

So you want to go to the conference - here's what you need to know

Your social worker will tell you about the conference.

You need to talk to your parents about the conference.

You will get an invitation through the post.

Workers should tell you what they will be reporting to the meeting, if not ask them.

On the day the chair will talk with you before the conference to check you know what is happening, so get there a bit early.

If the conference is talking about private stuff about other people you may only be allowed to join when they are talking about you.

There may be a lot of people but they will tell you who they are and why they are there.

If you do not understand anything ask the chair to stop the conference and explain it.

It helps if you let other people finish what they are saying and then say what you think

You do not have to say anything if you do not want to

The chair will write to you after every conference whether you go or not and tell you what was decided

Service standards

Our performance is monitored to make sure that we are providing the best service we can. We do this by:

- working to a set of targets that tell us if we are providing services to our stated standards
- consulting service users and using that information to improve and plain our services

Feedback

We want to hear what you think of our services, so that we can take steps to improve them. If you visit one of our offices you can ask for Southwark's 'How to give us your views' leaflet. This form can also be used to say when we are doing things well.

Equal opportunities

Southwark Council has an equal opportunities policy which says that everyone should be treated equally whatever their race, religious beliefs, gender, sexuality, age or disability.

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

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

What if I am unhappy with the service?

If, for any reason, you are dissatisfied with the service you have received from the XXXX please tell us. You can do this by:

- raising your concerns with your worker or their manager
- raising your concerns with the head of XXXX

Should you continue to be dissatisfied, you can make a formal complaint by using Southwark Council's "How to give us your views?" complaints leaflet. These are available from Southwark Town Hall reception or by telephoning the complaints officer on 020 7525 3977.

Further information

To find out more please contact the XXXX on XXXX

XXXX

Southwark children's services
Address goes here
Address goes here
Address goes here

Further information

www.there4me.org.uk
www.childline.org.uk tel: 0800 1111 (freephone)
www.rights4me.org

Your child protection conference: Have your say

Information for young people



When Southwark children's services are told a young person may be being harmed by abuse they ask a social worker to find out what is happening. If the young person is being harmed they arrange a meeting called a child protection conference.

You may be invited to all or part of the meeting. If not there are other ways to tell the meeting what you think.

This leaflet will tell you more about case conferences including:

- how to tell people what you think
- your rights to know what workers are saying about you.

You can ask your social worker any further questions you have.

Remember: Children's services are working to make things better for you - tell them whether they are getting it right!

Fact box

Abuse is when an adult or another child harms a child or young person. Most child abuse is by someone known to the child. Some examples of abuse are hitting, punching, making a child or young person feel scared, leaving them alone, saying unkind things or sexual touching.

Child abuse is always wrong and never a young person's fault

Harm becomes significant when it starts to affect how a child or young person is growing up.

Child protection conferences

A child protection conference is a meeting of workers from agencies who have contact with a child or young person.

Their family and the young person, if they are old enough, will be invited.

The meeting decides whether the child or young person is being abused significantly. If so they can make a child protection plan.

If they make a plan they set a date for a review conference to check how the plan is going.

Everyone at the conference **MUST** put what is best for the child or young person first.

Every conference is run by a 'chair' who makes sure the meeting is fair and everyone gets their say

A social worker will always write a report for the conference and include what the child or young person and their family have told them

Other people at the conference could be a school worker, a doctor, a school nurse, a police officer who protects children and an 'expert' to advise the conference, like a lawyer

The conference has no legal powers so cannot take children from their families but if they are worried enough the conference can suggest the council apply to the Court which does have powers.

This is the really important bit

How to make sure people know what you think!! Professionals have a duty to find out what you think about your life and take it into account. The social worker should always talk to you before the conference but there are other ways you can say what you want,

You could

- write a letter to the chair
- write out what you think and ask the chair to read it out at the meeting
- request an advocate to meet with you and help you give your views
- record your views on a CD and send them to the chair
- draw a picture
- ask to meet with the chair at another time before the meeting to tell them what you think
- ask another worker to give your views for example your learning mentor

Best of all you may be able to come to all or part of the meeting.

Confidentiality - so who gets to know all this?

The conference is confidential - that means private. Workers are only allowed to tell anyone what they hear if they need to keep you (or another child) safe.

No one is allowed to talk about your private business with your friends or other children and young people at your school.

Every teacher at your school will **NOT** know your private business, if you are worried about this ask your social worker who is coming from your school and talk to them about it.

If there is something you want to keep private talk to the chair about this.

