

ePEP – One page summary

Support Helpline

01226 716333 or epep@welfarecall.com

OR use our messages via the extranet once you are logged in- <https://extranet.welfarecall.com>

Your account

All details will be provided to us from the virtual school, within a couple of hours of updating this our extranet/EPEP system will automatically be updated and ready to send out new login details. These will be sent over in 2 separate emails:

- The first is an intro with the link to our site and your username.
- The second is an automated password which will be changed once you log in.

PLEASE LET US KNOW AT LEAST 24 HOURS BEFORE THE PEP MEETING IS DUE TO TAKE PLACE IF YOU HAVE NOT RECEIVED LOG IN DETAILS OR DO NOT HAVE ACCESS TO THE APPROPRIATE YOUNG PERSON.

PLEASE NOTE: You will only receive login details if you have looked after child allocated to yourself. If you already have a Welfare Call account for another local authority you will not require an additional login.

To access the PEP – Once you are logged in you will be able to access your cases under **EPEP > My Case Summary**. There's also a direct link to each PEP too, as shown below:

[GoTo \(Young Person's Name\) PEP](#)

How to complete the PEP

- The Designated Teacher sections of the PEP are highlighted in **RED**
- Social Worker sections of the PEP are highlighted in **BLUE**
- Sections where there is a joint responsibility to complete are highlighted in **PURPLE**

YOU MUST SAVE EACH PAGE AS YOU WORK THROUGH THE PEP DOCUMENT

Save page

Save page and go to next page

When the date of the PEP arrives you will see this button:

! 'Click' when completed

When you have inputted all of the necessary information to the document you can submit it by clicking the red button.

FAQs

1. **Will we only see our own children?** Yes- you can only view the children's profiles whom you are responsible for.
2. **If someone changes a meeting date- will we get an automatic notice?** Yes, by email. If the date of a meeting is changed, you must record a reason.
3. **Will historical PEP details be uploaded?** No, but once the initial PEP happens and is recorded on the electronic PEP, some of the details will then prepopulate on future electronic PEPs.
4. **Will the amber/red flag note be included in the email?** No, all external emails will not include any information other than to tell you have a message.

If you have any problems with your account contact Welfare Calls support helpline on:

01226 716333