

## Viewpoint Summary reporting using new online Management Centre

To access the Viewpoint Administrative functions, you need to log in with your Manager login and password

- ✓ This is the site address for the new Management Centre: <https://vptweb.vptol.co.uk>
- ✓ Your 'Organisation' dbase names are: **<dbase name>**
- ✓ Your login id and Password are the same: **<Manager login and password>**

Then you can access online reporting by selecting **Data Analysis**

WELCOME

Organisation

Login

Password

Sign In

Forgot your password?

WELCOME TO THE MANAGEMENT CENTRE

User Management

Data Analysis

ViewPOINT

Announcements

vptadmin English Logout
Management Analysis Filters Help

- General Reports
- Frequency Reports
- Cross Tab Reports
- Support Plan Reports
- Difference Reports
- Charts
- MIS
- Summaries
- Export Data
- Automated Reports
- Response Triggers
- Maintenance

## HELPDESK SERVICE

The Viewpoint Helpdesk provides a 24 hour service and can be contacted by emailing [helpdesk@vptorg.com](mailto:helpdesk@vptorg.com). A response within 24 hours is guaranteed although it will usually be well within the maximum time period.

We have also developed a new online resource to provide help and support in the use of Viewpoint, this is the Viewpoint Learning and Development Hub (the HUB). Much of the content on the HUB relates to issues that customers have frequently contacted the Helpdesk about and which can now be answered by a quick visit to the HUB [www.vpthub.com](http://www.vpthub.com) and viewing the Frequently Asked Questions (FAQs) and How Do I videos. You can access the HUB from the Management Centre home page. Currently this requires the use of your Learning Hub login but we are working to remove this requirement. If you do not have access to the HUB contact details are available at [www.vpthub.com](http://www.vpthub.com). Your organisation may also have a designated Viewpoint Coordinator familiar with the use of Viewpoint who may also be able to answer your query. Helpdesk enquiries are closely monitored to help us ensure that HUB resources are up to date and, most importantly, meet you and your colleagues' information needs.

### Reporting Functionality

- ✓ *Analysis or Management* menu – change in bar at top, right hand corner of screen. This will change menu items visible on left hand bar
- ✓ *Filters* – you can set these by selecting *Filters* in bar at top, right hand corner of screen. So, to filter by Profile, *Edit* and *Update* the Profile Filter (see right) and select, for example, the *Location* 'Herefordshire'. This also enables comparative reporting [not included in this guidance]
- ✓ You'll see that all reports can be filtered by time period by setting *From* and *to* dates at the top of the reporting screen.
- ✓ Reports can be Printed as PDFs; and save or use the Snipping Tool on your PC and Edit, Copy and Paste for use in a Word document
- ✓ Where figures or text in reports is a Blue font, these can be drilled down by double clicking on them
- ✓ Currently, most functionality is available by using Internet Explorer as your Management Centre browser. However, all online reporting functionality is in the Process of being made available on all browsers and devices including Macs and tablets [Android, iOS as well as Windows]

Management Analysis Filters

FILTER SETTINGS

Organization	WMESURVEY	
Search Filter		Edit
Profile Filter		Edit
Question Filter		Edit Config

Usage By Profile reports to monitor participation

[Analysis/ [General Reports](#)/ Usage By Profile]

ViewPOINT

General Reports

- Group Report
- Time Series Report
- Trace Report
- Open Response
- Comment
- Individual Report
- Statement Bank
- Target Report
- Band Report
- Average Report
- S and D Report
- Web Report
- Section Report
- T Score Report
- Wave Report
- Performance Indicators
- Average User Scores
- Usage By Profile
- Questionnaire Usage

Usage By Profile Report

Management Analysis Filters Help

From 10/04/2018 to 15/01/2020

Create Report

Profile Heading: Locations

☒ Questionnaire

☒ eSurvey

Report Created15/01/2020 13:28

Start Date10/04/2018

End Date15/01/2020

Key

nn: Number Started

(nn): Number Completed

	eSurvey	
Herefordshire	23	(20)
Shropshire	26	(21)
Telford and Wrekin	14	(12)
Worcestershire	52	(45)
	115	(98)

## Frequency Reports – as ‘table’ reports or Charts

### Frequency (Question) reports

[Analysis/ [Frequency Reports](#)/ Frequency (Question)]

Select one, several or all questions you wish to report on [these examples include Qs 16, 27 and 29 – see below]. Select your *Output Type* in *Report Settings*, then click the green *Create Report* button

The screenshot displays the ViewPOINT software interface for creating a report. The top navigation bar shows the user is logged in as 'vptadmin' in English, with a 'Logout' button. The main header indicates the current view is 'Usage By Profile Report'.

In the left sidebar, the 'Frequency Reports' menu is expanded, showing options like 'Frequency (Profile)', 'Frequency (Question)', 'Linked Frequency (Question)', and 'Frequency Formatted'. The 'Frequency (Question)' option is highlighted.

The main panel shows the 'Frequency By Question Report' configuration. It includes date range selectors for 'From' (10/04/2018) and 'to' (15/01/2020), a 'Profile Heading' dropdown set to 'Locations', and checkboxes for 'Questionnaire' and 'eSurvey'. A green 'Create Report' button is visible in the top right corner of this panel.

A 'Report Settings' dialog box is open, showing the 'Output Type' section with radio buttons for 'Report' (selected), 'Pie Chart', and 'Bar Chart'. The 'Report Options' section includes checkboxes for 'Show Percentage', 'Include Skipped Responses', 'Show Question Type', and 'Include Overall Average'. A green 'Create Report' button is also present in the top right of the dialog.

The 'Questionnaire' section lists various questions with checkboxes for selection. Questions 16, 27, and 29 are highlighted with green boxes, indicating they are selected for the report.

These are examples of *Frequency Question* reports showing a summary of young people's responses where the *Output Type* is *Report*, as both *Count* and *%[Responses]*

Date Range from 10/04/2018 to 15/01/2020

Questionnaire: eSurvey

**16 I have been in local authority care at some stage of my life**  
Single Selection

Responses	Count	% (Responses)
Yes	36	35%
No	63	61%
I'm not sure	3	3%
I'd rather not say	1	1%
skipped	0	0%

**Total (Responses)** **103** **100%**

**27 The reasons I have had to come to the YOT are: (select all that apply).**  
Multiple Selection

Responses	Count	% (Responses)	% (Users)
Because I lost my temper	31	16%	31%
Because I hit or hurt someone else	32	16%	32%
Because I had illegal drugs	9	5%	9%
Because I was drunk	10	5%	10%
Because I don't work	4	2%	4%
Because I damaged something	15	8%	15%
Because I took something that belonged to someone else	24	12%	24%
Because I was driving a car or motorbike badly	10	5%	10%
Because I broke the law	50	25%	50%
Other	6	3%	6%
I'd prefer not to say	7	4%	7%
skipped	0	0%	0%

**Total (Responses)** **198** **100%**  
**Total (Users)\*** **100** **198%**

\* Please note that these are not totals of the above values

**55 I have got fewer strange or upsetting thoughts since I've been at the YOT.**  
Single Selection

Responses	Count	% (Responses)
Yes, things have got better	14	70%
No, things haven't got any better	6	30%
skipped	0	0%

**Total (Responses)** **20** **100%**

**68 Since I started to work with the YOT...**  
Single Selection

Responses	Count	% (Responses)
I am a lot less likely to offend	81	83%
I am a bit less likely to offend	10	10%
It has made no difference to whether I will offend	6	6%
I am more likely to offend	1	1%
skipped	0	0%

**Total (Responses)** **98** **100%**

**73 I think the service given to me by the YOT has been...**  
Single Selection

Responses	Count	% (Responses)
Very good	79	81%
Good most of the time, but not all the time	16	16%
Not very good	0	0%
Poor	3	3%
skipped	0	0%

**Total (Responses)** **98** **100%**

These are also examples of *Frequency Question* reports showing a summary of young people's responses, but this time the *Output Type* has been set as *Pie Chart*

Report Settings

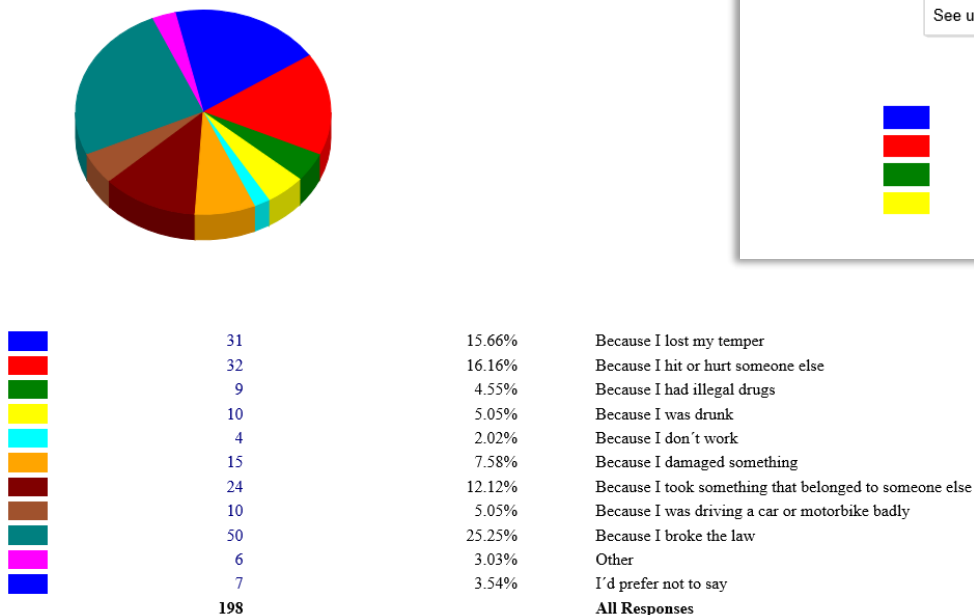
Create Report

☒ Show Percentage  
☒ Include Skipped Responses

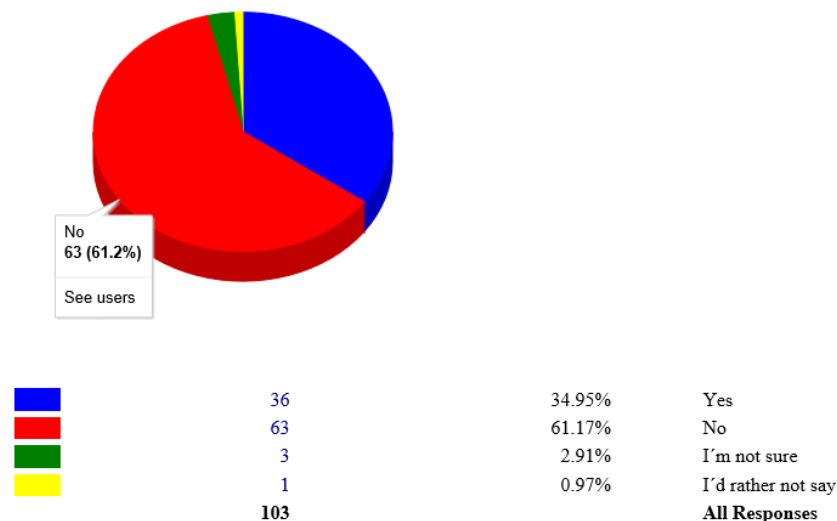
**Output Type**  
☐ Report  
☒ Pie Chart  
☐ Bar Chart

**Report Options**  
☒ Show Question Type  
☐ Include Overall Average

Questionnaire eSurvey  
 Question 27 The reasons I have had to come to the YOT are: (select all that apply).

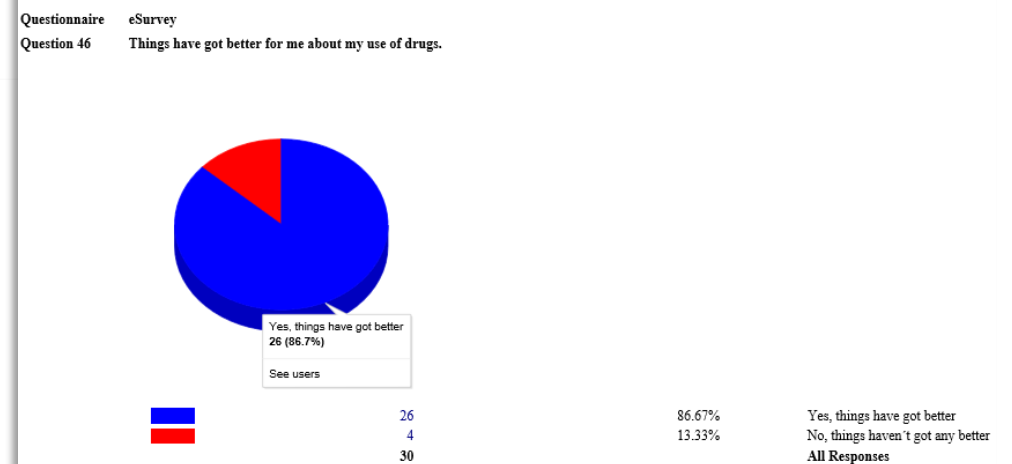
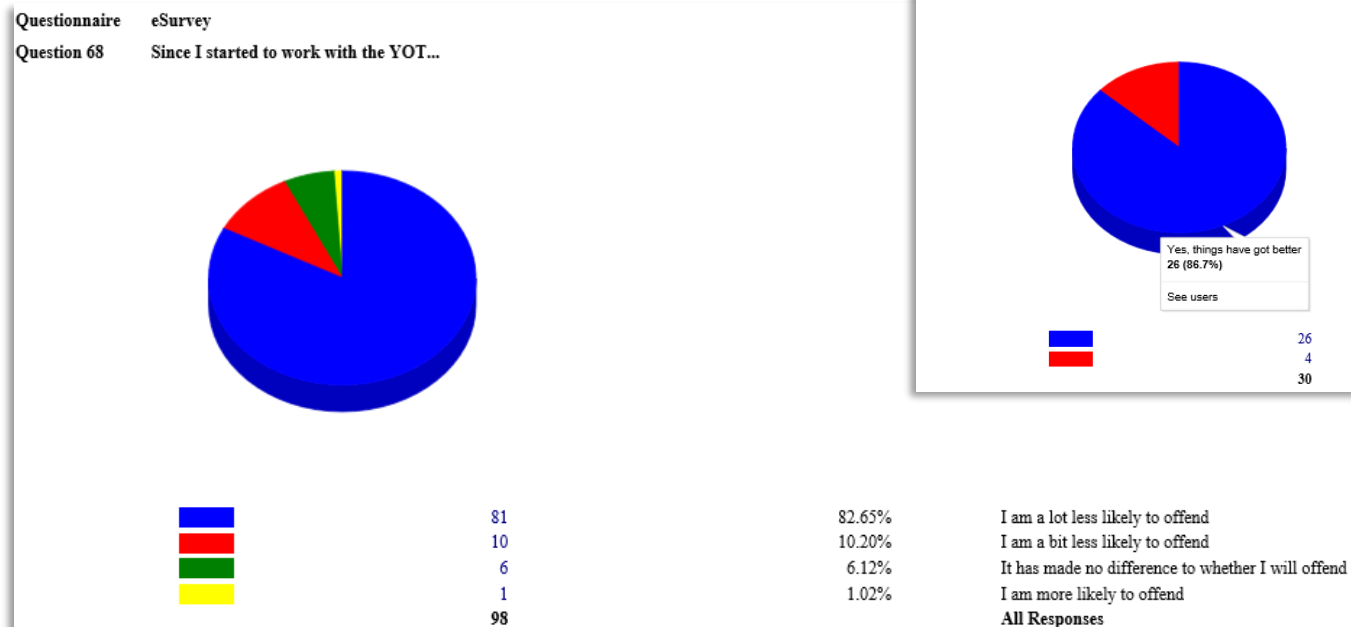
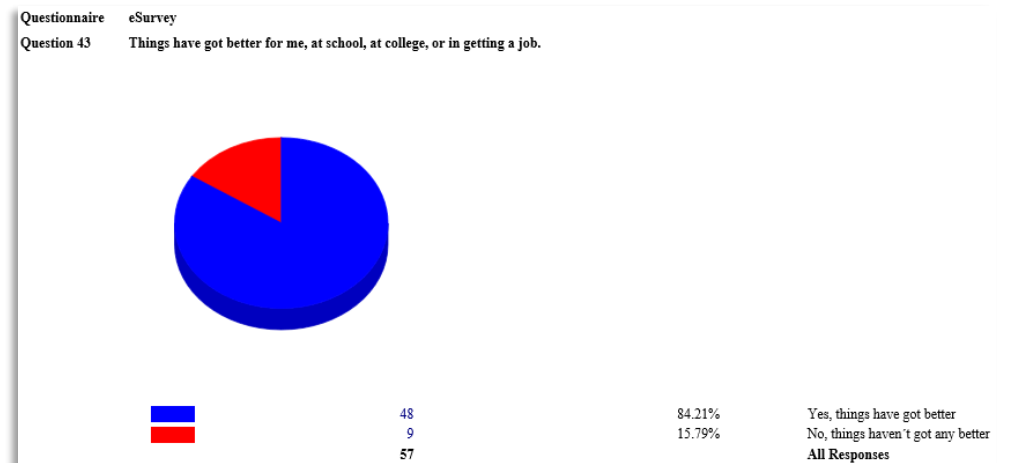
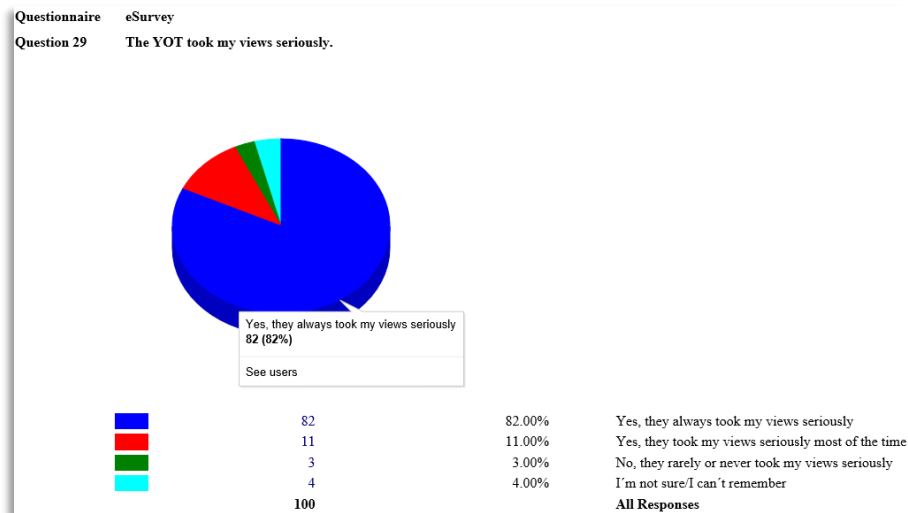


Questionnaire eSurvey  
 Question 16 I have been in local authority care at some stage of my life



If you're using Management Centre to present reports, you can use your cursor to click on sections of the chart to reveal the response, count and text in a pop up 'tab' [see example above]

These are more examples of *Frequency (Question)* reports as *Pie Charts*



## Formatted Frequency reports

[Analysis/ [Frequency Reports](#)/ Formatted Frequency]

When generating a *Formatted Frequency Report* and selecting a reporting format [in example below *YOT eSurvey (Ind)* is selected}, this will generate a summary report of young people's responses automatically organised under your services Factor headings.

Formatted Frequency Report
Management Analysis Filters

From 10/04/2018 to 15/01/2020

Questionnaire: eSurvey
None
YOT eSurvey (Ind)

Report Settings Create Report Profile Items

### PROFILE RESPONSES

Profile Item : Locations

Response	Count	Percentage of Responses
Herefordshire	22	19.82%
Shropshire	26	23.42%
Telford and Wrekin	13	11.71%
Worcestershire	50	45.05%
<b>Total</b>	<b>111</b>	<b>100%</b>

### QUESTIONNAIRE RESPONSES

#### BACKGROUND

Question 4 - Are you male or female?

Response Type : Single Selection

Response	Count	% of Users
Male	90	81.08%
Female	21	18.92%
I'd rather not say		
<b>Total Users</b>	<b>111</b>	<b>100%</b>

Question 5 - How old are you?

Response Type : Single Selection

Response	Count	% of Users
10 or 11	1	0.92%
12 or 13	4	3.67%
14 or 15	29	26.61%
16	27	24.77%
17 or older	45	41.28%
I'd rather not say	3	2.75%
<b>Total Users</b>	<b>109</b>	<b>100%</b>

Question 6 - My ethnicity is most closely described as...

Response Type : Single Selection

Response	Count	% of Users
East Asian	1	0.02%

### SERVICE QUALITY

Question 28 - Someone at the YOT asked me to explain what I thought would help me to stop offending.

Response Type : Single Selection

Response	Count	% of Users
Yes, they asked me to explain	83	83.00%
No, they never asked me to explain what would help me to stop offending	1	1.00%
I'm not sure/I can't remember	16	16.00%
<b>Total Users</b>	<b>100</b>	<b>100%</b>

Question 29 - The YOT took my views seriously.

Response Type : Single Selection

Response	Count	% of Users
Yes, they always took my views seriously	82	82.00%
Yes, they took my views seriously most of the time	11	11.00%
No, they rarely or never took my views seriously	3	3.00%
No, because they didn't ask what I thought		
I'm not sure/I can't remember	4	4.00%
<b>Total Users</b>	<b>100</b>	<b>100%</b>

Question 31 - There were things that made it harder for me to take a full part in my sessions with the YOT.

Response Type : Single Selection

Response	Count	% of Users
Yes, there were things that made it harder to take part	31	31.31%
No, there was nothing that made it harder to take part	58	58.59%
I'm not sure/I don't want to say	10	10.10%
<b>Total Users</b>	<b>99</b>	<b>100%</b>

Question 35 - My YOT or ISS workers did enough to help me take part in the YOT work.

Response Type : Single Selection

Response	Count	% of Users
Yes, they did enough to help me take part	26	83.87%
No, they didn't do enough to help me take part	2	6.45%
I didn't need any help/I don't have this problem	3	9.68%
<b>Total Users</b>	<b>31</b>	<b>100%</b>

Question 72 - I have been treated fairly by the people who worked with me.

Reporting Factors in these examples include:

- Background
- Service Quality

These reporting formats can be changes or added to reflect, for example, local or national standards, pledges or indicators



## Open Response reports

[Analysis/ [General Reports](#)/ Open Response]

*Open Response* reports summarise what young people have typed in response to *Open Response* questions. In this example, all Questions have been selected by toggling; but individual questions can also be selected and reported on.

Open Response Report

Management
Analysis
Filters

From 10/04/2018 to 15/01/2020

Report Settings
Create Report

Questionnaire: eSurvey

<input checked="" type="checkbox"/>	Question
<input checked="" type="checkbox"/>	15 Please explain where you normally live (do not give your address)
<input checked="" type="checkbox"/>	18 Please explain what sentence you received
<input checked="" type="checkbox"/>	34 Please explain what other things made it harder for you to take part in the YOT:
<input checked="" type="checkbox"/>	36 This is what my workers did to help me take part. Type your answer in the box.
<input checked="" type="checkbox"/>	44 Please write here what has got better for you about school, at college, or in getting a job.
<input checked="" type="checkbox"/>	47 Please write here what has got better for you about your use of drugs.
<input checked="" type="checkbox"/>	50 Please write here what has got better for you about how much you drink.
<input checked="" type="checkbox"/>	53 Please write here what has got better for you about your health.
<input checked="" type="checkbox"/>	56 Please write here what is now different for you about your strange or upsetting thoughts.
<input checked="" type="checkbox"/>	67 Please write here what things have got better for you, or how the YOT helped you, whilst you have been at the YOT.
<input checked="" type="checkbox"/>	69 Please write here the things that have made you less likely to offend.
<input checked="" type="checkbox"/>	71 Please write here the things that have stopped you being able to change.
<input checked="" type="checkbox"/>	74 Please write here any ideas for how the YOT could be improved. What else could they have helped you with?
<input checked="" type="checkbox"/>	78 If there is anything else you would like to tell us please write it here.
<input checked="" type="checkbox"/>	80 Please write here how the survey could be improved.

General Reports

- Group Report
- Time Series Report
- Trace Report
- Open Response
- Comment
- Individual Report
- Statement Bank
- Target Report
- Band Report
- Average Report

These are examples of *Open Response* reports showing a summary of young people's typed responses to your eSurvey. These reports are often used as a source of direct *Voice of Young People* quotes for including in management reports, including quarterly reports to local boards and LSBs

In these examples you'll see the dates that the young people completed their eSurvey is shown along with their login IDs for each individual response. The login IDs are in blue font, so can be double clicked on enabling the manager to view all the young person's eSurvey responses.

#### 53 Please write here what has got better for you about your health.

<a href="#">anonuserheraa13</a>	17/07/2018	Eat good
<a href="#">anonusershraa15</a>	17/08/2018	Exercise and sti check
<a href="#">anonusershraa20</a>	27/09/2018	Mental health improved
<a href="#">anonusershraa31</a>	23/04/2019	Just feel better
<a href="#">anonuserworaa16</a>	30/07/2018	See a nurse and doctor for my head
<a href="#">anonuserworaa17</a>	31/07/2018	Fuck of
<a href="#">anonuserworaa3</a>	23/04/2018	I am not thinking about killing myself anymore and I know where to go for help
<a href="#">anonuserworaa37</a>	22/10/2018	Ty
<a href="#">anonuserworaa51</a>	21/01/2019	Mental health team referral was made and I am in there care
<a href="#">anonuserworaa56</a>	21/02/2019	I was unfit and tired all the time, so got help getting in to a gym and feel much fitter and healthier
<a href="#">anonuserworaa65</a>	28/08/2019	T
<a href="#">anonuserworaa8</a>	03/05/2018	I don't hear voices as much and I eat healthier and I look after my body

#### 56 Please write here what is now different for you about your strange or upsetting thoughts.

<a href="#">anonuserheraa12</a>	27/06/2018	I be learnt how to think more positive thoughts
<a href="#">anonuserheraa13</a>	17/07/2018	Nah
<a href="#">anonuserheraa28</a>	27/12/2018	Don't have them
<a href="#">anonusershraa16</a>	30/08/2018	They happen a lot less frequently now and I no longer want to harm myself because of them
<a href="#">anonusertelaa21</a>	28/01/2019	I now talk to my mum and she understands me
<a href="#">anonusertelaa4</a>	13/06/2018	I can now understand my emotions more and what can trigger them and also how I can deal with them better
<a href="#">anonuserworaa3</a>	23/04/2018	I do t want to kill myself but I still get down and have bad thoughts about hurting myself but I have people I can go to and people who can help
<a href="#">anonuserworaa34</a>	05/10/2018	Not threatening to hurt myself
<a href="#">anonuserworaa37</a>	22/10/2018	Ty
<a href="#">anonuserworaa49</a>	06/12/2018	I now know how to control my feelings.
<a href="#">anonuserworaa53</a>	15/02/2019	I just don't think about it
<a href="#">anonuserworaa65</a>	28/08/2019	Rarely get worried or angry
<a href="#">anonuserworaa7</a>	03/05/2018	now see CAMHS
<a href="#">anonuserworaa8</a>	03/05/2018	The voices are not as often and they don't tell me to do bad things

#### 69 Please write here the things that have made you less likely to offend.

<a href="#">.userheraa10</a>	20/06/2018	Everything
<a href="#">.userheraa11</a>	26/06/2018	W
<a href="#">.userheraa12</a>	27/06/2018	Family work friends and the hot team
<a href="#">.userheraa13</a>	17/07/2018	Won't
<a href="#">.userheraa14</a>	27/07/2018	Knowing that if I offend again I'm likely to go to custody
<a href="#">.userheraa20</a>	22/08/2018	The consequences
<a href="#">.userheraa21</a>	07/09/2018	Family Girlfriend Football Gym Just trying to sort my life out and I got to much to lose now Kai did this work
<a href="#">.userheraa22</a>	10/09/2018	Not sure
<a href="#">.userheraa24</a>	16/10/2018	I know the punishments and how it could affect your future
<a href="#">.userheraa29</a>	27/12/2018	Don't know
<a href="#">.userheraa30</a>	27/12/2018	Don't know.
<a href="#">.userheraa31</a>	27/12/2018	The things that have made me not to offend is to stop drinking so much and stop hanging around with the wrong people
<a href="#">.userheraa35</a>	09/08/2019	Being able to speak to yot and changing my friends
<a href="#">.userheraa5</a>	17/05/2018	Understanding the outcome of what I did
<a href="#">.userheraa6</a>	29/05/2018	Getting in trouble
<a href="#">.userheraa7</a>	06/06/2018	.
<a href="#">.userheraa9</a>	14/06/2018	Sophie has helped me loads
<a href="#">.usershraa11</a>	30/07/2018	I know the consequence as its at the back of my mind all the time
<a href="#">.usershraa15</a>	17/08/2018	The place I live
<a href="#">.usershraa16</a>	30/08/2018	They've made me realise what I have in life that I need to behave and drugs don't do me any good
<a href="#">.usershraa18</a>	19/09/2018	I now know how to walk away from things that can get me in trouble
<a href="#">.usershraa19</a>	19/09/2018	These boring weekly sessions
<a href="#">.usershraa20</a>	27/09/2018	It's pointless to commit crimes , felling nervous about what happens next
<a href="#">.usershraa21</a>	02/10/2018	Finding out about my offence in more detail and understanding what is bad and what isn't
<a href="#">.usershraa22</a>	14/11/2018	Dunno
<a href="#">.usershraa23</a>	30/11/2018	I don't want to stress my family out I want to stay in college and then get an apprenticeship
<a href="#">.usershraa3</a>	17/05/2018	Want a job
<a href="#">.usershraa30</a>	17/04/2019	Don't know there's so much stuff I can't think
<a href="#">.usershraa31</a>	23/04/2019	I know the consequences
<a href="#">.usershraa33</a>	08/07/2019	Going back to jail
<a href="#">.usershraa35</a>	11/11/2019	No weed, stress