

Police and crime – Greater Manchester Combined Authority

# A&E Navigators: Evaluating a youth-focused, violence reduction project in Manchester

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The Tootal office building in Manchester, where I was able to carry out my internship

## Overview of the Data Fellowship

During my 8-week internship, I worked as an analyst with the police and crime team within the GMCA. I was able to work in the office several days a week in central Manchester.

Primarily, I was assigned to evaluate the navigator program in Greater Manchester. This is an Emergency Department initiative, aiming to help young people aged 10-25 who have received an injury due to violence. My main tasks involved analysing the demographics of the young people referred to the navigators (such as gender, age and ethnicity) and evaluating the outcomes of the program. My evaluation also involved comparing the navigator project with GM healthcare data, as well as with another program in a different UK city.

## Data Analysis

The data I used for my evaluation includes internal Navigator referral data, as well as A&E data for injuries due to assault.

- I used Excel functions and pivot tables to find patterns and trends in the data, as well as to perform quantitative analysis.
- I also used Excel to create visualisations of my data, such as charts and graphs.
- During my analysis, I learnt to interpret and understand unfamiliar data sets, as well as handle incomplete, ambiguous and incorrect data.
- I learnt a new software (QGIS) which I used to map data to Greater Manchester local authorities.

## Findings

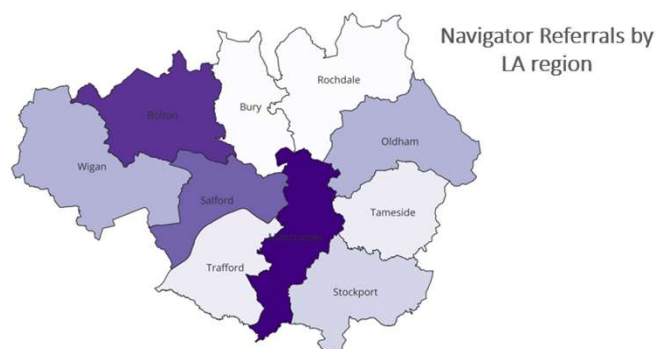
Unfortunately, due to the confidential nature of the data I was using, I can't share my precise findings here. As I was evaluating the navigator project, my findings included statistics relating to the demographics of

referrals, and of survey indicators. At the end of my internship, I had the opportunity to present my findings to the wider GMCA research team, as well as to the Violence Reduction Unit, where I hope my work will be used to draw valuable insights into the Navigator Program.

## Key Skills Learnt

During my internship, I was able to develop my analytical, evaluative and professional skills.

- I became much more confident using analytical software during my internship. I became very comfortable using excel for joining datasets and for analysis. I was able to learn and use QGIS for mapping. I was also lucky enough to sit in a 2-day training session for tableau at the beginning of my internship, where I learnt to visualise data with a dashboard.
- Working with real data allowed me to develop crucial key skills during my internship. I was able to understand firsthand what issues can occur from working with real data, such as incorrect or missing data, and what can be done about these things.
- I was given a lot of freedom with the datasets I used, improving my ability to investigate a data set to spot interesting patterns, and communicate why this is important.
- As my project was largely independent, I learnt to manage my time to ensure I could complete everything I initially set out to at the beginning of the 8 weeks.
- I learned that asking for help and for clarification is not a weakness, and rather a crucial part of communicating effectively in a workplace.
- I was able to work in the office several days a week, where I was able to reach out to several experienced employees to learn about their roles and experience. I now feel more confident in my career goals, and in my own value to an employer.



I created this map using the QGIS to show the number of referrals to the Navigator programme for each LA region. The key has been removed for confidentiality purposes.