

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 young person emails to let the Viewpoint Administrator know they need support to complete the Viewpoint questionnaire. (Very few cases). **Day 5.**

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.**

