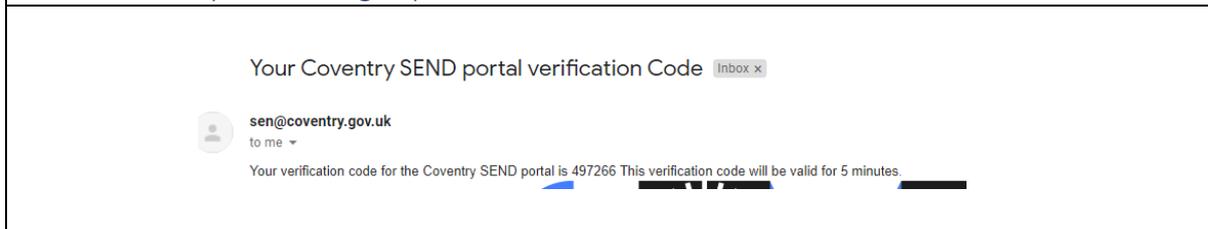
Two Step Verification is our way to make your data more secure.

Please select e-mail in the drop down box below to receive a verification code via e-mail to complete log-in.

The e-mail address used will be the e-mail you provided when you created your account.

Preferred method

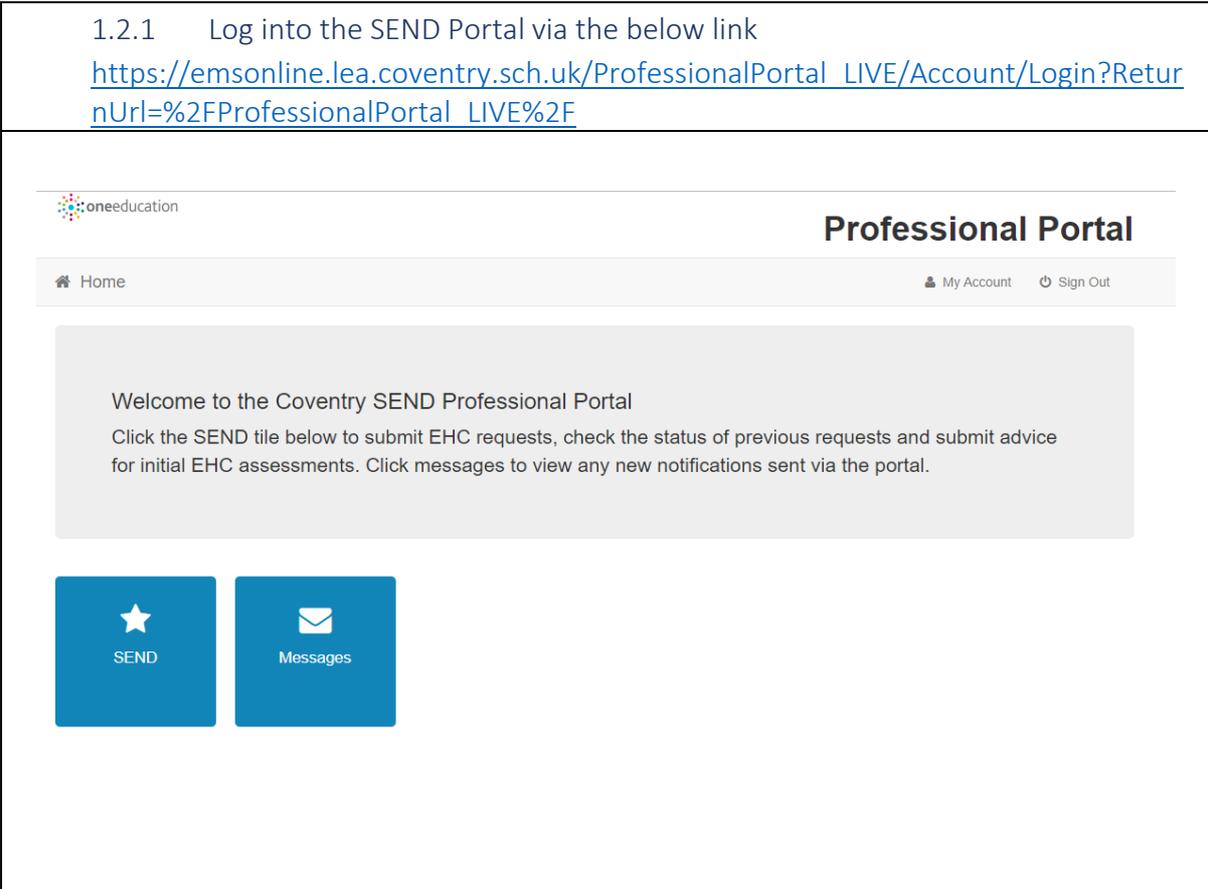
1.1.8 You will then be returned to the log-on screen to log in and begin using the portal. When logging-in, you will receive a verification code via e-mail to complete the log in process.



1.2 Completing and submitting the advice form

1.2.1 Log into the SEND Portal via the below link

https://emsonline.lea.coventry.sch.uk/ProfessionalPortal_LIVE/Account/Login?ReturnUrl=%2FProfessionalPortal_LIVE%2F



The screenshot shows the Coventry SEND Professional Portal interface. At the top left is the 'oneeducation' logo. The page title is 'Professional Portal'. A navigation bar includes 'Home', 'My Account', and 'Sign Out'. A central grey box contains a welcome message: 'Welcome to the Coventry SEND Professional Portal. Click the SEND tile below to submit EHC requests, check the status of previous requests and submit advice for initial EHC assessments. Click messages to view any new notifications sent via the portal.' Below this are two blue buttons: 'SEND' (with a star icon) and 'Messages' (with an envelope icon).

1.2.2 Click on the SEND tile

oneeducation

Professional Portal

Home My Account Sign Out

Welcome to the Coventry SEND Professional Portal
Click the SEND tile below to submit EHC requests, check the status of previous requests and submit advice for initial EHC assessments. Click messages to view any new notifications sent via the portal.

SEND Messages

1.2.3 If the young person is not already linked to your profile, click Add Person

Select Person

On this screen, you will see the names of the children and young people you are working with through their EHC assessment. Please click on their name to view or submit information. To make a new request or to submit information for a child/young person not listed below, click 'Add person'.

Person Filter Active

1 records found

| Name | Date of Birth | Address | School | Select |
|------------------|---------------|---|--------------------------|--------------------------|
| Aardvaark, Aaron | 30/04/2010 | 17 Gainsborough Drive, Bedworth, Warwickshire, CV12 8DB | Foxford Community School | <input type="checkbox"/> |

1.2.4 Complete the details of the form as carefully as you can ensuring that they are correct. Mandatory questions are marked with a red asterisk. When you have entered all of the required information, click *Submit*

Add Person

Please complete the child/young person's details below. To ensure successful submission, please copy the data in your internal database exactly (for example, SIMS, Arbor, Headcount portal) and ensure this is up to date. This will enable us to quickly identify the child/young person's record and include accurate data on any documentation and communication throughout the EHC assessment process. Fields marked with a * are mandatory.

Forename*

Middle Name

Surname*

Gender*

Date of Birth*

Current School

Ethnicity*

First Language*

Postcode*

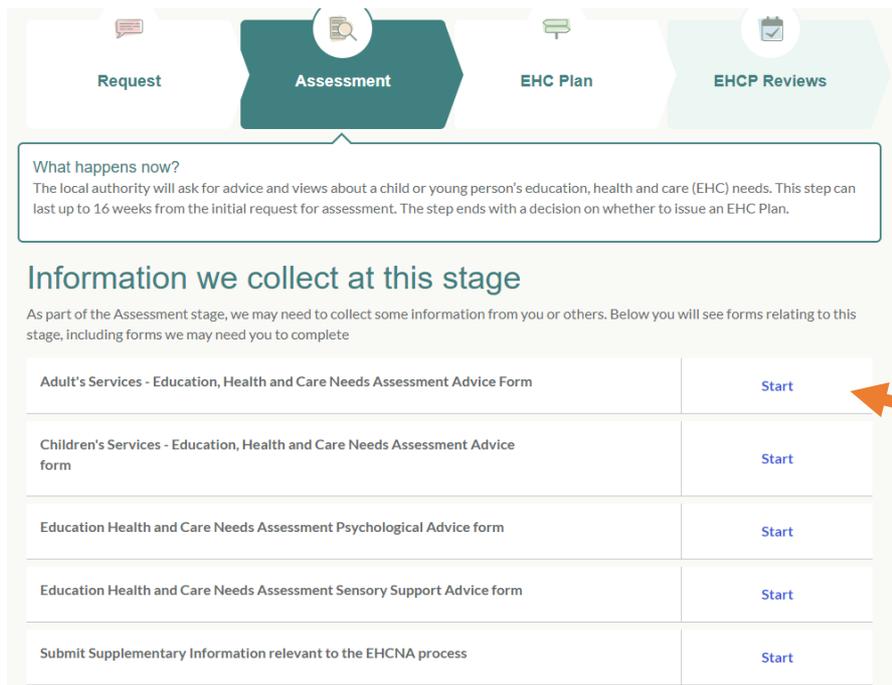
1.2.5 Click on *Assessment*



The screenshot shows the 'Aaron Aardvaark' website interface. At the top, there are navigation links for 'Home', 'SEND Home', 'My Account', and 'Sign Out'. The main header features the name 'Aaron Aardvaark' and a search bar. Below the header is a process flow with four steps: 'Request', 'Assessment', 'EHC Plan', and 'EHCP Reviews'. The 'Assessment' step is highlighted with a dark green arrow. A callout box below the flow contains the following text:

What happens now?
Here you will find forms for schools, early years and adult education settings to request a statutory education, health and care assessment. There are two forms for schools and adult education settings to use. The first one is for use if the child/young person has a completed My Support Plan, evidencing three cycles of graduated support. The second one also seeks details of three cycles of graduated support but instead asks a series of questions to obtain this information.

1.2.6 Find the form that says “Adult Services – Education, Health and Care Needs Assessment Advice Form”. Click *Start*



The screenshot shows the 'Assessment' stage of the process. The 'Assessment' step is highlighted in the process flow. Below the flow is a callout box with the following text:

What happens now?
The local authority will ask for advice and views about a child or young person's education, health and care (EHC) needs. This step can last up to 16 weeks from the initial request for assessment. The step ends with a decision on whether to issue an EHC Plan.

Information we collect at this stage
As part of the Assessment stage, we may need to collect some information from you or others. Below you will see forms relating to this stage, including forms we may need you to complete

| | |
|---|-----------------------|
| Adult's Services - Education, Health and Care Needs Assessment Advice Form | Start |
| Children's Services - Education, Health and Care Needs Assessment Advice form | Start |
| Education Health and Care Needs Assessment Psychological Advice form | Start |
| Education Health and Care Needs Assessment Sensory Support Advice form | Start |
| Submit Supplementary Information relevant to the EHCNA process | Start |

An orange arrow points to the 'Start' button for the 'Adult's Services - Education, Health and Care Needs Assessment Advice Form'.

1.2.7 The first page ask you to confirm your work profile. Click on *Select* to continue.

Project Support

Organisation Name
Coventry City Council

Address
Coventry City Council, Lord Mayor's Office, Council House, Earl Street,
COVENTRY, West Midlands, CV1 5RR

Work Phone
02476831614

Mobile Number

Select

1.2.8 Please begin to complete the form as required. Mandatory questions are marked with a red asterisk. When ready to continue to the next page, click *Save and Continue*.

*What is the young person's Care Direct number?
123456

*Which of the following best describes you?
A) I am this young person's social worker and I have been working with this child prior to the EHC assessment

Back Save & Continue

1.2.9 Once you have reached the final page, you will be presented with a summary of the information you have submitted so far. Please check that the information is correct. If not, scroll to the bottom of the page and click on the back button. Edit the form as needed.

Home SEND Home My Account Sign Out

Aaron Aardvaark

Summary

The information you have entered as part of this Special Educational Needs & Disabilities form is displayed below. Please review the information provided before continuing.

Form submitter details

Lesley Harris
Professional Role Project Support
Organisation Name Coventry City Council

Child / Young Person Details

Aaron Aardvaark
Gender Male
Date of Birth 30-Apr-2010
Current School Foxford Community School

Form Details
Your involvement

1.2.10 When ready to submit the form, check “I agree” to the two statements at the bottom of the summary page.

All users: I confirm that the information I have provided is accurate and complete to the best of my knowledge

If submitting a request form only: I confirm that the child/young person and their parents/guardians are aware this request for an education, health and care assessment is being submitted that it will be used and shared in accordance with statutory processes to assess and fulfil the request. I also confirm they have had access to Coventry City Council's SEND Statutory Assessment and Review Service Privacy Notice and the education establishment's privacy notice.

If submitting a Children's Services advice form only: I confirm that where details of a child's social care needs which are not linked to their SEN or disability have been included in my advice, I have discussed this with the parent/carer(s) and child (if appropriate) and recorded their consent in Step 6 of the form.

If submitting an Adult's Services advice form only: I confirm that where details of a young person's social care needs which are not linked to their SEN or disability have been included in my advice, I have discussed this with the young person and recorded their consent in Step 5 of the form.

Please note: Coventry City Council's SEND Statutory Assessment and Review Service Privacy Notice can be found at the Privacy Notice tab at the bottom of the web page.

I agree

The information that you have provided on this form will be used in accordance with processes outlined in the current Special Educational Needs & Disabilities Code of Practice.

It is important that the child or young person and their parent or carer are able to see the information you are providing and for it to be shared with them. It will also be shared with other professionals working with the child or young person.

Before submitting this information, you must agree that the information provided can be shared with other professionals, the local authority, the child or young person and their parent or carer. If you do not agree to this, you will not be able to send it using this online form.

I agree that the information I am submitting can be shared with other professionals, the local authority, the child or young person and their parent or carer as part of processes outlined in the current Special Educational Needs & Disabilities Code of Practice.

I agree

Back

Submit

1.2.11 Click *Submit*

I agree

The information that you have provided on this form will be used in accordance with processes outlined in the current Special Educational Needs & Disabilities Code of Practice.

It is important that the child or young person and their parent or carer are able to see the information you are providing and for it to be shared with them. It will also be shared with other professionals working with the child or young person.

Before submitting this information, you must agree that the information provided can be shared with other professionals, the local authority, the child or young person and their parent or carer. If you do not agree to this, you will not be able to send it using this online form.

I agree that the information I am submitting can be shared with other professionals, the local authority, the child or young person and their parent or carer as part of processes outlined in the current Special Educational Needs & Disabilities Code of Practice.

I agree

Back

Submit

1.3 Collecting a record of verbal consent to share information not directly linked to a young person’s SEN/Disability

1.3.1 A record of verbal consent to share details of social care needs not directly linked to the young person’s SEN or disability can be captured in Step 6. As you obtain it, you will need to note the Date and Time and any restrictions on this consent. Please use the below paragraph to help communicate what is being consented to:

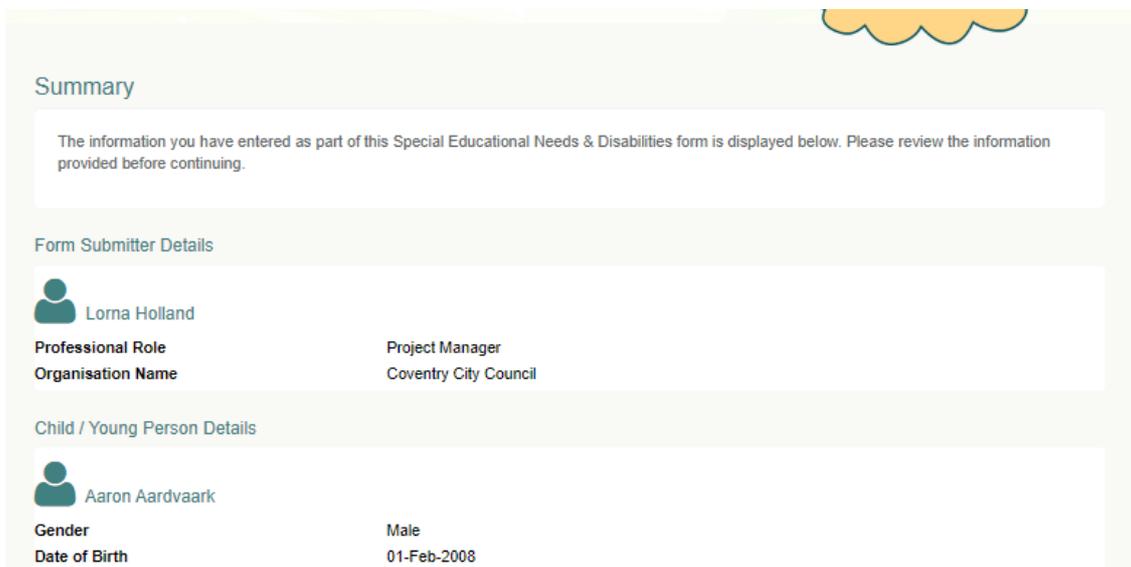
“Coventry City Council will use personal information about you to help us decide whether we need to write a draft Education, Health and Care Plan for you. If we do write a draft plan, we might include the details of other social care needs that are not linked to your learning difficulties or disabilities in the Plan. This will be to help coordinate the services you receive. The Plan will be shared with those who have contributed information to help write the plan or for specified purposes, detailed in statutory guidance which you can read about in the SEND code of practice p.9.211 - 9.213. We will not share this personal data with anyone else unless the law says we have to or we need to for safeguarding purposes. More information can be found in our full Privacy notice, available on our website”

The screenshot shows a web form with the following fields and elements:

- Name:** A text input field.
- Relationship to data subject (child/young person):** A dropdown menu with "Please select" as the current selection.
- Verbal consent given:** A radio button group with "No" selected.
- I confirm I have read the 'consent statement' above to this person:** A radio button group with "No" selected.
- Date consent was obtained:** A date picker field showing "dd/mm/yyyy".
- Time consent was obtained:** A dropdown menu with "Please select" as the current selection.
- Consent taken and recorded by (name of staff member):** A text input field.
- Any restrictions on consent?:** A text input field.
- Navigation:** "Back" button on the left, "Add More" button on the right, and "Save & Continue" button on the right.

1.4 Printing/saving the advice form

1.4.1 While on the summary page you can save a copy of the advice form.



Summary

The information you have entered as part of this Special Educational Needs & Disabilities form is displayed below. Please review the information provided before continuing.

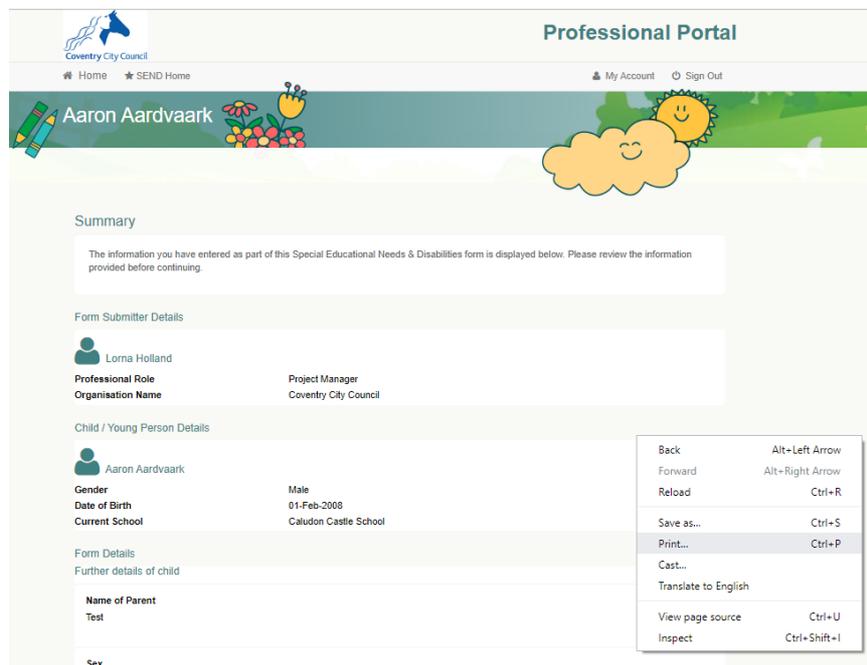
Form Submitter Details

 Lorna Holland
Professional Role Project Manager
Organisation Name Coventry City Council

Child / Young Person Details

 Aaron Aardvaark
Gender Male
Date of Birth 01-Feb-2008

1.4.2 To export the summary form, *Right click* on the summary page and click *Print*



Professional Portal

Coventry City Council

Home SEND Home My Account Sign Out

Aaron Aardvaark

Summary

The information you have entered as part of this Special Educational Needs & Disabilities form is displayed below. Please review the information provided before continuing.

Form Submitter Details

 Lorna Holland
Professional Role Project Manager
Organisation Name Coventry City Council

Child / Young Person Details

 Aaron Aardvaark
Gender Male
Date of Birth 01-Feb-2008
Current School Caludon Castle School

Form Details

Further details of child

| |
|-----------------------|
| Name of Parent |
| Test |
| Sex |

- Back Alt+Left Arrow
- Forward Alt+Right Arrow
- Reload Ctrl+R
- Save as... Ctrl+S
- Print... Ctrl+P
- Cast...
- Translate to English
- View page source Ctrl+U
- Inspect Ctrl+Shift+I

1.4.3 Select Foxit PhantomPDF Printer to save to a PDF

