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Chair of Governors: Mr R. H. Sperr



Tuesday 17<sup>th</sup> March 2026

Dear parents/carers,

As many of you are aware, the local authority has been undertaking a huge system change resulting in the EHCP hub as we know it becoming redundant. The LA have now transferred all pupils EHCP's over to the new hub: Liquid Logic.

I have received information pertaining to how parents can gain full access to this system that I wish to share with you.

Parents can gain access in two ways:

1. An email will come from the service, using the address [donotreply@liquidlogic.co.uk](mailto:donotreply@liquidlogic.co.uk) to the parent/carer and they will need to request an account. At this point, they will receive a code which they need to email to [ehchub@nelincs.gov.uk](mailto:ehchub@nelincs.gov.uk) to activate their account and have their child/children's EHCP made available. We have dedicated staff working on activation so this should be a quick process.
2. The other option if parent/carers require access immediately is to complete the MS Form on our local offer page here: [NELC SEND Local Offer | What is an Education Health and Care Plan \(EHC plan\) - NELC SEND Local Offer](#). This follows the same process but just means they are not waiting for an email.

As with all new systems there have been many teething issues so, please bear with me whilst, like you, I get to grips with it myself. If you have any problems with access, I've been asked to direct yourselves to this email address: [ehchub@nelincs.gov.uk](mailto:ehchub@nelincs.gov.uk) and they will resolve these issues for you.

Kind regards,

Mrs Matthews  
(SENDCo)

