

# A Pilot

## Delivering Neurodiversity Friendly Training to Greater Manchester Probation Practitioners



**Trio lead**  
**Katie Moynihan**

Probation Learning  
Project Manager

GREATER MANCHESTER  
PROBATION SERVICE

**Trio members**

Adam Myatt

Sam Palmer

Emily Day

Sarah Bradley

Start

Excited

Nervous

Determined

### Our starting point

Around 15-20% of the UK population is neurodivergent (1 in 7).

No other Probation region has adapted training materials to be more inclusive for neurodivergent staff. This creates a gap in service delivery, as staff may miss crucial information if not presented in an accessible way, affecting risk management.

Reducing Inequalities



### System barriers

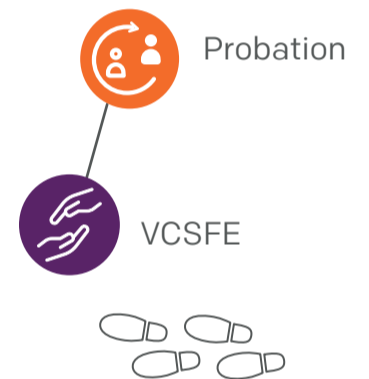
Limited training design and delivery for neurodivergent staff

Exhausted front line teams focused on managing demand and risk

Purpose and outcomes defined primarily within services against national KPIs

### Our system shifting trio

My trio is a skilled, committed group focused on improving the experience for neurodivergent colleagues. Their success is attributed to their commitment to change and challenging the norm.



### Lightbulb moments

My "lightbulb moment" was realizing that this project is about improving communication, not just a "learning and development" issue. Failing to adapt communication for neurodivergent colleagues poses a business risk, creating barriers to staff engagement across all departments.

I learned that many neurodivergent people are undiagnosed, so training should be adapted for them whenever possible. If that's not feasible, specialized events should be offered to meet their needs.

Senior leaders and middle managers must invest in changing communication methods to support long-term change, modelling positive communication skills to ensure these behaviours are reflected across all staff levels.

### Our biggest challenges

Neurodivergent staff struggled to attend training due to workloads, hindering evidence for change. We adapted the pilot to include online training. However, no budget was allocated and prevented us from adapting training rooms to create a supportive learning environment.

### Our insights and breakthrough

Staff feedback was powerful as they felt it was "the first training event where they could talk freely and confidently and engage fully". They described neurodiversity as being "championed" and felt "optimistic." The support from senior managers signals a promising future for continued conversations.

**Our pilot's success is attributed to our team's commitment to change and challenging the norm.**

### Next Steps

Present findings to the national learning and development team on 18th March 2025 for endorsement and to develop a national approach.

Seek endorsement from Greater Manchester Probation Service's Senior Leaders for wider implementation.

### Now

Motivated

Stronger

Empowered



A strategic partnership between Innovation Unit and Greater Manchester Combined Authority