

### **Organisational Profile**

North Somerset CSDAT has been providing Drug and Alcohol support services since 2004.

### **Business Situation**

North Somerset CSDAT needed a system that improved the quality of information recorded and that facilitated a secure method for sharing that information between the service providers in the North Somerset area. It also required a structured system to support the accurate and timely national statistical reporting to the NDTMS and DIP as well as improved local reporting.

### **Technical Situation**

The system had to operate on a very varied range of IT infrastructure with minimal extra IT hardware costs.

The system had also to support information for non drug treatment issues.

The system had to be highly flexible together with the ability for non technical (IT) staff to refine and report on the information collected.

### **Solution**

The Gallery Partnership Ltd recommended the CTK Online Data Manager as the solution for North Somerset CSDAT.

The ODM is an online database that combines sophisticated data encryption with a high degree of password level security permissions.

The Gallery consultants ran several workshops to refine the initial data that was required, assisted the CSDAT team in configuring all of the data screens and reports.

They then assisted the CSDAT team in the initially training and the production of user manuals tailored to CSDAT's user requirements.

### **Benefits**

The system supports the sharing of as much appropriate information as possible between service agencies, which in turn has enabled reduced effort in the collection of case information and improved understating of each case and their treatments.

- Over 300 pieces of required information on each client can now be shared between agencies without any extra data collection.

- There has been no extra investment in IT equipment and the project was delivered on time and on budget.
- The system is now wholly managed by the CSDAT in house team and the system has been further expanded to monitor staff development and qualifications and agency audits. The NDTMS reports which were often inaccurate and onerous to check and co-ordinate, are now produced with vastly improved quality and minimal effort.
- The system has a lot of collaborative features such as bulletins, shared diaries, referrals and email alerts that have really enhanced the agencies ability to provide a cohesive range of services to their clients.