

Totnes Caring and careLINK

“If only we’d found you 6 years ago!”

The Problem

Gathering statistics (for their funders, the annual report and day-to-day management) meant having to hand count every client! And sending out regular mailings, let alone one-off mailings, took ages.



A few years ago Totnes Caring commissioned a database to help them manage their admin and communication. It improved things and saved some time, but had a number of problems. *“It was a complex database when it didn’t need to be”*. When the original designer became unavailable, they knew they had to do something.

The Solution

Totnes Caring was recommended an IT company called ITsorted. After an initial free consultation and evaluation, ITsorted made some small changes that improved things immediately.



They then looked at the system as a whole and, over the next few months, combining their technical skills with the on-the-ground experience of Totnes Caring, co-designed a completely new database - careLINK.

Benefits

careLINK brings all of Totnes Caring’s groups of contacts together: service users, members, volunteers, doctors etc, while a click of a button selects any one group.

It has highlighted the many duplicates that were in the system and were skewing statistics, and this in turn has improved their confidence in the data.



“The only way to get reasonable funding is to provide reasonable statistics.” Totnes Caring can now get figures for their funders and their annual report at the push of a few buttons – no more hours spent gathering the figures!

Sending out postal and email mailings is now fast and easy, freeing up staff time that can now be used for providing services and fundraising.

“Alan [of ITsorted] is one of the best people we’ve worked with ... his training is just superb ... extraordinarily patient.”

It’s also easy for them to target particular groups: using careLINK Totnes Caring identified the 100 odd volunteers that were not yet members of their fundraising club and mailed out to them. It took a few minutes. They got 10 responses in just the first two weeks!

“We feel much more professional when talking with clients now.”

Each staff member logs their interactions with people, creating an easily scanned history. Adding a note to a contact (e.g. “she has difficulty getting into a car”) can make a real difference when another staff member views their details.

Totnes Caring

Size

5 Staff, Volunteers and Trustees.

Organisation Profile

Totnes Caring provides help and assistance to the elderly, disabled and disadvantaged.

They support people with a range of community services including transport, sitting, shopping, listening, form filling, luncheon clubs and more.

In 2008/09 they provided 1,300 clients with over 8,000 hours of volunteering.



Situation

Their first database had a number of problems.

Solution

A new database was designed by Totnes Caring and ITsorted, an IT company that works with the voluntary sector.

Benefits

Statistics are easy to produce now and they are able to provide a more efficient and professional service.

Location

Devon, UK

Contact

www.totnescaring.org.uk

And the future?

ITsorted is constantly developing careLINK as other organisations purchase it, each with their own specific needs.



For more information contact us

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