How do I run reports?

Quick answer

Go to the **Reports** page and select:

- **Case response times** — to run a report on cases dealt with by one department, or by any department
- **Case response times by department** — to run a report comparing response times between different departments

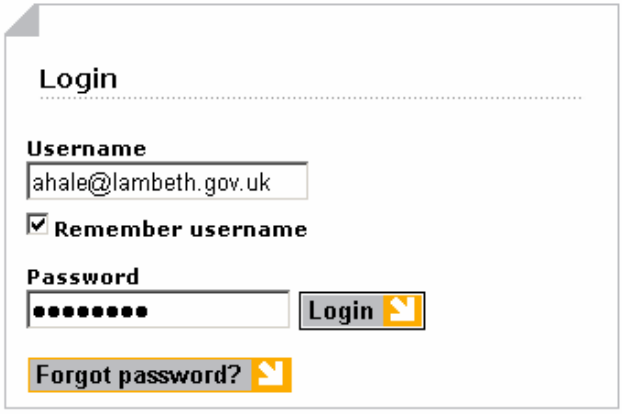
Both reports produce a bar chart.

Full answer

Logging in

The e-Casework page for your authority can be found from the index at www.e-Casework.org

Enter your username and password and click the **Login** button.



Once you've logged in, you'll see a menu bar along the top of the screen.

porism limited

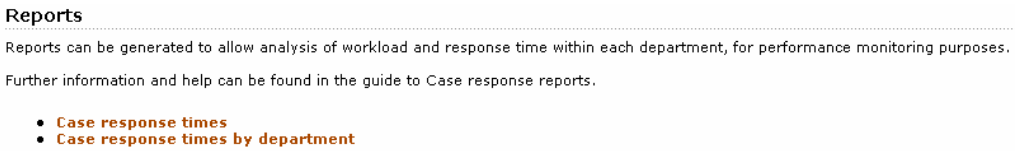
www.e-Casework.org

Hosted by Porism Ltd

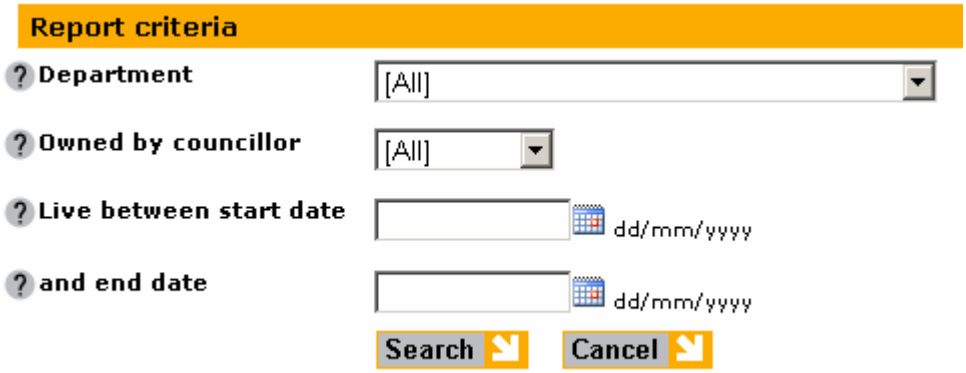
For support, contact us at:
www.e-Casework.org/forums
support@e-Casework.org

Case response times

Click on the link **Reports** on the menu bar.



Click on the **Case response times** link. You will see a page which includes the following form:



Department — should be set to the department you wish to run the report about. If you want to look at average case response times in general, leave this as **[All]**.

Note that choosing **[All]** departments will also include data on cases which have never been assigned to any department.

Owned by councillor — if you are a councillor, you can run reports either for cases owned by anyone, or cases owned by yourself.

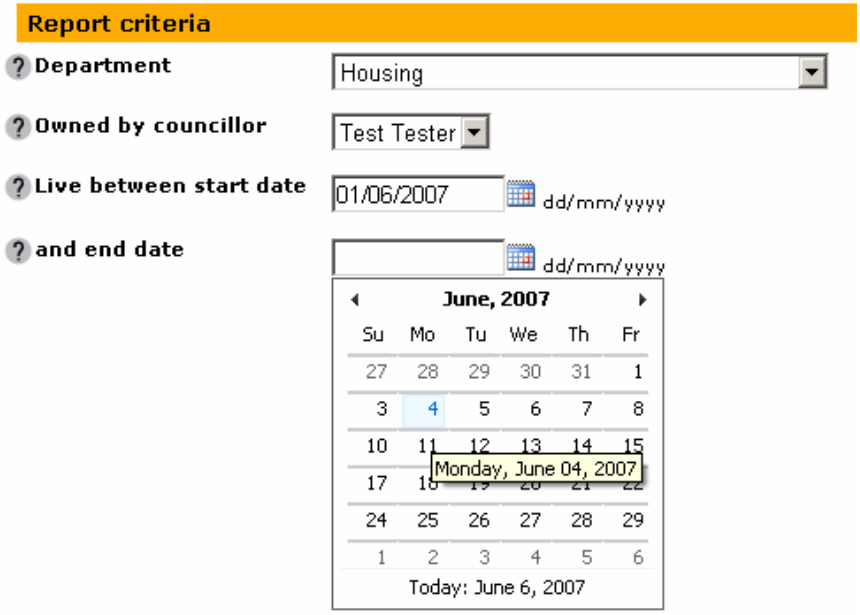
If you are an assistant to a councillor, you can run reports on cases owned by any of the councillors who you assist.

NB: If you are an officer, you will not see this option. You can only run reports on cases owned by anyone.

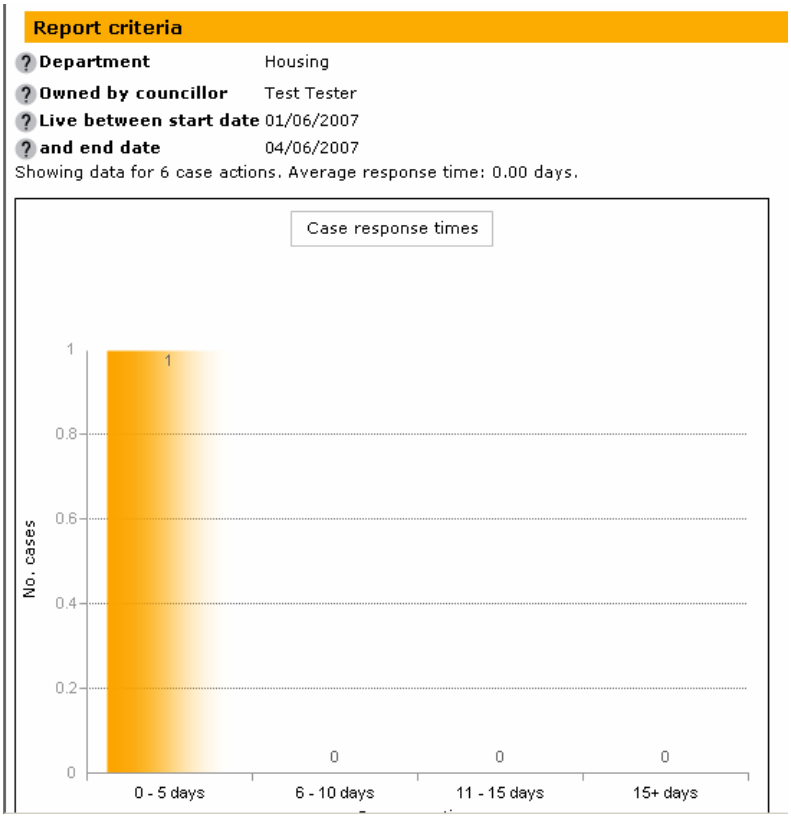
Live between start date and end date — enter dates here to find cases which were open at some point during a specific period.

To enter a date, click on the date picker.

Enter the details for the report you want to run, then click on **Search**.



The results will display in a bar chart:



porism limited

www.e-Casework.org

Hosted by Porism Ltd

For support, contact us at:
www.e-Casework.org/forums
support@e-Casework.org

You will see:

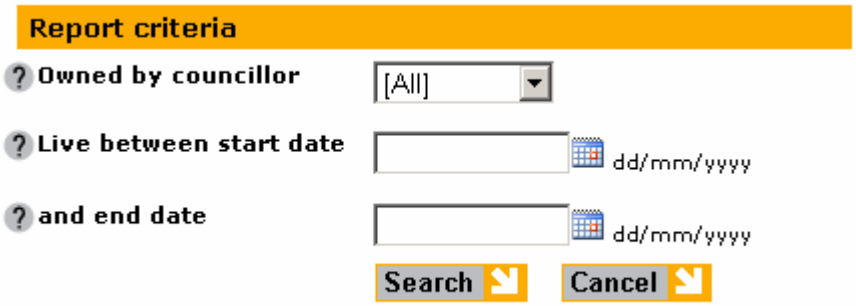
- The criteria you entered
- The number of case actions included
- The average response time to cases

The chart shows how many cases were responded to within different time periods.

Response times by department

To run this report, click on **Reports** on the menu bar, then choose the link **Case response times by department**

You will see a page with the following form:



Owned by councillor — if you are a councillor, you can run reports either for cases owned by anyone, or cases owned by yourself.

If you are an assistant to a councillor, you can run reports on cases owned by any of the councillors who you assist.

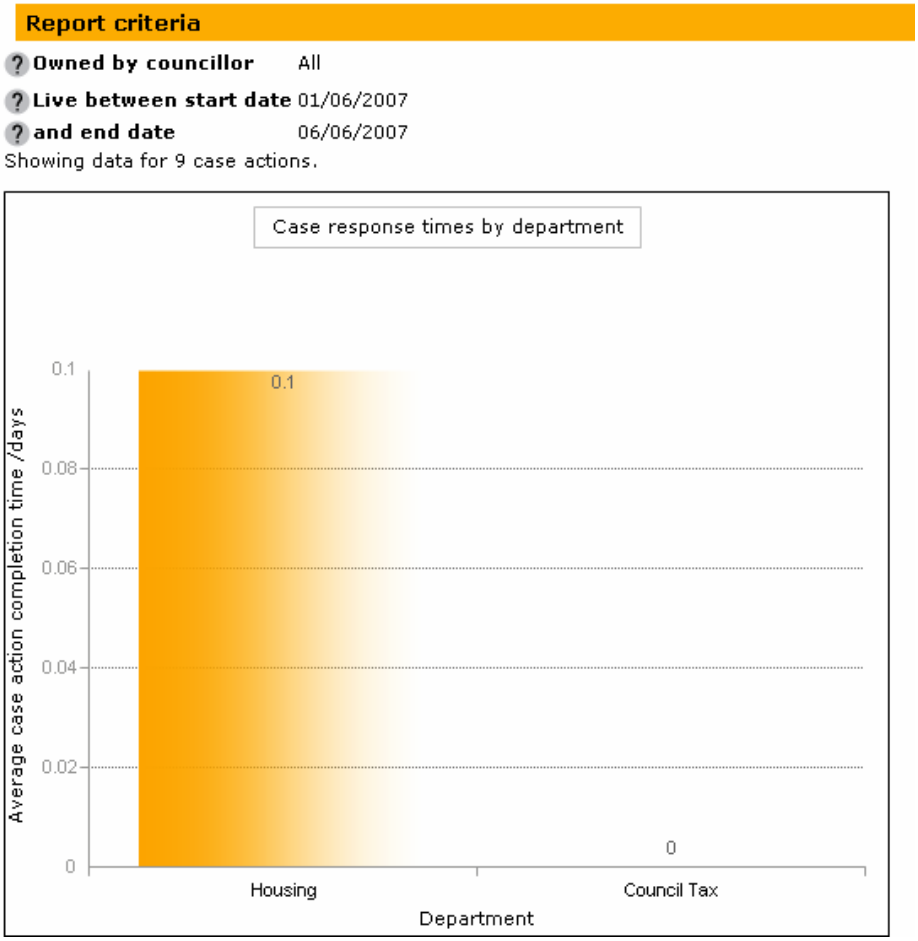
NB: If you are an officer, you will not see this option. You can only run reports on cases owned by anyone.

Live between start date and end date — enter dates here to find cases which were open at some point during a specific period.

To enter a date, click on the date picker.

Enter the details for the report you want to run, then click on **Search**.

The results will display in a bar chart:



You will see:

- The criteria you entered
- The number of case actions included
- The average completion time per case action, for each department

porism limited

www.e-Casework.org

Hosted by Porism Ltd

For support, contact us at:
www.e-Casework.org/forums
support@e-Casework.org