

Appendix 2 –Baseline Survey Questions: Tell Us About Your Experiences of the Current Case Management System

Demographic Questions

The responses to this survey will be used to evaluate the success of a new technology aimed at helping you find information quickly and more accurately. All responses that you provide will be anon...

What CYPS team do you work in?

What is your role?

What area of North Yorkshire do you primarily work in?

How long have you worked in Children and Young People's Services?

How many hours a week are you contracted to work?

Case Management Overview Questions

What is your current case load? If you don't case hold, enter 0.

As a percentage, how much of your working week is spent working directly with children & families?

Include all contact e.g. visits, phone calls, text messages, emails, etc.

Which of the case management systems do you use most often?

As a percentage, how much of your working week would you estimate you spend at your computer?

When you are at your computer, how much of this time would you say you spend navigating the system / finding the information you need? Please do not include time spent typing.

Case Management Experience Questions - Some questions may ask how easy it is to complete a task, for the purpose of this questionnaire easy means found in less than a minute without any frustrations.

How frequently do you search for a person's name in the system?

On average, how many individuals would you say you search in the system per day? (please give your answer as a number e.g. 23, 7)

On average, how many individuals would you say you search in the system per week? (please give your answer as a number e.g. 23, 7)

I am confident that we have every relationship listed in the relationships tab in LCS

It is easy to find and identify the immediate family involved in a young persons life

It is easy to find and identify the extended family involved in a young persons life

It is easy to find and identify the friends involved in a young persons life

It is easy to find and identify the professionals involved in a young persons life

I draw out my own genogram / family trees to help understand a child's network better rather than rely on the system generated ones

It is easy to find the information I need regardless of where it is stored in the system (Documents, Forms, Case Notes tabs on LCS)

It is easy to navigate the system

It is easy to search the records of children who we have been involved with for a long time

My admin and paperwork workload is manageable

The case management system (e.g. LCS, EHM) helps my practice

I cross reference information routinely to be certain what I am looking at is the most up to date

The way the case management system (e.g. LCS, EHM) shows information to me helps me when I am making decisions

I have been unable to find important information at a time when I needed it

I have at times been unaware of information that could support decisions because it wasn't stored in an expected area of the system

I click on the correct document on the first attempt

I have the case management system open on two separate screens so I can read and write at the same time

Appendix 2 –Baseline Survey Questions: Tell Us About Your Experiences of the Current Case Management System

The system takes a long time to load between screens (e.g. please wait, communicating with server message)

I lose unsaved work due to having multiple screens of the same system open

I contact a colleague or a member of Business Support for help in using the system

Information Retrieval Questions

We want to get an idea of how long it takes to complete tasks that might happen on a regular basis.

Please indicate how long on average you would say it takes you to do the following...

Finding the most recent safety plan

Finding the original safety plan

Finding a copy of the child's birth certificate

Identifying risky people in a child's network

Finding legal documents / orders

Finding contact details of a birth parent

Finding a child's educational achievements / certificates

Finding a child's health record / vaccinations

Identifying people in a child's network that can increase safety

Finding a cultural genogram / family tree

Finding an Education Health Care Plan (EHCP)

On average, how often you would say you complete the following tasks each week?

Finding the most recent safety plan

Finding the original safety plan

Finding a copy of the child's birth certificate

Identifying risky people in a child's network

Finding legal documents / orders

Finding contact details of a birth parent

Finding a child's educational achievements / certificates

Finding a child's health record / vaccinations

Identifying people in a child's network that can increase safety

Finding a cultural genogram / family tree

Finding an Education Health Care Plan (EHCP)

Technology and Digital Confidence Questions

To what degree do you agree with the following ... I have the knowledge and skills to ...

Use digital devices in my day-to-day work

Make use of accessibility (Accessibility is the process of making web pages accessible to people with disabilities or anyone else who cannot use a computer in a conventional manner)

Use the internet to access websites, search engines or emails as needed for my role

Solve basic problems when using technology

On a scale of 1 to 10, 1 being not at all confident and 10 being completely confident, how confident do you feel using technology as part of your job?

Current Case Management System Feedback

If you could change one thing about the current case management system, what would it be?