



## Children's Services

### The Viewpoint Organisation

The principal aim of the Viewpoint Organisation is to promote the participation of young people in planning and consultation processes thereby increasing their influence on decisions that affect their lives. The Viewpoint Organisation undertakes social research, develops communication methods, and works with organisations to develop participation strategies and systems.

The Viewpoint Organisation methodology involves the use of interactive electronic methods of data collection and recording, specifically developed by the Viewpoint Organisation for the engagement of young people. The Viewpoint Organisation first introduced this electronic approach in 1994 using it in a voluntary organisation and family centres in North London with young people and young carers. Since 1994 the Viewpoint Organisation tools have been extensively developed, including introducing tools to increase the accessibility for young people with disabilities.

Computer assisted interviewing with young people is an engaging approach that allows quite detailed questionnaires to be completed by young people with a range of abilities. The inclusion of a function for all text to be spoken out loud by characters is of particular benefit for young people with literacy difficulties.

Working with different organisations, The Viewpoint Organisation has developed a number of standard questionnaires for use by young people in a range of settings and circumstances.

### Assessment of Children in Need and their Families

#### Assessment of children and young people

Questionnaires that engage young people in the core assessment process and enable them to contribute their views and opinions about their needs to judgements about their welfare and safety.

#### Looked After young people

##### Quality of care

Questionnaires to monitor and measure the quality of care provided to children and young people in foster placements and residential establishments. The age related questionnaires address and report on 9 key aspects of care: trust; safety; belonging; respect; encouragement; informing; involvement; choice and achievement.

##### LAC Reviews

A set of 4 questionnaires to replace paper based consultation documents used by young people prior to reviews. The questionnaires are age related with versions suitable for children and young people aged 5 years to 15 years plus. For older young people the questionnaires take account of the development of Pathway Plans. All questionnaires address health and education issues, current placement experiences and planning.

### **Assessment and Progress Records**

Questionnaires to enable young people to complete Assessment and Progress Records, to identify needs and develop plans, meeting the standards of the Integrated Children's System.

### **Unaccompanied Minors**

Questionnaires for Unaccompanied Minors to complete prior to their LAC Reviews. These questionnaires take account of the particular needs and concerns of this group of young people.

### **Health**

A questionnaire to enable children and young people to contribute to, and inform, their initial health assessment prior to the actual assessment. The questionnaire also addresses health promotion issues. A related questionnaire provides feedback from young people on the health assessment process.

### **Personal Education Plans**

A questionnaire to inform the development of Personal Education Plans and to enable young people to contribute to this plan.

### **Pathway Planning**

A set of questionnaires that address each of the required elements of a Pathway Plan, and enable young people to consider and indicate their needs and requirements. Each element can be assessed and summarised, and action plans developed. Summaries and action plans are formatted to enable a Pathway Plan to be produced.

### **Leaving Care services**

A questionnaire to enable young people to provide feedback on the Leaving Care services provided for them. Included is feedback on personal support, and arrangements for finance, health, accommodation, education, training and work.

## **Child Protection**

### **Child Protection reviews**

A questionnaire to enable a young person to contribute their views to child protection conferences and reviews. The questionnaire looks at current circumstances and relationships, the young person's view about their safety, child protection plans and reviews.

## **Family Support**

### **Family Support services**

Questionnaires for both adults and young people to provide feedback on family support services. The questionnaires look at the participation and involvement of adults and young people in the nature and planning of the help provided, and relationships with practitioners. For young people additional information is sought about their current circumstances and ongoing safety.

### **Family Centre services**

A questionnaire to provide adult feedback on family centres and the services provided. Issues around location, transport and participation are addressed, together with feedback on the help provided, agreements and relationships with staff

## **Children living with a disability**

### **Placement reviews**

Questionnaires for children and young people with a learning disability in long term care and for those in short term care to enable them to provide feedback for their reviews. Versions are available for residential and foster care settings. These questionnaires are supported by symbols

### **Special Needs Reviews**

A questionnaire to enable young people with a learning disability to contribute to their Special Needs Review.

### **Transition: young people with learning disabilities and difficulties**

For use by young people with MLD (Moderate Learning Disabilities) to enable them to contribute their views to the Year 9 and Year 11 assessment and planning processes.

Additional questionnaires are available to provide feedback on the Special Educational Needs Review process to assess for them to assess:

- Degree of participation in planning
- Influence on decision-making

Findings to be used to improve SEN assessment process

## **Young Carers**

### **Young carers support needs**

A questionnaire to survey the needs and support services required by young carers, and the extent to which these are currently provided for.

## **Family Placement**

### **Children who foster**

A questionnaire for the children of foster carers to provide feedback on their experiences of fostering. The questionnaire enables this group of young people to contribute their views to the annual reviews of foster carers

## **Education**

### **Whole school topics**

#### **Behaviour improvement**

Questionnaires for both primary and secondary schools to audit pupils experiences in school, the nature of behaviour problems, and how they respond and handle them. Disruptive and bullying behaviours, racism and attendance patterns are identified with a view to developing school action plans to address significant issues.

#### **Bullying behaviour surveys**

Bullying occurs in every school and is usually a hidden activity. Adults can be the last to know the full story. This questionnaire makes it possible to gather a broad understanding of the experience of pupils, information that is otherwise hidden from adults. Physical, psychological and racist bullying as well as general levels of aggression and hostility can be assessed, and used to form whole school responses

#### **Teaching and learning**

Consulting pupils provides an important perspective on what is going well and what needs to be improved. Such practice can provide important evidence for self evaluation for OFSTED inspections. This questionnaire provides feedback on the quality of teaching, and what makes it effective, and the extent to which pupils increase their understanding, and overcome difficulties.

**Health and lifestyle**

A questionnaire linked to the National Healthy School Standard that provides individual and group feedback on topics such as emotional health and well being, physical activity, use of alcohol, tobacco and drugs, sex and relationships, safety and bullying. The questionnaire can be used for individual assessment and group discussion

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