

Access to records

Under data protection legislation, you have the right to access any of your personal information which is held by the council. To make a request for your records, please email: **accessinfo@southwark.gov.uk** or alternatively you can write to us. If you require any help in making your request, please speak to your social worker or allocated lead professional. If you are concerned with how the council is processing your data, please contact our Data Protection Officer by email on **dpo@southwark.gov.uk** or telephone on **020 7525 5000**. More information about your rights is available on our website, or via the Information Commissioner **www.ico.org.uk**

What to do if you are unhappy with the service

If, for any reason, you are dissatisfied with the service you have received from us, you can:

- Raise your concerns with your social worker or their manager
- Contact our service on **parentadvocacy@southwark.gov.uk**
- Make a formal complaint by contacting Southwark's complaints officer on **020 7525 3977** or email **sscomplaints@southwark.gov.uk**

Contact us

For more information visit our website at: **www.southwark.gov.uk/parentadvocacy**

Or contact us by:

Telephone: **07714 073719**

Email: **parentadvocacy@southwark.gov.uk**

Southwark Parent to Parent Peer Advocacy

Information about being supported
by a parent advocate



 @lb_southwark  facebook.com/southwarkcouncil

www.southwark.gov.uk/parentadvocacy

What is a parent advocate?

A parent advocate is a parent who has had previous experience of children's services (including Child Protection, Care, Youth Offending, Family Early Help, Special Guardianship or All Age Disabilities) and has received training to become an advocate to support other parents.

Parent advocates use their own experience of working with children's services to help you express your views, understand your rights and work with professionals to receive the right support for you and your family.

How can a parent advocate help?

If you are having a Child Protection Conference (CPC) or other meeting with children's services, you can ask to have a parent advocate to support you.

Because they understand what it is like to have professionals involved with their family, a parent advocate can help you by:

- Providing emotional support
- Helping you understand the process and what to expect at the CPC/meeting
- Discussing the professional report and helping you prepare for the CPC/meeting
- Ensuring your views are heard at the CPC/meeting.

What happens if I choose to have a parent advocate?

The support provided by a parent advocate takes place in three stages:

1. The parent advocate will meet with you before the CPC/meeting to discuss the professional report and help you think about your views on the best plan for your family and any support you would like.
2. The parent advocate will attend the CPC/meeting with you to make sure you feel supported, are able to express your views and question anything you are unsure of.
3. The parent advocate will meet with you again after the CPC/meeting to discuss what will happen next and make sure you feel more confident taking part in future meetings.

Your discussions with the parent advocate are confidential, unless there is a risk to a child.



How can I request support from a parent advocate?

If you have been notified that a CPC or other meeting with children's services will be taking place and you would like to have the support of a parent advocate, you can either:

- Ask your social worker to make a referral; or
- Contact parentadvocacy@southwark.gov.uk

In order to have the support of a parent advocate, you will need to agree for them to have access to:

- Your contact details
- Information about why the CPC/meeting is taking place
- A copy of the professional report for the CPC/meeting.