

# Viewpoint: Information for RCBC Staff

## What is Viewpoint?

Viewpoint is a tool for young people to communicate their thoughts and feelings and have their voices heard. We are initially focusing roll-out of the Viewpoint platform to Children in Our Care, with the intention that their feedback will be incorporated into their 6 monthly Child in our Care review.



## How can young people access Viewpoint?

- If the young person has their own smartphone or tablet, they can download the myView app from iTunes or the Google Play store. Flyers sent to young people, carers and other placement types, provide details to help them do this.
- For younger children who don't have a smartphone or tablet, carers can download the app onto their phone in the same way.
- Young people can also submit their views online by visiting: [www.vptol.co.uk](http://www.vptol.co.uk)

## Our service approach

Learning from other local authorities that have implemented Viewpoint tells us that young people must be encouraged to use it. This includes the people who support them reminding them that their review is coming up and explaining why it's important they have their say. When young people submit feedback through Viewpoint it's vital that they see how this feedback is used by the service and how it impacts on them. If young people don't see change as a result of their feedback they will feel disheartened and less likely to share their views in future. Additionally, it's important to stress that Viewpoint is just one mechanism for collecting the views of young people and for some young people other methods may be more suitable. As with all mechanisms to gather the voice of the child, young people must engage willingly.

## How does Viewpoint benefit young people?

- Viewpoint enables young people to give feedback about the things that are important to them, giving them the opportunity to share what's going well in their life and what they're worried about.
- Young people can use Viewpoint to give feedback when it suits them. They can do this independently using the myView app or the webpage without needing a worker present.
- Feedback will be taken into CIOC reviews and will help the review to recognise where things are working well and where changes might need to be made so that things can be improved.

## How does Viewpoint benefit the service?

Viewpoint produces 'Child's Journey' reports which give an easy, visual breakdown of the child's self-assessment responses over time to feed into the review and planning process. These reports were originally designed by, and for, IROs and conference chairs and they give a structured way for young people to participate in their CIOC reviews.

Using Viewpoint will also strengthen our ability to evidence that we are meeting our statutory responsibility to Children in our Care in our borough.



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