

Case Management and Data Collection Survey

One of Advice in County Durham's key aims is to reduce the duplication of work and improve the quality and coordination of advice across the county. With this in mind Advice in County Durham are looking into the use of case management systems and data collection across the network.

At this stage we are trying to gain a greater understanding of the extent to which case management and data collection are used, we have therefore created a survey exploring current practice. From this information we hope to be able to identify new opportunities to support the network and encourage joined up working, data sharing and formalised signposting.

We are always interested in finding out what you do in order to better support you. We would therefore appreciate it if you could take a few minutes to complete the short survey below.

We'd prefer that you use the electronic survey found at https://eSurv.org?s=LCDKFI_1791f5d1

If you are unable to use the esurvey, please note this document is set up to be printed off, completed, scanned and returned to rachel.o'donnell@durham.gov.uk or posted to Advice in County Durham, Armstrong House, Abbeywoods Business Park, Durham, DH1 5GH.

1. Which advice provider/team are you from? _____
2. How do you record client data?
 - We don't
 - Case Management System
 - Excel Spreadsheet
 - Other, please state _____

Case Management Systems

3. If you use a case management system, which system do you use? _____
(If you don't use a case management system you can skip to question 8)
4. Is this case management system available via internet without special software (i.e. can you access it and enter data via a web browser like Internet Explorer)?
 - Yes
 - No
 - Don't know
5. What does this system do well for you?

6. What could this system do better?

Continues on reverse...

7. Does this system allow you to share data with other organisations?

- Yes
- No

Data Collection

8. What kind of client data do you hold?

- None
- Basic personal information; name, telephone, address
- Income and expenditure
- Medical information
- Equality and diversity
- Number of queries
- Number of resolved queries
- Other, please state _____

9. What kind of client data do you hold?

- None
- Basic personal information; name, telephone, address
- Income and expenditure
- Medical information
- Equality and diversity
- Number of queries
- Number of resolved queries
- Other, please state _____

10. How you record outcomes of your advice/ signposting?

11. How do you assure the quality of your advice/ signposting?

12. Do you have any other comments, questions or concerns?

*Thank you for completing this survey. Any extra information you can give us can be emailed to
rachel.o'donnell@durham.gov.uk*