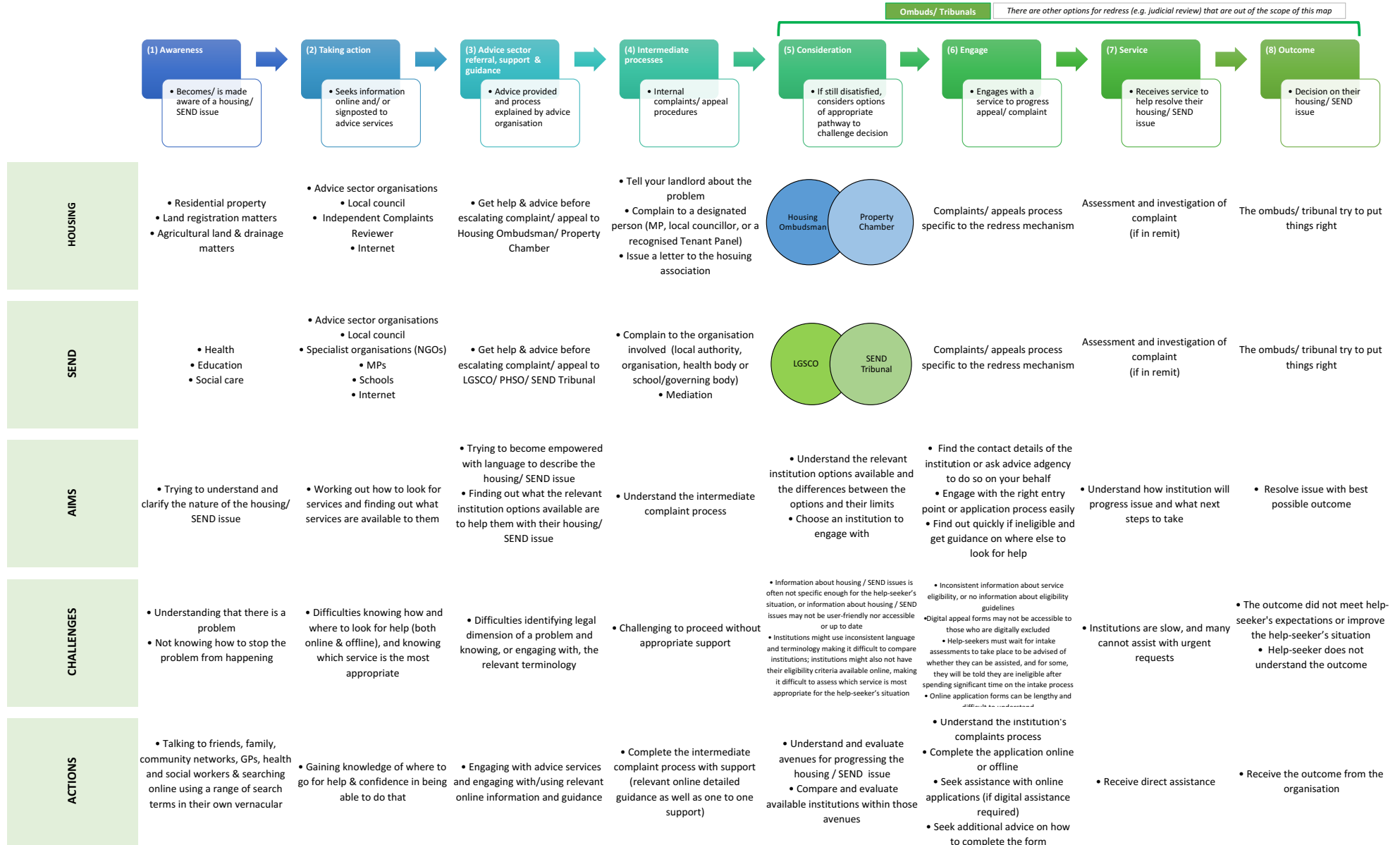


## FOLLOW THE HELP-SEEKER JOURNEY\*

\*Although this representation is linear, it is not as straightforward in reality. The help-seeker may navigate the process differently, missing out or repeating stages, and often multiple things happen alongside each other. The help-seeker might abandon the journey and/ or get stuck along the way. The help-seeker might engage with the process actively or passively, and the help-seeker's circumstances can affect their decision making.

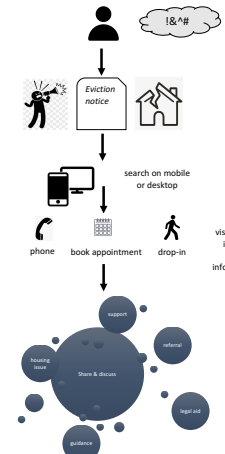


Ombuds/ Tribunals There are other options for redress (e.g. judicial review) that are out of the scope of this map

# HOUSING: FOLLOW THE HELP-SEEKER JOURNEY\*\*

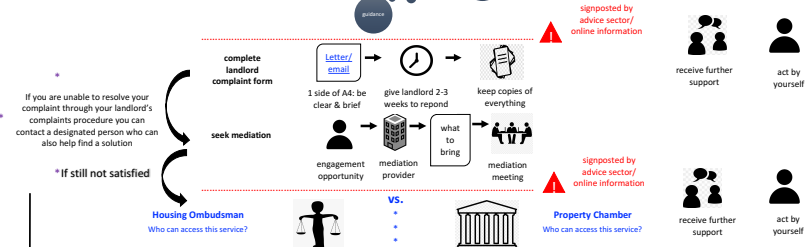
Although this representation is linear, it is not as straightforward in reality. The help-seeker may navigate the process differently, missing out or repeating stages, and often multiple things happen alongside each other. The help-seeker might abandon the journey and/ or get stuck along the way. The help-seeker might engage with the process actively or passively, and the help-seeker's circumstances can affect their decision making.  
 \*\*Blue text indicates that there is a hyperlink and/ or tooltip attached to the cell.

- 1: AWARENESS
- 2: TAKING ACTION
- 3: ADVICE SECTOR
- 4: INTERMEDIATE PROCESSES
- 5: CONSIDERATION
- 6: ENGAGE
- 7: SERVICE
- 8: OUTCOME



Click for common housing issues

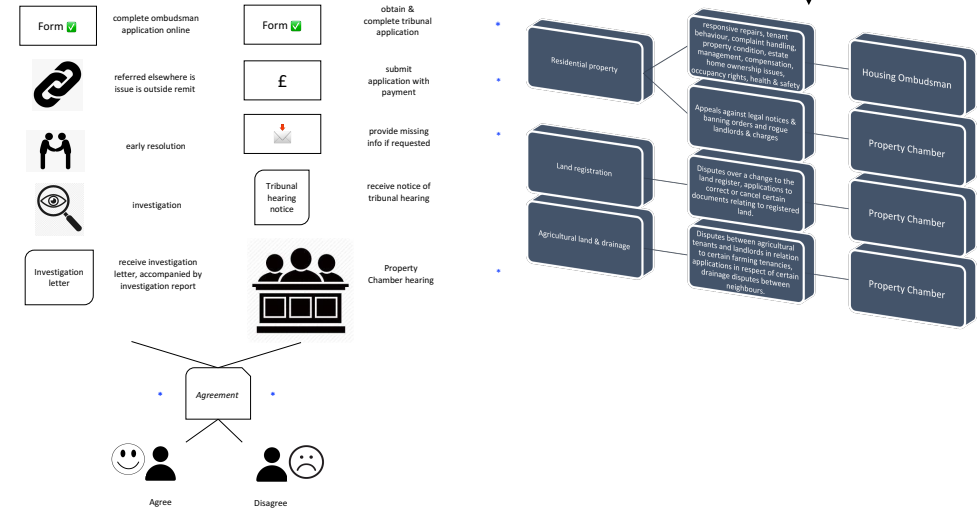
Click for common advice organisations



\* If still not satisfied

If you digitally less confident go to 'we are digital' for help

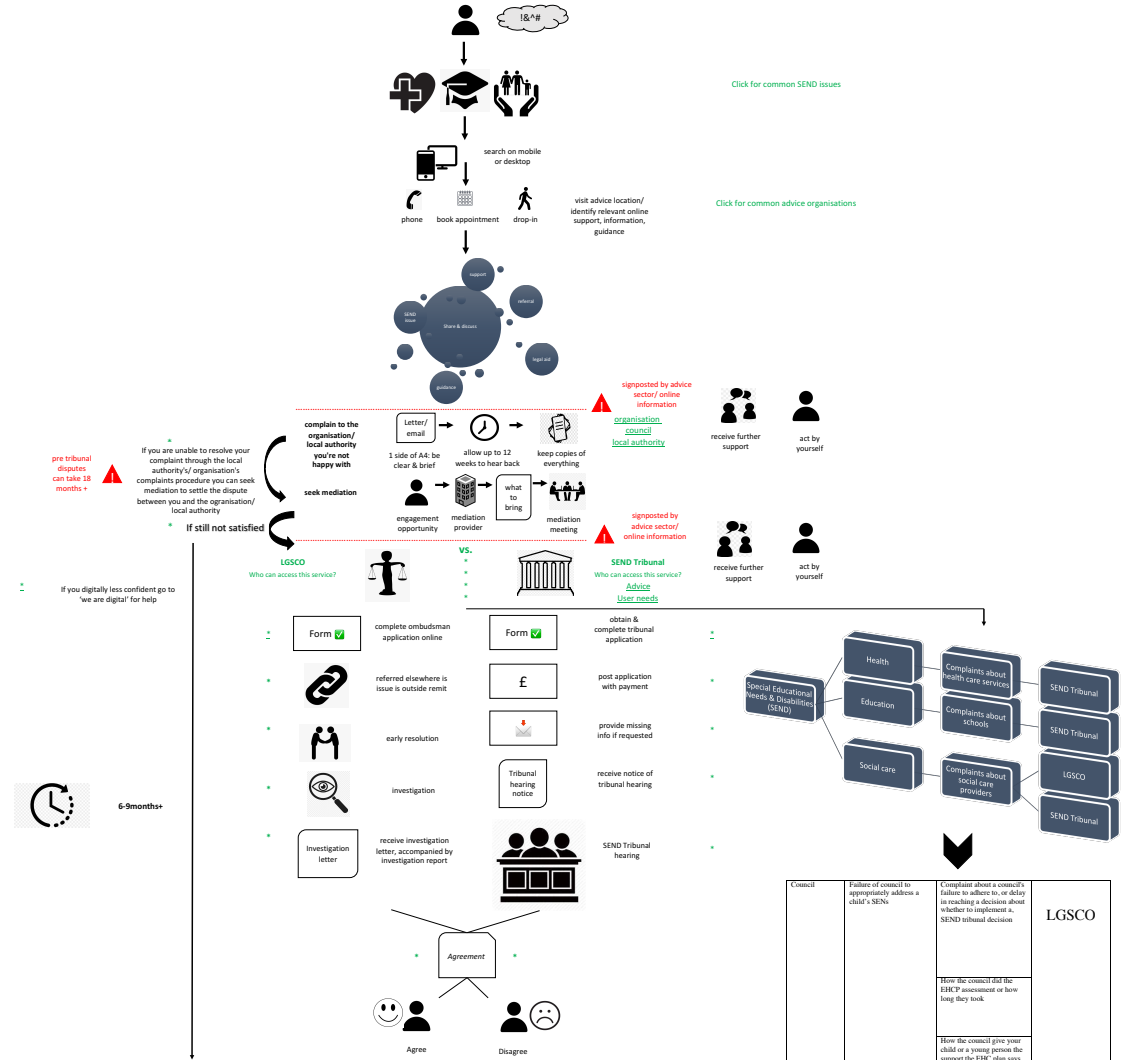
Ombudsman/ Tribunals



**SEND: FOLLOW THE HELP-SEEKER JOURNEY\*\***

\*Although this representation is linear, it is not as straightforward in reality. The help-seeker may navigate the process differently, missing out or repeating steps, and often might be unsure where to go when the help-seeker might abandon the journey and/or get stuck along the way. The help-seeker might engage with the process actively or passively, and the help-seeker's circumstances may change. \*\*Green text indicates that there is a hyperlink and/ or tooltip attached to the cell.

- 1. AWARENESS
- 2. INVESTIGATION
- 3. ADVICE SECTOR
- 4. INTERMEDIATE PROCESS
- 5. CONSIDERATION
- 6. ENGAGE
- 7. SERVICE
- 8. OUTCOME



Council	Failure of council to appropriately address a child's SENs	Complaint about a council's failure to adhere to, or delay in reaching a decision about whether to implement a SEND tribunal decision	LGSCO
		How the council did the EHC assessment or how long they took	
		How the council give your child or a young person the support the EHC plan says they need	
	Decisions local councils make about children and young people with SEND	When a council refuses to carry out an EHC assessment, does not issue or amend/ decides to end an EHC plan	SEND Tribunal
School	Failure of school to appropriately address a child's SENs	How the school or college give your child or a young person the support the EHC plan says they need	LGSCO
	Failure of school to appropriately address a child's disabilities	A school that discriminates against a disabled child or young person	SEND Tribunal