

## VIEWPORT REPORT April 2008 – Sept 2008

### Summary:

As in the previous 6 months, over 260 children and young people completed over 300 Viewpoint questionnaires for their reviews, some completing it on-line and some completing it as a paper questionnaire to be inputted later for analysis. The sample sizes for 5 – 9s and 10 – 14s are substantial, 56% and 62% respectively for the numbers reviewed in their aged group during the period. The results are almost exactly the same as the previous six months and the previous two years. On the positive side, the good experiences reported are consistent. On the negative side, it questions whether any of the actions agreed have been either carried out consistently, have been ineffective, or are the wrong actions.

Continuing issues for concern include

- life story work (4b)
- Contact with family (4b)
- ¼ asking (sometimes again) for help with schoolwork (3a)
- ¼ 10+ identify not enough space or a quiet place to do homework
- Young people not knowing if they had a health plan (1a)
- A quarter of 10 – 14s feeling angry or frustrated ‘all’ or ‘most’ of the time (1b)
- Bullying at school and in placement (2a and 2b)
- Relationships with social workers (section 2b)
- Out of hours contact information (2b)

The good news is again that most children feel safe and can talk to their carers. There was a higher rate of encouragement from carers with hobbies and noticing if young people did well (but what about the other 20 – 25%?) –Section 3b.

Action since last report:

1. Lists of the children & young people requesting help with schoolwork were sent to the Ed. Subgroup, PEP co-ordinators, Children’s and Fostering team managers. It is hoped that these have all been addressed in this term’s PEPs but it is unclear who is accountable for this.
2. The life story work training has been reviewed and positively assessed and a working party is being convened to clarify procedures and respective responsibility between carers and social workers. The plan is to raise the priority of this work and launch new procedures in the summer, with training adapted if necessary.
3. The SCU did a file audit of 40 files to see how Viewpoint is being used in reviews. There was some good recorded evidence of how issues had been resolved, alongside variable detail about who / how some issues would be taken up if they were referred to the PEPs (eg help with school) or Health (e.g. worry about weight). Concerns about weight and diet were noted in several Viewpoints. Concerns about relationships with social workers were rarely reflected in the record apart from reference to doing Statutory visits.

Recommendation: CPOG to review and clarify accountability for any agreed actions. Out of hours number to go on the pledge information leaflet.

*Gabrielle O’Donovan and Jennie Hatley (VoC project) SORCHA DAVIES (Viewpoint )*