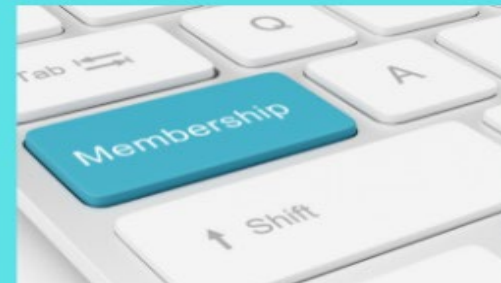


LETS GET DIGITAL



EXPLORING THE LAMPLIGHT DATABASE

**MEMBERSHIP
REPORTS
DIARY ENTRIES
EMAILS
TEXTS + MORE!**

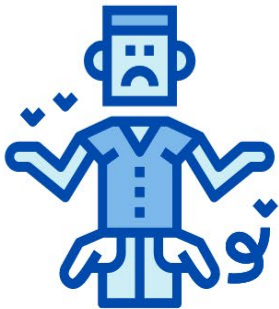




Welcome to this Contact Online Learning Session in partnership with Bolton Parent Carers, Sheffield Parent Carer Forum and Lamplight.



25th January 2022

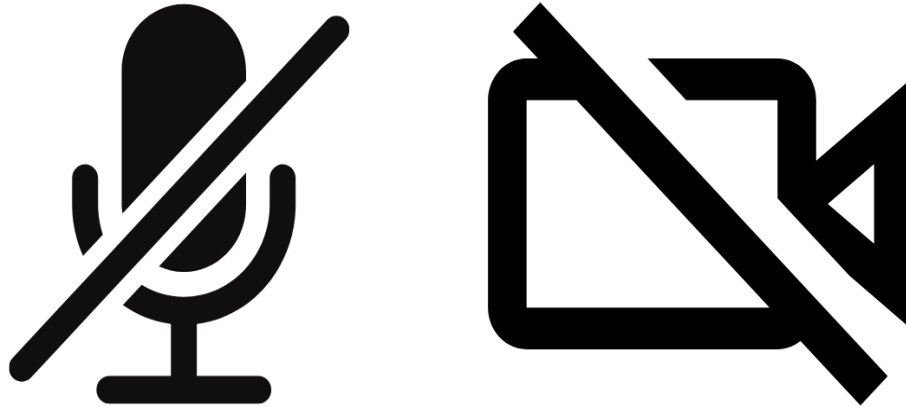


If there is a technical hitch, please do bear with us. If you have lost sound or cannot see the slides moving, please ask in the chat to see if it's a universal issue or if it's just you. If no-one else reports an issue – please try leaving the chat and re-joining.



Timings and Questions

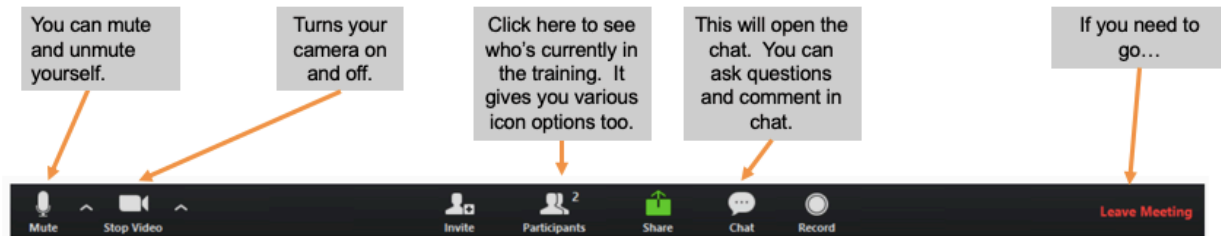
Please could everyone remain 'muted' throughout. With their camera's off. Until question time, when we ask that you please raise your hand and await to be named.



Any relevant questions, not covered in the time allowed, will be answered and posted on Contact's website along with the recording of the session, details of which will be circulated in the next couple of weeks.



Tips on how to use Zoom



Picture of Zoom Menu Bar

The ^ allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio settings if you're having trouble.



Introductions



Lisa Aldred. Parent Carer Participation Adviser at Contact



Nan Cooper. Bolton Parent Carers



Eva Juusola Sheffield Parent Carer Forum



Katie Eley Lamplight Database Systems Limited



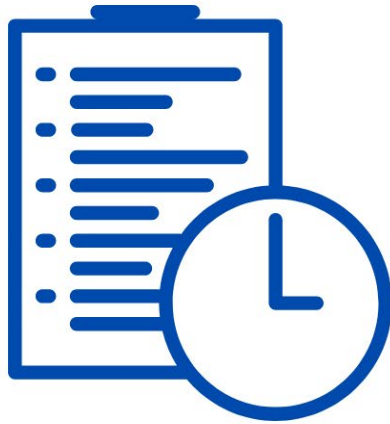


Why are we here?

“What database system do you use?”

- This is a commonly asked question by forums.
- Lamplight is one system that is utilised by a number of forums
- This session will walk you through how 2 forums, Bolton and Sheffield, have used Lamplight for a number of years and then Lamplight will give a demonstration and further information.
- They are very different forums, and this will give an insight as to how it can be used differently to meet differing needs.



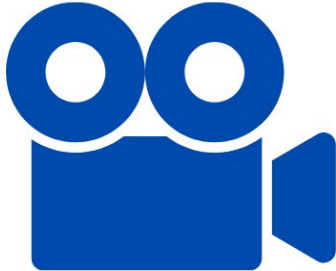


Agenda

The session is being recorded and will run for 2 hours

Tuesday 25th January 11:30-1:30pm

- 11:30 - 11:40 Introductions/housekeeping
- 11:40 - 12:40 Bolton and Sheffield Forums
- 12:40 - 12:50 Questions
- 12:50 - 13:20 Lamplight
- 13:20 - 13:30 Questions
- 13:30 - Close



Bolton

- Established 2014
- 300+ registered parents*
- Voluntary Organisation
- Reporting is for demonstrating membership demographics
- Manned by volunteers only
- Used Lamplight for around 4 years

Sheffield

- Established in 2008
- Over 2,400 members
- Registered charity
- Service-level agreement with Sheffield City Council for the past 12 years
- 4 part-time staff
- Lamplight user for around 10 years



Integration with Website (1)



Data entered into the membership form on our website goes directly into Lamplight:

A screenshot of a web browser showing the 'Full Membership' form. The browser tabs include 'Lamplight - Sheffield Parent...', 'Full Membership | Sheffield...', and 'hogsmeade - Google Search'. The URL is 'https://sheffieldparentcarerforum.org.uk/forms/full-membership/'. The form has a dark blue header with the text 'Full Membership'. Below the header, there is a breadcrumb trail: 'Home > Forms > Full Membership'. The form fields are as follows:

FIRST NAME *	LAST NAME *
Hermione	Granger
EMAIL *	
hermione@wizmail.com	
LANDLINE	MOBILE PHONE
0122589665	07544875522
<small>Please enter your phone number without spaces</small>	<small>Please enter your mobile number without spaces</small>
HOUSE NUMBER*	
11	



A screenshot of the user profile page in Lamplight. The page header includes the Lamplight logo and the text 'Sheffield Parent Carer Forum' and 'EVA JUUSOLA [SYSTEM ADMINISTRATOR]'. There is a navigation menu with links for 'home', 'people', 'work', 'groups', 'reports', and 'admin'. The main content area shows the profile for 'Hermione Granger' with the type 'person' and roles 'parent/carer'. There are tabs for 'Summary details', 'Contact details', 'Relationships', 'Personal Details', 'Child Information', and 'Mailing and Members'. The 'Profile diary' tab is selected. The address information is as follows:

Address line 1 :	11 Hog's Lane
Address line 2 :	
Address line 3 :	
Address line 4 :	
City :	Hogsmeade
Postcode :	HG2 3TL

There is a 'view map' button at the bottom right of the address section.



Integration with Website (2)



- All fields in Lamplight are customisable
- Integration with membership forms was done when we built a new WordPress site – not easy
- Integration of forms requires the Publishing Module (£72/year) in addition to the Core Module
- Saves a lot of typing, but still needs someone to check and approve new membership applications
- Useful Duplicate Search and Compare function



Logging work (1)



Our staff use the Diary function in Lamplight to log all their work:

My Diary		Diary		
Diary w/c Monday, 29 November 2021				
Mon Nov 29	Tue Nov 30	Wed Dec 01	Thu Dec 02	Fri Dec 03
8am	8am	8am	8am	8am
9am	9am	9am	9am	9am
9:15 - 10:00: Emails	9:00 - 11:15: Christmas film prep - liaise with venue and guests, make signs, info sheets, update risk assessment, checklist for Showroom staff	9:00 - 10:15: Emails	10:00 - 11:15: Emails and meeting prep	9:00 - 09:45: Parent enquiry
10:00 - 10:15: Staff catch up		10:15 - 11:00: Read and comment on LO job description		9:45 - 11:00: Meeting prep
10:15 - 12:45: Publicise Christmas films and manage bookings	11:15 - 12:15: Emails	11:00 - 11:30: meeting about LO		11:00 - 12:30: Meeting with parenting team
		11:30 - 12:00: Invoices	11:45 - 12:30: Prep for craft session	
	12:30 - 14:15: Prep for meetings	12:00 - 12:30: Xmas film bookings	12:30 - 14:00: Christmas Craft session 6 parents attended, 5 no shows	
13:00 - 13:45: HR meeting with Catherine from Cranfield Trust		12:30 - 13:00: Volunteer support	14:00 - 16:00: SSG and school funding meeting	13:00 - 13:45: Meeting about transitions information with Dwayne
13:45 - 14:45: Meeting prep		13:00 - 14:00: NNPCF national conference - Q&A with DfE		13:45 - 15:00: Emails, meeting notes
3pm	3pm	3pm	3pm	3pm
4pm	4pm	4pm	4pm	4pm



Logging Work (2)



By adding members and volunteers to work records, we can create a complete record of all our activities:

1. When and where 2. Attendance 3. Details

Time and date from: 13 : 30 : 21 January 2022

Time and date to: 14 : 30 : 21 January 2022

Recurrence: none

Work area

- General admin
- External Meeting
- Internal Meeting
- Consultation
- Governance
- Outreach
- Information
- Training
- Events

TRAINING

- DAT
- Informal training by parents
- Training for volunteers/staff
- Training for parents

New work record

1. When and where 2. Attendance 3. Details

Find profiles: search - start typing a name here and click to add to table

Jump to 1 | << first < prev | page: 1 | next > last >> | (1 of 1) | Show 10 per page | Total of 2 records

ID	Name	Attendance type	Role	Attendance notes	del
4227	Hermione Granger	Attended	Parent/carer		✗
5	Eva Juusola	Attended	Staff		✗

Jump to 1 | << first < prev | page: 1 | next > last >> | (1 of 1) | Show 10 per page | Total of 2 records



Reporting



We create a wide range of reports, e.g.:



- Staff work hours – both overall hours and broken down into work categories



- Reports on specific activities, e.g. number of strategic meetings attended by our reps, number of parents who attended our coffee mornings etc.



- Member characteristics, e.g. child's disability, child's age, postcode area, ethnicity





Groups



Manual groups: you add members individually by hand

Auto groups: you tell the system to create groups based on specific criteria, e.g. “Everyone who has a child aged 0-5 years who is on the email list”

Auto groups are always up to date and can be used to target communications at a subset of members.



Reporting

We utilise the group function to have our most commonly needed data easily downloaded

Groups

Jump to | << first < prev | page: 1 | next > last >> | (1 of 1) | Show

menu	Name	Description	Crite
	Management Core	Management members	
	Parent Core	Membership, not including Steering Group	

- View full details
 - Age
 - All Users
 - Email List
 - Membership
 - Parent Carer Dates
- Quick view in popup
- Edit
- Duplicate record
- Convert to manual group
- Communicate
- View Mailchimp status
- Print
- Delete group

Jump to | next > last >> | (1 of 1) | Show





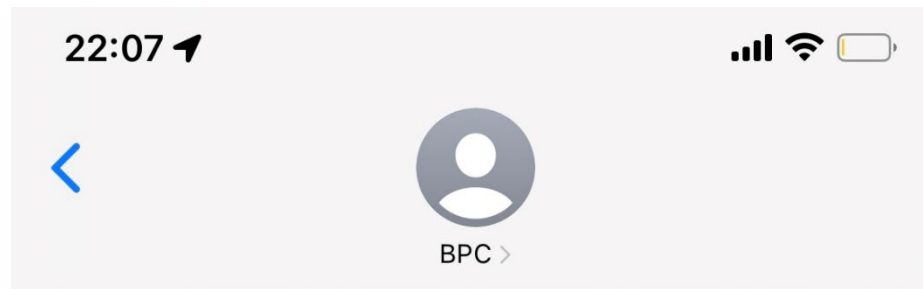
Using the Text Function



- We utilise the Communications Module, so costs an additional £5 +VAT per month.
- Email is also included in this module.
- Provides a generic way of texting, without the need for a mobile phone – ideal for us as we only have 1 mobile.
- We utilise it for reminders for where parents have booked onto things like our workshops



How it looks



Text Message
Today 22:06

Hello! This is a reminder that you are booked onto our SEN Support Workshop on January 27th at 10am. If you need directions and info on parking visit www.boltonparents.org.uk/hub We look forward to seeing you at the session! *Please do not reply to this text.



Texting members



1. Create a group “SMS list” in Lamplight
 2. Export phone numbers from this group into Excel
 3. Copy and paste these phone numbers into SMS Broadcast
 4. Type message and send
- » Costs 3p + VAT per message per recipient, up to 160 characters
 - » No contract – you just buy credits
 - » Can choose to receive replies by text or email



Using Email Communication



- This is part of the Communications Module, so costs an additional £5 +VAT per month.
- Doesn't have the same reporting as Mailchimp, but can easily use group to filter members which is very useful.
- Seems to have better results of landing in inboxes



Emailing Members



1. Create a group "Email list" in Lamplight
 2. Export names and email addresses from this group into Excel
 3. Copy and paste these into Mailchimp
 4. Create email using template and send
 5. Monitor open and click rates
- » Free of charge for up to 2000 recipients
- » BUT: Emails often end up in Junk Mail folders



Sheffield



1. Highly customisable, both in terms of data fields and functionality (through add-ons)
2. Integration with website forms saves lots of typing
3. Detailed activity reports through Diary function
4. Ability to target communications at subsets of members

Bolton



1. You are able to build Lamplight to meet your needs, including terminology
2. Add-on modules makes it affordable
3. Accessible support
4. Managing database users is easy, and you aren't charged by number



Sheffield



1. Can be a bit glitchy, especially the Diary
2. If using different admin levels, staff can't always see work records other people have added them to
3. Setting up integration with the membership forms on our website was not straightforward

Bolton



1. Not very mobile responsive
2. Some inputting pages are a little 'clunky'
3. You have to put a lot of thought into initial set up



Lamplight Demonstration



Katie Eley Senior Technical Support & Community Builder
Lamplight Database Systems Limited



Cost - Jan 2022

Core System

£15 per month (+VAT)

The core system is tailored to your precise needs

Additional Modules



Evaluations £5 Per Month (+VAT)



Data Direct £5 Per Month (+VAT)



Waiting Lists £5 Per Month (+VAT)



Communications £5 Per Month (+VAT)



Publishing £5 Per Month (+VAT)



Multimedia £5 Per Month (+VAT)



Staff Management £5 Per Month (+VAT)



Matching £5 Per Month (+VAT)



Expenses £5 Per Month (+VAT)



Charges £5 Per Month (+VAT)



Library £5 Per Month (+VAT)





Any
Questions?



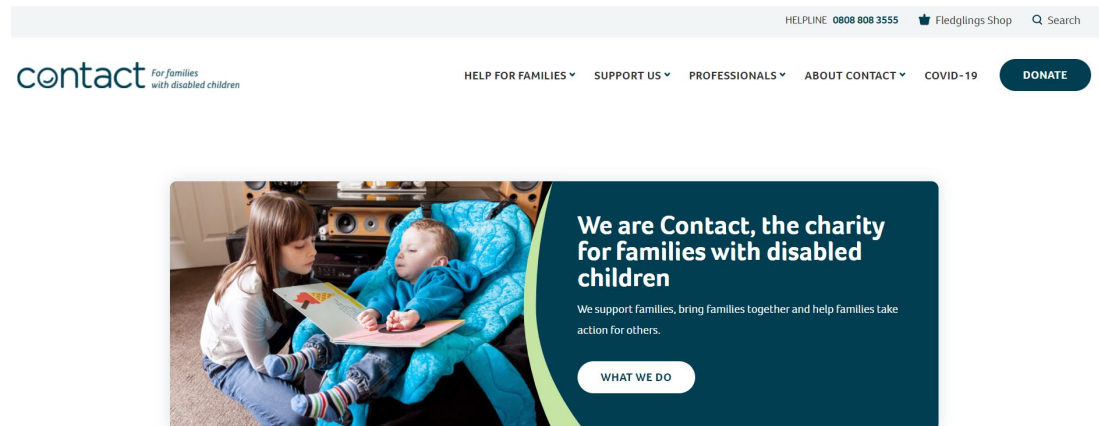
Thank you!



Thank you for attending with us today.

The recording of this online session and presentation will be available on Contact's website in the next two weeks. Look out for news about this on our homepage and social media networks.

www.contact.org.uk/get-involved/parent-carer-participation/resources



Questions and Resources

If you have any other questions relating to your forum please contact your [Regional Parent Participation Adviser](#) or parent.participation@contact.org.uk

For advice on SEND issues get in touch via **Contact's free helpline** 0808 3555 (9.30 – 5pm Mon-Fri) or helpline@contact.org.uk or visit our advice pages on our website www.contact.org.uk

Webinars and other resources can be found on our **participation pages** [https://www.contact.org.uk/get-involved/parent-carer-participation/resources-\(general\)/](https://www.contact.org.uk/get-involved/parent-carer-participation/resources-(general)/)

