

VIEWPOINT PROCESS



- Viewpoint is an interactive form of consultation for Walsall's Looked After Children.
- It has been re launched in October 2004 and is promoted as the preferred option of how Walsall consults with Looked After Children in preparation for their Statutory Reviews.
- Viewpoint is available to all Looked After Children should they choose to use it. There are other forms of consultation which the child may wish to access.

Four weeks prior to a child's Statutory Review

- The administrator for Child Protection & Review Team provides an electronic list of pending statutory reviews linked to the (Child Protection Co-ordinator) and child's (Case Social Worker). This is then forwarded to the Viewpoint Project Lead, Quality & Performance Management Unit Children's).
- Viewpoint Project Lead forwards information to all Looked After Children (LAC) admin workers.
- On receipt of the electronic list the LAC Admin workers assist the case holding Social Workers and inform them of the pending Statutory Review.
- Case holding Social Worker acknowledges the date of the Statutory Review and the four week period to complete the 'Viewpoint Process'.
- Social Care Staff promotes and offers Viewpoint to the looked after child.
- Child will choose as to the whether they want to complete the Viewpoint option or the Consultation Document option (the latter is currently under review).

Viewpoint Option

- LAC Admin worker profiles the child for the Social Care Staff. A unique Identification Number is established on completion of the profile. This number is now used each time the child uses Viewpoint.
- Social Care Staff book out Viewpoint laptop with the LAC Admin staff by use of a 'Viewpoint Diary'.
- Admin Staff provides a receipt for Social Care Staff complete with the unique Identification Number.
- Social Care Staff keeps this with them throughout the booking out of the Viewpoint laptop and its return..
- Laptop is collected by social Care Staff from Admin Staff and Viewpoint session is completed with the child.
- Laptop is returned to Admin Staff along with the receipt.
- Admin Staff transfers the information from the laptop to their own Personal Computer (PC).
- Admin Staff creates and prints off a hard copy report for the Social Care Worker for their file.
- Admin Staff sends an electronic version of the same report to the administrator for Child Protection & Review Team and they will forward this to the appropriate Child Protection Co-ordinator one week prior to the Statutory Review.
- Admin Staff also sends a copy of the same report to Child Protection Co-ordinator for Foster Carer reviews (Child Protection & Review Team) who monitors foster carer reviews.
- The appropriate Child Protection Co-ordinator provides a hard copy report for the child on the day of the Statutory Review.
- Child Protection Co-ordinator completes a monitoring form which asks the child 'whether Viewpoint was offered to them as a means of consultation'.

Review Process for Viewpoint

- The original Unique Identification Number is used each time the child uses Viewpoint. Profiling the child will only take place the first time the child is profiled.

- A comprehensive list of children linked to their Unique Identification Number is held by the Viewpoint Project Lead, Quality & Performance Management Unit (Children's).
- Clarification of these Unique Identification Numbers will be issued at either the Admin Workers or the Social Care Workers request.