

Falkirk Council
Social Work Children's Services
GUIDANCE AND PROCEDURES FOR
USING VIEWPOINT

WITH CHILDREN AND YOUNG PEOPLE
2019

Version	Date	Author	Changes
1.0	June 2019	Viewpoint User Group	Final version signed off by CFMG June 2019

GUIDANCE AND PROCEDURES FOR USING VIEWPOINT

WITH CHILDREN AND YOUNG PEOPLE

PRACTICE

Children and young people's views help us understand their lived experience, inform assessments and care planning. In addition, spending time with children and young people at the beginning of any assessment helps promote good relationship based practice. Although getting to know a child or young person takes time, getting to know them at the beginning helps to provide the right support and achieve better outcomes. This will in turn reduce time later on. Viewpoint questionnaires will help map a child or young person's progress in a way that they can see, and that others can measure success, risk or concern.

In addition from all children or young people's completed questionnaire, aggregated data will provide valuable management and strategic information to assist in service development based upon emerging themes, trends and gaps in service provision.

The Viewpoint Methodology is based on a person centred, outcomes focused approach that supports relationship based practice. This ensures that young people contribute meaningfully to assessment, planning and decision making about their lives and helps build children and young people's capacity, self-efficacy to achieve their full potential.

Our Viewpoint questionnaires engage children and young people in thinking about and describing their current circumstances across all of the Wellbeing Indicators. The questionnaires help us understand about a wide range of the child or young person's circumstances, highlighting the positive aspects of their lives as well as their concerns. However their answers are only part of their story, Viewpoint is designed to be used from a place of a curiosity, only by talking to the child or young person about their answers and being curious about their responses will we truly understand their lived experience. It will help you get to know the child or young person well enough to represent their views and advocate on their behalf.

PROCEDURES

All children and young people over 5 years must complete a Viewpoint questionnaire:

- At the beginning of and throughout all assessments of need and risk
- As part of the assessment and report to each Child Protection Case Conference
- As part of the assessment and report to each Looked After Review
- If there is a change in the child or young person's circumstances/placement
- If you notice something different about the child or young person and are curious about what might be happening for them
- To review progress

For children under 5 years it is equally important that we represent their views in workers assessments and reports by using other methods including observations of their behaviour and interactions with others.

The use of the Viewpoint is particularly helpful preparation for initial Child Protection Case Conferences or Looked After Reviews.

The Viewpoint questionnaire should be used effectively for all children and young people from 5 years upwards.

LEGISLATION

Child participation is one of the four core principles of the UN Convention of the Rights of the Child. Article 12 states that children and young people have the right to express their view on each and every matter affecting them, and requires those views to be heard and given due weight.

It is also our duty to seek young peoples views under the terms of s33 (6) (b) (i), of the Children and Young People (Scotland) Act 2014. This requirement is reflected in the Wellbeing Indicators (Respected, Included and Responsible).

ROLES AND RESPONSIBILITIES

Business Support Staff

If an assessment is being undertaken a request is to be made to the team's Customer and Business Support who will then:

1. create a login number for the child or young person using the appropriate Viewpoint screens.
2. select the appropriate age related assessment questionnaire.
3. enter the profile information required.

A viewpoint report that has been completed for a recent assessment can be presented at a Case Conference or Looked After Review.

If there is no recent Viewpoint report then Business Support will, two weeks prior to the review:

1. create a login number for the child or young person using the appropriate Viewpoint screens.
2. select the appropriate age related questionnaire.
3. enter the profile information required.

Logins will be made up from the first three letters of the child's first name and the first three letters of the child's surname. Should there be a duplicate login the second one will have a 1 added, for example fiocam will become fiocam1. Business Support will email the child or young person's login to the responsible practitioner with access to the appropriate questionnaire. A new log in will need to be created for all children and young people as of 11 May 2016.

Business Support will manage the use of the dedicated laptops and tablets provided to all teams.

The practitioner will advise Business Support that a child or young person has completed a questionnaire, who will in turn upload the questionnaire send the relevant report to the social worker, and **if and when required** to the chair of the CPCC or Looked After Review.

Practitioners

The practitioner is responsible for:

- Using the relationship based conversation tool for **all** assessments.
- Discussing the purpose of the questionnaire/report with the young person.
- Arranging sufficient time with the child or young person to complete the viewpoint questionnaire, and to be curious about the answers provided.
- Once complete, spending time with the child or young person to ensure that the report truly reflects the child or young person's views and to support them with any areas of need being highlighted in the report.
- Ensuring that Viewpoint reports being submitted to Reviews or case Conference are submitted to the Co-ordinator with the child or young person's knowledge.
- The practitioner should establish who else the child or young person wishes to share their full questionnaire and/or Wellbeing Web with in addition to the Co-ordinator.
- If a child or young person chooses not to use the viewpoint questionnaire, and prefers to use an alternative method, then advise Business Support who will record this decision, including the reasons why.
- This will only be acceptable if a different method is recorded in the assessment and available to the Chair of any review or conference.

Practice Supervision

Team Managers or Supervisors have a key role in ensuring workers are:

- arranging for children and young people to complete Viewpoint questionnaire at the beginning of any assessment or as an integral part of their assessment for a CPCC and Looked After Review
- that outcomes have been developed, recorded, analysed and reviewed

Completed questionnaires can be reviewed in supervision sessions providing supervisors with unmediated access to young people's views.

Review Co-ordinator

- The Co-ordinator should request that a Viewpoint questionnaire be used for any new assessment and a report be provided for every CPCC or Looked After Review
- The Chair should read the completed **Wellbeing Web and questionnaire**, and take responsibility for addressing any immediate issues raised, talking with the social worker and the child or young person as required.
- The Chair should ensure that the questionnaire is referred to in the meeting and that the child or young person is encouraged to participate fully in the meeting.
- If the child or young person has not completed the questionnaire, the chair should encourage the child or young person to complete it for the next time. This should be recorded in the minutes and within the child's/young person's action plan (Form 4).

Senior Management

Viewpoint management reports will be a standing agenda item for management team and improvement group meetings for the purpose of quality assurance and operational planning. Data gathered from Viewpoint will be used to inform Integrated Children's Service and Community Planning and to report to Scottish Government as required.

Tool Application and Monitoring

The use of the Viewpoint tool will be monitored through a users group. This group will meet on a quarterly basis and will consider process information relating to the application of the Viewpoint tool in Falkirk. This group is concerned with ensuring that Viewpoint is embedded in social work practice, that the questionnaires are considered at relevant meetings and that the aggregate data derived from Viewpoint is informing service planning and design. This group will also be responsible for taking new developments forward.

Queries

Viewpoint have a Learning Hub where most queries can be answered
<https://www.vpthub.com/>

If you have queries or comments relating to this guidance/procedure or you have any issues or comments regarding the tool itself please contact Christine Brown Training Manager (Workforce Development): christine.brown@falkirk.gov.uk

If you have problems relating to the use of the tool offline using the laptops please contact Amanda Wilson/Demi Collie, Customer & Business Support Section Leads at:
Amanda.Wilson@falkirk.gov.uk or Demi.Collie@falkirk.gov.uk

Viewpoint Website

Advice and guidance is available on the Learning and Development Hub:
www.vpthub.com

The helpdesk will assist with any problems experienced: helpdesk@vptorg.com