

A Direct Line to the Views of young people

The Viewpoint Organisation provides information services to local authorities and government agencies. Most data collection is online CASI (computer assisted self-interviewing) Data is stored on a secure server and is accessed with appropriate permissions with Viewpoint Analysis.

Evidence based practice in the Secure Estate

Part of the process of implementing the *Strategy for the Secure Estate for Children and Young People* has meant professionals in YOIs needing to design and deploy improved systems for listening to and reporting on the views of young people in custody. For these systems to be effective, they need to:

Be Accessible – for young people so that they have easy access to a system that they can use notwithstanding their age or level of ability, and for professionals, so that they can easily access up-to-date reports when and in the form that they require them.

Be Engaging – Viewpoint CASI employs a medium that is familiar for young people and is most likely to engage their interest – CASI or **Computer Assisted Self Interviewing**. Research has shown that using CASI [interactive, computer-based] programmes engages almost all young people, most significantly including those young people who are most likely not to participate in more traditional methods and ‘vote with their feet’ when invited to participate in consultation or user-feedback processes.

Produce Valid Reports – for managers and practitioners working in the most inspected and audited section of Children's Services, easy access to a system that produces a range of reports for internal and external use is

essential. As with all Viewpoint reports, YOI Viewpoint enables professionals with access permissions to generate a range of tailor-made online reports against **Home Office KPTs** and the five **Every Child Matters Outcomes** as well as other measures. Viewpoint Analysis can also produce engaging and accessible reports for feeding back findings to young people – an essential part of any consultation process. The programme also helps professionals to avoid duplication of surveys and associated consultation ‘fatigue’ for young prisoners.

Be Secure – The Viewpoint programme allows easy access to those given permission to use CASI questionnaires or reports by using a login and password provided by the administrator. In addition, the version of Viewpoint used in the Secure Estate sits on the YOI intranet, so that a] there is no unauthorised access to the internet, and b] data collected is retained on the YOI's own server[s].



YOI Safeguarding Services

Research relating to child protection and to self induced harm by juveniles and young adults in the Secure Estate, emphasise the importance of systems that support young people's views and concerns being listened to and acting upon. That cases of significant harm in its various forms - bullying, physical and emotional abuse, self harm and SID –can be prevented through more effective listening services not only in individual

cases but also through developing a better understanding directly from young people themselves of risk and ‘what works’ to prevent these tragedies occurring. As well as its use in the secure estate, Viewpoint CASI programmes are used extensively for listening to looked after young people [in foster and residential care], careleavers and young offenders accessing community-based YOT services across the UK. To make best use of these programmes, Viewpoint is not used in isolation but as part of an overall safeguarding strategy in conjunction with other consultation and listening services.

YOI ViewPOINT

Managers and practitioners at HMP/YOI Hindley have designed a version of Viewpoint specifically for use in the secure estate as part of their consultation and safeguarding strategies. CASI questionnaires and reports focus on three main areas: **Health** – consolidating existing paper health-focused questionnaires to assess young people's physical and mental/ emotional health, healthy lifestyle and issues relating to substance misuse.

Safety – consolidating existing safety and complaints questionnaires to assess the degree to which young people are safe from harm, bullying, discrimination and anti-social behaviour, and their sense of stability and security.

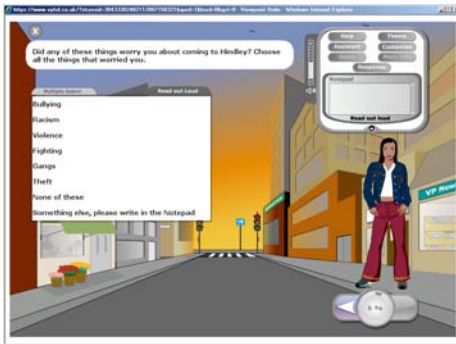
Service Quality [post-induction and pre-release] for young prisoners to feedback on service quality including:

- Their views on induction and pre-release work
- Relationships with staff
- YOI facilities and equipment
- Education services
- Sports/PE
- Written information and advice
- Their experience of complaints procedures and consultation systems
- Their views about offending.

ViewPOINT CASI

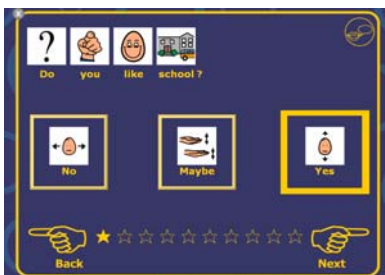
The Viewpoint Organisation has particular expertise in using CASI to consult children and young people, but also has versions for use by adults and professionals for different applications.

ViewPOINT Interactive



Viewpoint Interactive is an engaging and absorbing approach for consulting young people. It makes use of multimedia with graphics, speech, interactivity and animated assistants. Game breaks occur to maintain interest. Questionnaires with a range of response options are used to collect information. Viewpoint Interactive can also be used on stand alone computers.

ViewPOINT Accessibility



Viewpoint Accessibility is a modified version developed for young people with a disability. A range of switches can be used to replace the mouse. Background and font colours can be changed. Symbolic languages are incorporated to support text that is also spoken.

ViewPOINT Direct



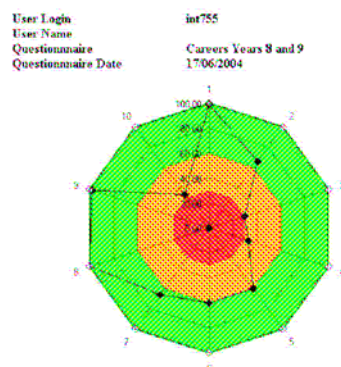
Viewpoint Direct is suited for use with adults and professionals. It offers questions and a range of response styles. It is web based and links to questionnaires can be emailed to participants.

ViewPOINT Analysis

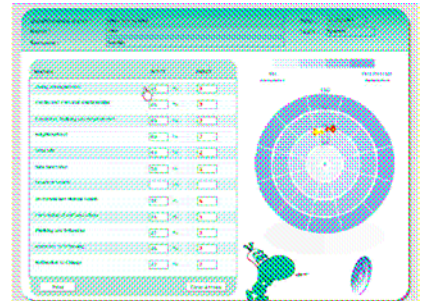
Viewpoint Analysis is specialist software developed by the Viewpoint Organisation to report on data collected through Viewpoint Information Systems.

All data collected through Viewpoint Information Systems can be accessed online through the use of Viewpoint Analysis. A range of individual reports are available in Viewpoint Analysis, including formatted reports: questions and responses grouped under specific headings. Different graphical displays are also available from individual data.

Radar charts where individual scores are plotted. Graphical presentations of data are helpful when feeding back individual responses to young people.

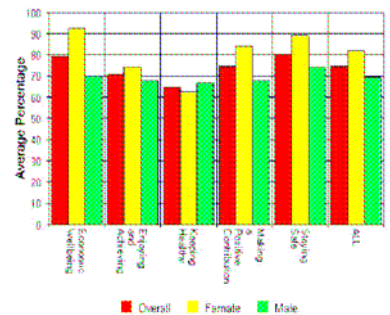


Target Reports where darts are thrown to the target to show individual scores. Graphical presentations of data are helpful when feeding back individual responses to young people.



Frequency reports

Data collected from individual questionnaires is also aggregated into frequency reports for a specified time period. Frequency data can be displayed as pie charts or bar charts. Data can be grouped under different headings as required



Assessment summary reports

provide a method for looking at the responses of a group of young people. Individual scores are banded and displayed by colour code or percentage.

