

Falkirk Council
Social Work Children's Services and
Scottish Children's Reporter
Administration

GUIDANCE AND PROCEDURES FOR
USING VIEWPOINT CHILDREN'S
HEARING QUESTIONNAIRE

2020

Introduction

SCRA and Falkirk Children's Services have developed a specific questionnaire to be completed by young people before they attend a Children's Hearing. The questionnaire aims to;

- support person centred, outcomes focussed conversations
- help explore young people's views
- improve engagement in Children's Hearings
- help children and young people feel better prepared
- evidence good practice
- help you get to know the young person well enough to represent their views and advocate on their behalf if required
- support the young person to highlight things that they want raised in the Hearing

The questionnaire produces a summary in the form of a **Wellbeing Web**. The young person can choose whether the whole report (Web and question responses) is shared with Panel members, or only the Wellbeing Web.

Panel members will use their discretion in using the sensitive information provided via Viewpoint. It is anticipated that this will be when spending time on their own with the young person, exploring the issues raised and agreeing what is to be fed back to the wider group.

It is expected that young people will be supported to complete the questionnaire by a **nominated person**. The nominated person should be chosen by the young person from the following;

- Social Worker
- Children's Rights Officer
- Advocacy Worker
- Residential Care Worker (Falkirk Council)
- School Teacher/ Education professional

The nominated person will receive an e mail from customer and business support as follows;

Dear.....

You are the nominated person to support (name of young person) to complete their Viewpoint questionnaire for the Children's Hearing on....

To access the questionnaire you will need to go to the website www.vptol.co.uk

Then on the home page enter

Organisation FALKIRKCH

Login and password

Once completed, the web report with question responses can be displayed on the screen and discussed with the young person. The young person will need to confirm whether all information or only the wellbeing web can be shared with the Panel

As the nominated person you are responsible for sending a pdf copy of the Wellbeing web and responses or just the Web report to SCRA. You can access a completed web report at any time by logging in with the young person's login details and selecting the report button. Please ensure the device you use has a pdf writer available to generate the pdf version. Please save to PDF and send to SCRA according to young person's wishes

Viewpoint helpdesk. Email helpdesk@vptorg.com

Request for Viewpoint Questionnaire from SCRA to appropriate Social Work Locality Team for all young people of school age, in advance of Grounds and Review Children's Hearing



Social Worker, young person and TAC identify **nominated person** to support completion of questionnaire. Social Worker provides Customer and Business Support with nominated person's contact details. Customer and Business Support provide nominated person with login number for the child or young person and e-mail confirming nominated person's role.



Nominated person assists young person to complete the report and prepares them for the Hearing.
Nominated person seeks young person's permission to;

- Share report with SW or send straight to SCRA
- Share the whole report or just the wellbeing web summary with Panel members



Nominated person saves either whole questionnaire or wellbeing web as a PDF and e-mails to SCRA mail box and allocated SW as per young person's permission.



Report to be submitted to SCRA 5 days prior to Hearing

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Panel Members to use Viewpoint information to inform their interactions with young person.



SCRA/ Falkirk Council to use aggregated data to inform service improvement