



Business Design Centre

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# Outcomes monitoring and IT

Finding the best solution for your organisation



# Case Study

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Ashiana Network

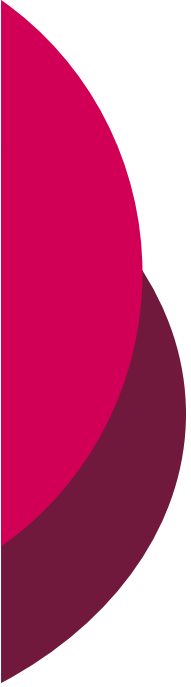


# Ashiana Network

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Ashiana provides:

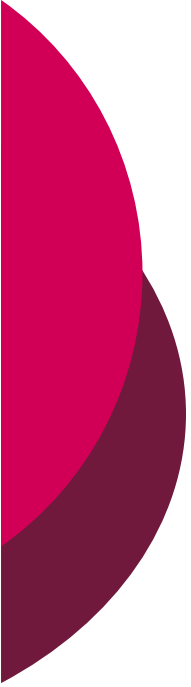
- Refuge & Outreach services for South Asian, Turkish & Iranian women
- Educating children & young people about domestic violence
- Counselling & support services for young people affected by domestic violence
- Raising awareness about domestic violence with communities, voluntary and statutory agencies



# Our Journey – the beginning

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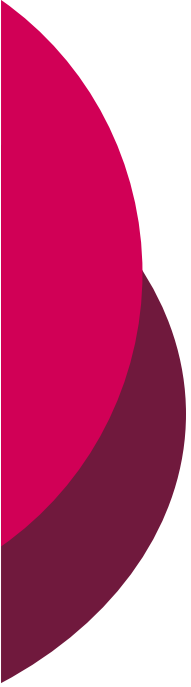
- Started in 2000 with the development of a basic outcomes measurement process
- 2004 – Intensive work on developing an outcomes framework with CES which included;
  - Drawing up an evaluation framework
  - Designing monitoring tools
  - Designing an access database (an interim measure)
  - Reviewing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



# Our Journey – achievements

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- 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

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



# Our Journey – where we are now

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- 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 use it regularly
- 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