

'Have Your Say' Guide

Worcestershire County Council

Contents

What is the 'Have Your Say' portal?	2
How the 'Have Your Say' portal works	2
How to send your information on 'Have Your Say'	2
Starting the 'Have Your Say' form	3
Logging in	3
How to Register for an Account	3
Logging into the 'Have Your Say' portal	5
I've Forgotten my Password	5
Your Details	6
Who is this About	6
Adding Your Address	6
Completing the Forms	7
Sending the form to Worcestershire County Council	7
If you need any other Support	7

What is the 'Have Your Say' portal?

Hello, '**Have Your Say**' is your opportunity to share your views, wishes and feelings with us on how you experience our services and on matters that are important to you about our work with you.

How the 'Have Your Say' portal works

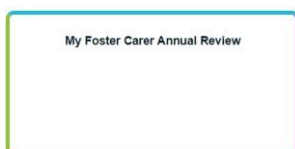
When you submit the information, this will be sent to Worcestershire County Council, an alert will be sent to your allocated worker, so they know your views and what has been shared.

This is monitored on every working day, this means, if you are trying to contact someone in an emergency or have a problem, are using this service in an emergency, you are feeling unsafe, or outside of our working hours (9:00am to 5:00pm), like in the evening, weekends, or bank holidays, it means that messages won't get to your worker until the next working day.

How to send your information on 'Have Your Say'

There are different buttons which you can click and send information about for your service.

For **My Foster Carer Annual Review** click on the My Foster Carer Annual Review button.



For **My Child Protection Conference** click the My Child Protection button.



For **My Looked After Review** click the My Looked After Review button.



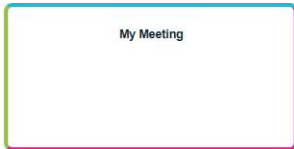
To **Share My Views** click on the Share My Views button.



For **My Pathway Plan** click on the My Pathway Plan button.



For **My Meeting** click on the My Meeting button.



Starting the 'Have Your Say' form

Each form has slightly different questions depending on the Service.

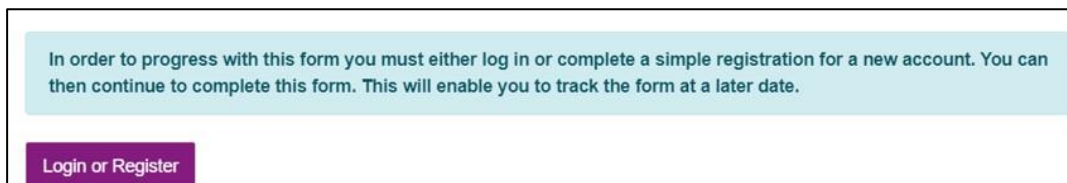
The first part of the form is for you to tell us who you are (below is the example of My Looked After Review form)

A screenshot of a web form titled "My Looked After Review". On the left, there are two steps: "1 My Looked After Review" (highlighted in purple) and "2 Submit Form". The main content area has a light blue background with the heading "My Looked After Review". Below the heading, it says "Please add details of all persons to be included in this form to be submitted to the Local Authority". There are two input fields: "Forename" and "Surname". A purple "+" button is to the right of the Surname field. A purple "Confirm" button is at the bottom left of the form area.

You add your forename and surname and click the **Confirm** button.

Logging in

You will now see the **Login or Register** button.

A screenshot of a message box with a light blue background. The text inside says: "In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date." Below the message is a purple button with the text "Login or Register".

Click on the **Login or Register** button. If you have an account, type your email address and password, if you don't have an account, go to the next section which will tell you how to create an account.

A screenshot of a form titled "Existing users". It has two input fields: "Email" and "Password". Below the "Email" field, there is a red error message: "Please enter your email address". Below the "Password" field, there is a red error message: "Please enter your password".

How to Register for an Account

If you don't have an account, you will need to add one.

New users

If you're new to Worcestershire Portals, sign up for an account here

[Register for new account](#)

Step 1 - Click on the **Register for new account** button, you will need to add all information in the boxes with red stars which are mandatory fields and need completing, boxes without a red star are optional.

Register a new account - step 1

Firstname *

Surname *

Is this account being used in a professional capacity?

Property name

House no

Street *

Area

Town/City *

County

Postcode *

[Next](#) [Cancel](#)

Step 2 - Email address – add your email address. **It is very important you enter your email address correctly. If it is not entered correctly, you will not receive log in codes.**

Password – create a password, you will need to make sure your password meets the criteria on the right-hand side of the page. If your password does not meet the criteria, you will be asked to change it before you can carry on.

You will now be sent a code to your email address; you should use this code to validate your new account.

Register a new account - step 2

Email address *

Password *

Confirm password *

[Back](#) [Next](#) [Cancel](#)

Password policy

Your password must meet the following requirements:

- It must be at least 10 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must be different to your current password
- It must be different to your previous password

[Click here to see the list of special characters.](#)

Logging into the 'Have Your Say' portal

Enter your email address and password; click **Submit**.

Secure login - step 1

New to Worcestershire Portals? [Register for an account here](#) or use the button below.
 Already using Worcestershire Portals? [Sign in below.](#)

Existing users

Email

Please enter your email address

Password

Please enter your password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Submit](#) [Cancel](#)

[Forgotten password?](#)

New users

If you're new to Worcestershire Portals, sign up for an account here

[Register for new account](#)

A code will be sent to your registered email address, check you emails for the code, and enter the code into the code field.

Please not - Codes are time sensitive and only last for five minutes. If you do not use it within this time click Please send me a new code.

WORCESTERSHIRE CHILDREN FIRST

[Home](#) / [Children, young people and families](#) / [Portal Home](#) / [Secure login - step 2](#)

Secure login - step 2

We have just sent you an email to confirm your account. Please enter the code this contains below.
If you can't find this email, it may be in your spam/junk email folder.

Code

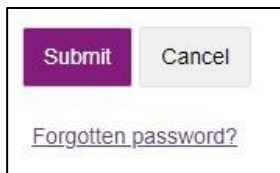
[Finish](#) [Cancel](#)

[Please send me a new code](#)

Please enter the verification code that we sent you.

I've Forgotten my Password

You can re-set a forgotten password by clicking on the **Forgotten password?** link. Worcestershire Childrens First cannot see or change passwords for you.



Submit Cancel

[Forgotten password?](#)

Now you are logged in, you will see your name in the top right of the 'Have Your Say' portal.



NB (You will not need to log in again unless you log out or are timed out. You will be logged out after 30 minutes of inactivity. This is a security feature of the portal and keeps your information secure.)

Your Details

The next section you see is about you, your name, address, and email address will be pre-populated.



Your Details

First name

Last name

Address (This field is limited to 512 characters)

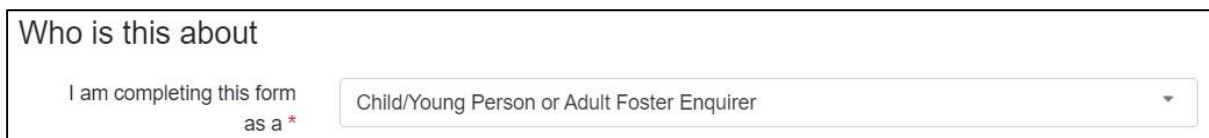
Email

Telephone

Who is this About

This section is for you to complete about your support and services.

When you complete the "I am completing this form as a" section it is very important that you select the correct drop down. Make sure you choose **Child/Young Person or Adult Foster Enquirer**.

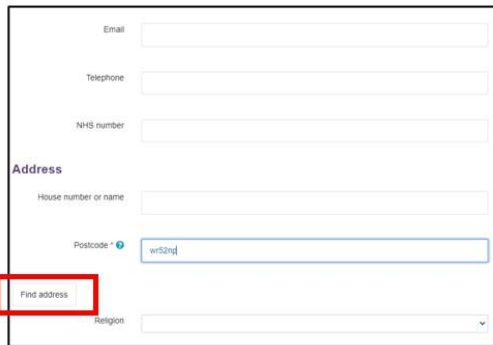


Who is this about

I am completing this form as a

Adding Your Address

You need to add your address. Enter the postcode and click find address. If the address is found it will be displayed as below. If the address is not found, enter it manually.



Email

Telephone

NHS number

Address

House number or name

Postcode

Find address

Region



Address

County Hall
Spetchley Road
Worcester
WR5 2NP

N.B. – Ensure that you click the **Find Address** button, (highlighted above in red). If you do not click it or don't enter the address manually the form will not allow you to continue.

Completing the Forms

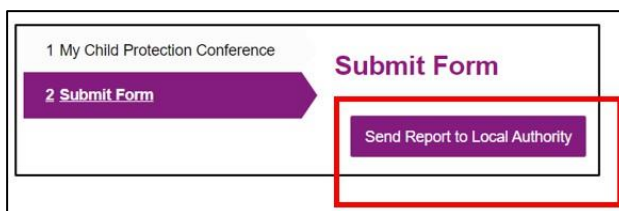
The next section asks you lots of questions about you and your service, you can add as much information as you like. Once you get to the bottom of the page, click the **Next** button



Next →

Sending the form to Worcestershire County Council

To send the form to us, click on the Send Report to Local Authority button



1 My Child Protection Conference

Submit Form

2 Submit Form

If you need any other Support

If you need support look at our online services at: [Children, young people and families](#)

Or click on the link below for our guide on how to register or log in to your area.

[Guidance for registration and log in.](#)

If you need help please contact our Family Front Door on: **01905 822666**

If you need urgent help out of normal working hours, please contact our out of hours Emergency Duty Service to speak with a Social Worker on: **01905 768020**