




*Proving and Improving our Worth  
Performance Management*



# *Ashiana Network*

*Stopping violence in our lives and in our communities*

# *Ashiana Women's Services*

- Temporary, safe and supportive housing for women experiencing domestic violence
- Specialist refuges for women fleeing forced marriage
- Floating support
- Outreach service
- Counselling
- Support group

# *Ashiana Youth Services*

- A programme of preventative educational and advice work in schools with 11-16 year olds, which is not gender or race specific
- Teens project
- Workshops for young people in colleges on Domestic Violence, Forced Marriage and Honour Based Violence

# *Ashiana Counselling Services*

- Counselling & support services for young people affected by domestic violence
- Counselling for women affected by domestic violence
- Specialist counselling for people affected by domestic violence, sexual violence and incest

# *Ashiana Training Services*

- Community outreach work at a variety of levels with the statutory and voluntary sector aimed at raising awareness about domestic violence and related issues.
- Training on Domestic Violence, Domestic Violence and Cultural Issues, Forced Marriage

# *Our Journey – the beginning*

- Started in 2000 with the development of a basic outcomes measurement process
- 2004 – Intensive work on developing an outcomes framework with CES which included;
  - Drawing up an evaluation framework
  - Designing monitoring tools
  - Designing an access database (an interim measure)
  - Reviewing the pilot
  - Roll out the outcomes system to other Ashiana services

## *Our Journey – achievements*

- Staff trained on the outcomes process
- Produced a manual setting out how to use the interim database
- Conducted a business analysis
- Drew up a systems requirement specification
- Identified systems that were best placed to meet our needs



# *Our Journey – the challenges*

- Resources
- Funding
- IT Infra-structure
- Ownership
- Capacity
- Reliance on external support
- Finding ***the*** system – was there one that met all our requirements!

# *Our Journey – now and future developments*

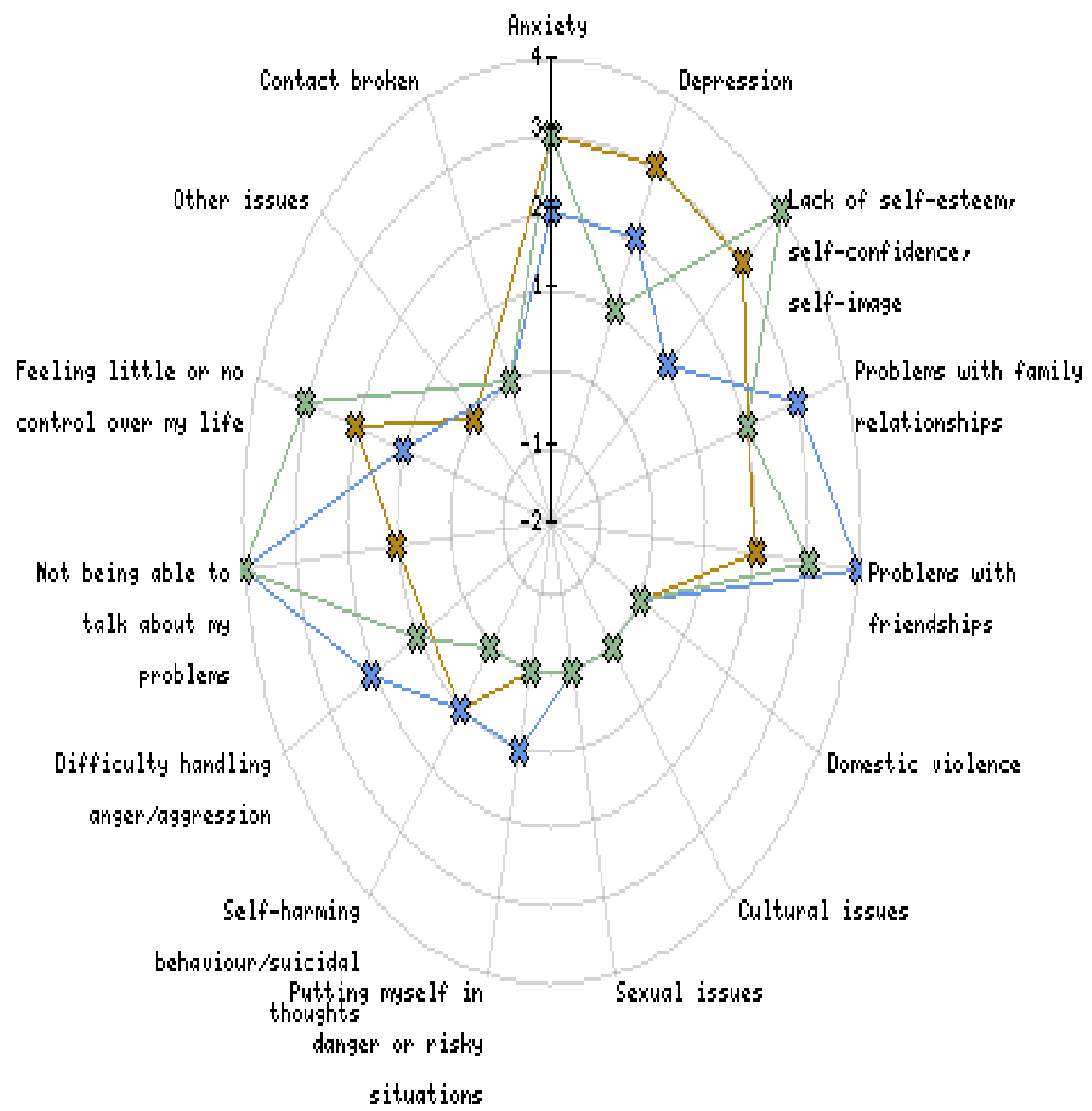
- A system in place that does most of what we want it to do and, one that can be adapted as we develop services
- A system that is embedded in our day to day work
- Staff are familiar with the database and new staff are all trained in its use
- We can produce and analyse data ourselves – staff, service users, board members and funders receive better information on outputs and outcomes
- Sharing our work on outcomes and IT with other refuge providers
- Continuous review of KPI's and LPI's
- Social Return on Investment

## Number of yes dial responses between 01/04/2010 and 05/10/2010

<u>Dial</u>	<u>Number of 'yes' responses</u>
<b>Reported abuse (to police)</b>	<b>21</b>
<b>Taken out injunction</b>	<b>6</b>
<b>Got divorced</b>	<b>3</b>
<b>Separated from partner</b>	<b>16</b>
<b>Forced marriage prevented</b>	<b>16</b>
<b>Left home (abusive environment)</b>	<b>34</b>
<b>Abuse continuing</b>	<b>12</b>
<b>Formed new, abusive relationship</b>	<b>0</b>
<b>Formed new, non abusive relationship</b>	<b>4</b>
<b>Improved family relationships</b>	<b>14</b>

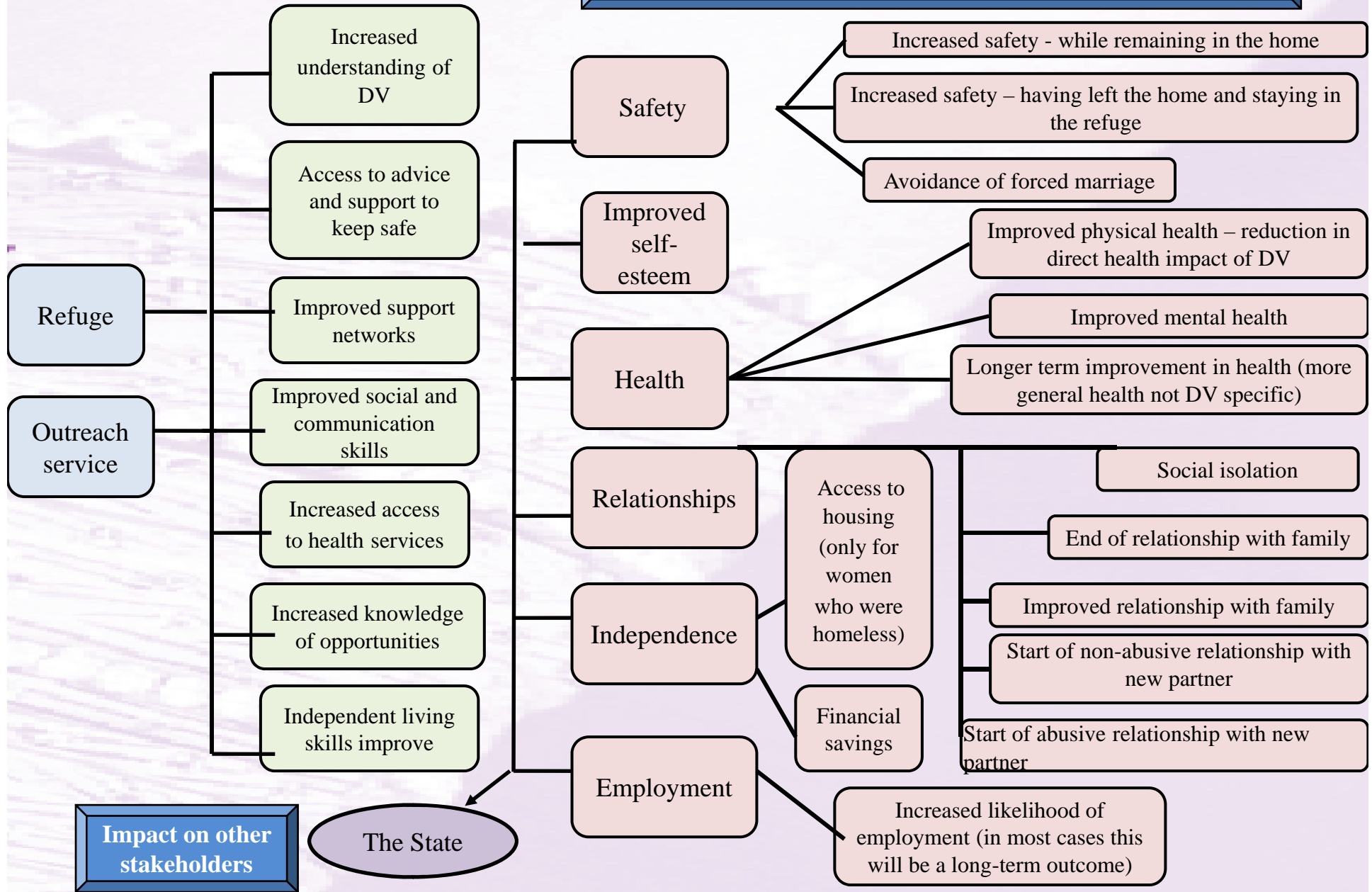
# Analysis of outcome data

\* 06/04/2010    \* 16/04/2010  
\* 28/06/2010



# Impact Map – Service Users

## Outcomes



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