

User Guide



Visioning Outcomes in Community Engagement

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1. What is VOiCE?

Welcome to VOiCE, active participation of communities and service users in decision making processes and the design and delivery of public services is an increasingly central theme of public policy and service delivery. Conducting good quality community engagement involves careful planning, partnership working and effective evaluation. VOiCE is a planning and evaluation tool which assists individuals, organisations and partnerships to design and deliver effective community engagement. The software can be used to support a range of participation from overall area regeneration to specific concerns of users of particular services.

VOiCE enables all users to employ a common system for analysing, planning, monitoring, evaluating and recording their community engagement.

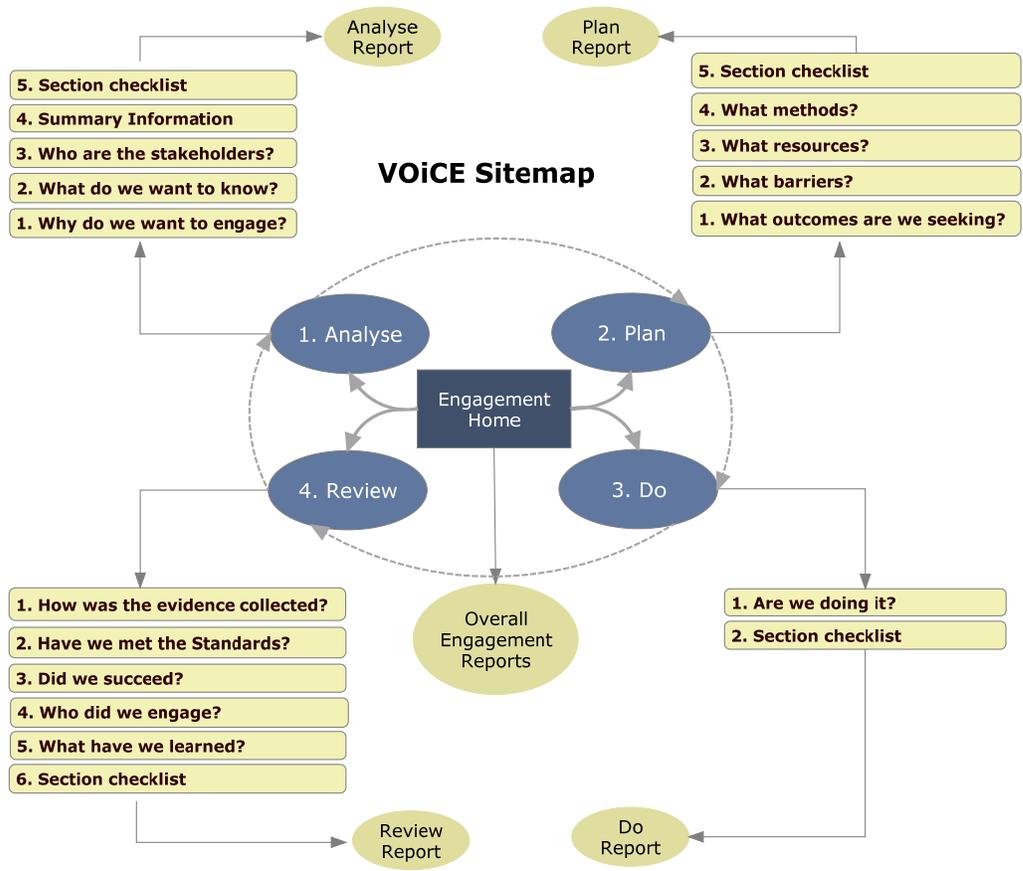
VOiCE is published by the Scottish Government and is supported by Scottish Community Development Centre (www.scdc.org.uk) as part of its support for implementation of the National Standards for Community Engagement.

In relation to particular community engagement initiatives, VOiCE will support you to:

- Reflect on what you are trying to achieve.
- Develop plans that relate to your purpose .
- Monitor progress in implementing your plan.
- Evaluate the process and outcomes.
- Learn lessons for future activity.

2. How does VOiCE work?

When you are involved in a particular piece of community engagement, VOiCE invites you to address questions under the headings: **Analyse, Plan, Do** and **Review** as they become relevant to the engagement you are conducting. It asks you to record relevant information relating to these questions using the online software. These recordings build up throughout the process of the engagement. This information will enable you, with other participants, to reflect on what you are doing and whether it is helping you to achieve your purposes. The sitemap on the following page shows the engagement cycle from Analyse and Plan through to Do and Review.



Analyse, Plan, Do and Review are the 4 stages of an engagement.

Analyse – This stage asks you to think about why you want to engage with the community, what level you want to involve the community in the engagement. You are asked to specifically identify who the community and agency stakeholder are, in other words - who has an interest in, or will be affected by, the issue(s) you wish to engage about?

Plan – This stage asks the user to work with other stakeholders (identified in Analyse) to develop outcomes and outcome indicators that are within the scope of the engagement. Partnership resources and methods of engagement are identified with a detailed plan highlighting key responsibilities and a project timetable.

Do – This stage allows the user (and editors) to record what has happened as the engagement is progressing.

Review – The stakeholders that were involved in the planning process should now come together to assess how good or bad the engagement was against the National Standards for Community Engagement.

Throughout the engagement VOiCE provides you with access to:

- Handy hints that are relevant to the particular stage of the process.
- The relevant National Standard for Community Engagement.
- Worked examples of how the software can be used for different types of community engagement.

VOiCE assists you to identify the appropriate level of engagement for your purposes. It focuses on clarity about whether you are:

- simply providing information to communities,
- consulting people in relation to specified options or
- entering into a more open relationship which may involve shared decision making or action.

3. Features of VOiCE

VOiCE has a number of useful features which support a participative approach to planning and supports improved partnership working, these features include:

- **A secure multi user environment** – users can invite colleagues or partners to be editors or reviewers of a particular engagement record.
- **Secure password protected user accounts** - users control access to their records and decide what information to share. Please note: there are some specific fields which are shared with everyone to support efficient partnership working.
- **Downloadable reports** - share reports as PDF or Word formats.
- **E-mail reports from the online system.**
- **Accountable progress** - built in user log - information on user activity within shared engagements is available to the record owner. It is clear who made what changes to the engagement report as the engagement is progressing.
- **A document bank** - upload document to the system which relate to the engagement.
- **Strategic analysis** - review engagements in your area and produce reports which pull together the information that the users select from multiple records. The system allows you to see what other engagements are happening in your area or around Scotland.
- **Fully accessible site design** - meeting a very high standard of accessible web design. The site meets the AA accessibility criteria which comply with the International Web Accessibility Standards issued by the World Wide Web Consortium (W3C).



4. Accessing VOiCE

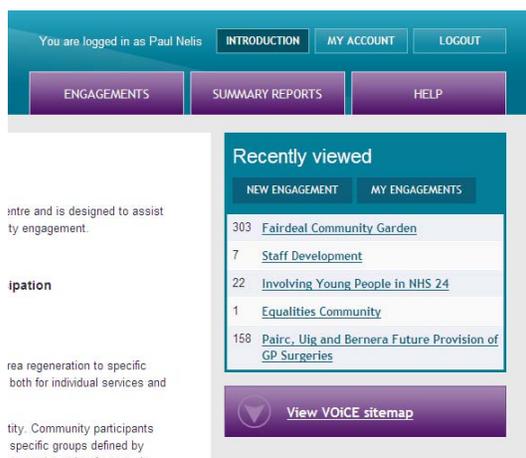
To access VOiCE go to www.voicescotland.org.uk. The VOiCE Scotland website holds a lot of useful information explaining where VOiCE came from, how it was developed and a number of useful case studies and resources. To access the VOiCE system itself click on the button on the left hand side of the site, this will open up the VOiCE system. If you don't already have an account click on the 'register for new account' button. When you have entered your details into the 'register for a user account' page you will be able to use the new account immediately. In future you will now be able to login to the system with only your email and password.

5. Forgotten your password

If you forget your password click on the link under login, this will bring up a page to type your email address. An email will be sent to this address to prompt you to reset your password.

6. User Account:

A user account creates a unique secure area for the VOiCE user. All the information in Analyse, Plan Do and Review is solely available to the account holder and the editors and reviewers that the account holder invites to contribute to the report (see **21. Users** to find out more about Editors and Reviewers). In the interests of partnership working and reducing duplication of effort some basic information is made available to all users of the VOiCE system about all engagements on the system, these are the Public Fields which are identified by the **P** symbol on the system.



7. New Engagement

Click to create a new engagement record.

8. My Engagement

Click to see all the engagement records that you have created or you have been added as an editor or reviewer.

9. Recently viewed

The last 5 records that you have been looking at most recently.

10. Public Fields

Fields which show this symbol **P** are **Public** fields and can be viewed by all VOiCE users/members. This information supports other users of VOiCE to be aware of what engagements have happened or are happening in their area or around Scotland. Public fields provide very basic information for all practitioners to support increased knowledge, to promote partnership working, shared practice and to reducing duplication of effort. These Public fields are:

- **Engagement title**
- **Start/review date**
- **Status**
- **Background**
- **Local authority area**
- **Lead contact details**
- **Community stakeholders** (only in summary reports)
- **Agency stakeholders** (only in summary reports)



The screenshot shows a form with three required fields. The first field is 'Engagement title (required field)' with the text 'Urban & Rural Cancer Services Review (Demo)'. The second field is 'Engagement theme (required field)' with a dropdown menu showing 'Health'. Below this field is a note: 'This will produce a worked example to support you while entering your engagement information. To learn more about the themes [click here](#).' The third field is 'Status (required field)' with a dropdown menu showing 'Complete'.

11. Engagement theme:

This dropdown menu offers the option to select a worked example which will follow the user as they enter information. The worked example is contained in the dropdown button – **‘information/worked example’** and sits beside each field with suggestion for text which can be entered. Select the theme which fits closest to your area of engagement e.g. health, regeneration, social care (note: over time more themes will be added by SCDC).

12. Status:

An engagement record will start off as ‘Active’ but this may change as you progress through the tool.

- After completing Analyse you may decide that you cannot progress with the engagement at the moment; you would then identify it as ‘Not Progressed’.
- You may go through all the stages of the engagement process and following the review you may identify the work as ‘Complete’.
- You may go through all the stages of the process and identify that this phase of the engagement is finished but you are moving on to a related engagement; you would therefore identify the record as ‘Continuing’.

Lead contact details

Contact details

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13. Lead Contact Details:

This field allows you to enter details in as you wish. If your engagement has key partners then you may wish to enter their contact details here as well. Please note: In the interests of partnership working and sharing practice it is useful to include an email address or phone number so that others can contact you if they have a specific question about this your engagement record.

Linked engagements

Is this engagement continuing from, or strongly linked to, other work?
 (This information will appear in your reports. Please manage linked engagements using the button to t

No	Title
31	Musselburgh Care Facility and Day Centre

14. Linked Engagements:

This function allows the user to link engagements, for example 3 engagements may follow on from each other or may be strongly linked to an overall programme of work which you wish to demonstrate on the VOiCE system and in your reports. When you link engagements you are able to click on the link to take you to that engagement and the linked engagements appear on your reports. Creating a link from engagement A to engagement B will show on both engagement A's record and engagement B's record/reports.

EDIT DETAILS CLONE DELETE

15. Edit Details

When you have created your engagement report you can make changes to the engagement details using the Edit Details button at the bottom of the page. The report can be edited or modified at any point of the engagement process.

16. Clone:

This option clones and creates a new engagement. Similar to the 'Save as' function in MS Word it copies Analyse and Plan from the exiting engagement, the user is then asked to create a new title and save. Specific information in the new record e.g. Analyse and Plan can then be edited to fit the new engagement activity. This option is available to users because in some instances community engagement practitioners will be working on very similar projects in different areas.

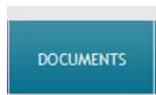
17. Delete:

The delete option will delete the record you are currently on. Please note that SCDC can restore a record which has been accidentally deleted.



18. Stages of an Engagement:

You can navigate to any stage in the engagement form from this point, whether you are filling the outcomes and methods section of the **Plan** with key partners or dipping into the tool to update the **Do** section as the engagement is progressing. Please note that any part of the engagement record can be changed or amended at any point in the engagement cycle. At the end of each stage you can generate a report as a PDF or Word document see **29. End of Stage Reports**



19. Documents:

Upload documents which relate to or support the engagement activity. Acceptable documents include Word, PDF and Excel documents. Storage is unlimited but each individual item must be under 2Mb



20. Reports:

This section produces reports. The reports include end of section reports and the full engagement report which includes all the sections – Analyse, Plan, Do and Review.



21. Users:

This function allows for greater partnership working and encourages a participative approach to planning. There are two types of Users on the system these are Reviewers and Editors.

A Reviewer may be a colleague/partner/manager, they are able to see the report but not edit it. An Editor has the permissions to edit the whole record (note a record of any changes are stored in the Audit Log). When you have identified who you want to work with to develop a joint record the software offers the opportunity to email this person and invite them to log on to VOICE and access the shared engagement record online.



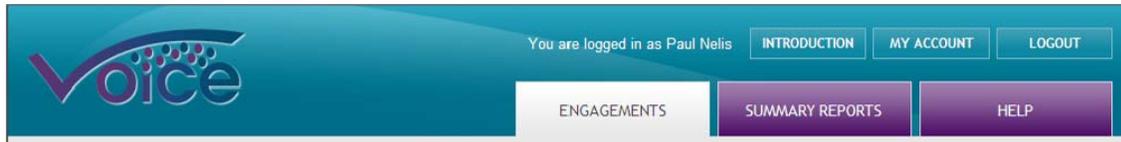
22. Audit Log:

This section stores detail of the changes to a report and who made those changes.



23. Engagement Home:

This button will take you back to the Home section of VOiCE. Users can navigate to Analyse, Plan, Do and Review from here.



24. Introduction:

This button will take the user back to the start page where their engagements can be accessed.



25. My Account:

This button will take the user to their account details; these details can be changed at any time.



26. Engagements:

View the summary information for all of the engagement on the system. Users are able to view engagements based on the local authority area(s) identified in their account profile.



27. Summary Reports:

These reports are generated from information in the Public fields of VOiCE. Users can create reports by date, area, stakeholder, status of engagement etc



28. Help:

This section has useful information about VOiCE and provides resources to support effective use of the system.

29. End of Stage Reports:

At the end of each stage (Analyse, Plan, Do and Review), the user can generate a report in PDF or Word format, this can be shared with colleagues and partners. MS Word format allows the user to amend the reports e.g. allows the flexibility for the user to put their organisations logo on the document. Users can also email the report within the VOiCE system (please note that only PDFs can be emailed). There is also the option to hide any unanswered questions.

Step 1: Analyse - report

ENGAGEMENT HOME REPORT

Step 1 Report PREVIOUS PAGE ENGAGEMENT HOME

You can now create and download a report as PDF or a Word document using the tools below. You can also email a PDF version to colleagues

Unanswered questions: Hide

Report format: PDF

PDF
Microsoft Word (not available for email)

DOWNLOAD REPORT EMAIL REPORT

PREVIOUS PAGE ENGAGEMENT HOME

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