

ePEP - Key Information and Guidance

The information below has been put together for social workers and educational settings which provides further support after attending a training session delivered by Welfare Call. This should support navigation around the ePEP and outline the key information.

Your account

A list of all Designated Teachers and Social Workers has been provided to Welfare Call by the Virtual School in advance of the ePEP going live, once the ePEP goes live each Designated Teacher and Social Worker should receive their login details via email. **PLEASE NOTE:** You will only receive login details if you have a looked after child allocated to yourself. If you already have an account with Welfare Call you will not require an additional login, your new authority's LAC will appear on your existing caseload.

**If you have any problems with your account contact Welfare Calls support helpline on:
01226 716333**

*It is extremely important that the Virtual School are kept informed of any changes of social worker or Designated Teacher and contact details, so that they can continue to keep Welfare Call up to date with this information. This will prevent any delays in completing the PEP and setting up accounts.

Navigating around the PEP

Once you are logged in you will find the full list of your caseload under EPEP > My Case Summary. This will show your cases with basic level details regarding other professionals linked to the young person, there is also a link which will take you directly to the PEP document:

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

Alternatively, you can click on EPEP on the top menu bar which will bring up the EPEP homepage. You are able to view the status of your caseload which appears across 3 columns labelled 'overdue PEPs', 'No PEP dates', and 'Upcoming PEPs'.

How to complete the PEP

Once you have accessed the PEP document, 1 of 3 colours will be shown across the tab headings which is to highlight which user is responsible for which sections of the PEP document:

- 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**

When all of the necessary information has been added to the PEP document you will need to press the 'click when completed' button situated at the top of the PEP.

! 'Click' when completed

(Please be aware that this will only appear from the date that the PEP meeting takes place). By clicking the complete button this will send a notification to the virtual school to notify them that you have completed your sections.

Once the PEP has been signed off by DT and SW, the virtual school will quality assure the document and rate this Red, Amber or Green based on the quality of the information inputted. After this happened the PEP will be fully completed and can be found in the previous PEPs section and the system will provide a new PEP form ready for the next meeting.

ePEP Notifications

Notifications will be sent as prompts to complete the PEP once a PEP date has been entered onto the document. If you receive an email from Welfare Call in regards to a meeting that may have been cancelled, it is important that once a new date has been arranged that this is entered onto the document. Please be aware that any notifications sent via email will not include the young person's name, you will need to log into the system and check your internal mails for further details.

Saving information input into the PEP

Information input into the PEP must be saved per page. There is **not an autosave** function built into the ePEP and where the system does not detect any navigation or input for a period of 40 minutes, it will time you out. Once the system notices you are within your last 10 minutes, a small green box will appear in the bottom right of your screen which will countdown your last 10 minutes. (We would recommend that you save your page at this point to reset the timer and ensure no work is lost).

If your PEP timer runs out;

YOU MUST CLICK SAVE, the system will then log you out but due to pressing save we should have a record of it. When you log back in a prompt will appear at the top of your page asking whether you want to retrieve the information you were currently entering or alternatively you will receive an email from Welfare Call to notify you that we have a record of your work, which you can call us to recover the info.

Pre-populated fields

Fields that have a grey background are pre-populated with information that the Virtual School have provided. If inaccurate, please ensure the Virtual School are informed so that they are able to keep records provided to Welfare Call up to date.

Once the first ePEP has been completed, around 80% of the information will be pre-populated to the next PEP and new information will need to be collected in regards to

pupil's voice and targets etc. We hope that this will make completion of PEPs much easier and less time consuming however, the information within the pre-populated fields must be checked for accuracy and changed/removed if no longer applicable.

Young Person Contribution

For most children and young people the Virtual School expect that the standard forms/questions will be completed on the online form. However, for those with communication difficulties, refusing to engage etc. there is a facility to upload more relevant documents.

Access for delegated users (under ePEP)

To add any additional users to the system please follow the below:

EPEP > DT/SW Delegation > Enter name and email address of the new user > Request set up

- The delegate user must have the same school/authority email address as the user requesting
- Access given can be made restricted to certain young people and sections
- It is up to **you** to maintain list of delegated users

(Please note that this is only for additional staff members within school or for a student social worker, if the DT or social worker is to change the virtual school must be made aware so they are able to notify Welfare Call)

Support Helpline

01226 716333 or epep@welfarecall.com

Alternatively, use our messages via the extranet once you are logged in -

<https://extranet.welfarecall.com>