

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 the 0-12 service for children and young people

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 (0-12 service)



This leaflet explains why you will have a personal education plan (PEP) and why your PEP meeting is very important.

What is a personal education plan?

When you first start to live with your foster carer it can be a worrying time.

Your foster carer might not know your school or your teacher very well. They might not know what you are learning in school and the best way to help you with your homework. So a meeting will be arranged to share information about how well you are doing in school and to see if you need any extra help.

It is very important that you work hard and do as well as you can at school.

Who will be at the meeting?

Your foster carer, a teacher and your social worker will be at the meeting. It is their job to help you do as well as you can at school. You will be invited to all or part of the meeting because the adults need to know how you feel about school and what you are learning. Sometimes other people might come to the meeting. Your social worker will explain who they are and why they are at the meeting.

What will happen at the meeting?

The adults will listen to what you say about school. They will also listen to what your foster carer and teacher say about how you are doing at school. They will make sure that you have any extra help if you need it.

At the meeting, the adults will also want to hear about any sport or other activities you do after school or any activities that you would like to start doing. The people at the PEP will help arrange this for you.

How often will you have a PEP meeting?

PEP meetings will take place at your school twice a year.

If you have any worries about your PEP meeting please tell your teacher, foster carer or social worker. They will be able to help you.

