

Appendix 10 - Social Worker Safety Plan Scenario – Safety plans searched in one week by Social Workers

Using the data collected through the data retrieval task at pilot workshops. See Section 4.4.2 (Evidence – Time Spent on Data Retrieval Tasks) where one example was looked at “finding a recent safety plan”. There was a significant reduction of seconds for this task. Baseline readings for time taken to find most recent safety plan was estimated to be 180 seconds at initial case study workshops, which increased to approximately 200 seconds when an additional cohort of respondent data was collected through the baseline survey. After several user testing sessions, the longest time taken to perform the same task using the new tool was 20 seconds.

Looking only at responses from Social Workers to the baseline survey; from these responses it was estimated that 160 “finding the most recent safety plan” tasks would be performed during a typical week (this is based only on those who responded).

Utilising the time/cost reporting methodology, using the traditional method it costs £1.81 for a Social Worker to spend 200 seconds searching for the most recent safety plan, £1.63 at 180 seconds whereas using the new tool it takes 20 seconds and costs £0.10.

These calculations applied to 160 most recent plans searched, as surveyed, represents a cost of £289.69 at 200 seconds per week, £260.72 at 180 seconds per week, and £15.26 at 20 seconds per week.

Comparing 20 seconds at a cost of £15.26 against either the 200 or 180 second values represent a monetary saving of over 94% in both cases for this one sample studied.

Scenario	What is your role?	Finding the most recent safety plan (seconds)	Finding the most recent safety plan - cost per safety plan
Average per social worker from baseline survey data	Social Worker	200	£1.81
Average per social worker at demo from testing (LCS)	Social Worker	180	£1.63
Average per social worker at demo from testing (new tool)	Social Worker	20	£0.10

Looking only at responses from Social Workers to the baseline survey; from these responses it was estimated that 160 “finding the most recent safety plan” tasks would be performed during a typical week

160

Scenario	160 * cost	Saving £ from using tool	Saving % from using tool
Average per social worker from baseline survey data	£289.69	£274.43	94.73%
Average per social worker at demo from testing (LCS)	£260.72	£245.46	94.15%
Average per social worker at demo from testing (PBI tool)	£15.26		

Source: NYC CSC Baseline Survey and pilot workshops