



## FAQs

### Key information about Pupil Wellbeing Survey 2020

This contract is now being delivered by a new provider, RM Insight.

The Online Pupil Survey™ has been renamed Pupil Wellbeing Survey (PWS).

The new data management system is called Pupilinform and has replaced Lodeseeker®.

Pupilinform was launched on 29th November 2019 and your identified PWS leads have been contacted with full information and details on training.

The 2020 Pupil Wellbeing Survey is open 27<sup>th</sup> January – 3<sup>rd</sup> April 2020. Further information has been circulated via Heads Up and to your identified PWS leads.

## Pupilinform

### *What is Pupilinform?*

Pupilinform is the data management system where you can view the anonymous results for your school compared to your nearest statistical neighbours, district and county averages. Data from all previous surveys is available for trend analysis.

The system can only be accessed by professionals (schools staff, County Council staff and some key partner organisations by request). They have different levels of

access, for example partners can only see county level data, and all the data is anonymous.

### *How can we access the system?*

Full instructions and guidance have been sent to school contacts.

Each school is given two accounts, each linked to the email address of the contact. Schools can request an additional account.

Users use their email address as user name and create their own password via the Pupilinform portal. Users need to remember their passwords but can create a new one if it is forgotten.

### *How can we learn how to use the system?*

The system has been designed to be intuitive and easy to use.

User guidance has been sent to all registered users and is available when you logon to Pupilinform.

Training videos are available online guiding Pupilinform users on how to set up an account, produce reports and do custom analyses:

[Pupilinform School User training video](#)

[Pupilinform non-school User training video](#)

Further in-person training sessions will be offered in summer 2020. Details will be announced in due course.

### *What support is available?*

The RM Insight team can be easily reachable to deal with any issues or concerns regarding Pupilinform. They can be reached via phone or email Mon-Fri 8-5.

- Roland Marden is available for general problems.

[roland.marden@rminsight.co.uk](mailto:roland.marden@rminsight.co.uk) tel 01273 325712

- James Bear is available for local support.

[james.bear@rminsight.co.uk](mailto:james.bear@rminsight.co.uk) tel 07923 565605

### *Giving feedback on Pupilinform*

Pupilinform is a newly designed system and RM Insight is eager to hear user feedback on how it is working for schools. Please send comments to Roland.

User experience will be reviewed periodically with improvements implemented soon thereafter.

## **Pupil Wellbeing Survey (PWS)**

### *What experience do you have doing children's health surveys?*

RM Insight has been working research in health, education and the children and young people sector since 2010.

They have extensive experience conducting health surveys for children and young people in schools, working for local authorities across the South East and national charities.

### *What are the benefits for schools in doing the PWS survey?*

The Pupil Wellbeing Survey provides an invaluable opportunity to monitor and improve the health and wellbeing of students at your school.

Pupil Wellbeing Survey findings can be used to:

- Develop a profile of the typical health and wellbeing of your school population compared to other schools.
- Inform appropriate health improvement initiatives.
- Provide evidence for Ofsted inspections/school improvement work.
- Provide data for funding bids or benchmarking.

### *Is the PWS survey GDPR compliant?*

Yes. The 2020 Pupil Wellbeing Survey is fully GDPR compliant. The survey is anonymous and does not collect any personal information or details that would allow a respondent to be identified. All data collected is handled securely and within the UK. Only individual schools have access to their own datasets (along with authorised GCC staff). Schools are able to compare their own results against aggregated data at the district and county level and for statistical neighbours.

### *Will the survey be any different from the previous OPS?*

RM Insight worked closely with GCC to design the survey. Most of the questions are the same as in the 2018 version and there are some additional questions. All open response / free text questions were removed to comply with GDPR requirements.

The Pupil Wellbeing Survey is an entirely new design and will look different to the previous OPS. It has a child-friendly design, one question per page, large font and user-friendly question format. Bright distinctive colours are used throughout. The special school version is kept more plain.

A fun colourful animation is included in the Primary survey at the end of each section.

Each school will be provided with a unique short url to use as a login. Each pupil completing the survey will need to enter this url into the browser of their device to access the survey.

#### *Can schools opt out of certain sections of the survey?*

Schools can be provided with a version of the survey that does not include questions on sexual health. Schools must request this alternative version if they require it.

#### *Can pupils opt not to do the survey?*

Yes. Information will be provided by RM Insight that should be read aloud by the teacher administering the survey with pupils. Pupils must be advised they can choose not to do the survey or skip any question or section that they don't wish to answer.

#### *How will pupils access the survey?*

Each school will be given a short url to use to access the survey. No password is required. Each pupil completing the survey will need to enter this url into the browser of their device to access the survey.

Special schools will be given individual logins for each pupil to allow pupils to save and return to the survey if needed.

#### *What devices can be used to do the survey on?*

The survey is adaptive and can be completed on either PCs or tablets.

#### *Can the survey be saved and returned to later?*

No. The survey must be completed at a single session. If a pupil does not complete the survey and logs off, they will need to start the survey again to complete it.

This is not the case for Special schools which will be given individual logins for pupils. Special school students will be able to save the survey and logon at a later date to complete it.

### **Completing the survey**

Most pages of the survey include one question. Pupils move to the next page by clicking on a 'Next' button at the bottom of the page.

If pupils want to go back to previous questions they can do so by clicking on the 'Back' button at the bottom of the page.

Pupils should NOT use the browser 'forward' or 'back' buttons at the top of the screen. This will lead to an exit from the survey and the pupil will need to start the survey again.

### **What support is available?**

Instructions and guidance were sent to schools in advance of the launch of the survey. The survey pack includes a Powerpoint slide presentation, showing the steps needed to access and administer the survey and full guidance.

The team will be easily reachable to deal with any issues or concerns regarding PWS. They can be reached via phone or email Mon-Fri 8-5.

- Roland Marden for general issues.

[roland.marden@rminsight.co.uk](mailto:roland.marden@rminsight.co.uk) tel 01723 325712

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### **When will the survey go live?**

The survey is open until 3<sup>rd</sup> April 2020.

RM Insight will monitor submissions and send reminders to schools where needed.

### **When can we see the new PWS data on Pupilinform?**

We anticipate the 2020 PWS data will be available for viewing on Pupilinform in June.