

## **Lamplight: A case study of use by the Ashiana Network**

### **Introduction**

The Ashiana Network is a charity in East London, supporting women from the Asian, Turkish and Iranian communities who are experiencing domestic violence. They also work to raise awareness of domestic violence and carry out preventative work in the wider community.

Ashiana run three refuges, offer outreach and counselling, and peer support groups. They also carry out a substantial amount of preventative and educational youth work, within and outside of school.

Ashiana has won a number of awards and commendations for their work. They have been using Lamplight for three years to record details of the women they are working with, and the impact their work has.

### **Starting Up**

Ashiana spent some time establishing an outcomes approach to their services before scoping systems and approaching suppliers. They received external support via the London Housing Federation to develop the approach, their IT infrastructure, and used an interim database system to help understand what their needs would be for a permanent solution.

Lamplight worked with Lamplight to develop functionality to store and analyse the impact data (from questionnaires) used by Ashiana.

Several training sessions were delivered to Ashiana staff at the initial stages, and some 'crib sheets' provided that gave a step-by-step 'how-to' guide to produce the specific reports needed by Ashiana. We also developed a small amount of custom reporting functionality to meet some of the particular reporting requirements not available through Lamplight's standard reports.

## **How Ashiana use Lamplight**

Ashiana use Lamplight to record the following data:

- The women they are working with, including full demographic profiles and details of the issues they are facing
- The details of each piece of work carried out
- Case notes
- Change over time in women's situation, including self-assessments of skills, self-confidence, support, and mental health.
- Evaluations by women and young people of the sessions run or services they've received from Ashiana

This rich data provides staff with a full case history in their day-to-day work, and reports show:

- The level of need for the service, in terms of numbers of women accessing it and the situations they find themselves in,
- The level of service provision, and the characteristics of the women and young people accessing them,
- The impact seen among the women that they work with over time,
- The response of women and young people to the services and sessions they participate in.

Each member of staff enters their own data on a day-to-day basis, while managers are responsible for using and reporting on it.

## **Issues and lessons**

One of the most important lessons has been the importance of accurate and good quality data input. For example, Ashiana need to be able to produce reports for particular services, as well as overall, so it's important for reporting purposes that records are tagged with the correct service. At one point, this was not done for some records due to staff turnover, and so the reports produced did not reflect the work done. Lamplight worked with Ashiana to help identify

problematic data so that it could be corrected, and additional staff training provided. This highlighted the importance of understanding your data, and even if staff are not responsible for producing reports, knowing how reports are created can improve data input.

The Director of Ashiana has had a high level of commitment and involvement in the adoption and use of Lamplight, which is important for the successful implementation of any new system.

There is also a fairly high level of contact between Lamplight and Ashiana, so that any questions or requests for additional functionality can be raised early and responded to by Lamplight.

### **Ashiana's thoughts**

Ashiana find Lamplight a helpful tool, in seeing and tracking client progress over time. As well as helping front-line staff, manager have also found it really useful to be able to look over case files and see visually the impact that their work is having in individual cases.

It also helps Ashiana strive for the maximum outcomes for clients, and particularly for women in very difficult situations or with complex needs.

Lamplight produces all the reports for external agencies/funders well.