

Citizen Portal: Making a request for a Statutory Assessment for an Education, Health and Care Plan (EHCP)

Accessing the Citizen Portal

The Citizen Portal is an online hub for city residents to apply for Funding for Early Education for Two Years olds, School Places via School Admissions Service and request a Statutory Assessment via the Special Education Service for an Education, Health and Care Plan for children and young people with Special Educational Needs & Disabilities.

To access the Citizen Portal, please visit https://ems.leicester.gov.uk/CitizenPortal_LIVE/en

Leicester City Council

Home Sign in Register Cymraeg

Don't have an account? Please [register an account](#)

Email address

Password [Show](#)

[Forgot your password?](#) [Sign in](#)

Welcome to the Leicester Citizen Portal

NOTE - on ** Tuesday 31st May 2022, the Leicester Citizen Portal will be unavailable all day due to a system upgrade. Please accept our apologies for any inconvenience this may cause.**

The Citizen Portal allows parents of children who live in Leicester to make applications for:

- Funded Early Education for 2 year old children

Check your eligibility using your National Insurance or NASS reference number.

An instant decision will be given if your application is made under the economic criteria. Non-economic applications will be responded to after all verification processes have been completed.

- School Admissions

Submit an application for a school place - we will only accept one application per child.

The timescales for processing applications can be found on our website at leicester.gov.uk/admissions

Decisions are not instant and responses will be given on National Offer dates, or after processing (In Year application).

Further information and support

To use the Portal you will need to [register](#) using a valid email address. Once registered you are able to add and amend your family's information and make applications for the above services.

Visit the pages on our websites to learn more about [Funded Early Education for 2, 3 and 4 year olds](#) and [School Admission](#) or go to [Contact Us](#) for assistance using the portal.

If you have used this service previously to access other services, you should already have an account. Please login using your email address and password to access the portal. If you have forgotten your password, please follow the [Forgot your password?](#) link and follow the on-screen prompts.

Don't have an account? Please [register an account](#)

Email address

Your_email_Address@email.com

Password [Show](#)

[Forgot your password?](#) [Sign in](#)

If you have not used this service previously, you will need to **register an account**.

Registering for an account

To register for an account, please click on one of the register prompts on-screen found above the sign in window or on the top right of the page. Please note that you will need an email address to access this service.

Leicester City Council

Citizen Portal

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On the next screen, please follow the on-screen prompts and complete the form to create your account. Required fields are marked with a red asterisk *.

Leicester City Council

Citizen Portal

Home Sign in Register Cymraeg

Register an account

You will first need to register with us in order to apply for any services or funding from the Education and Childrens Services Department for your child(ren). This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each box to see what information you will need to enter.

To ensure the security of your personal data once you have registered on this site, please be aware that your account details should not be shared with anyone

* Required fields are marked with a red asterisk

Email address *

Confirm email address *

Password *

Title * Please select

Forename *

Surname *

Gender * Please select

If you need help with your address, use the Post Office's [Postcode Finder](#).

Find address Postcode

Provide a phone number where you can be contacted during normal office hours, if necessary

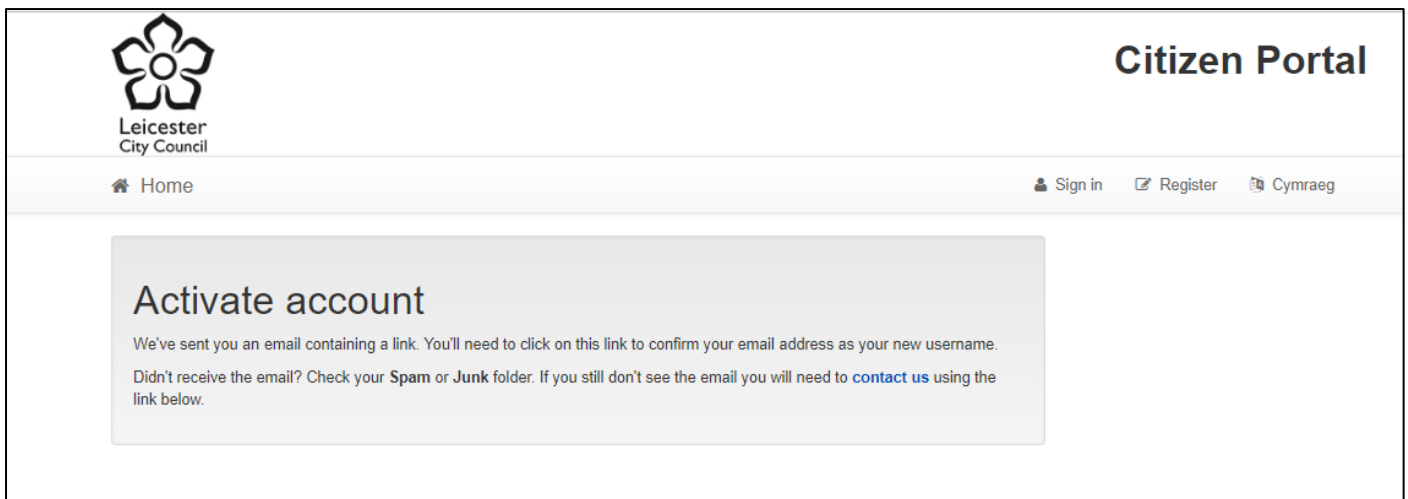
Home phone number

Mobile phone number

Work phone number

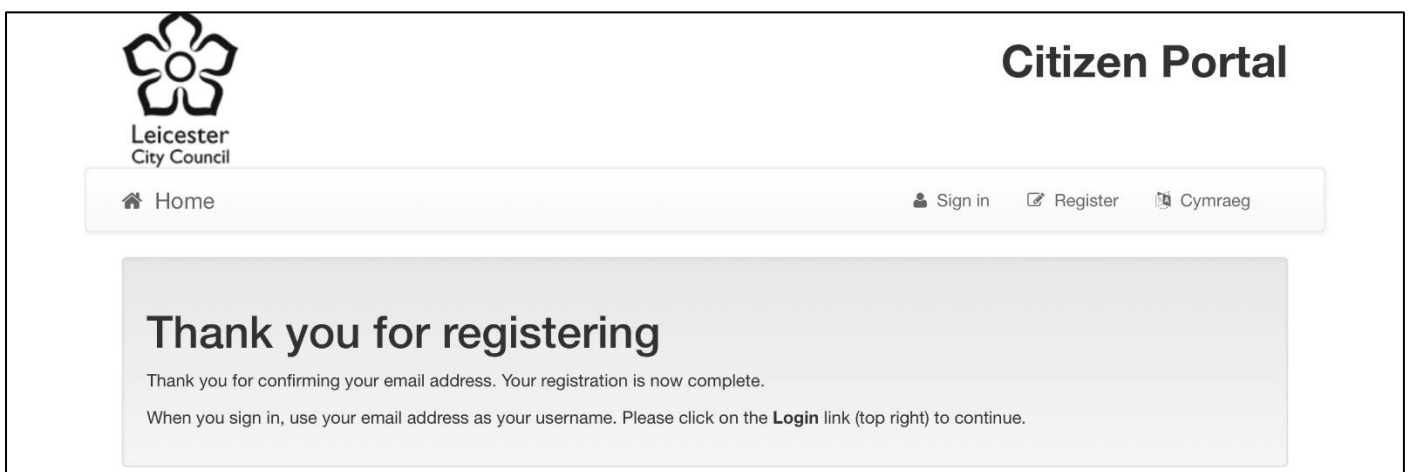
Once you have completed all the required fields, please click **Submit** at the bottom of the screen to create your account.

The following screen will appear requesting for you to activate your account.



We'll send you an email with a link to activate your account. You'll need to click on the link to confirm your email address as your new username. Didn't receive the email? Check your **Spam** or **Junk** folder. If you still don't see the email you will need to **contact us**.

Once you have clicked on the activation link in the email, the following page will load in your browser confirming that your account has been successfully created.



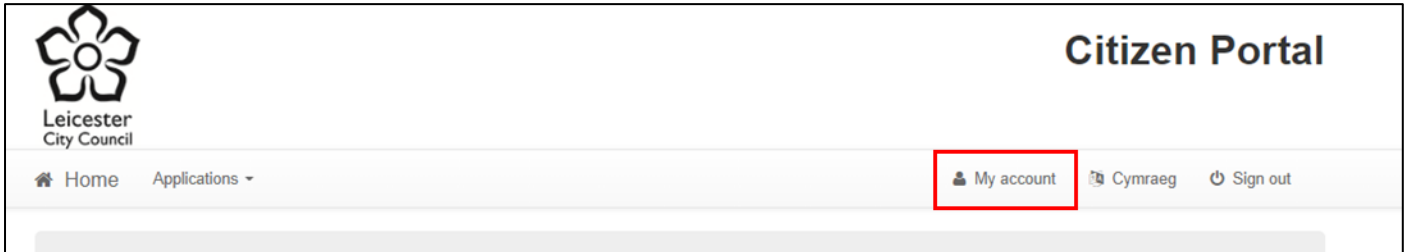
- Please click on **Sign in** to continue.
- Enter your email address and password and click **Submit** to access the portal.

The screenshot shows a login form with the following elements: a link 'Don't have an account? Please [register an account](#)', an 'Email address' label above a text input field containing 'Your_email_Address@email.com', a 'Password' label above a password input field with a 'Show' button to its right, a 'Forgot your password?' link, and a 'Sign in' button.

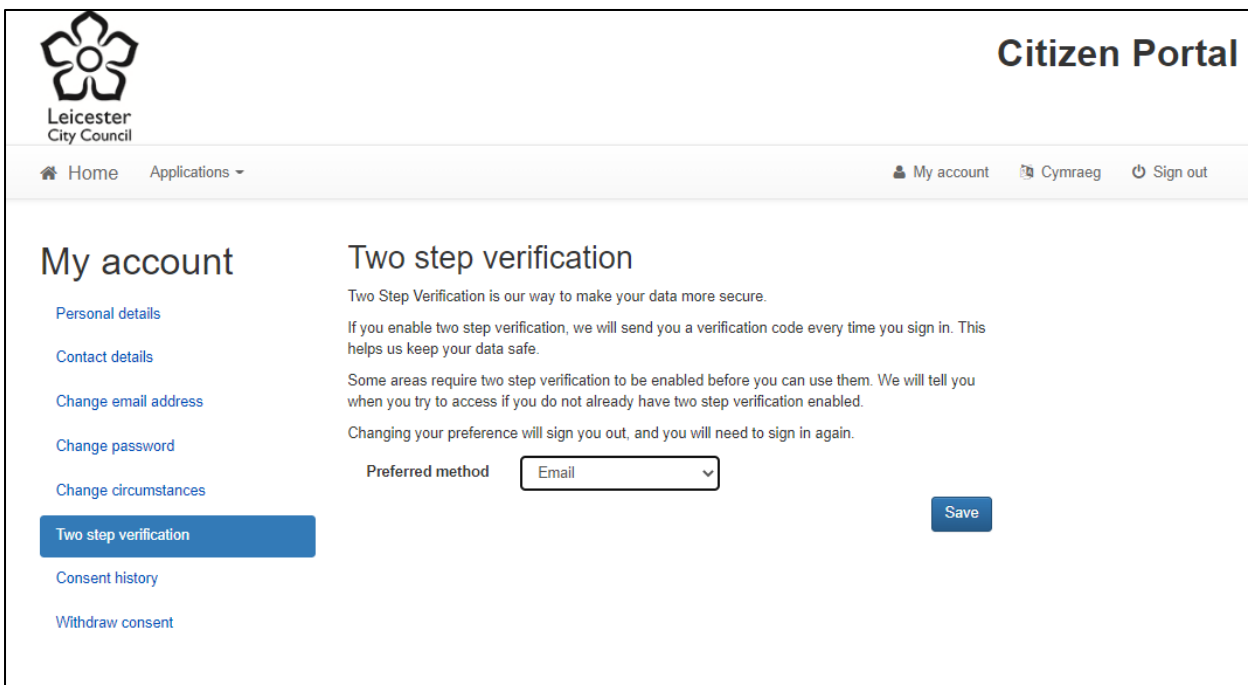
Turn on Two Step Verification

To access the Special Educational Needs and Disabilities section of the portal, you will need to enable Two Step Verification. This means that we will send you a verification code every time you sign in. This helps us keep data safe and your account secure.

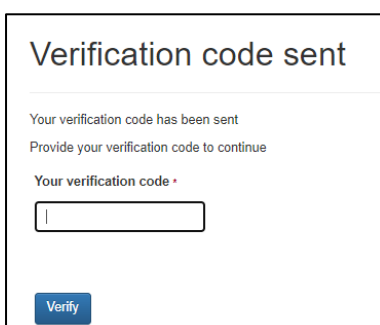
- Once you have logged in and are on the home page, click on **My Account**



- On the My account screen, select Two step verification from the options on the left-hand side.



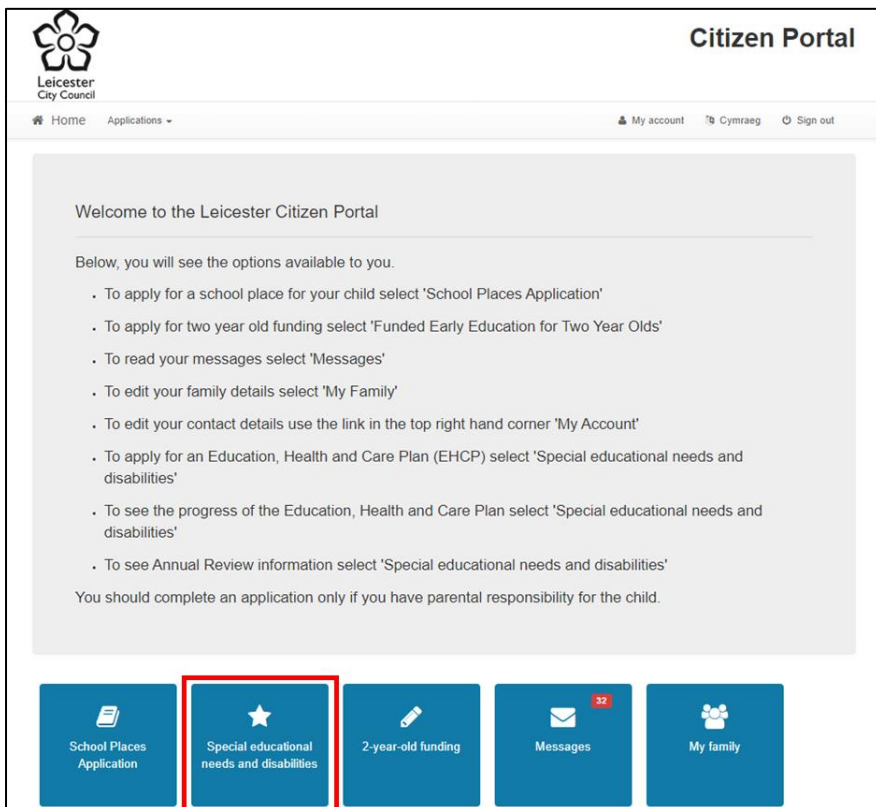
- Click on the drop-down menu and select Email for your **Preferred method**.
- Click **Save** to continue.
- You will be logged out of the Citizen Portal to save these changes and returned to the Sign In screen.
- Please sign in again, then enter the Verification code sent to your email address, click **Verify** to continue. It may take a few moments for a verification code to arrive in your inbox.



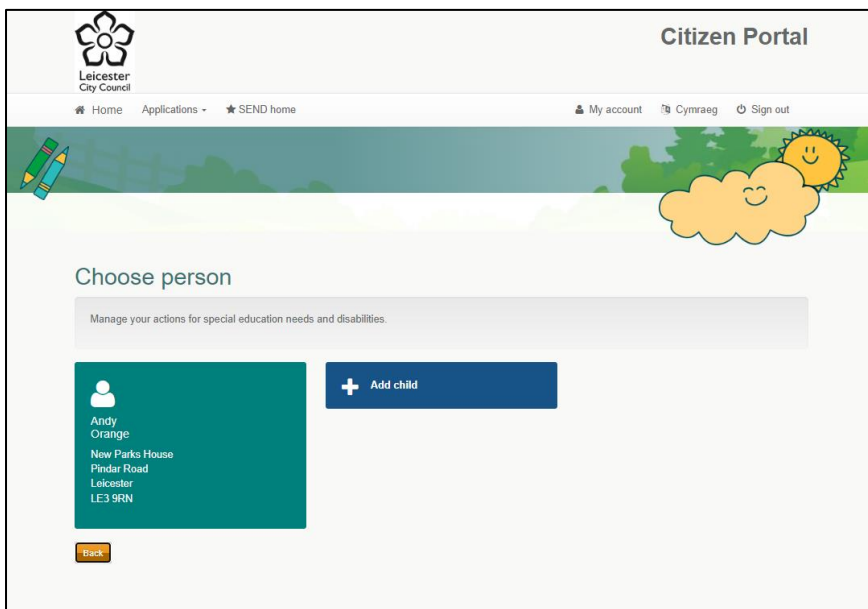
Submitting a request for a Statutory Assessment

Please follow these steps to make a request for a Statutory Assessment:

- Once logged into the portal, click on the button for Special educational needs and disabilities.



- The choose person screen will open:



- If you have previously used the Citizen Portal, you child(ren) will already be available to select. Select your child to be taken through to the Statutory Assessment Progress page.
- If you haven't used this service previously or need to add a child, please click on **Add child** and follow the on-screen prompts.

- Complete the form with your child’s information. Required fields are marked with a red asterisk *
- Once complete, click on **Add child**. You will then be taken to the Statutory Assessment Progress Page.

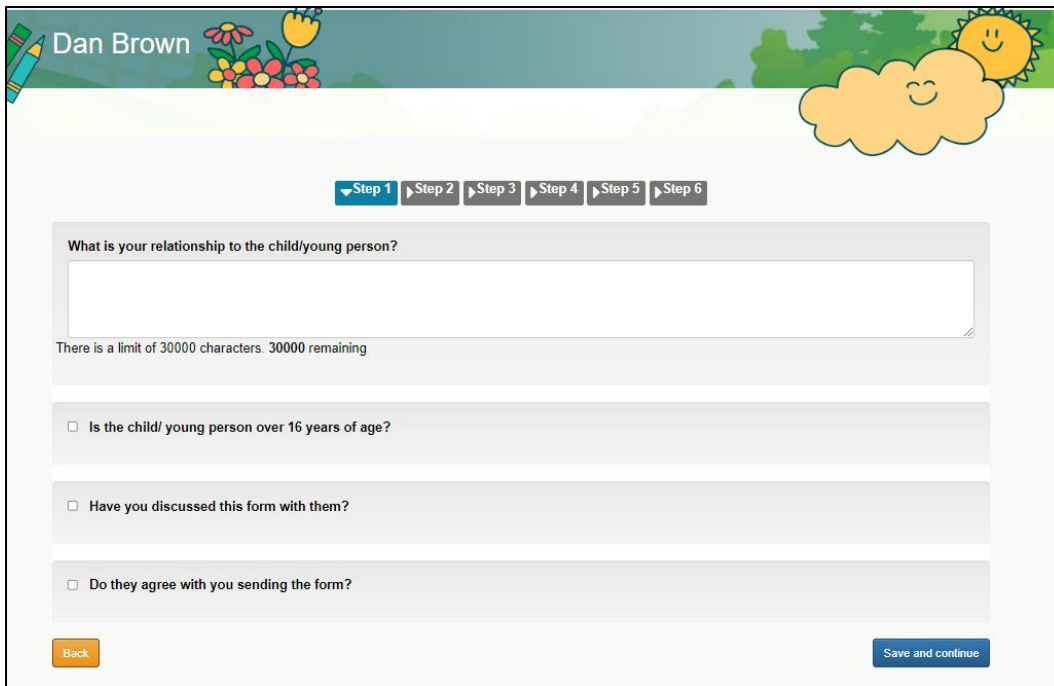
Statutory Assessment Progress Page

Once you have selected or added your child, you will be presented with the following screen. From here you can start your request for a Statutory Assessment.

- To make a request, please click **Start** on the Parental Request for Statutory EHC Assessment to launch the request form.

Completing the request for Statutory Assessment form

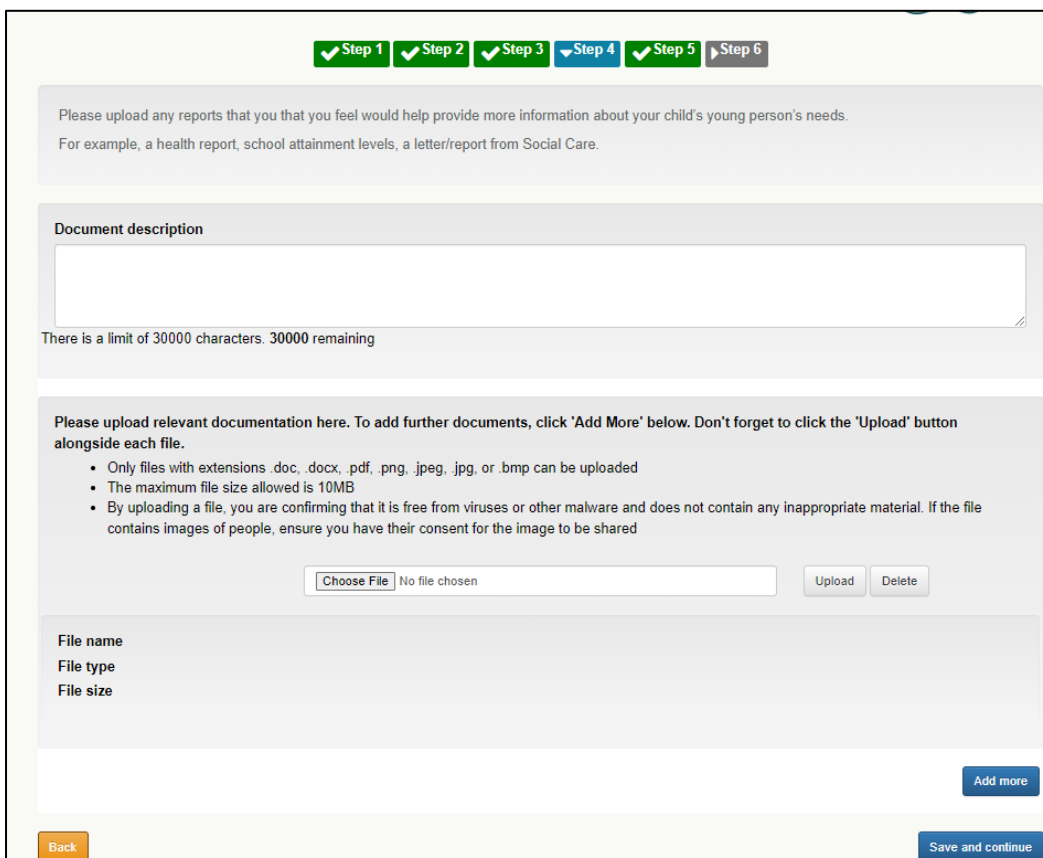
There are 6 steps to completing this form, please read each question carefully and answer with as much detail as possible. To progress through each step, please enter your responses to each question and click on **Save and continue** to move onto the next step.



The screenshot shows the first step of the form. At the top, the name 'Dan Brown' is displayed next to a pencil icon. The header features a colorful illustration of a sun, a smiling cloud, and flowers. A progress bar at the top indicates that Step 1 is the current step, with Steps 2 through 6 shown as disabled. The main content area contains a text input field with the question: 'What is your relationship to the child/young person?'. Below the field, a character count reads: 'There is a limit of 30000 characters. 30000 remaining'. Three checkboxes are listed below the text field: 'Is the child/ young person over 16 years of age?', 'Have you discussed this form with them?', and 'Do they agree with you sending the form?'. At the bottom left is an orange 'Back' button, and at the bottom right is a blue 'Save and continue' button.

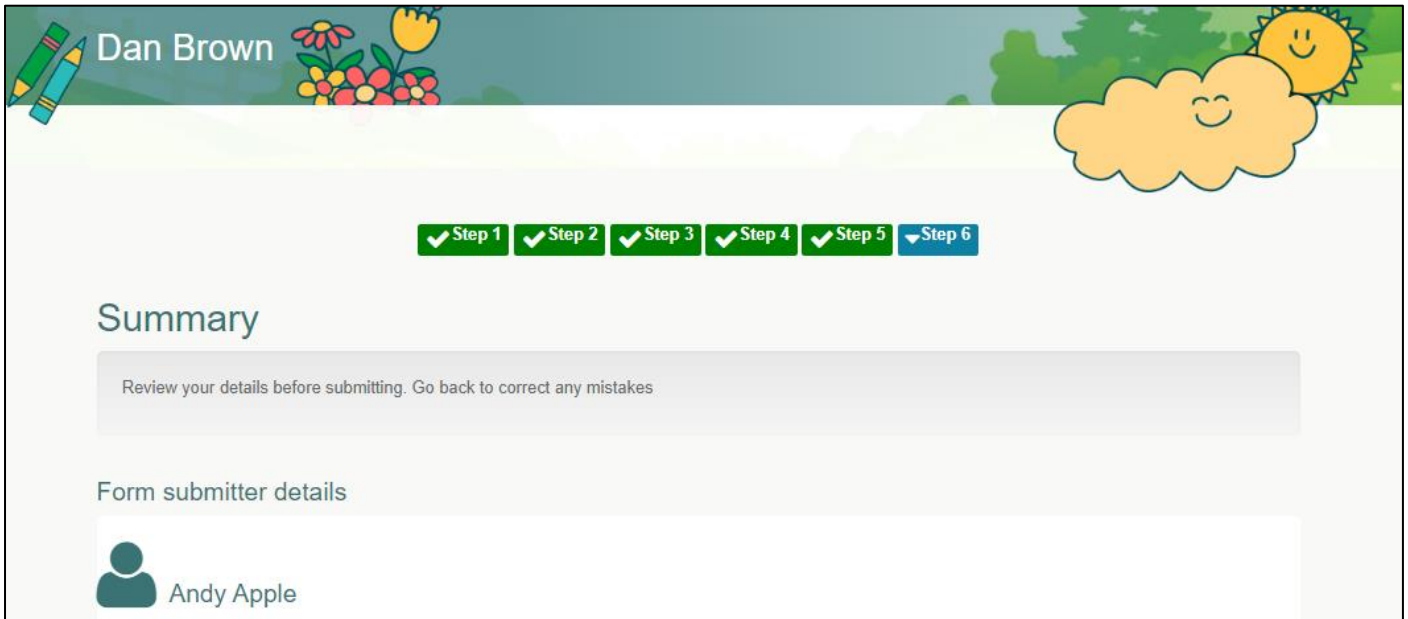
Once you have reached **Step 4**, you will be able to upload documents to provide us with further information about your child/ young person's needs. For example, a health report, school attainment levels, a letter/report from Social Care. Please included a description in the provided field to let us know what you are uploading.

To upload more documents, please click on **Add more**.



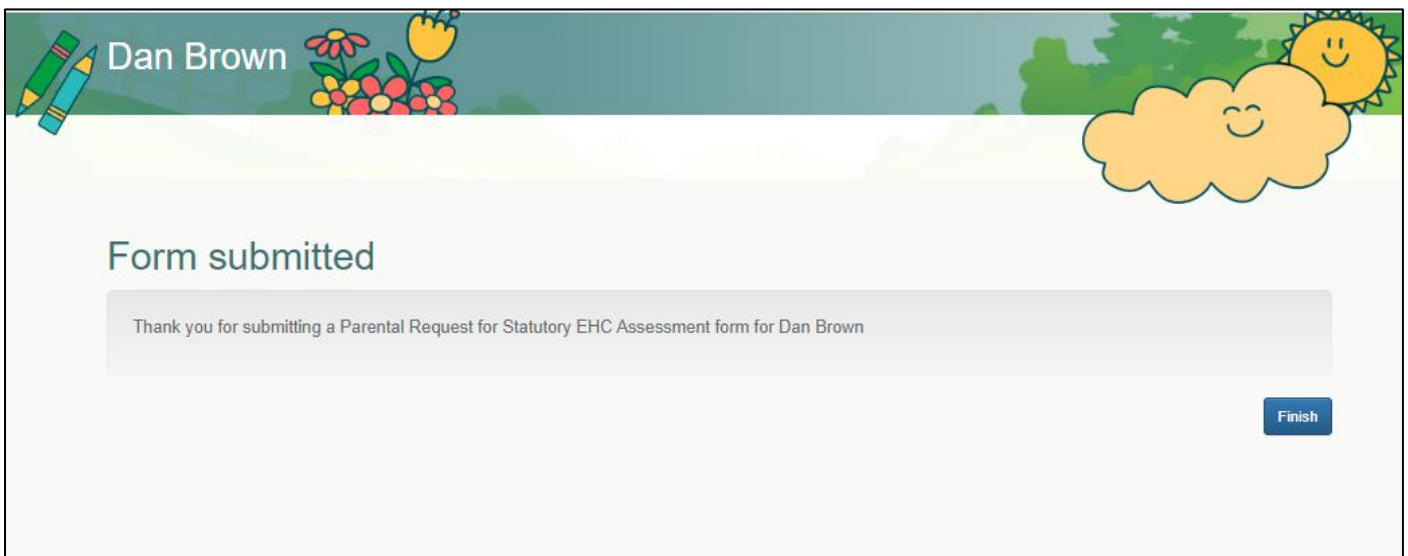
The screenshot shows the fourth step of the form. The progress bar at the top indicates that Steps 1, 2, and 3 are completed (green checkmarks), Step 4 is the current step (blue dropdown arrow), and Steps 5 and 6 are disabled (grey). The main content area contains a text input field with the question: 'Please upload any reports that you that you feel would help provide more information about your child's young person's needs. For example, a health report, school attainment levels, a letter/report from Social Care.' Below the field, a character count reads: 'There is a limit of 30000 characters. 30000 remaining'. Below the text field, there is a section titled 'Please upload relevant documentation here. To add further documents, click 'Add More' below. Don't forget to click the 'Upload' button alongside each file.' This section includes a bulleted list of instructions: 'Only files with extensions .doc, .docx, .pdf, .png, .jpeg, .jpg, or .bmp can be uploaded', 'The maximum file size allowed is 10MB', and 'By uploading a file, you are confirming that it is free from viruses or other malware and does not contain any inappropriate material. If the file contains images of people, ensure you have their consent for the image to be shared'. Below the list is a file upload interface with a 'Choose File' button, a text box showing 'No file chosen', and 'Upload' and 'Delete' buttons. At the bottom left is an orange 'Back' button, and at the bottom right is a blue 'Save and continue' button. A blue 'Add more' button is located at the bottom right of the file upload section.

Step 6 gives you a summary of your request and a chance to review your responses on the form. Should you need to go back to update an answer, please use the **Steps** at the top of the page to navigate through the form.



Once you are ready to submit your request, please scroll down that page, read through and accept the Declaration along with the Terms and Conditions then Click **Submit** at the bottom of the page.

The next screen will confirm that your request has been submitted. Click on **Finish** to return the Statutory Assessment Progress Page.



Viewing the progress of your request

You can view the progress of your request via the Statutory Assessment Progress Page. To view this page, click on the button for Special educational needs and disabilities on the home page select the child/young person who you have submitted a request for.

Dan Brown

Search... **Search**

Request | Assessment | EHC Plan | EHCP Reviews

What happens now?
We will consider whether to undertake a statutory assessment of Education, Health and Care (EHC) needs. This can take up to 6 weeks.

Information we collect at this stage

We may need to collect some information from you or others during the request stage

Parental Request for Statutory EHC Assessment Submitted by you Edit	Submitted on 31/05/2022 View details
Parental Request for Statutory EHC Assessment	Start

The timeline at the top of the page indicates which stage you are at with a description of what is happening with your request. Below this, you will find the information that has been collected at this stage including your request for assessment.

If you need to add any additional information to your request, please click on the **Edit** button on your submitted form.

If you are experiencing difficulties with the citizen portal, please drop us an email to SES@leicester.gov.uk for assistance.