

## Standards

We regularly review our performance to make sure we are providing the best service we can. We do this by:

- consulting service users and using the information to improve and plan our services
- regular reporting to the council and government with regards to service quality and delivery of positive outcomes for children and families
- undertaking random spot checks and audits to see whether we are actually doing what we claim.

### Access to records

Under the Data Protection Act 1998 you have the right to make a written request to view all or part of records held on you by Southwark children's services. Your social worker or local office will be able to assist you in making this request.

### What to do if you are unhappy with service?

If, for any reason, you are not happy with the service you have received please tell us. You can do this by:

- raising your concerns with your worker or their manager
- raising your concerns with the head of adolescent and after care service.

Should you continue to be dissatisfied, you can make a formal complaint by using Southwark Council's "R U sorted?" complaints leaflet for children and young people. These are available from your social worker or local office. Alternatively you can telephone Southwark's complaints officer on 020 7525 3977.

You can also ring the children's rights and participation coordinator for advice on 020 7525 3339.

### Translation or other formats

If you require help with translation or other formats such as audio or large print, please visit the addresses below.

Bermondsey one stop shop  
17 Spa Road, SE16

Peckham one stop shop  
Peckham Library, SE15

Walworth one stop shop  
151 Walworth Road, SE17

### Further information

To find out more please contact your social worker who will put you in touch with an education adviser or contact Moira Leydon, advisory teacher for children in care, on 020 7525 2848

# Personal education plans

## Information for children and young people Adolescent and after care service (A and AC service)



## Your questions answered

This leaflet explains what personal education plans are and how they can benefit you.

### Q: What is the point of PEPs?

PEP meetings are there to give you support and give you a chance to have your say about your education.

Coming into care can be a frightening and stressful time. You may have moved from the area where you have been living and had to move school, or been out of school for a while. Even if you've stayed in the same school you'll have gone through a tough time.

Lots of things will have happened, but what people will have realised is that to help you achieve what you're capable of, you may need a bit of extra help and PEPs are there to make sure you get it.

### Q: Does everyone in care have PEPs?

A: YES! You should have your first PEP meeting within 20 days of coming into care and then twice a year until you leave school.

### Q: What if I don't want a PEP and don't want to go to the meeting?

A: Once you've had a PEP you'll see that they can be really useful. However if you chose not to attend, legally they need to go ahead, but will then be discussed with you later. It's much better if you're there, as it's important to hear your views and give you a chance to have your say.

### Q: Won't people just use it to have a go at me?

A: NO!! This isn't the reason for the PEP. Your strengths and weaknesses will be discussed, as well as your achievements, but the main focus will be on how everyone can support you.

### Q: Where and how long is the PEP?

A: The PEP meeting normally takes place at school, but if you aren't in school it can take place where you're living or wherever you are in education. The meeting shouldn't take longer than an hour.

### Q: What will be discussed at the PEP meeting?

A: There is a slightly different PEP for each year group, but all meetings will look at:

- attendance
- support (if any) you are currently getting
- your strengths and areas for improvement
- any exams you're studying for
- activities you do and any you would like to do in and out of school
- your likes, dislikes, views about school.

### Q: Who will be at the meeting?

A: There should always be: you, your carer, a teacher who knows you well and your social worker. Occasionally there'll be an education advisor and other professionals such as youth offending team workers if they're involved with you. Should you want someone in particular to attend, then you will need to speak with your social worker.

If you have any more questions that have not been answered here, then please ask your social worker – see back page for contact details.

