



Please provide the following information regarding the Council's oversight and monitoring of Education, Health and Care (EHC) needs assessments between 1 January 2024 and the present date.

1. Complaints and Reviews

01/01/2024 – 08/12/2025

- 1a. The number of formal complaints received by the Council about the EHC needs assessment process (including delay or lack of communication).
- 1b. The number of those complaints upheld or partially upheld.
- 1c. Whether the Council has received any Local Government & Social Care Ombudsman findings of fault concerning EHC needs assessments in the last three years.

1a – 62

1b – 46 (6 still under investigation)

1c - 3

2. Internal Policies / Monitoring

See below:

Please provide copies (or links) of any internal guidance, process maps, or monitoring templates used by the SEND or EHC team to track compliance within statutory timelines, including the 6-week, 16-week, and 20-week deadlines.

3. Monitoring of Statutory Processes

Please explain how the Council tracks and monitors progress through the statutory EHC needs assessment process, including what methods are used to record and oversee:

- a. The 6-week deadline to decide whether to carry out an EHC needs assessment (following a parental or school request).
- b. The 6-week deadline for obtaining all required professional advice under Regulations 6 and 8 of the SEND Regulations 2014.
- c. The 16-week deadline for issuing the decision on whether an EHC plan will be issued (Regulation 13(2)).
- d. The 20-week deadline for issuing the final EHC plan (Regulation 13(2)).
- e. What professional advice has been received and what is outstanding (as required under Regulations 6 and 8), and how this is monitored by the Council at each point in the statutory process.

Overview of Systems and Recording Methods

Wigan Council operates its SEND case tracking using a centralised digital system (Liquid Logic), where each stage of the statutory process is logged, time-stamped, and overseen by the SEND team. This includes recording the receipt of evidence and tracking the status of professional advice submissions. The Team uses Power BI to maintain ongoing oversight of compliance of statutory timeframes.

a. 6-Week Decision on EHC Needs Assessment

Recording: When a request is received, it is logged with the date. Power BI updates on a daily basis pulling newly recorded information from the system.

Monitoring: The system flags the 6-week deadline. The SEND Management Team review outstanding decisions weekly.

b. 6-Week Deadline for Professional Advice (Regs 6 & 8)

Request: Upon a decision to assess, requests are issued to education, health, social care, educational psychology, and other applicable professionals.

Tracking: Each advice request is logged with a due date (6 weeks from request).

- f. How the Council identifies, flags, and escalates any cases where statutory timescales are at risk of being missed.

Chasing and Oversight: The SEND Management Team review what is due and outstanding on a Monday morning. Reminders are sent to Coordinators and Assistants to follow up these throughout the week. The system highlights any late returns and escalates them in team meetings.

c. 16-Week Deadline to Issue Draft Decision (Reg 13(2))

Process: Once all advice is received, the Council convenes the SEND Panel to decide to issue an EHC plan.

System Monitoring: Power BI highlights any decisions which are due or outstanding and the SEND Management Team monitoring this on a weekly basis.

d. 20-Week Deadline to Issue Final EHC Plan (Reg 13(2))

Tracking: The Power BI system tracks any case's approaching or overdue the 20-week timescale. The SEND Management Team can identify the cause of delays and escalate to the appropriate system (weekly, on a Monday).

e. Monitoring Professional Advice—Received vs Outstanding

Log of Advice: For each case, the system records requested advice with provider and due date, then updates on receipt.

Reporting: Dashboards show outstanding advice by case and service (e.g., Educational Psychology, SaLT, OT).

Administration: The SEND Management Team chase missing advice weekly and escalate with the appropriate team / agency.

f. Identifying & Escalating Timescale Risks

Monitoring: Power BI is updated on a daily basis, and the SEND Management Team and operational staff have access to the reports to manage caseloads and resolve potential or triggering points—e.g., 4 weeks to deadline, 2 weeks, etc.

Review Meetings: SEND Managers meet on a weekly basis to review cases approaching deadlines or any breaches which have occurred.

Formal Escalation: If timescales are in danger or have breached, cases are escalated to the appropriate responsible agency for resolution, recorded in internal logs, and actions tracked until compliance is confirmed.

4. Commissioning of Independent Advice

4a. How many times the Council has commissioned independent professional advice (including, but not limited to, Educational Psychology, Occupational Therapy, Speech and Language Therapy, and Paediatrics) because the usual provider did not, would not, or could not meet the 6-week duty under Regulation 8 of the SEND Regulations 2014.

4b. For each instance, please confirm:

- i. the type of advice that was commissioned,
- ii. why the usual provider did not / would not / could not meet the statutory deadline, and
- iii. whether the Council met the cost.

a) The council commissions agency support for educational psychology advice, due to the increase in referrals and insufficient capacity in the council's EP Service to meet this demand.

b) The Council met the cost of providing this.