

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

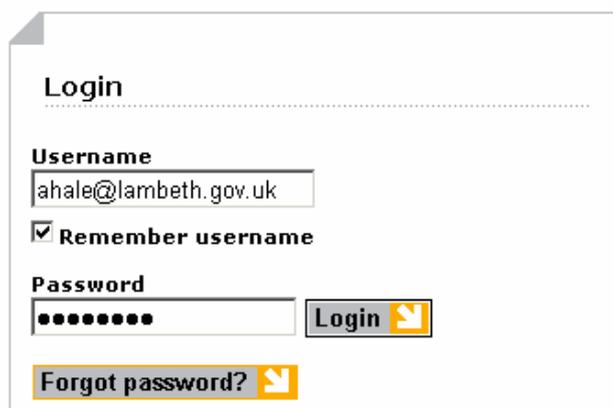
Both reports produce a bar chart.

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.



The screenshot shows a login form with the following fields and options:

- Login** (header)
- Username** field containing `ahale@lambeth.gov.uk`
- Remember username**
- Password** field containing masked characters (dots)
- Login** button with a right-pointing arrow
- Forgot password?** button with a right-pointing arrow

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

Case response times

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

Reports

Reports can be generated to allow analysis of workload and response time within each department, for performance monitoring purposes.

Further information and help can be found in the guide to Case response reports.

- [Case response times](#)
- [Case response times by department](#)

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

Report criteria

? **Department**

? **Owned by councillor**

? **Live between start date**  dd/mm/yyyy

? **and end date**  dd/mm/yyyy

Search  **Cancel** 

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**.

Report criteria

? **Department**

? **Owned by councillor**

? **Live between start date**  dd/mm/yyyy

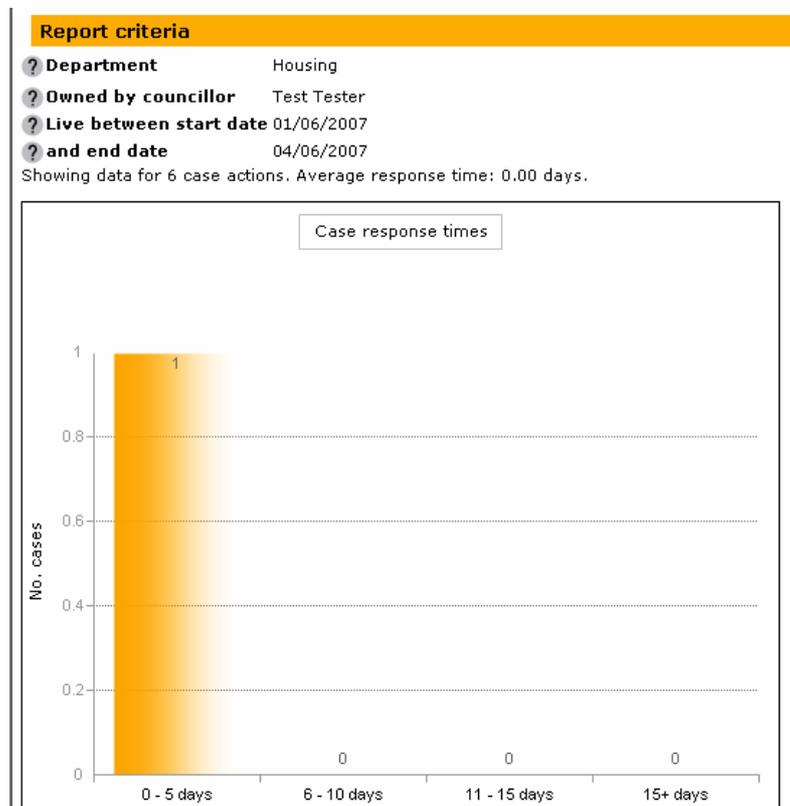
? **and end date**  dd/mm/yyyy

◀ **June, 2007** ▶

Su	Mo	Tu	We	Th	Fr
27	28	29	30	31	1
3	4	5	6	7	8
10	11	12	13	14	15
17	18	19	20	21	22
24	25	26	27	28	29
1	2	3	4	5	6

Today: June 6, 2007

The results will display in a bar chart:



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:

Report criteria

? **Owned by councillor**

? **Live between start date**  dd/mm/yyyy

? **and end date**  dd/mm/yyyy

Search  **Cancel** 

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**.

Report criteria

? **Owned by councillor** [All] ▼

? **Live between start date** 01/06/2007  dd/mm/yyyy

? **and end date** 06/06/2007  dd/mm/yyyy

Search  **Cancel** 

The results will display in a bar chart:

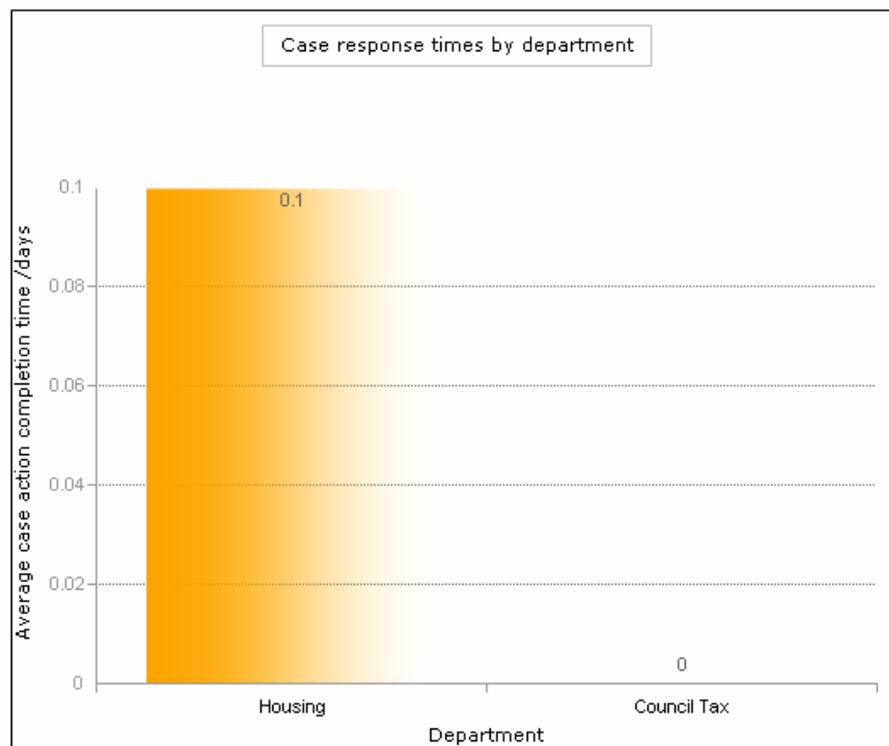
Report criteria

? **Owned by councillor** All

? **Live between start date** 01/06/2007

? **and end date** 06/06/2007

Showing data for 9 case actions.



You will see:

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