

Sharing the User Voice

Diane's Story

History

Diane had been evicted from her property, she was drinking, had depression and was often abusive towards various hostel staff.

Needs

At referral stage Diane had the following needs:



Support from WY-FI

WY-FI quickly put things in place to support Diane and enabled her to access an operation to fix her hip which had been causing her trouble for over 10 years.

Impact of a service flex

WY-FI were able to influence a decision to allow Probation to carry out home visits as Diane had difficulty leaving her property due to mobility

Feedback from WY-FI beneficiaries

I like it, [Navigator] always pick me up and make me feel worthy and equal to the rest of

WY-FI is the best service ever, it has helped me turn my life around and has also

WY-FI really makes a difference to my life. What a great organisation

The service received was professional caring showing empathy and kindness. a light shining in as it seemed in a dark and scary world...I don't know what I would have done without your support.

Feedback from WY-FI beneficiaries

Before the WY-FI project got involved...I had no voice to speak to other services as I didn't know how to ask for help.

Before I met [Navigator] I was in a financial mess, isolated from the world, only going out to buy heroin and suffering with depression. I had a support worker who I only saw for 10-20 mins a week which was not enough. I was then referred to WY-FI and you could give me the time not rush me into doing appointments like other support agencies would (my confidence was bad dealing with people). You helped me...I now feel I'm on top of things and optimistic for the future.

The following poem was written by a WY-FI Trainee who came through the WY-FI Peer Mentor programme

WY-FI

When you're feeling low and there's no end in sight,
You feel like you're drowning but try as you might,
Finding your feet it's a hard thing to do,
In my opinion then WYFI's for you

We work with people that have multiple needs
You can catch us all over from Huddersfield to Leeds
Finding those that suffer from the areas of HARM
Initially in Chaos but trying to restore calm

We want to make changes so the system doesn't break
You can help find the flex and give us your take
For now is the time to have your voice heard
Instead of the chaos, you'll feel free as a bird

Whether you're passionate about people, or research you'll see
You can count on WY-FI, as the place to be
For peer mentor courses and learning new skills
In fact they'll even help you to budget for bills

When I came to the network just two years ago,
You could say I was nervous but it just goes to show



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



The WY-FI model: the financial impact on service costs

Prepared by CRESR January 2018

Background

The costings model applied overleaf, considers the change in service use for **158 WY-FI beneficiaries, across 18 areas of service use** and attributes national unit costs taken from the Cabinet Office/Commission for the New Economy Cost Calculator (*developed for the Troubled Families Programme*).

This analysis focuses on **the impact of WY-FI on one year of service use**. The results have been scaled up to 1,050 WY-FI beneficiaries (*the number of people WY-FI aims to support over the life of the programme to May 2020*). Scaling up is very common. Subsequent analysis will include a larger sample of WY-FI beneficiaries and will ensure the sample is representative of the overall population of people with multiple and complex needs. It is also clear that a longer-term view is needed, beyond the one year of data that has been analysed so far.

Analysis

Data from Q1-Q4 shows increased costs to the public purse of an individual; however projections show these costs will reduce from Q6-Q7 onwards. The experience of the Troubled Families Programme showed similar findings with an increased cost per person initially before making savings later on.

Over one year the general pattern was for (Figure 1 and 2 overleaf):

- ↓ **reduced service use and cost savings for negative reactive events such as crown court proceedings (savings for CJS) and arrests (savings for police and CJS)**
- ↑ **increased service use and costs for treatment events such as days as a mental health inpatient (increased costs for NHS) a relatively low impact on short term cashability.***

Some costs such as A&E, remained high even after engagement with WY-FI. This is likely due to the fact that prior to WY-FI, the individual may have presented at A&E for everything and it takes time to change entrenched behaviours.

It should be accepted that for some patients with mental health illnesses who need ongoing care and treatment the cost will never be reduced or eliminated, therefore ways to account for the finance required need to be identified in the model, possibly by balancing the costs of longer term care against repeated higher levels of treatment.

It is important to consider early intervention and prevention to divert people from chaos, otherwise the 'pool' of people with multiple and complex needs will continue to be replenished as people are left to slide from crisis into chaos.

Connecting services at the right time works for everyone (for example a pilot where domestic violence advisers from a VCS service

*Cashability can be defined by:

Cashable savings – Savings which release money for re-deployment elsewhere
Non-cashable savings – efficiencies which have increased service levels or productivity for the same level of revenue budget

Figure 1: Overall financial impact of WY-FI on one year service use costs by event

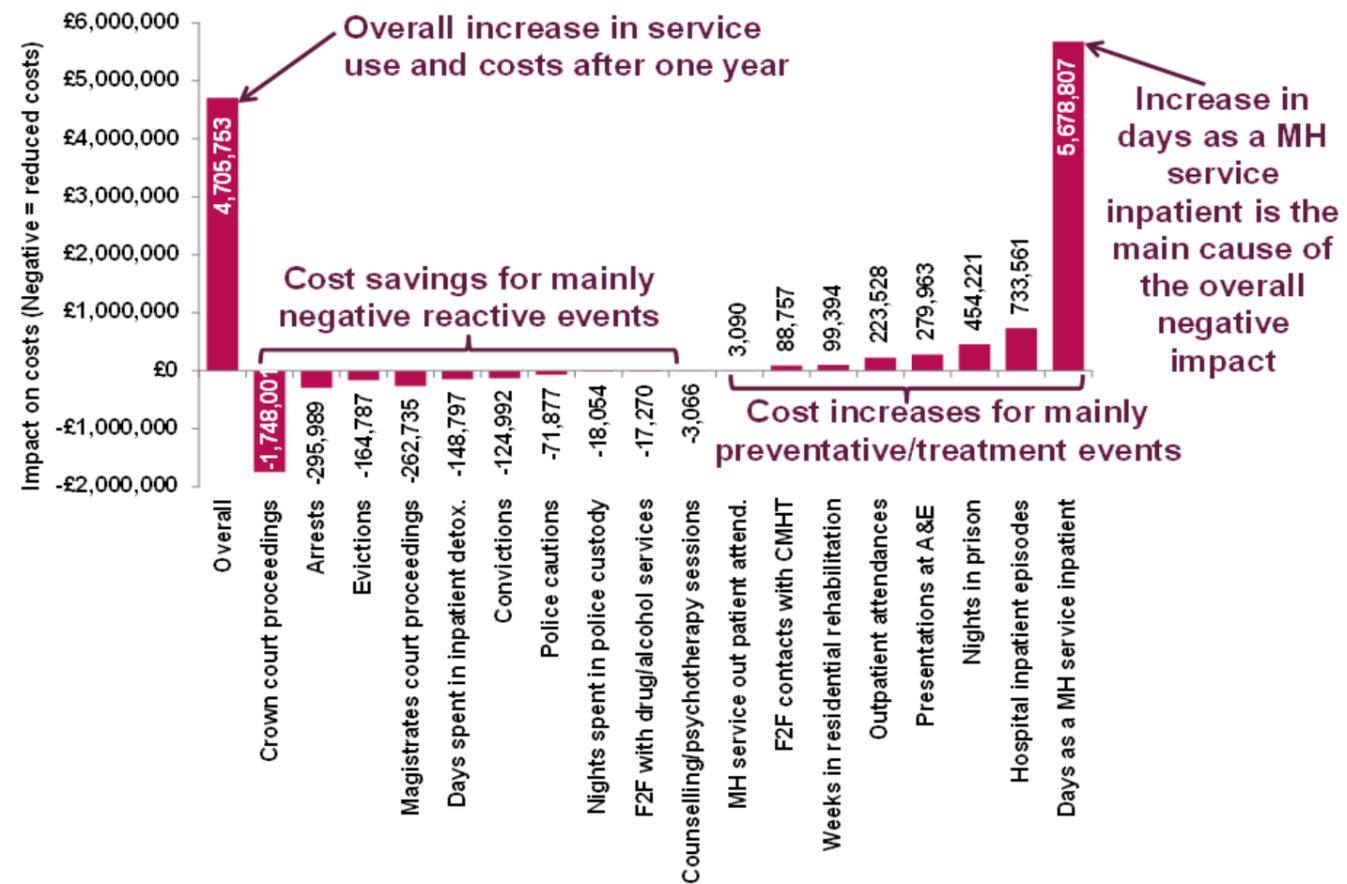
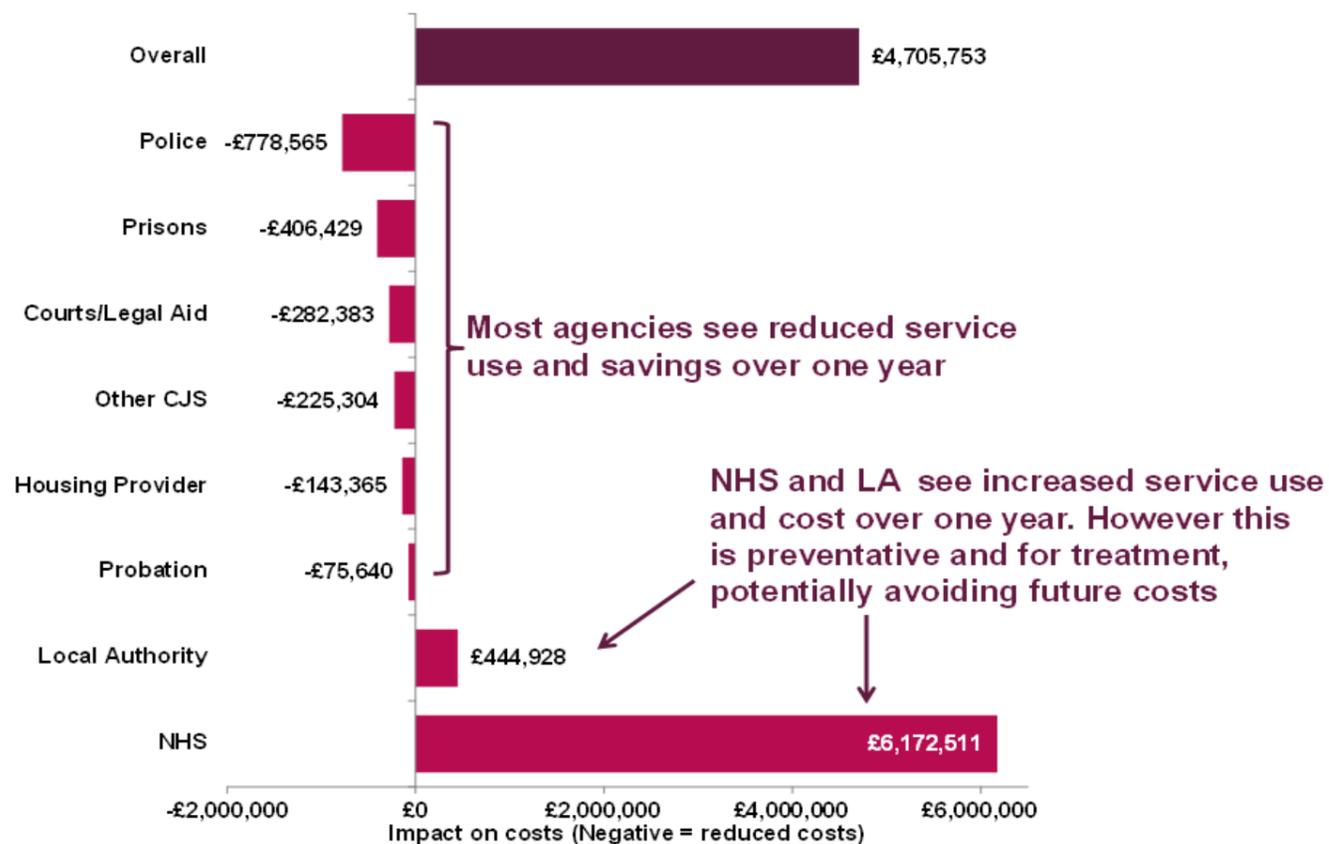


Figure 2: Overall financial impact of WY-FI on one year service use costs by agency



WY-FI will continue to develop the model of cost-effectiveness and will next report on it in the Annual Review of the project due to be produced by CRESR in July 2018.

What commissioners can learn from WY-FI

In **Wakefield**, the Wakefield Homelessness Prevention model was procured competitively and will go live from 1st April 2018. The Homelessness Prevention model incorporates learning from WY-FI and engagement with WY-FI's work in the district, such as Multi-Agency Review Boards (MARBs) and locality group. It uses Housing First principles and a remodelled single point of

Principles

- ✓ **Co-production** – service users were involved in the process
- ✓ **Service flex** – service specification makes it clear that there is an expectation for the ability to flex as this is commissioning for outcomes
- ✓ **Person centred** – the providers will be paid only on the basis of being able to meet the outcomes that the individual wants through co-ordinated multi-agency support
- ✓ **The New Direction Team Assessment (NTA)/Chaos Index** will be used as an



Leeds City Council, reflected on the impact of WY-FI in Leeds and on learning from the WY-FI model informing some current work. Commissioning work in Leeds has been moving away from single-issue projects to person-centred models and longer contracts which in some cases could be up to 8 years.

Co-production has been key and there has been a mutually beneficial relationship from the start of WY-FI via Peer Mentors, staff and (the then called) Experts by Experience, many of whom were trained and supported to carry out scoring of the contract proposals.

Relationships amongst providers are vital and the has been instrumental to ensure those are in place. The Leeds MARB is being extended to include services supporting sex workers and criminal justice.

Prevention, integration and sustainment are the principles underpinning their commissioning work and these align with the Fulfilling Lives approach too.

Currently, through a small pot of money two multiple needs workers, based on the Navigator model, are being funded. One is employed by Forward Leeds (drug and alcohol service provider) and one by CGL (Street Outreach Service), to work with people with multiple needs who are rough sleeping. The posts have been in place since October 2017 and are already delivering good results. The outcome of this approach will help to inform thinking for the review of street based services and potential commissioning activity over the next 18 months. Another pilot has just been announced for Multiple Needs Worker to work with female sex workers with complex

CO-PRODUCTION

