SOLIHULL MBC and LOCAL SAFEGUARDING CHILDREN BOARD

LAC/Child Protection Conference Consultation Framework -

Flowchart for gaining young people's views through the use of

Viewpoint

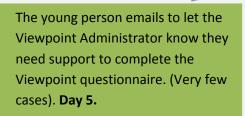
Social Worker informs Viewpoint administrator (CPRU Senior Admin) of child becoming LAC, or subject of CP plan (having informed child- that they can "have their say", through forthcoming email from Viewpoint admin).

Viewpoint admin sets up the child or young person on Viewpoint system. Day 1.

(NB: this requires Care First to have been updated with child's email address/telephone number, placement details. The Care First updates are the responsibility of the case responsible SW team)



The Child or young person is emailed the viewpoint questionnaire link by Viewpoint admin, with instructions including their username and password, date to complete-5 days before review/conference, and with offer of support if needed. **Day 3.**



The child or young person completes the questionnaire (most cases) Young person doesn't complete the Viewpoint questionnaire. (A few cases)

Viewpoint Administrator emails the young person to remind them complete the questionnaire. **Day 8.**



The Viewpoint Administrator contacts NYAS to ask them to assist. **Day 6.**

(NB: this aspect of the process is part of a pilot project over the next 3 months)





The Viewpoint Administrator contacts social worker who contacts the young person by phone to remind them to complete the questionnaire if not completed. **Day10.**



NYAS contacts the young person and arranges to meet/offer support to complete the questionnaire – on a date 5 days prior to LAC Review/CP Conference.



The young person may or may not complete the questionnaire but they have been offered the opportunity to have their voice heard.





If responses to key

questions suggest young person is not safe or is unhappy, an 'alert' is triggered. Viewpoint admin will advise SW and IRO immediately to allow SW Team to contact the young person to address the issue. Within 24 hrs of alert.



The Viewpoint Administrator sends the report to the IRO and social worker. Day 11.



The IRO and social worker use the information from the young person to make sure their views are represented at the review/conference and ensures changes are implemented to meet the young person's needs. **Day of review/conference**.

The IRO writes to the young person to feed back to them about the outcome of their input and let them know what happens next (standard letter, which can be added to). Within 5 days of review/conference.