

From mountain to sea

My Voice Questionnaire

Helping a child/young person to communicate their views

September 2017



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This guidance was written by the Education and Children’s Services Additional Support Needs Team

Version	Status	Date	Reason
1.0	Guidance	September 2017	New guidance

Visit aberdeenshire.gov.uk

Introduction

Getting it Right for Every child is the Scottish Government approach to helping all children and young people reach their full potential. It is a way of working which ensures that those supporting a child communicate consistently with one another, parents/carers, the child or young person to meet needs efficiently and effectively. A child's health and wellbeing underpins their learning, and at the heart of planning is the need to know the needs, wants and views of the child/young person.

Aberdeenshire GIRFEC disability group had identified a need to more coherently capture the voice of the child, particularly for those with communication difficulties. Schools were also aware that they were not being as effective as they wished to gather information from all children.

In support of the child's right to communicate their views, we have developed a symbol-supported tool and questionnaire called 'My Voice'.

Legislation

[The Children and Young People \(Scotland\) Act 2014](#) states that in preparation of a child's plan an authority:

'is so far as reasonably practicable to ascertain and have regards to the views of the child'

Whilst the child's age and maturity should be taken into account, they have a right to express their opinions.

[The Equality Act 2010](#) imposes a duty on authority employees to make reasonable adjustments where a practice puts someone with a disability at substantial disadvantage compared to someone without a disability; and to provide an auxiliary aid if this would reduce the disadvantage. In the context of provision of information it is a requirement for steps to be taken to ensure that this is presented in an accessible format.

Development, enrolment and use of the 'My Voice' questionnaire will meet the duties of making adjustments and obtaining view of the child.

[Getting it right for every child](#) (GIRFEC) is a national approach to improving the Wellbeing of children and young people in Scotland. GIRFEC aims that are particularly relevant in this guidance are:

- Put the child or young person at the centre of any assessment, planning and support, actively promoting their participation and engagement in any processes.
 - Proactively seek the views of children, young people and their families, providing information and support which encourages involvement.
-

Aberdeenshire support for communication

Aberdeenshire council recognise the basic human right of every person to communication and our schools have adopted a [Total Communication Policy](#) which was written in partnership with NHS Grampian Speech and Language Therapy Team. [Training](#) is provided by Aberdeenshire council and NHS to support the use of all forms of communication with children and young people (such as signing, symbols, talkers etc.) The authority, with the help of the ASPECTS team has provided software to all schools ([Communicate in Print 2](#)) to enable the creation of Widgits to assist communication. In addition, in a joint approach with NHS the authority has developed and rolled out an award system for symbolisation of the environment in schools, to encourage and reward the use of visual supports.

Using My Voice

It is expected that all schools will use the My Voice questionnaire with children and young people to capture their views in preparation for meetings. The questionnaire was devised by a team of people with varied backgrounds who have been involved in working with children who have additional support needs. It is based on the wellbeing indicators: safe, healthy, achieving, nurtured, active, respected, responsible and included.

It is not intended that children who are pre-intentional will be enrolled into using My Voice as they don't have understanding of a need to communicate. Staff will use their discretion regarding the child's stage of development not their communication level when determining appropriate use of the tool.

If a child/young person is supported to complete the questionnaire, the download would provide evidence for a review meeting. For children who do not understand symbols, or whose dexterity does not permit use of a computer, then an adult helper may choose to present the same questions using other signifiers such as objects of reference, photographs etc. and record the answers on behalf of the child. Depending upon the frequency of meetings and support being offered, the child may revisit the questionnaire 2-3 times per year, and changes may demonstrate progress from the child's perspective.

The questionnaire may be used by a whole class/school if data is required to analyse the opinions of the pupils towards their school experience.

School enrolment

A school may enrol to use the My Voice questionnaire by contacting Sam McNeill, Business Systems Officer for Children's Social Work.

Information for setting up and using My Voice with children is available on [Arcadia](#) and reproduced in Appendices 1-5.

Feedback from pilot schools

A number of local schools have contributed to a pilot study and the following are examples of responses:

I worked with five pupils on "My Voice" all of whom enjoyed the process

I think it is definitely a useful tool and will provide another avenue for communication especially as some of my pupils communicate through a variety of methods.

The time taken to complete the questionnaire across all ages was at the most 15-20 minutes, and the children liked to do the "quiz" and receive a print out of their answers immediately. Schools reported use of the questionnaire for transitions, review meetings and recording the pupil voice in a report card.

Appendix 1: My Voice – Adding a new teacher / admin to the system

1. Go to www.togetherAberdeenshire.co.uk



2. Log in using your user name and password



[Home](#)

TogetherAberdeenshire – Welcome

TogetherAberdeenshire is the on-line space for people who live and work in Aberdeenshire who want to help make a difference to the public services delivered across Aberdeenshire.

Your Voice and your involvement will help shape the services provided to ensure they best meet the needs of your community.

CommunityWorkspace – Welcome

For stakeholders across Aberdeenshire who have been given access to workspace, please log-in here.

Within workspace you can connect with partners and those organisations with similar interests to your own. You can view all your shared engagements and activities in the one space, access shared and searchable evidence and utilise a comprehensive suite of tools for running successful engagements.

Log In Here

If you already have your registration details, please log in here.

If this is the first time you have used these details, you will be asked to change your password to one of your choice that is more memorable to you.

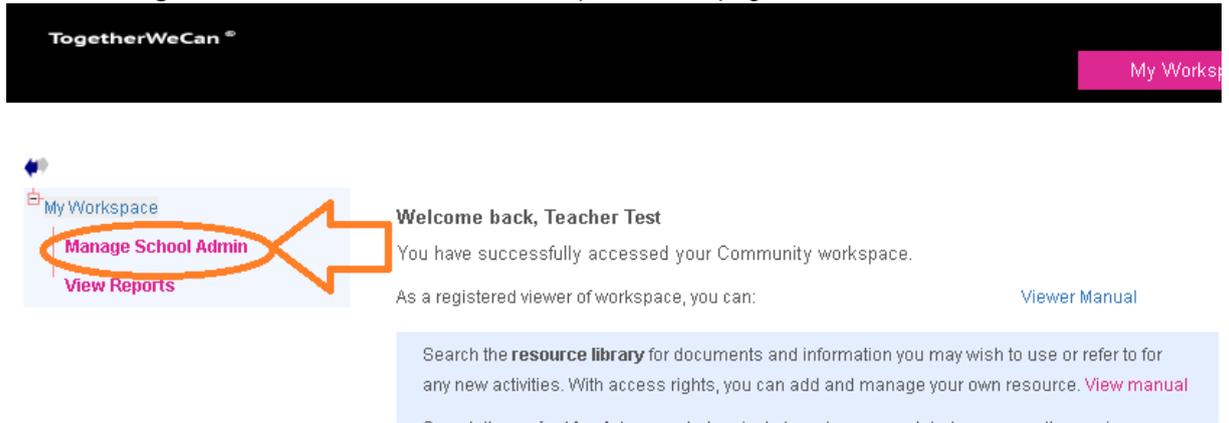
By logging in you have accepted our conditions of use and agree to respect the privacy of other users. View terms and conditions of use [here](#)

Username

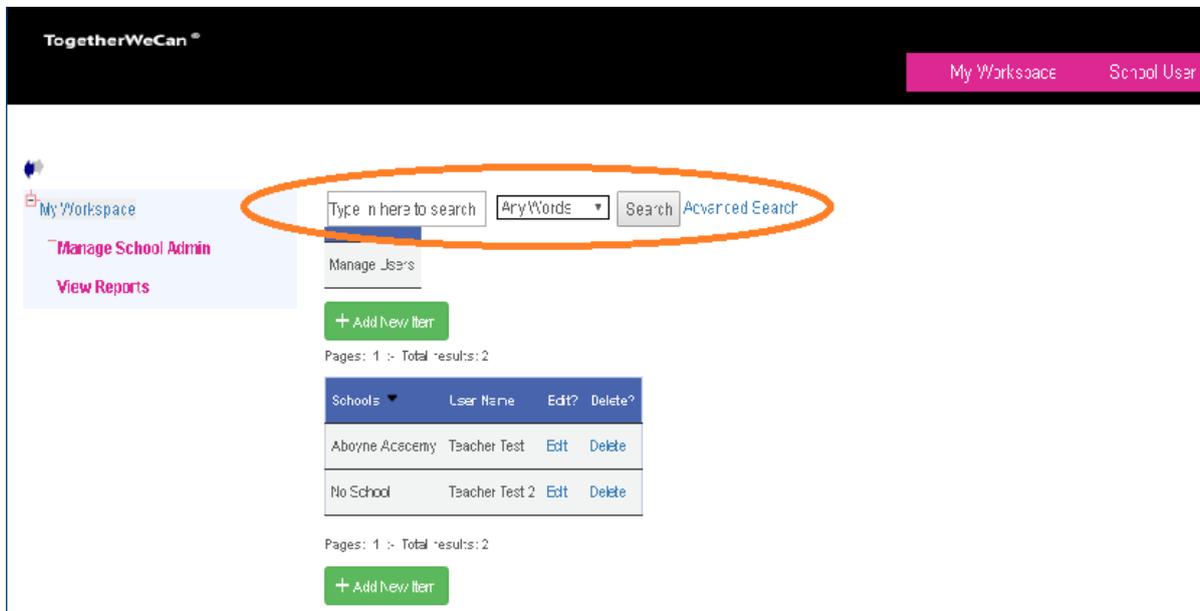
Password

[Login to TogetherAberdeenshire](#)

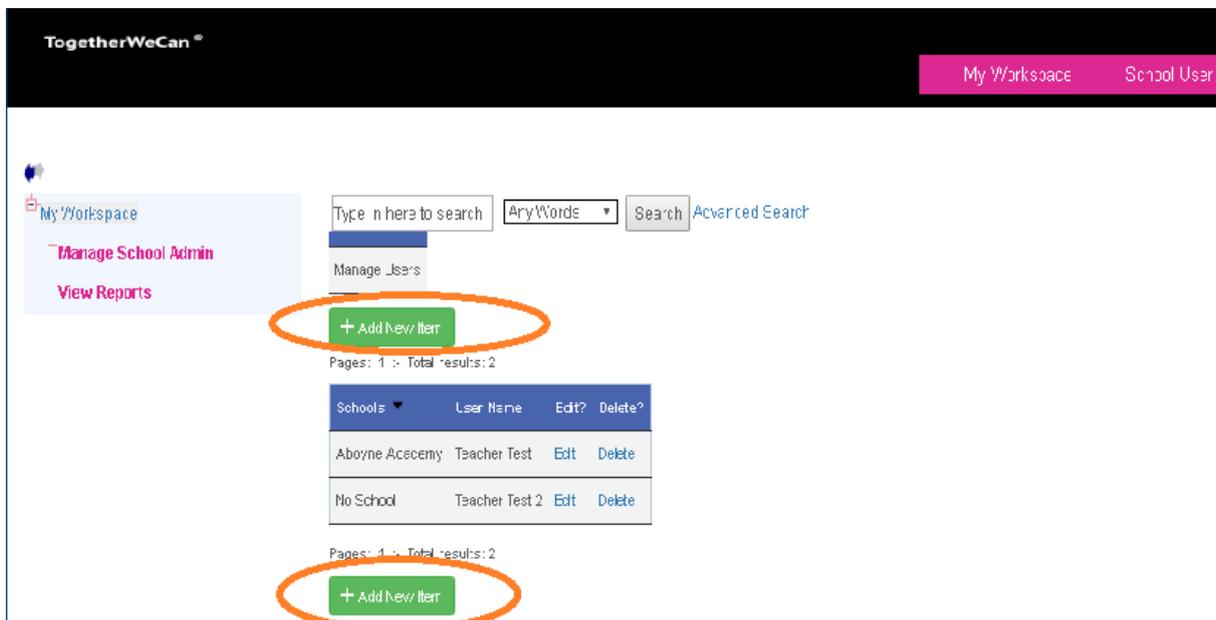
3. Go to 'Manage School Admin' located at the top left of the page.



4. First ensure that the user does not already exist on the system by searching for their name. Use the search facility at the top of the page.



- To add a new staff / admin user, select 'Add New Item' located above and below the list of users.



- Complete the staff/admin users registration details as per the below instructions. There are 2 stages,

STAGE 1 – School Admin User

Organisation: Select Aberdeenshire council

Name: enter the workers full name

Phone: either enter a phone number or a dot (full stop). as it is a required field

Email: enter user's email address

Login name: use first 3 letters of forename and surname

Password: use login name plus year of birth ie. Tomtea1975. **NOTE** *This is not viewable unless you highlight the text in the

field

Chat name: first name and initial of surname (or as you wish). Only used in the forum section if being utilised.

Enforce password change: If Yes is selected, user is prompted to change password on first login.

User is moderator: for forum use to moderate posts from users. Leave as No.

School Admin User Schools

Department/ service area *

Name *

Phone *

Email *

Login name *

Password

Chat name *

Enforce Password Change

User is a moderator?

Fields marked with * are mandatory

STAGE 2 – Schools

As you can only register other users to the schools you are administrator for, these are the only schools which will show in the list of schools.

- Select the school/s to which the new user is associated with.
- Select the Save button.
- The user is not registered!

School Admin User

Schools

School Admin User - "Tommy Teacher"

<input type="checkbox"/> Special School	<input type="checkbox"/> SecondarySchool	<input type="checkbox"/> PrimarySchool	<input type="checkbox"/> NurserySchool
<input type="checkbox"/> Anna Ritchie School	<input type="checkbox"/> Aboyne Academy	<input type="checkbox"/> Aboyne Primary School	<input type="checkbox"/> Aboyne Primary School (Nursery)

7. The new user has now been added to the system. You can add more users by selecting the 'Add New item'. Once finished return to 'My Workspace' or log out of the system.



My Workspace

- Manage School Admin
- View Reports

Type in here to search Any Words [Advanced Search](#)

Manage Users

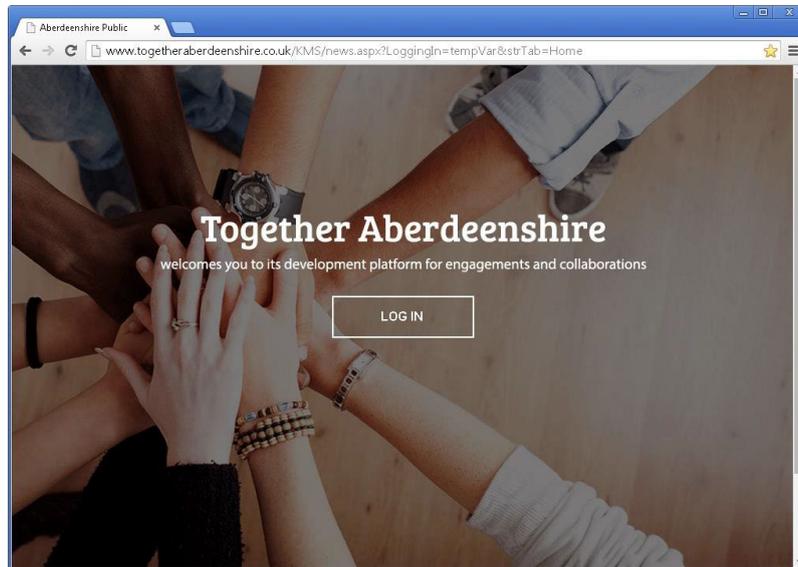
Pages: 1 - Total results: 3

Schools	User Name	Edit?	Delete?
Aboyne Academy	Teacher Test	Edit	Delete
No School	Teacher Test 2	Edit	Delete
Aboyne Academy	Tommy Teacher	Edit	Delete

Pages: 1 - Total results: 3

Appendix 2: My Voice – Adding a new Pupil

7. Go to www.togetherAberdeenshire.co.uk



8. Log in using your user name and password



[Home](#)

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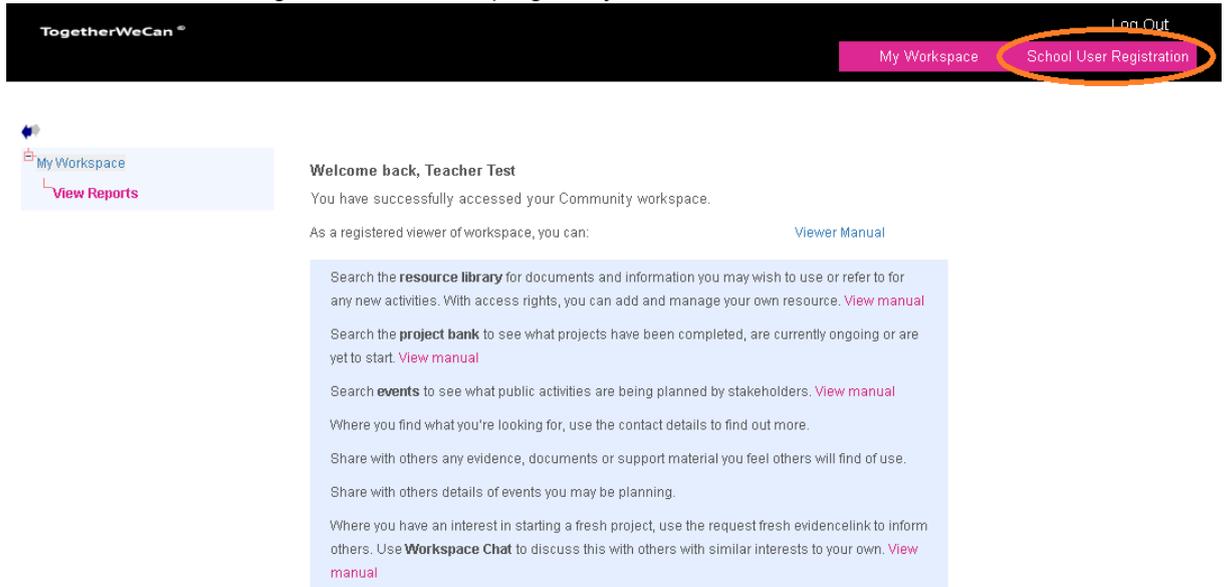
By logging in you have accepted our conditions of use and agree to respect the privacy of other users. View terms and conditions of use [here](#)

Username

Password

[Login to TogetherAberdeenshire](#)

9. Go to 'School User Registration' at the top right of your screen.



4. If you are unsure if the pupil is already registered you can use the search facility as shown below to check if they exist on the system. If the pupil exists on the system ensure the correct questionnaire is allocated by logging in using their details.



5. Once established that the pupil does not currently exist on the system, select the 'Add New' button to enter the pupil's details.



6. Complete the pupil registration form, remembering to complete all sections following the be guidance

<p>Username: use the first 3 letters of the user's forename and surname, i.e. for Bart Simpson, use barsim</p> <p>Password: Use the username appended with their year of birth i.e. barsim2006</p> <p>Date of birth: Ensure and use the date picker by selecting the icon next to the birth date text box</p> <p>Ensure all other fields are with an * are completed</p>	TogetherWeCan®	
	School User registration form	
	First Name *	<input type="text"/>
	Last Name *	<input type="text"/>
	Login name *	<input type="text"/>
	Password *	<input type="password"/>
	Confirm password *	<input type="password"/>
	Birth date *	<input type="text" value=""/> 
	<small>(Example: 25 Dec 2005)</small>	
	Gender *	<input type="text" value=""/>
	Ethnicity *	<input type="text" value="Please select..."/>
	Semis number *	<input type="text"/>
Disability *	<input type="text" value="Please select..."/>	
School *	<input type="text" value="Select School"/>	
<input type="button" value="Cancel"/> <input type="button" value="Register"/>		

10. Once all the required information has been entered select '**Register**' to add the Pupil's Profile to the database. To clear the form you can use '**Cancel**' which will clear all data from the form.

School User registration form

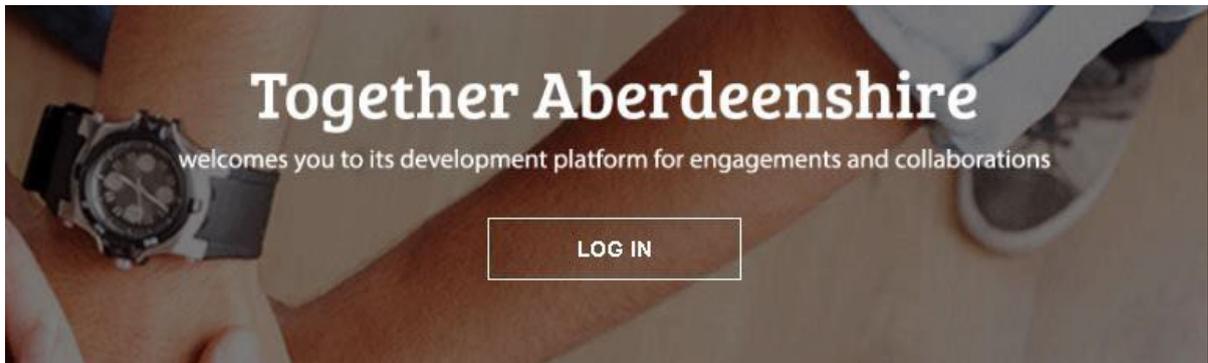
First Name *	<input type="text" value="Bart"/>
Last Name *	<input type="text" value="Simpson"/>
Login name *	<input type="text" value="barsim"/>
Password *	<input type="password" value="barsim2007"/>
Confirm password *	<input type="password" value="barsim2007"/>
Birth date *	<input type="text" value="20 Dec 2007"/>  (Example: 25 Dec 2005)
Gender *	<input type="text" value="Male"/>
Ethnicity *	<input type="text" value="White or White British Scottish"/>
Remis number *	<input type="text" value="10101010"/>
Disability *	<input type="text" value="No"/>
School *	<input type="text" value="Aberchirder Primary School"/>
	<input type="button" value="Cancel"/> <input type="button" value="Register"/>

11. You will then be presented with a message confirmed the new addition and the option to add further pupils. If you are finished and wish to exit this screen select '**My Workspace**' from the top menu bar.



Appendix 3: User Guidance – Pupil completing a Survey

1. Log onto the site via www.togetheraberdeenshire.co.uk



2. Enter the pupil's username and password provided by admin

TOGETHER Aberdeenshire

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Message from TogetherAberdeenshire

All those involved at TogetherAberdeenshire hope you find the applications provided here of use and an excellent way of making a difference for the benefit of you and your community.

The site is designed by and supported by PMNet.

Log In Here

If you already have your registration details, please log in here.

If this is the first time you have used these details, you will be asked to change your password to one of your choice that is more memorable to you.

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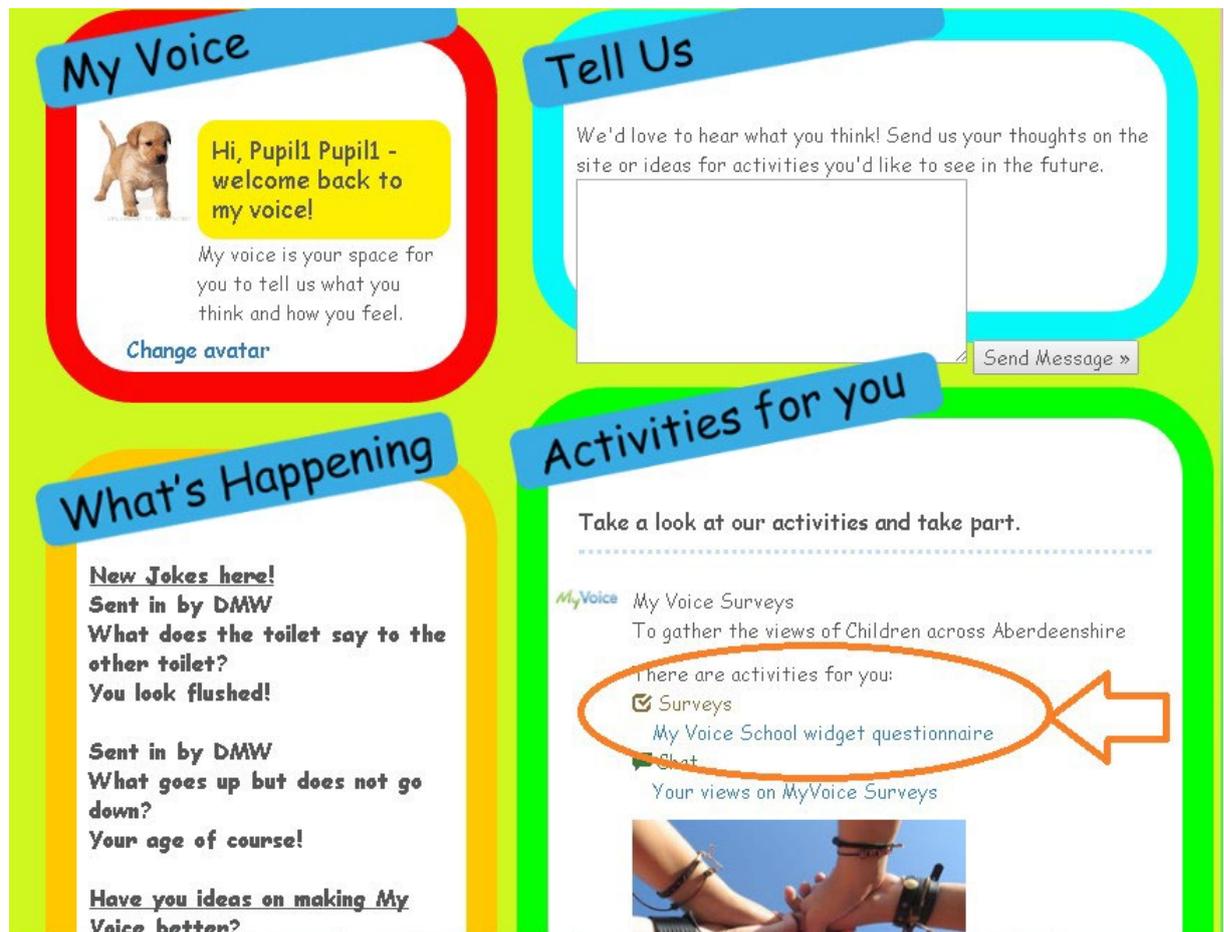
Username
pupil1

Password

[Login to TogetherAberdeenshire](#)

[Forgotten your password?](#)

3. This takes you to the pupil's profile page which has four sections. Surveys to be completed are under 'Activities for you', select the survey you wish to complete



The sections on the profile page are:

My Voice – top left welcome box where the user can change their avatar by clicking on the 'Change avatar' link and choosing one of the available images.

Tell us – top right box allows the user to give feedback on their use of the system. ****note that any feedback is sent to the system administrator****.

What's happening – bottom left box shows notifications, jokes etc.

Activities for you – Contains any questionnaires to be answered

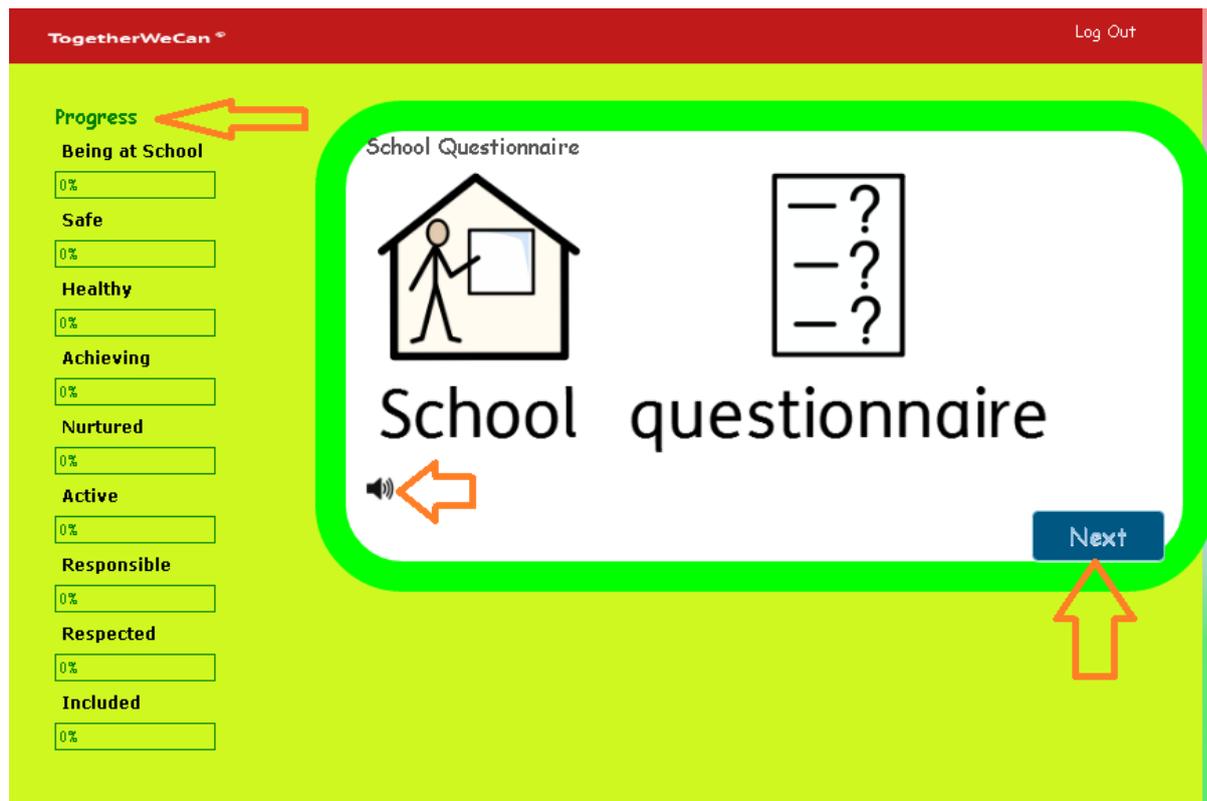
4. Start questionnaire – you can now start the questionnaire by using the next button and answering all the questions.

Sections of the page are

Progress bars – located on the left of the page shows the user their progress in completing the questions as questions are in sections.

Audio icon – questions are read out when the question is shown on the page. To hear the question or answer again click on the audio icon.

Questions – Please answer all questions where possible, questions which are multiple choice require an answer whereas open text questions are optional.



Enjoy!

Appendix 4: User Guidance – Downloading the Pupil’s Report

12. Go to www.togetherAberdeenshire.co.uk



13. Log in using your user name and password



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Username

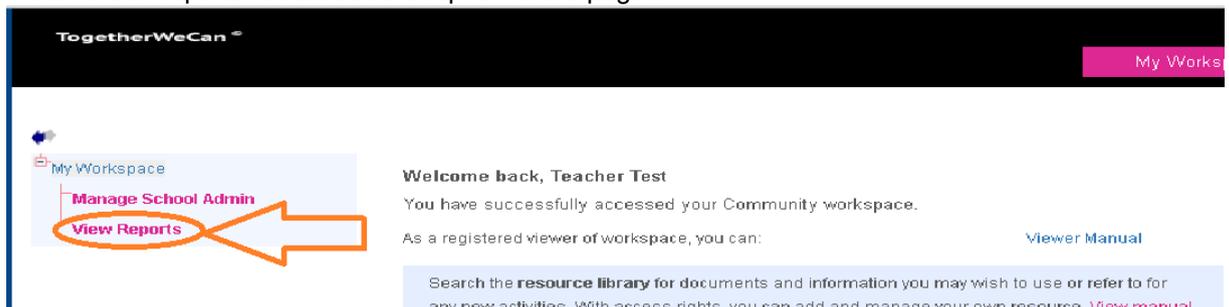
pupil1

Password

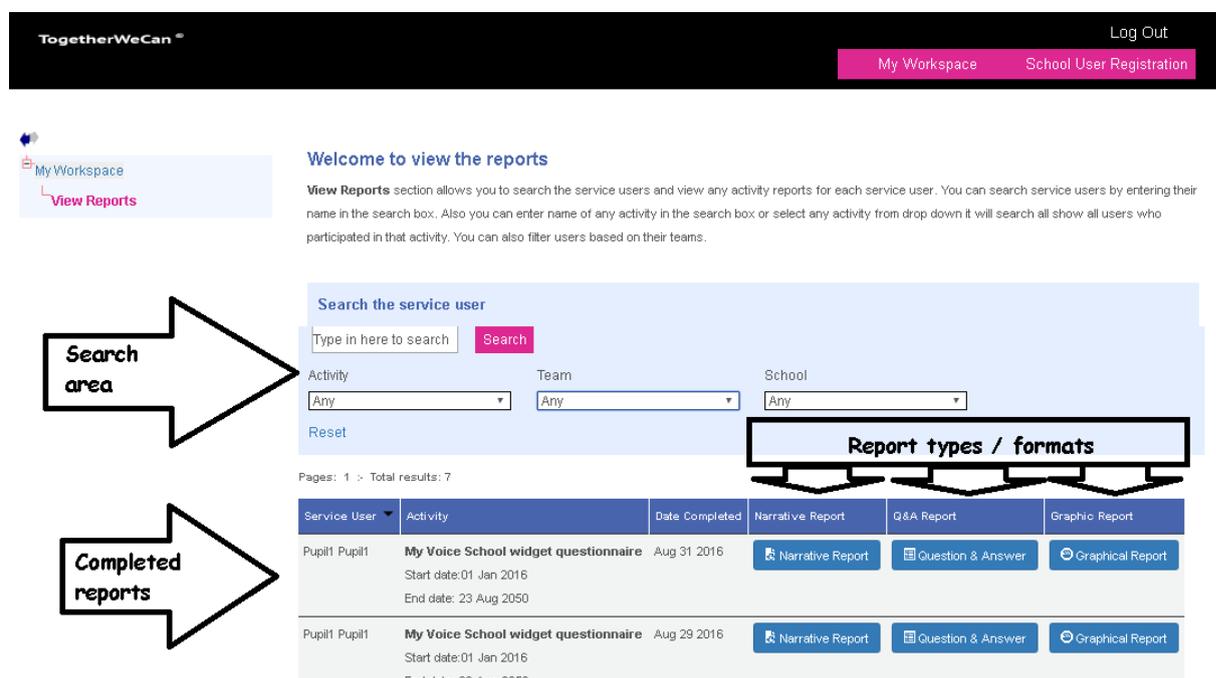
Login to TogetherAberdeenshire

[Forgotten your password?](#)

14. Go to 'View Reports' located at the top left of the pagew



15. You can search for the report by pupil name, school or activity type (questionnaire) by using the area above the report list.



16. To download a report for a pupil check the following

- **User name** is correct, in the below example it is 'pupil1'.
- **The activity** (questionnaire) type is correct i.e. 'My Voice Schoolwidget questionnaire'.
- **Date completed** is correct, there may be more than one report for a pupil as in the below example for pupil1
- **Report type** – choose either 'Narrative Report' or 'Question & Answer'. By selecting the relevant icon you will download the report in MS Word format, both reports display the same information.
 - **Narrative Report** displays the question and only the chosen answer
 - **Question & Answer** displays the question and all available answers with the chosen answer selected.

17. Download the relevant report

	Date Completed	Narrative Report	Q&A Report	Graphic Report
e	Aug 31 2016			
e	Aug 29 2016			

Select the appropriate button to download report

18. Save the report to a location where it can be shared, i.e. local G drive.

Appendix 5: User Guidance – Upload User’s completed Survey results from tablet

1. Log into the tablet using the Staff Member icon and ‘5UrV3y’ as the password.
2. Once logged into the tablet select the icon for ‘Staff Member’ and log in using your user name and password.



3. From the list options, select the 2nd option from the top option ‘Upload data’.



4. A list of all users on the tablet will be displayed. Under the heading ‘Completed’ it will show a tick for those which have been completed. Select the users you wish to upload from the tablet.

TOGETHER Aberdeenshire

You are here: [Home](#) > Upload Data

Select	Service User	Activity	Completed	Progress	Action
<input type="checkbox"/>	Bart Simpson	5 - 9 Development	✓	32 of 32	

[Start upload](#) [Return Home](#)

Upload data will transfer the data you have gathered back to the TogetherAberdeenshire workspace. You will see a table which shows the progress reached by each service user on those activities assigned to them.

You can now select which activities to upload, including, if you wish, those that remain partly completed. If the activity remains in-complete, the data will not be uploaded and it will remain on the tablet to be completed during the next visit.

When you have decided which activities to upload based on your selection of which are completed, please select 'Start Upload'.

PLEASE NOTE: This will initiate the data upload to TogetherAberdeenshire workspace, so please stay on this screen. The process may take a few minutes to complete. A confirmation message will appear, once upload completed.

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- You will receive a confirmation when the upload has been successful.
 **You will now need to return to the main menu and Delete the users profile from the tablet*, A USER CANNOT BE DOWNLOADED TO THE TABLET IF THEY HAVE NOT BEE REMOVED FROM THE LST USSEAGE*

TOGETHER Aberdeenshire

You are here: [Home](#) > Upload Data

Operation Successful
The following service users along with their activities have been uploaded into workspace successfully!

Service User	Activity	Completed	Progress
Bart Simpson	5 - 9 Development	✓	32 of 32

[Delete Data from Tablet](#) [Return Home](#)

Upload data will transfer the data you have gathered back to the TogetherAberdeenshire workspace. You will see a table which shows the progress reached by each service user on those activities assigned to them.

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- Select the 'Return Home' button to return to the logon page. If you need to remove the user's profile from the tablet select the 3rd option, 'Delete Tablet Data' to delete the user or select the bottom option, 'Log out' to exit the system.

TOGETHER Aberdeenshire

You are here: Home

Download Data
Setup service users by downloading their data from Workspace.

Upload Data
When service users completed their questionnaire, use this option to upload the data into workspace.

Delete Tablet Data
After the data has been uploaded successfully, delete it from tablet using this option.

Settings
Change application database connection settings

Sign Out
Setup service users by downloading their data from Workspace.

Select from the menu opposite, the function you wish to run on your tablet.
Once you have finished, please remember to sign out.
If you require assistance in using this software, please contact your hub manager in the first instance sam.mcneill@aberdeenshire.gov.uk or support@peoplemattersnetwork.com

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localhost/TogetherOnTheGo/Admin/Default.aspx