

July 2017

*supporting people
with multiple needs
in West Yorkshire*

WY-FI beneficiaries

1050

the number of beneficiaries the WY-FI Project aims to work with by 2020

563

the number of beneficiaries we have started working with at the WY-FI Project

346

the number of beneficiaries currently active
*as at 30.6.2017

Welcomes & goodbyes

Claire Woodhead has now taken over Fran Coard's role as Operational Manager in the Kirklees WY-FI Team while Fran is on maternity leave.

And we say goodbye to Malisha Bleau, one of our Bradford Navigators, who says "working for the WY-FI project has been an unbelievable experience and I've learnt so much. Thanks for making me feel so welcome."

In national news

Designed by patients: the mental health centre saving the NHS £300,000 a year

News article about a recovery centre where patients have a say in everything from policy to the decor. Could co-produced innovations be the future for mental health care? Read more [here](#).

Save the Date!

We will be holding our annual Business Review Meeting on the morning of Wednesday 11th October in Leeds. More details will be released shortly but please put the date in your diaries now!

In local news

Leeds wins £3.4m grant to tackle homelessness

"The two-year Flexible Homeless Support Grant will primarily be used to help the council cut down the use of hostels and temporary placements." Read the article [here](#).

Latest reports

"Exactly what is it that frontline staff do that makes a difference when working with people with multiple needs?"

The Fulfilling Lives evaluation partners have published a blog by Helen Gavaghan, Senior Engagement Worker at Inspiring Change Manchester.

In it she questions whether some traditional approaches need to be challenged, and staff instead given more freedom to be open about non-standard practices which yield positive results.

You can read the full blog post by clicking [here](#).

Peer mentors

Our peer mentors use their lived experience to support our beneficiaries and navigators across West Yorkshire. They are provided with certified training by Touchstone and are a vital part of the WY-FI model. The next programme of training is due to start in August, and among the many expressions of interest registered we're delighted to have received 9 from beneficiaries, keen to take the next step on their journey.



WY-FI Project Newsletter



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WY-FI Network

The WY-FI Network is a group of volunteers, all with their own lived experience of homelessness, addiction, re-offending and/or substance misuse. The Network consult on and evaluate the progress of the project, as well giving their input into other local & national initiatives.

Crisis prevention research

Ten Network members have been involved in a piece of research in partnership with Sheffield University and the Making Every Adult Matter coalition (MEAM). They are interviewing people working in the sort of organisations a person might come into contact with when a crisis is looming. The research will form part of a series of policy statements MEAM is making in the autumn.

Tackling Multiple Disadvantage Summit

We co-delivered a workshop 'masterclass' as part of a national conference in Milton Keynes in May. We talked about the 'Valuing Lived Experience in the Workforce' project, how it had developed and how we were keeping it true to the original vision. It sparked a lively debate about volunteering, which ran right through the coffee break!

WY-FI Wide Meeting in May

We were out in force at May's thrice-yearly WY-FI wide staff meeting. As well as participating in all the group discussions, one of us co-delivered a session about peer mentoring and the changing relationship along the beneficiary journey.

Pharmacy work in Calderdale

Following on from Calderdale's locality meeting in March, a steering group, led by Calderdale Recovery Steps is starting to look at customer experiences of collecting opiate substitute medication. In preparation for the launch of this group, members have been collating case studies and conducting a short questionnaire, which we hope will be a motivating force for this agenda.

Interview panel training

Five of us took up a training opportunity at Touchstone and are already putting some of those new skills into practice on interview panels in Kirklees, Leeds and Wakefield.

DISC Leadership Forum

In June, WY-FI delivered a session as part of DISC's quarterly Leadership Forum. Five Network members contributed in various ways, including a poem, a case study about career progression, a presentation about peer mentoring and a specially written performance piece called 'Five Minutes of Chaos'. Following this we have been invited to participate in a strategic task-and-finish group within DISC. We would love to do something similar for other WY-FI partner organisations.

connecting people, services and commissioners

West Yorkshire - Finding Independence
Delivering Fulfilling Lives:
Supporting People with Multiple Needs Programme

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Resources

Care Act Toolkit

The Voices of Stoke Fulfilling Lives project have shared a prototype toolkit to assist people with multiple needs (and their support network) articulate their requirements in the context of the Care Act. It can be found online [here](#) and the full range of Voices of Stoke documents can be found [here](#).

Fulfilling Lives: Supporting people with multiple needs

As a partner in the Big Lottery Funded 'Fulfilling Lives: Supporting People with Multiple Needs' Programme we are pleased to be involved in a national programme that aims to improve the lives and wellbeing of people with the most complex needs who are currently excluded or disengaged from services [Find out more](#)

Latest reports

"How can we ethically respond to rough sleeping?" A four-point framework

In this article, Dr Beth Watts from Heriot-Watt University asks whether society should seek to change the behaviour of homeless people, or provide tolerant and unconditional support. You can read the full piece [here](#).

Workforce Development

Multi-agency Practice Development Groups

Multi-agency Practice Development Groups are for any front-facing staff who wish to develop their skills and knowledge around multiple and complex needs. If you are interested in joining, would like to come along or would like further information, please contact Roger Abbott roger.abbott@disc-vol.org.uk or 0113 887 0045

31st July - Leeds

18th August - Bradford

30th August - Wakefield

31st August - Calderdale Lower Valley

Click [here](#) for more information

And finally...

Continuing congratulations to Roxanne, one of our Kirklees Navigators who continues her gruelling 'Missions for The Mission'.

Now just over halfway through, you can get the latest news about her challenge [here](#).

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