

Family Portal Guidance

The Family Portal is the new portal for the submission of parents/carers' views in relation to an Education, Health and Care (EHC) Needs Assessment. This is the statutory process which is used to decide if your child may need extra support via an Education Health Care Plan (EHCP).

If you want any further information on how to get support throughout the process you can visit the Local Offer at: [Sunderland Information Point](#).

You can use this portal to track a young person's progress through the Education, Health and Care (EHC) needs assessment and review process. Currently, this is a new function, which is only available for parents and carers to submit their views as part of any request for an EHC Needs Assessment.

You can submit this once you have been informed by your child's school or educational setting that a request will be made to Together for Children (TfC) on behalf of Sunderland City Council for an EHC needs assessment. These views will be shared with other relevant professionals as part of this process to ensure a 'tell us once' approach. The information you provide is an important part of the decision-making process.

If you have previously used this portal for Free School Meals, Two-Year-Old Early Education or School Place applications, simply log in as usual and when asked enable the two-factor verification, the portal will then log you out. You will be sent a verification code by email. Please log into the portal and enter the verification code when requested. You will then be able to select the Special Educational Needs and Disabilities (SEND) tile as below:

Sunderland City Council & Together for Children (TfC) Family Portal

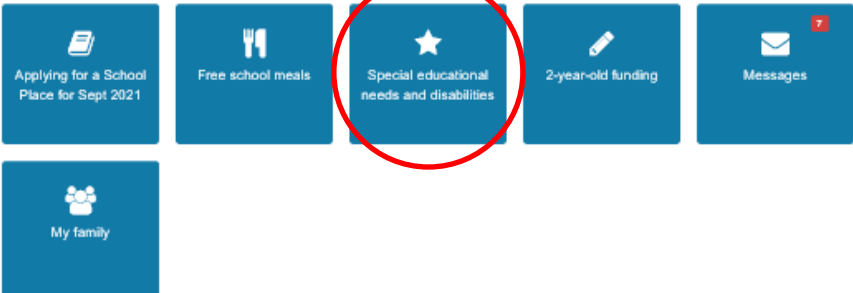
Manage your applications by clicking on one of the blue tiles below.

You can also return to this menu screen by clicking on home in the top left corner at any time.

To help keep your information secure the Family Portal will log you out after 20 minutes of no activity.

Before you start

- Check your contact details are correct by clicking on 'My Account' at the top right of this page.
- Add details of your child(ren) by clicking on the 'My Family' tile below.



The screenshot shows a grid of blue navigation tiles. The tiles are: 'Applying for a School Place for Sept 2021', 'Free school meals', 'Special educational needs and disabilities' (circled in red), '2-year-old funding', 'Messages' (with a red notification badge), and 'My family'.

You will need to save the form regularly to ensure that all steps are saved as the system will automatically log you out after 20 minutes of inactivity. Steps that have been saved will show in green.