

Investigating the capturing and feedback of 'soft outcomes' for service provisions for women in Greater Manchester



Trio lead

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Trio members



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Start

Challenged

Excited

Positive

Our starting point

To use quantitative and qualitative data collaboratively, building a holistic picture of female service users' journeys and their contact with different organisations. We aimed to review and improve processes and systems, steering away from KPIs and instead capturing 'soft outcomes' across agencies, ultimately supporting better outcomes for women.

Reducing inequalities

Prevention



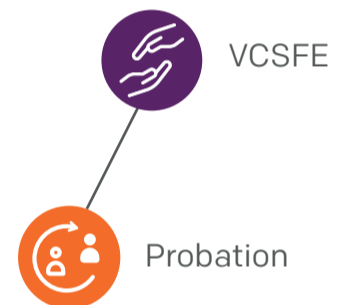
System barriers

Differing purposes and outcomes defined within services against KPIs

Perception of leadership confined within organisations' job titles – not seeing that leaders are from all job roles

Our system shifting trio

Our trio combines expertise on data, user experiences and court processes. We are shooting arrows at the same target, facing similar challenges in changing processes and prioritising soft outcomes. I want to keep meeting 'data people' to work collaboratively.



Lightbulb moments

- Observing at the Women's Problem Solving Court (WPSC) and then at the Women's Centre and seeing the disjointedness between processes written in policy and guidance, and the processes that happen in practice.
- Shifting our focus from WPSC to Women's Services - prioritising better outcomes for all women who use the services in GM, irrespective of whether they are probation supervised or not.
- Each member of our trio faces the same challenges and holds the same goals, but due to organisational constraints, we're adrift in the ocean without land in sight.

Our biggest challenges

1. Working out where to start - we created a road map, including mentoring and research.
2. Managing expectations - this work isn't a quick fix, so we identified need and analysed costs, benefits and risks.
3. Limited time - we created a project plan to take small steps.

Our insights and breakthrough

- Insights – reviewing processes and procedures across organisations can support information sharing and reduce duplication.
- Breakthrough and highlights - meeting staff, service users and statisticians at Bolton WPSC and Salford Women's Centre. We celebrated progress and the power of soft outcomes..
- Collaborating and connecting with colleagues across sectors has inspired and empowered me.

Next Steps



- Share my findings with my manager and trio members, and stay connected with my trio.
- Work with leaders in my organisation to explore the progression of this project.
- Inspired by the staff at Salford (they are amazing), I will be volunteering at a women's centre outside of work.

Now

Difficult

Challenge

Doable

We are shooting different arrows at the same target.

