



THE UNIVERSITY *of* EDINBURGH

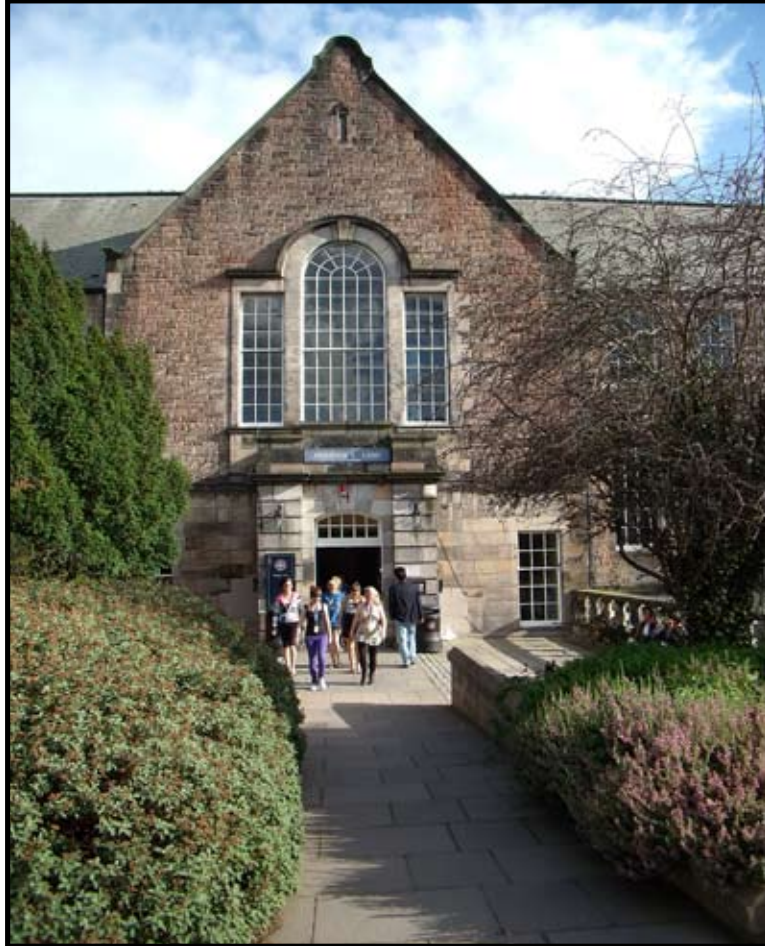
CALL Scotland

Communication, Access, Literacy and Learning



Annual Report
2010 - 2011

CALL Scotland



CALL Scotland


Annual Report

April 2010 to March 2011

CALL Scotland provides services and carries out research and development projects, working with all those involved in meeting the needs of people who require augmentative communication and/or specialised technology use, particularly in education.

CALL Scotland supporting Curriculum for Excellence

“The purpose of Curriculum for Excellence is to enable each child or young person to be a successful learner, a confident individual, a responsible citizen and an effective contributor.”



Can you be a:

- **Successful learner** - if you can't read books and learning materials?
- **Confident individual** - if you depend on others to read or write for you?
- **Responsible citizen** - if you don't have access to information?
- **An effective contributor** - if you can't communicate?

Contact us to see how **Communication and Assistive Technology** can help.

CALL Scotland services and projects are supporting schools, local authorities, parents and families, as well as children and young people to achieve the aims of Curriculum for Excellence. For example:

- Children with communication impairment or those on the autistic spectrum require access to AAC techniques and technologies in order to use their communication skills, communicate their beliefs and views, live independently and communicate in different ways and settings. CALL's expert advice, CPD, direct pupil assessment and support and loans of communication aids help young people get access to and learn to use AAC effectively.
- Pupils with dyslexia or visual impairment face challenges both in terms of accessing information and also in demonstrating knowledge and understanding. CALL's Books for All project is helping these pupils access books in accessible formats so that they can learn more independently and rely less on support from staff. CALL initiatives such as WordTalk and The Scottish Voice provide tools for pupils to develop and use literacy skills, learn and think independently and work in partnership and teams.
- Young people with learning difficulties or complex support needs arising from multiple impairments can benefit greatly from using technology for learning and to achieve success in different areas of activity. CALL's CPD programme, comprehensive web site, and loan bank of assistive technology helps teachers and staff to use assistive technology more effectively.



Strategic Leadership and National Issues

Enhancing Links with Key Organisations in Scottish Education

During 2010 - 2011, CALL has continued to have regular contact with many of the key players in Scottish Education, including the Scottish Government, local education authorities, Learning and Teaching Scotland, the Scottish Qualifications Authority, HM Inspectorate of Education, the Scottish ICT Development Group and others. Notably, in 2010 - 2011:

- Staff gave presentations on CALL's services and projects to the Association of Support for Learning Officers on 1/10/10.
- CALL delivered a CPD session for the HMle Additional Support Needs Quality Group on 18/2/11.



CPD for the HMle Additional Support Needs Quality Group

Partnership with the Scottish Qualifications Authority

CALL has worked in partnership with the SQA for a number of years on making exams more accessible for pupils with additional support needs who find it difficult to use a standard paper exam.

- CALL continues to take a lead in raising awareness and delivering CPD on SQA digital papers: over a third of all Scottish secondary schools will use the papers in May 2011.
- There were 2,839 requests for digital papers in 2011: an increase of 44% on 2010.
- CALL is working with SQA to advise on accessibility of Curriculum for Excellence assessment and the National Assessment Resource (NAR).

Books for All

The Scottish Government gives high priority to ensuring that the books, worksheets and resources used in schools are accessible for all pupils. CALL Scotland has played a leading role in this work.

- The Books for All Scotland Database now has 915 items listed (673 downloadables and 327 signposts), with around 400 entries being added in 2010-2011. The upload facility is still not available.

- TeeJay Maths have provided all of their textbooks in digital format, to be made available on the Books for All Database.
- CALL and LTS organised a very successful Books for All Conference on 18 March 2011, which was attended by 85 practitioners and policy makers.
- Paul and Stuart recorded a series of 'How-To' video sessions, filmed through Learning and Teaching Scotland.
- The Scottish Government has asked CALL to take over the lead on the Books for All Scotland Database for 2011-12.
- CALL continued to deliver CPD on Books for All and/or digital papers. The CALL Books for All web site and blogs are regularly updated, providing information on how to make existing resources more accessible and where to find existing accessible resources.
- 69 Hodder Gibson textbooks in accessible digital format are now available through the CALL Books for All web site.
- CALL provided accessible copies of the shortlisted titles for the Royal Mail Scottish Children's Book Awards, 2010.
- The new version of *WordTalk*, which adds a facility to *Microsoft Word* to allow documents to be read out loud, has been downloaded 15,042 times in 2010-2011.
- The Heather voice, which allows a computer to read a document with a Scottish accent has been downloaded 459 times in 2010-11. The actual number of users will be much larger than this because local authorities download it once and install it on many or all computers in a school or authority.
- The Scottish Government has provided funding to CALL for CereProc to develop a male Scottish computer voice.
- The Copyright Licencing Agency launched a new Print Disability Licence on 28.5.10. This allows accessible copies to be made for all disabled pupils, including those with dyslexia, rather than only those with visual or physical impairments. CALL has raised awareness of the implications of the new license for learners in Scotland.

Working for People with Communication Support Needs

There have been a number of Government initiatives in recent years to improve the lives of people with communication support needs and other disabilities. CALL has played a part in a number of these.

- Sally Millar is Chair of Communication Forum Scotland and involved in negotiating a new project with Equalities Unit, 'Inclusive Communication in Scotland', which aims to enable people with communication support needs to be fully included in Scottish society.
- Sally Millar has attended meetings with the Scottish Government regarding new policy development on Augmentative and Alternative Communication and has made input to papers.
- CALL plays a leading role in the professional group of AAC specialists, Augmentative Communication in Practice: Scotland.
- CALL will be involved in contributing to the Doran Review of Learning Provision for Children and Young People with Complex Additional Support Needs.

CALL's Role in Initial Teacher Education

The Donaldson report, *Teaching Scotland's Future, Report of a Review of Teacher Education in Scotland*, published in January 2011 heralds a new future for teacher education in Scotland. The Report highlights Additional Support Needs and Information and Communication Technology as areas where newly qualified teachers feel least prepared.

- We hope that part of The University of Edinburgh's response will be to find a mechanism to allow CALL to make a more meaningful contribution to initial teacher education.

Working with Local Education Authorities

CALL is available to all local authorities as a source of advice on issues relating to the use of technology to support pupils with additional support needs.

- Through Partnerships agreements with 13 local authorities, CALL has continued to advise technical services on accessibility of school networks and machines.
- CALL promoted the issue of making schools 'communication friendly' through, amongst other strategies, use of symbol materials, Sally & Joanna have advised schools and authorities and brokered special purchase agreements with Mayer Johnson (BoardMaker) on their behalf. CALL continues to liaise with Mayer Johnson (and other suppliers) to help them to streamline and tailor their products and services more to the needs of Scottish schools and authorities.
- CALL supports the ICT for Support for Learning (ICTSLS) network of specialist teachers by hosting meetings and providing an online discussion forum.

Supporting Transitions from School to Further Education

The Scottish Government has given priority to improving transition from school to further education for pupils with additional support needs.

- The JISC Regional Support Centre North and East funded extension of the Heather licence to FE colleges.
- CALL collaborated with the JISC Regional Support Centres to run the 2010 ICT and Inclusion days. The 2011 ICT and Inclusion event is being organised in conjunction with JISC and BRITE.
- CALL has made contact and planned future collaboration (on training) with the new Profound and Complex Needs Project at Scotland's Colleges.
- CALL has supported 2 assessment clients through their transition from school to FE.

Staffing and Finance

Steering Group, 2010 - 2011

We are very grateful for the time and support given to the work of CALL Scotland by members of the Steering Group, and particularly by the Chair.

- Stuart Robertson (Chair)
- Rachel Sunderland, Scottish Government Learning Directorate (until January 2011)
- David Thompson, Scottish Government Learning Directorate (from October 2010)
- Allan Cowieson, (ASLO representative Quality Improvement Officer (ASL), North Ayrshire Council
- Richard Donald (ADES representative), Head of Educational Support Services, Moray Council
- Marie Dougan, Director of Learning and Technology, Learning and Teaching Scotland (until March 2011)
- Grant Douglas, ICT User representative
- Marie Foley, Manager, Learning Support Service, East Dunbartonshire
- Liz Gajjar (ASPEP representative), Principal Educational Psychologist, West Lothian Council (until March 2011)
- Joan McKay, Principal Teacher, ASL, Scottish Borders (from August 2010)
- Sheila Riddell, Professor of Inclusion and Diversity, Moray House School of Education
- Lorraine Sanda, Parents' representative (until August 2010)
- Janis Sugden, Coordinator, Scottish Sensory Centre
- Mary Turnbull, Head of Speech and Language Therapy, NHS Forth Valley (until December 2010).

Staffing

There were no changes in CALL staffing during 2010 -2011:

- Sally Millar, Specialist Speech and Language Therapist & Joint Coordinator
- Paul Nisbet, Engineer, Educational Technologist & Joint Coordinator
- Stuart Aitken, Psychologist & Visual Impairment Specialist
- Sandra O'Neill, Teacher & Training Services Coordinator
- Joanna Courtney, Specialist Speech and Language Therapist
- Allan Wilson, Information Coordinator
- Robert Stewart, Technology Support Officer
- Sarah Marjoribanks, Administrator
- Rebecca Gow, Resources Editor/Assistant Administrator.

Paul Nisbet

We were delighted when it was announced in February 2011 that Paul Nisbet was to receive The University of Edinburgh Principal's Medal for 2010. The award recognises staff or students who, as individuals or groups, have made a significant contribution to support or benefit the wider community.

With a background in engineering, Paul pioneered a number of technological solutions to the learning barriers experienced by children with learning or physical disabilities. These include:

- The SMART wheelchair: a computer-controlled wheelchair for children with severe and multiple disabilities
- CALLboxes - a series of electronic designs, that allow physically disabled children to use switches to control computer or other devices
- Adapted Digital Exams - digital versions of exams for young people who have difficulty reading or answering papers in traditional written formats
- WordTalk - a free text-to-speech reader for Microsoft Word
- Books for All - a campaign to highlight that alternative-format books need to accommodate the needs of those with physical disabilities or with dyslexia.



Finance

The Scottish Government Schools Directorate Support for Learning Division provided core funding for CALL from April 2010 until March 2011. Supplementary funding was provided to pay for the male Scottish Voice and for the enhancement of the Loan Bank. CALL also has a small core funding grant from the Scottish Government Primary and Community Care Directorate. Income generated by CALL from Service Level Agreements and Partnerships with local authorities, from training and from royalties have all decreased, though there has been a slight increase in income from sales of publications. Other main sources of income have been for work for the SQA on digital exams and with Learning and Teaching Scotland for the Scottish Books for All Database.



Specialist Assessment and Support

35 new referrals were received and 44 pupils had a comprehensive assessment for ICT / Augmentative and Alternative Communication.

81 pupils in 20 local authorities were supported by CALL during the year, compared with 80 in the previous year).

99 assessment and / or support sessions were delivered in schools throughout Scotland, from Stranraer to Shetland.

12 Partnership Agreements or Service Level Agreements were agreed, for 155.5 days work, with local authorities for 2010-11.

11 further local authorities worked in informal collaboration with CALL on Assessment and Support.

Specialist Pupil Assessment and Support

CALL Scotland provides a Pupil Assessment and Support service for individual children and young people in Scotland with additional support needs who require assistive technology and/or augmentative communication.

Referrals mainly come from authorities with a Service Level (or 'Partnership') Agreement with CALL. This allows for: advance joint planning and prioritisation on an authority-wide basis, 'booking' of blocks of CALL time, assessment and support for more than one child from the authority, more detailed reports, follow up work, repeat visits, extended equipment loans, and staff development and training. If a local authority does not have a service level agreement, one single referral can be made free of charge (one visit and brief report). Additional referrals will be charged on a per-case/per-day basis (or ideally, a service level agreement may then be agreed).

CALL's pupil assessment and support service is for young people with complex additional support needs including motor speech impairment, language /communication difficulties; difficulties accessing the curriculum especially reading and writing; complex combinations of needs arising from physical or learning disabilities, neurological conditions, specific learning difficulties, or visual or auditory impairments. CALL does not usually accept referral of children with sensory impairments only, or with emotional and behavioural issues only.

Support Needs of Pupils Referred to CALL, 2010 - 2011			
Needs Arising from	Number	Needs Arising from	Number
ADHD (Attention Deficit Hyperactivity Disorder)	2	Autistic Spectrum	1
Cerebral Palsy	14	Difficulty with Concentration	11
Dyslexia / Specific Learning Difficulty	1	Dyspraxia	2
Hearing Impairment	2	Mild / Moderate Learning Disability	3
Muscular Dystrophy	0	Other Physical Disability	9
Severe / Complex Learning Disability	18	SEBD (Social, Emotional and Behavioural Difficulty)	4
Speech & Language Difficulty	17	Visual Impairment	16
Other	15		

Note that most of the 35 pupils referred to CALL for assessment in 2010 - 2011 had more than one reported support need.

These figures vary from year to year. In 2010-2011 we noted with some surprise the unusually low number of referred children whose support needs were said to arise from 'dyslexia / specific learning difficulty'. This may just be a 'blip' or perhaps underlines that referral to CALL is perceived to be particularly for children whose support needs are very complex, and may indicate that schools increasingly acknowledge their own role in dealing with dyslexia. CALL's input to schools on this issue is through training courses, and of course, the Books for All project outcomes.

CALL's assessment approach is not a diagnostic process, identifying 'within-child' deficits; CALL assessments involve the 'team around the child', and aim to suggest solutions and to highlight the role of the school and others, such as therapists and families, in supporting effective implementation of such solutions. Assessments usually take the following form:

- Information is collected from those involved with the child through a referral form, reports and conversations
- Member/s of CALL staff will visit for a day to observe and interact with the child in school, talk to staff and parents and where possible, try out equipment with the child. Video material, email, Glow Meet, etc. can be helpful.
- CALL will write a report with recommendations for action, and send it to the referrer who will distribute copies to those involved
- To support assessments, CALL will lend appropriate equipment for trial, subject to availability.
- The school undertakes to ensure that the recommendations are implemented, CALL will offer support with this if necessary, through detailed specification and costing of equipment needed and liaison with suppliers, follow up visits, development and training for staff.

Expected Outcomes for Pupils Referred to CALL, 2010 - 2011

Progress with:	Number	Progress with:	Number
Communication	23	Communication Aid	16
Hardware	12	Keyboard / Mouse / Switch	8
Personalised Resources	14	Software	18
Teaching and Learning	14	Writing	10
Other	8		

As above, note that schools have identified more than one outcome area in which they expect to see progress for most of the 35 pupils referred to CALL for support in 2010 - 2011.

Evaluation and Feedback

The assessment service is constantly monitored as part of the support service itself. An evaluation is sent to the referrer when the client is formally discharged. CALL also receives informal feedback on support for pupils:

“Just to say thank you very much. They are getting to grips with Clicker and feel that it will open many doors for C. They appreciate all you are doing and the boost it has given them all. You have made a big difference.” (Primary school ICT coordinator)

“I wanted to e-mail to let you know how successful, from my point of view, A.B.'s scanned maths materials have been. With him being able to fill in the answer boxes independently, after class and group tasks, I can really assess the areas he is secure in.” (Primary school teacher, discussing accessible digital versions of maths worksheets)

Specialist Information and Advice

190,866 individual visits were made to the CALL web sites in 2010-11, a 29% increase compared with last year.

53,687 files and resources were downloaded from the main CALL web site; *WordTalk* was downloaded 15,042 times from the CALL WordTalk site; the Heather synthetic voice was downloaded 459 times from the Scottish Voice web site.

519 significant enquiries were received and given a response, compared with 540 in 2009-10.

6 CALL Quick Guides were created or updated and 5 new Information Sheets were produced.

2 new books were published: *Accessible Text: Guidelines for Good Practice* by Fran Ranaldi and Paul Nisbet, and *The Eyes have IT! The Use of Eye Gaze to Support Communication* edited by Allan Wilson and Rebecca Gow.

Specialist Information and Advice

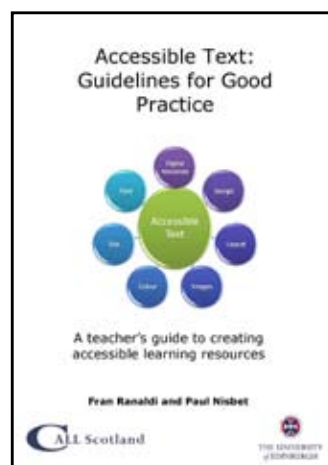
The CALL Scotland Information Service receives and responds to enquiries from teachers, therapists, parents and others on a wide range of topics relating to the use of technology to help pupils with additional support needs. 519 enquiries, primarily by email or phone, were received in 2010 - 2011.

The main subject areas of enquiries were:

- CALL Scotland Services (nature of services provided, how to access them, etc.).
- Books for All (what books are available, how to get them, etc).
- Advice on technology to help a specific pupil.
- Special Access (alternative keyboards, mice, etc.)
- Digital Exams (advice on software to use, creating prelims, etc.)
- Supporting Reading/ Writing (advice on software and approaches to use to help pupils with dyslexia and other reading and writing difficulties).

CALL Scotland Publications

Two new books were published during the course of the year: *Accessible Text: Guidelines for Good Practice* by Fran Ranaldi and Paul Nisbet, and *The Eyes have IT! The Use of Eye Gaze to Support Communication*, a collection of papers from the Augmentative Communication in Practice: Scotland study day. The former is available printed and bound from the CALL online shop, or free to download from the CALL web site. It has been downloaded 650 times in total. Two issues of the *New in CALL* newsletter, and of the *ContAACT* newsletter (for people who use augmentative and alternative communication) were produced and distributed. A new regular email newsletter was launched and sent to approximately 2,500 subscribers. Six CALL Quick Guides were updated and five new information sheets were produced.



CALL Scotland's Web Presence

In addition to the long-established web sites (see table below), CALL now has a presence on Glow, Facebook and Twitter. The increasing use being made of most of the CALL web sites is very encouraging, though the slight decrease in the number of visitors to the Scottish Voice and Adapted Digital Exams web sites is surprising. Interestingly, although the number of visitors to the Scottish Voice web site decreased, the number of downloads of the Heather voice increased from 459 to 728. The only explanation we can think of for the drop in visitors to the Adapted Digital Exams site is that a web search brings up a link to the SQA's digital exam resources, beside the CALL site and that people choose to go to the SQA site.



Visits to the CALL Scotland Web Sites		
Web Site	2009-2010	2010 - 2011
CALL Scotland (www.callscotland.org.uk)	43,504	53,571 (53,687 downloads)
WordTalk (www.wordtalk.org.uk)	54,577	70,506 (20,037 downloads)
The Scottish Voice (www.thescottishvoice.org.uk)	17,482	15,487 (728 downloads)
Books for All (www.booksforall.org.uk)	16,909	26,409
Communication Passports (www.communicationpassports.org.uk)	15,530	19,947
Adapted Digital Exams (www.adapteddigitalexams.org.uk)	5,984	4,946
Total Visits	153,966	190,866

Evaluation and Feedback

Evaluation forms are sent on a quarterly basis to a sample of people who have used the information service. Additional feedback is received on an informal basis. 42 evaluation forms were sent out in this period, with a response rate of 45%. Various questions are asked about relevance, timeliness and usefulness of information provided and the overall quality of the service, on a score from 1 (poor) to 5 (excellent). The Information Service was given an overall rating of 4.3 during this period. Comments:

Thank you very much indeed for the message and the informations. The informations provided are very useful and helpful. I soon forwarded them to the scholar I have been assisting and she seems to be very pleased to receive them. (On behalf of Japanese scholar seeking information on support for pupils with autism in Scotland.)

I really appreciate the time and trouble you went to to find out about free/low cost computers on my behalf. I had reached a dead end and was beginning to think I'd taken on mission impossible, so your suggestions have given me renewed hope. I have passed on the info to the dad concerned and will look into it further myself. (Teacher seeking information on low cost computing options for parent of a pupil.)

Thanks for the information about speech recognition. It is very helpful to hear about the difficulties we might have, as well as the potential of the programs to help pupils. (Learning Support Teacher seeking information on speech recognition.)

The CALL web sites have facilities for users to make comments and feedback suggestions:

It has been a few months since I last visited the Books for All site. It really has grown which is great news. Easy to navigate, full of useful information - and all relevant to Scotland, which is so often not the case. (Voluntary organisation)

CPD and Training

635 teachers and others attended 36 INSET courses delivered by CALL in schools and other organisations across Scotland during 2010 - 2011.

128 teachers, therapists and others attended 11 courses held at CALL Scotland in Edinburgh.

325 visitors came to the ICT and Inclusion Roadshow, run in conjunction with JISC Regional Support Centre, Scotland North and East.

9 conference presentations and 4 lectures for students were given by members of CALL Scotland staff.

8 informal talks were given to parents' groups and disability-related organisations.

12 conferences and exhibitions where CALL had an information stand.

Continuing Professional Development

CALL continues to provide an annual programme of CPD in CALL, in-service courses in schools and centres and a variety of other training events, responding to requests from the education community in Scotland.

The CALL CPD Programme

During 2010 - 2011 CALL offered a broad range of training opportunities for teachers and other professionals working with pupils with additional support needs. Courses were provided within the following broad categories:

- Accessible and Inclusive Communication
- Books for All: Accessing Literacy Across Learning
- Multiple Disabilities & Visual Impairment and Technology
- SQA Digital Exams
- Technology and Software in Schools.

The range of courses available under the 'Books for All' banner was enhanced and a new course on Multimedia Social Stories was also offered.

Unfortunately, some courses were cancelled due to severe weather, which made travel difficult for people due to attend the courses.

Courses provided for Schools and Local Authorities on Site

635 teachers, professionals, parents and others attended the 36 local, on-site INSET events provided by CALL in 2010-2011, compared with 813 people attending 48 events in the previous year. There were also five invited presentations to staff and students in higher education. The most requested subject area for INSET was Adapted Digital Exams, reflecting the importance given to assessment by schools.

CALL can provide a suite of laptops for use in INSET in schools, or can make use of local facilities, allowing maximum flexibility in the training that is provided. Local INSET is provided on a full day, half day, or twilight basis.

Subject of Training	2009-2010	2010 - 2011
Specific or Generic Software	12	9
Accessibility and Inclusion	2	2
Adapted Digital Exams	10	13
AAC / Communication	4	3
Audio Resources	3	0
Books for All	12	4
CALL Services	2	1
Early Years Software	1	1
Listening to Children	0	1
Passports	1	2
Routes for Learning	1	0
Other	4	1

The decrease in 'Books for All' training is due primarily to less funding being available for this work.

Courses run in Partnership with Other Organisations

The ICT and Inclusion event held in June 2010 was organised in conjunction with the JISC Regional Support Centre, Scotland North and East. It visited Dundee, Edinburgh and East Kilbride and attracted 19 suppliers and 325 visitors.

CALL has continued to develop a close working relationship with Dyslexia Scotland, with presentations at their Education conference and AGM, regular talks at branch meetings and participation in their annual roadshow and Adult Conference.

CALL staff also gave presentations and provided information at two events in Glasgow for people with learning disabilities who wanted to find out more about assistive technology and communication aids.

The **Augmentative Communication in Practice: Scotland study day on Eye Gaze**, held in Stirling in November proved to be particularly stimulating, providing teachers and therapists with an opportunity to find out about the various eye gaze systems available in the UK and to be made aware of the issues involved in the use of this innovative technology.

The **Family Fun Technology Day**, also organised in collaboration with the Augmentative Communication in Practice: Scotland group, was run in CALL in March 2011. It proved to be very successful with 148 adults and children attending the day and participating in a wide range of activities. The Day gives parents an opportunity to see and try new technology with their children, to meet and talk with specialist staff and to network with other parents. We hope to follow it up with a day aimed specifically at parents in 2011 - 2012.



Evaluation and Feedback

All events and courses, whether in CALL or out on site, are routinely evaluated through a CALL or local authority evaluation form. 85% of the people attending a CALL course were 'very satisfied'; 14% were 'satisfied' and 1% did not respond to this question. Examples of general feedback:

Thoroughly enjoyed the course today with exceptional and clear instructions from the course teachers. (Teacher on Technology to Support Pupils with Complex Needs INSET)

The organisation is wonderful and a fantastic resource to support practitioners across a wide spectrum in social care. (Voluntary sector specialist on Passports course)

I just wanted to send you all an email to say how helpful we found the FUN day. It was so useful for us all to be able to visit the different stalls and for V. to actually get the chance to try things out. We were also incredibly impressed by how knowledgeable everyone was. (Parent on Family Technology Fun Day).

Loans and Technical Services

294 pieces of equipment and software products, with a value of £80,934, were added to the Loan Bank last year.

244 of these items, costing £69,614, were purchased through funding from the Scottish Government. The remaining items were either provided free or purchased through other funding sources.

142 new equipment loans, with an aggregated value of over £42,000, were issued to clients in 25 local authorities.

79 instances of technical support were recorded. This included adapting joysticks, setting up vocabularies for communication aids, preparing accessible copies of textbooks and many other tasks.

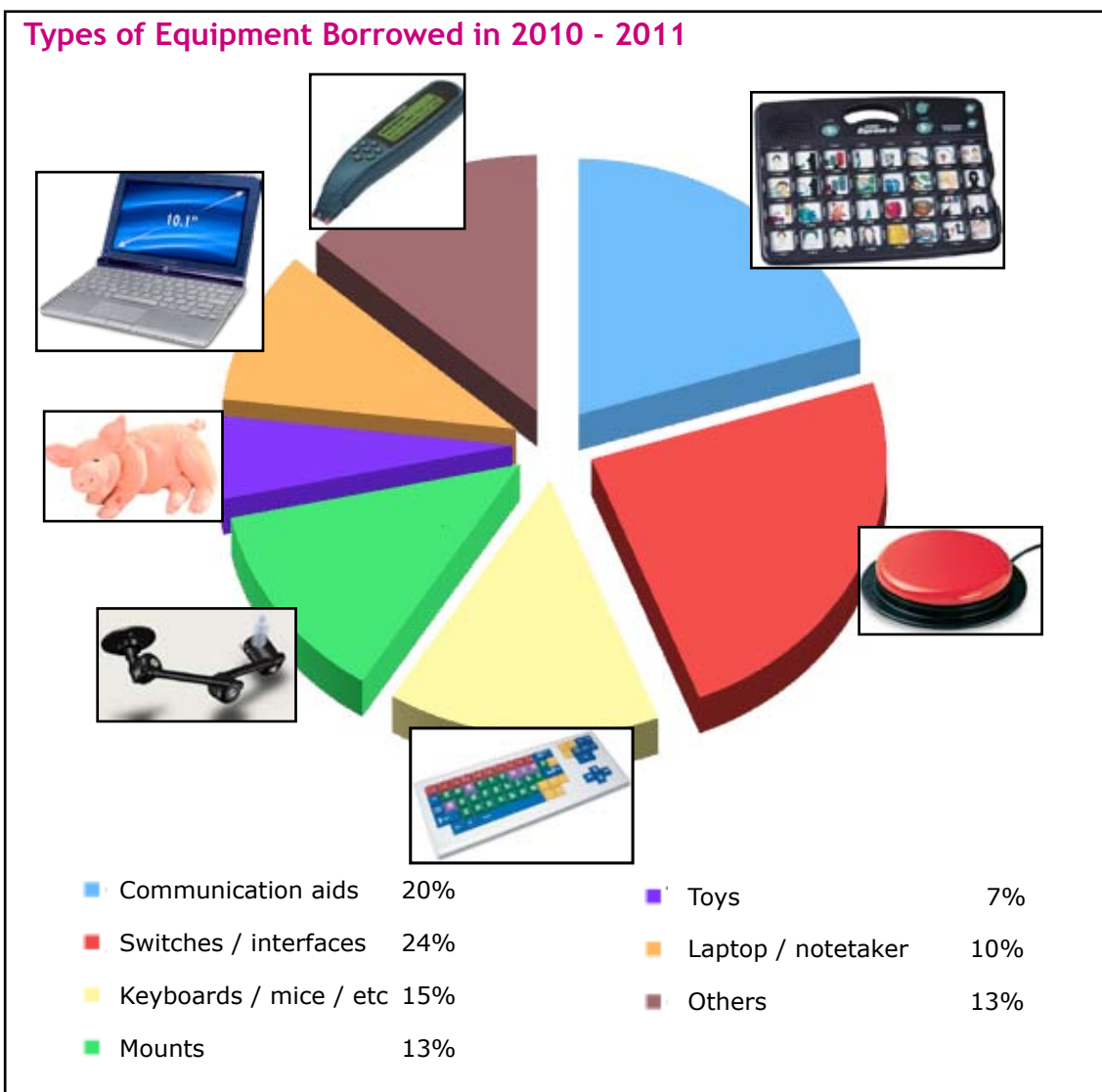
The CALL Loan Bank of Equipment and Resources

The CALL Loan Bank of Equipment and Resources is available to children and adults with disabilities in Scotland allowing them to trial specialist equipment to see if it meets their needs. Loans are free and generally last for up to two months, allowing time for adequate evaluation of the device. Loans to CALL assessment clients generally last for up to three months. CALL can agree to extend loans as required, unless there is a 'waiting list' for a particular item. As part of this service, CALL will occasionally adapt hardware and software to meet specific individual needs.

The existence of the Loan Bank allows schools, local authorities and individuals to try equipment over a prolonged period in order to ensure that it meets the needs of a disabled person. This allows rapid action to meet the needs of an individual pupil and also reduces the likelihood of money being wasted on equipment that proves to be unsuitable.

Loans Issued in 2010 - 2011

During the period from 1st April 2010 to 31st March 2011 142 pieces of equipment, with a total value of just over £42,000 were loaned to schools and individuals in 25 local authorities in Scotland. The proportion of loans by type of equipment shows little change, compared with previous years, though the number of laptops / notetakers has increased from 4% to 10% of loans. These loans were entirely made up of laptops / netbooks, with pre-installed software, rather than the older Alphasmart notetakers.

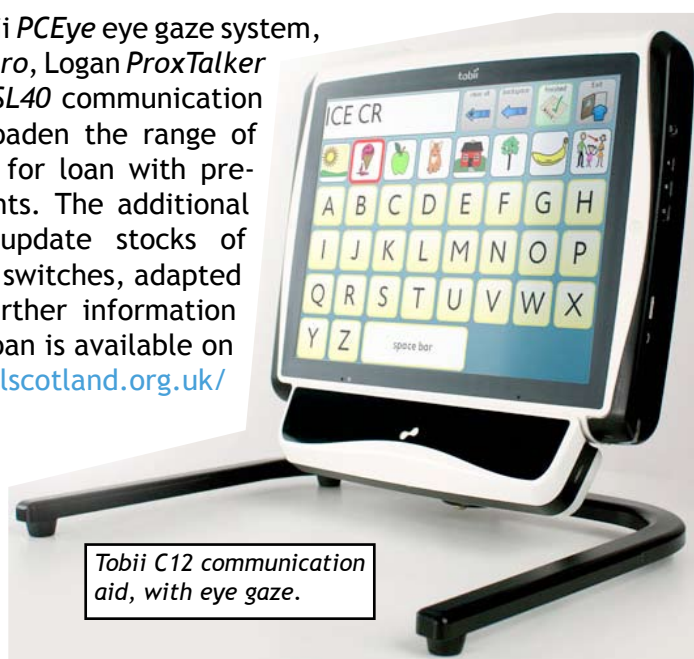


New Equipment in the Loan Bank

We are very grateful to the Scottish Government for additional funding towards the end of the year, which enabled us to update and enhance the equipment available for loan.

New equipment included the Tobii PCEye eye gaze system, Tobii C12 and C15, Dynavox Maestro, Logan ProxTalker and Toby Churchill Lightwriter SL40 communication aids. We were also able to broaden the range of netbooks and laptops available for loan with pre-installed software to CALL clients. The additional funding also enabled us to update stocks of alternative keyboards and mice, switches, adapted toys and mounting systems. Further information about equipment available for loan is available on the CALL web site at www.callscotland.org.uk/services/equipment-bank.

Due to the timing of purchase of the new equipment, increased use of the Loan Bank should be apparent in figures for 2011 - 2012, rather than the current year.



Evaluation and Feedback

Borrowers are asked to complete a feedback form when returning equipment. There was feedback on the outcome of a loan for 69 of the 142 loans returned in 2010-2011. Of these, 61% indicated that the 'Equipment met the client's need'; 16% 'did not meet the client's need' and 23% were 'inconclusive'. 53 feedback forms gave an indication of intended future action. Of these, 42% stated that they would try to buy the system that had been borrowed; 28% would borrow / try something else and the remaining 30% would seek further advice, or were unsure what they would do. Overall, 81% of borrowers who provided feedback were 'very satisfied' with the CALL Loan Service and 6% were 'satisfied'.

Client liked equipment but lack of time/him being out of school a lot due to end of term activities made it difficult to assess his ability to use it. Feel it would be very beneficial. A good chance to demonstrate to IT dept who are now keen to purchase the equipment. (Speech and Language Therapist on loan of iPod Touch.)

Research, Development & Knowledge Transfer

398 accessible digital books distributed by CALL to pupils in Scottish schools. These were mainly Hodder Gibson textbooks and shortlisted titles for the 2010 Royal Mail Book Awards.

915 items listed in the Books for All Scotland Database by the end of March, 2011.

2,000 requests were made on behalf of 675 candidates to allow them to sit digital exam papers in the May 2010 diet of SQA exams.

16 conference presentations given by members of staff from CALL Scotland.

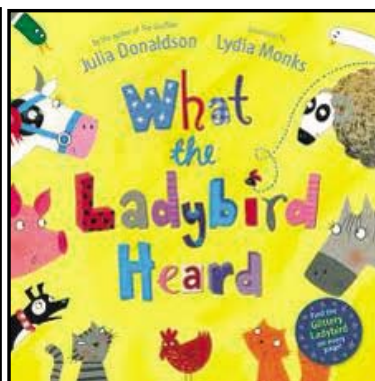
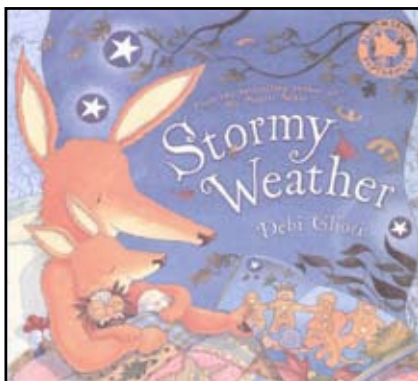
6 papers or articles by members of CALL staff were published during the course of 2010 - 2011.

SQA Adapted Digital Question Papers

- SQA continued to fund CALL to support SQA and schools; to work with a Focus Group of schools to consider how papers might be improved; and to develop support materials and the web site.
- There were 2,000 requests for digital papers on behalf of 675 candidates from 101 centres in May 2010. Digital papers were used in schools in 30 out of 32 local authorities, and also in FE Colleges and independent schools. Queen Anne High School in Dunfermline again made the largest number of requests (233 - up from 122 in 2009). A report with further details and feedback from schools is available from the CALL web site at <http://www.adapteddigitalexams.org.uk/Downloads/Reports/>.
- CALL researched and reported on the use of Speech Recognition software in examinations (see <http://www.adapteddigitalexams.org.uk/Downloads/Reports/>).
- SQA provided funding to research and report on the range of Communication and Assistive Technologies in use, and the implications for assessment within Curriculum for Excellence.
- SQA funded CALL to contribute to discussions on ensuring that the new exemplar Assessment Tasks on the National Assessment Resource are accessible.

Books for All

- CALL continued to develop the Books for All web site (over 3,000 visitors per month).
- The Books for All Scotland Database now has 915 items listed (673 downloadables and 327 signposts), with around 400 entries being added in 2010-2011. The upload facility is still not available.
- The new CLA Print Disability licence was launched in 2010 and is now held by 21 local authorities.
- CALL distributed 200 accessible digital books to 102 pupils between in 2010 -11 (mainly Hodder Gibson textbooks and the nine shortlisted titles for the Royal Mail Book Awards).
- TeeJay publishers agreed to provide digital copies of their titles, to be made available on the Books for All Database.
- A very successful Books for All Conference attended by 85 participants was held on 18.3.11.
- CALL worked with the Scottish Book Trust and publishers to create accessible digital versions of the shortlisted titles for the 2010 Royal Mail Book Awards.

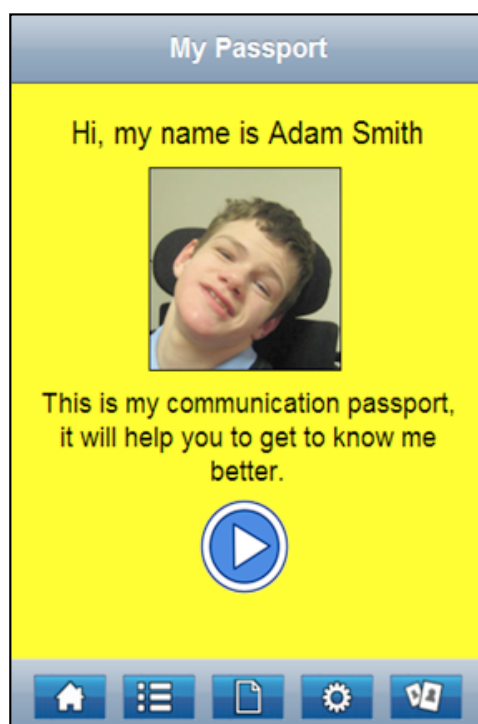


Personal Communication Passports

- Funded by money from the Edinburgh University Knowledge Transfer and Exchange service, work has started on a new CALL 'App' for iPad / iPod Touch & iPhone. This will allow parents, professionals and young people themselves to carry, update and share an electronic Passport, with photos and recorded audio, in an easy to use and 'cool' format.

CALLtalk

- Companies supplying new devices have enquired re development of a version of CALLtalk for their system (Tobii, TouchSpeak - but no firm new customers yet. CALL continues to support older versions of this software application for communication, (funded through royalties from the original application).



Blissymbols

- CALL worked with software companies to develop versions of Blissymbols for use with their symbol software. Bliss is now available for Grid 2, Communicate in Print and on iPad and CALL is now collaborating on Phase 2 of versioning new Bliss vocabulary for Widgit.

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C ALL Scotland

Communication, Access, Literacy and Learning

Moray House School of Education

The University of Edinburgh

Paterson's Land

Holyrood Road

Edinburgh

EH8 8AQ

Tel. 0131 651 6235 / 6236

Fax 0131 651 6234

Email call.scotland@ed.ac.uk

<http://www.callscotland.org.uk>

CALL Scotland provides services and carries out research and development projects, working with all those involved in meeting the needs of people who require augmentative communication and/or specialised technology use, particularly in education.