

Request

With regards to your AskSARA self-assessment tool, please can you share data around how many times per month the tool is being accessed, including how many times it is being fully completed. Please can you supply this data for the last year (or how ever long you have had the assessment tool on your website if it is less than an year).

If you are able to, can you also supply data around the impact the AskSARA tool has had in terms of reducing the number of contacts/ requests via email/ online forms/ telephone contacts etc. to your first point of contact team within Adult Social Care Services.

Also, if you are able to, can you supply any data or information to show if there has been any reduction in SWA Assessments and/or OT Assessments due to the AskSARA tool being introduced.

Response

Tool was implemented late September 23. Between implementation to end of November 23, there were 393 entrances onto Ask Sara by 322 users. 160 reports were completed.

Incoming referrals fluctuate month on month so unable to currently show the impact of AskSara tool in the data. Future evaluation to be undertaken.

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