



Connected EHCP Production

Using Orchestration, Automation,
and AI to Transform SEND
Operations and Experience



Demand Is Increasing Faster Than Operational Capacity

SEND services are managing rising demand, statutory pressure and administrative complexity through processes that still depend heavily on manual coordination.



Rising demand

Local authorities received **154,489** requests for EHCP needs assessments in 2024, an increase of **11.8%** from 2023.



Growing workload

The number of active EHCP plans reached **638,745** in January 2025, an increase of **10.8%** in one year.



Constrained capacity

Specialist teams spend significant time on administrative and coordination activity alongside professional casework.

53.6%

of new EHCP plans were **not issued** within the statutory 20-week timeframe in 2024.



Source: Department for Education, Education, Health and Care Plans: England 2025.



The challenge is not demand alone.

It is the amount of manual work, duplication and fragmented processes required to manage rising demand. Hiring additional staff is **NOT** the answer.



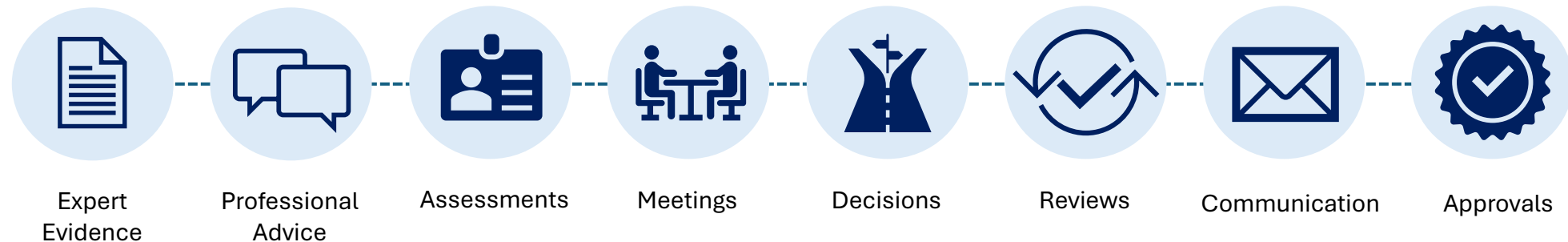
Why EHCP Requires a Connected Operational System

An EHCP is not created by one team or one system. It is the result of coordinated activity between families, education, health, social care and SEND professionals.

The journey depends on connected stake-holders

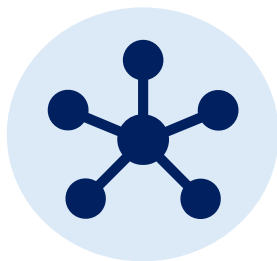


The journey depends on connected activities



Introducing Connected EHCP

Connected EHCP is an intelligent operational platform that connects people, information, systems and activity across the EHCP journey.



Orchestration

Coordinates contributions, actions, deadlines and escalations across the complete EHCP and Annual Review journey.



Automation

Removes repeatable professional/ administrative work and progresses routine activity.



Artificial Intelligence

Supports document quality, drafting, summarisation, risk identification and access to information.



Operational Intelligence

Shows where pressure, delay and statutory risk are developing—and why.



**Human judgement remains central.
Connected EHCP supports practitioners.**

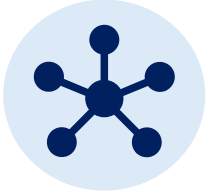
Connected EHCP delivers:

- Reduced administrative burden
- Stronger operational control
- Improved compliance and timeliness
- Better experience for families and professionals
- Better outcomes for children and young people



How **Connected EHCP** Works

Connected EHCP combines Orchestration, Automation and, Artificial Intelligence into one connected operational model that supports practitioners throughout the EHCP journey.



Orchestration

Coordinates the complete operational journey

- Connect people
- Connect systems
- Coordinate activities
- Monitor deadlines
- Escalate delays
- Balance workload
- Identify bottlenecks
- Provide operational visibility



Automation & Digital Workers

Removes repetitive administrative work

- Request professional advice
- Send reminders automatically
- Route documents
- Progress workflows
- Create and assign tasks
- Schedule Annual Reviews
- Trigger notifications
- Maintain audit trails



Artificial Intelligence

Supports informed decision-making

- Review incoming documents
- Identify missing information
- Assist EHCP drafting
- Generate meeting summaries
- Summarise case history
- Support family enquiries through Voice AI and chat
- Highlight potential operational risks

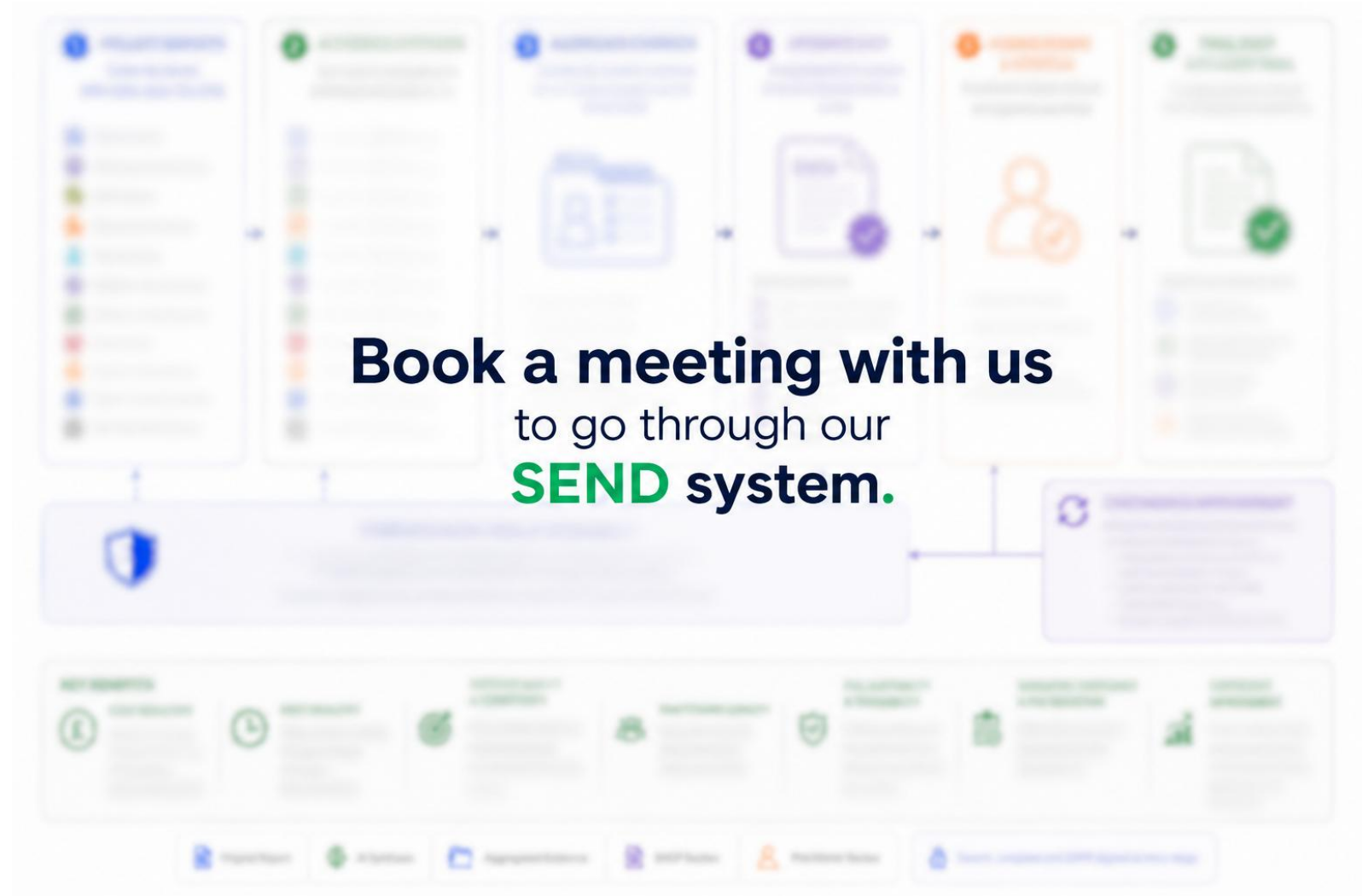
Automation completes work. AI provides intelligence.

Orchestration ensures every activity happens at the right time, in the right sequence, with the right information.



The Core Underpinnings of Our EHCP System

The dynamic production of EHCP reports.



Maintaining the Gold Standard

Quality Defined by Practitioners

The Gold Standard is created by your experts. The system is measured against it. The outcome is trusted, traceable and fit for purpose.

AI does not determine what Good looks like. You do.

Define the Standard

Appropriately qualified council subject matter experts and relevant professionals create and maintain the Gold Standard Datasets.

Evidence Synthesis

Evaluates how well the system extracts and synthesises relevant evidence from each professional report.

Evidence Classification

Evaluates how accurately evidence is classified into the correct EHCP sections (A–K).

EHCP Section Content

Evaluates the quality of the content generated into each statutory EHCP section.

Quality Control

Every output is evaluated across multiple quality dimensions — not just how well it is written.

Grounded

Every statement must be supported by the source report.

Completeness

All important information is retained — no material is lost.

Relevance

Content retained is genuinely useful for EHCP purposes.

Meaning Preservation

Context, qualifications and relationships are preserved accurately.

Professional Fidelity

The professional's judgement is represented faithfully, not reinterpreted.

No Omissions

Material omissions are identified as a failure, not a minor issue.

Evolutionary Capability

Prompt improvements are only promoted when measurable improvement is demonstrated against the Gold Standard.

Generate

System output is generated using the current prompts.

Evaluate

Outputs are scored against the Gold Standard datasets using all quality measures.

Identity Deficit

Weaknesses and failure reasons are identified with precision.

Optimise

Prompts and guidance are refined to address specific weaknesses and root causes.

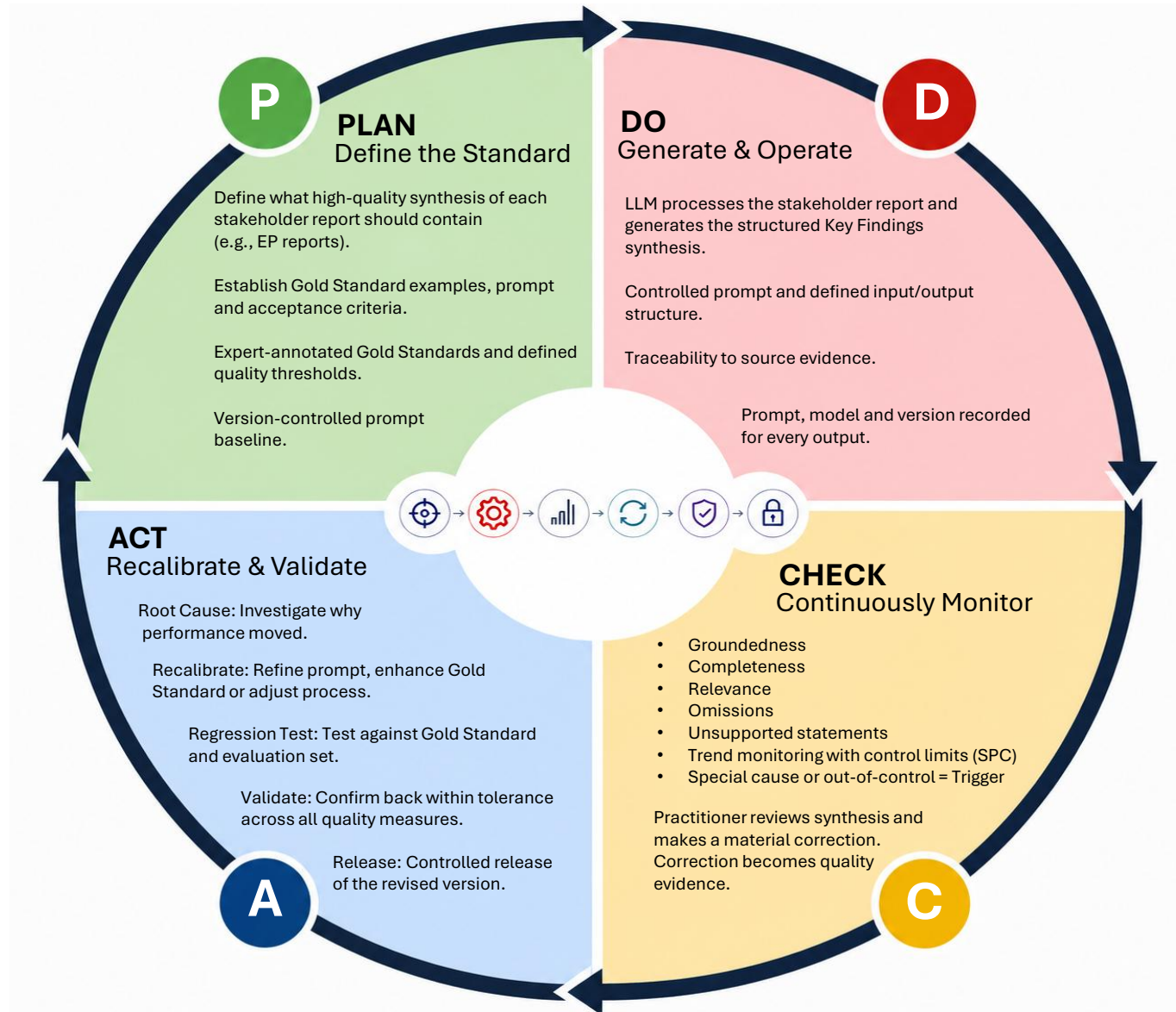
Re-Test

The updated version is re-evaluated to confirm measurable improvement.

Approve

Only versions that meet or exceed thresholds move into production.

Governance, Control – The PDCA Assurance Cycle



SEND Operational Control Tower

Connected SEND gives leaders and practitioners a real-time operational view of where activity is progressing, where delay is developing, and what requires intervention.

SEE what is happening

- Current case position
- Outstanding actions and evidence
- Approaching statutory deadlines
- Annual Review status
- Workload by team, stage or practitioner
- Escalations and risk indicators

UNDERSTAND why it is happening

- Where delay first began
- Which contribution or action is outstanding
- How long activity has remained at each stage

ACT earlier

- Prioritise cases at risk
- Trigger reminders and escalations
- Rebalance workload
- Address recurring operational causes
- Strengthen statutory assurance and inspection readiness

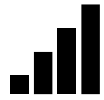


Connected Child & Young Person Support Experience

Orchestrating the EHCP journey, communication and action around every case

Our connected approach does not simply process the EHCP. It actively coordinates the people and communication around it.

EHCP Case Orchestration



State & Progress
Real-time case status across reports and stages



RAG Status
Real-time display across reports, stages and tasks



SLA & Deadlines
Monitor statutory timescales and SLA compliance



Routing & Decisions
Monitor statutory timescales and SLA compliance



Audit & Traceability
Record prompts, models, actions and communications

Proactive / Outbound

We keep you informed

Report received

“Your Speech & Language Therapy report has been received.”

Something needs attention

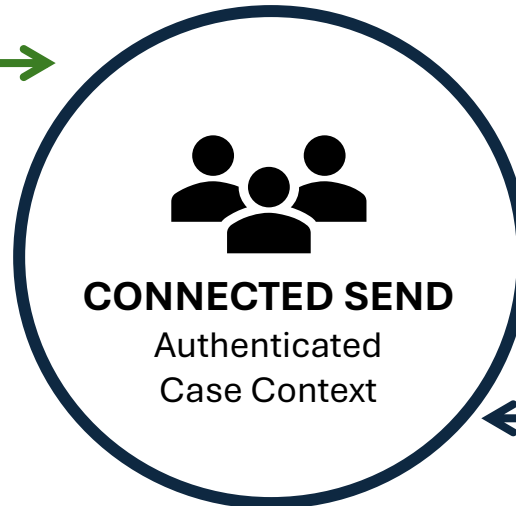
“The Educational Psychology report is still outstanding.”

Next step approaching

“Your review meeting is coming up.”

EHCP ready

“Your EHCP is complete and ready for review.”



Reactive / Inbound

You can ask us

What's happening with my EHCP?

Get the latest authenticated case status.

Have you received the SALT report yet?

See which evidence has arrived and what is outstanding.

“What happens next?”

Understand the next stage and expected timescale.

“How long is left?”

See upcoming statutory milestones and deadlines.

Your Preferred Channel



Portal
Secure access to your case and documents.



Email
Updates, documents and secure messages.



SMS
Quick alerts and important reminders.



WhatsApp
Updates and two-way conversation.



Web Chat
Instant help and case enquiries.



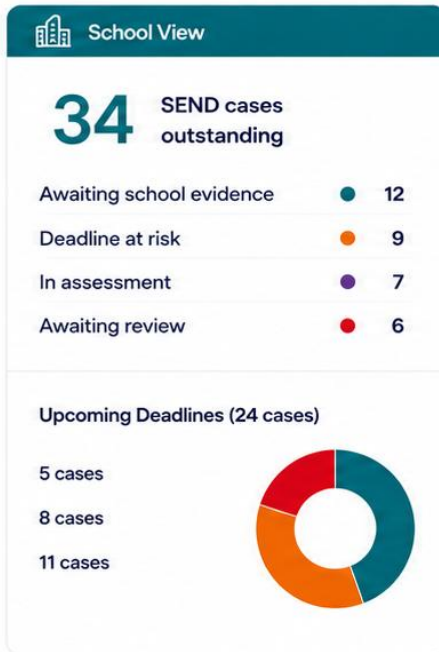
Voice / Phone
Speak to us when you need to.

Pipeline Management by Key Stakeholder

Different stakeholders need different operational views. Connected EHCP provides each participant with a dashboard tailored to their role, responsibilities and outstanding activity.

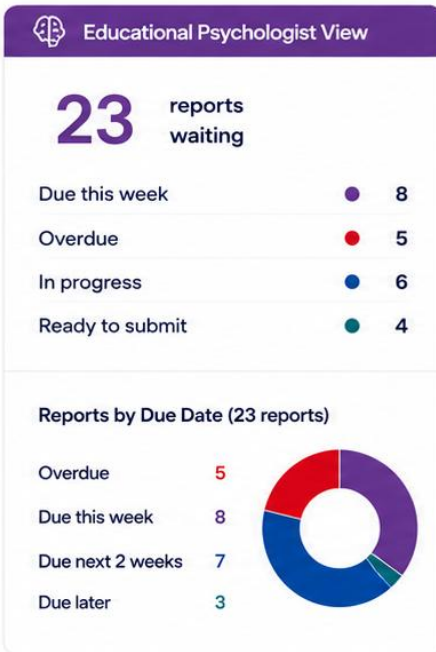
School / SENDCO

See cases linked to the school, status, outstanding information, upcoming deadlines and actions required.



Educational Psychologist

See assessments and reports waiting, priority cases, due dates, overdue activity and completed submissions.



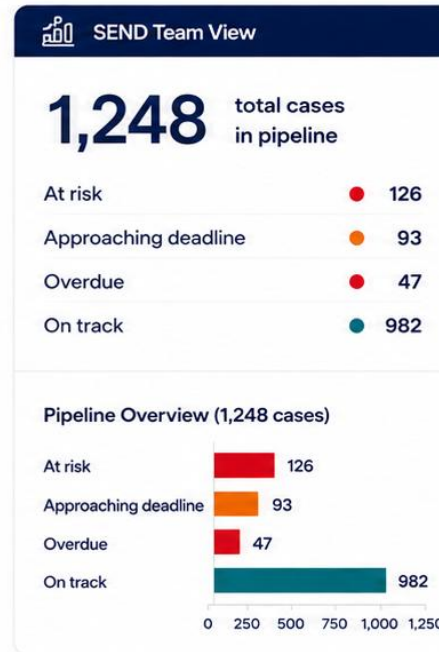
CAMHS Team

See requests for input, cases awaiting response, deadlines, status of contributions and actions requiring attention.



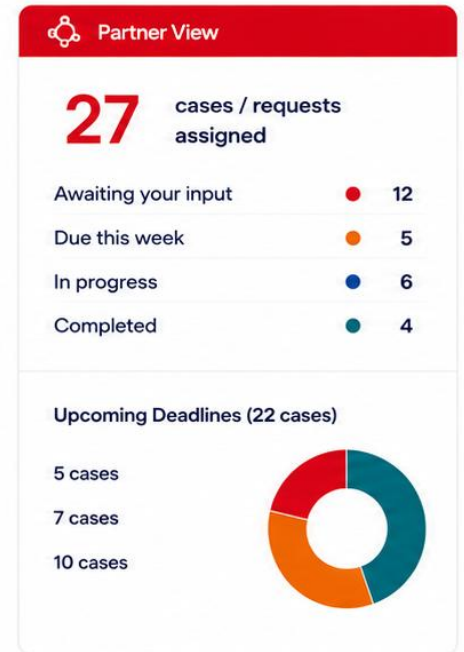
SEND Team

See the overall pipeline across all stakeholders, cases at risk, outstanding professional advice and where delay is accumulating.



Other Partners

See a tailored view of only the cases, requests and actions relevant to their service.



Starting With Your EHCP Priorities

Every service that contributes to EHCP delivery experiences pressure in different places. The starting point is to identify where administrative workload, delay and fragmented coordination are creating the greatest operational impact.

Priority areas to explore



EHCP assessment and production

AI assisted synthesis of reporting outcomes from input partners and the drafting of the EHCP based on the synthesis all supported by AI and reviewed by a human



Family communication and experience

Where families lack clear updates, accessible information or visibility of the SEND journey.



Capture of EHCP Request

The capture of the request for an EHCP from relevant parties, initial validation and triage. If proceeding, identification of stakeholders to contact.



Operational visibility and control

Where leaders need clearer insight into delay, risk, workload and statutory performance.



Annual Review management

Where scheduling, preparation, follow-up and progression are contributing to outstanding reviews.



Professional advice and multi-agency input

Where contributions are delayed, difficult to monitor or require repeated manual chasing.



Understand

Identify the operational pressure points, delays and manual workload.



Prioritise

Select the area where Connected SEND can create the earliest measurable impact.



Prove

Introduce a focused first phase with clear outcomes and operational measures.



Expand

Extend the connected model across the wider SEND journey.



GET IN TOUCH

Transforming your approach to the lifecycle of EHCP through orchestration, automation and governed AI.

See how Connected EHCP can be implemented within your council to reduce administrative workload, improve operational visibility and create a more connected experience for families and practitioners.



enquiries@globaloas.com

Arrange a conversation with our team to explore where Connected EHCP could make the earliest impact within your EHCP service.

The OAS logo, consisting of the letters 'OAS' in a bold, blue, sans-serif font. The 'A' is stylized with a red square dot above it. The logo is positioned in the background, on a glass wall of an office.

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