



## Our vision

By 2020 adults with multiple needs in West Yorkshire should have the opportunity of:

- a settled home
- positive health and wellbeing
- access to education and employment, and
- trust in a positive future

## Ethos

Individuals with multiple needs:

- are supported by Navigators who build trusting relationships over time and who are service neutral
- receive person-centred support to achieve their hopes and aspirations, and
- inform future delivery models and innovation

## What we do

WY-FI supports people who are not engaging effectively with services and are experiencing entrenched needs in **at least three** of the following four HARM areas:

- **H**omelessness
- **A**ddiction to drugs and/or alcohol
- **R**eoffending
- **M**ental ill-health

“WY-FI support has given me inspiration to get back out there and get back on my feet. It’s built my belief that I am not on my own any more and that help is out there.” WY-FI Beneficiary

## Working together

WY-FI does not deliver services but works with existing local services to co-ordinate and work together effectively to fully meet individual needs in a person-centred and co-ordinated way via a Multi-Agency Review Board (MARB).

“The enthusiasm and direct skills of WY-FI to assess, coordinate and implement multi agency working have brought undoubted success.” MARB Member

“We work collaboratively not prescriptively.” WY-FI Navigator

## Experts by experience

The Expert by Experience group actively engage at all levels of the WY-FI project. Experts actively participate in:

- local and regional governance of the WY-FI project
- national and local research
- national and regional policy consultation
- recruitment and selection policy and development

“When I go out, my main tool is my personality. That’s how I click with beneficiaries.” WY-FI Navigator

## Co-production

Co-production is at the heart of WY-FI. Our Experts by Experience are key to the ongoing development and innovation of the WY-FI project.

“I no longer find talking to people daunting, I can converse with people about everyday things, or attend meetings and talk about my experiences. I would never have been able to do any of these things before.” WY-FI Expert by Experience

## Peer mentoring

WY-FI recruits people with lived experience of homelessness, addiction, re-offending behaviour and mental ill-health to become Peer Mentors for the project.

“Becoming a Peer Mentor has completely changed my personality and it’s the perfect route for me back into employment.” WY-FI Peer Mentor

## Workforce development and learning

WY-FI offers a range of courses designed to improve the skills and knowledge of professionals working with people experiencing multiple needs. Visit our website for more details.

“I found this course very informative and extremely useful. The facilitator was able to answer questions easily and clearly.” Participant, Complex Trauma training

“Specific, practical information we can implement.” Participant, Learning Disabilities training

# From Theory to Practice

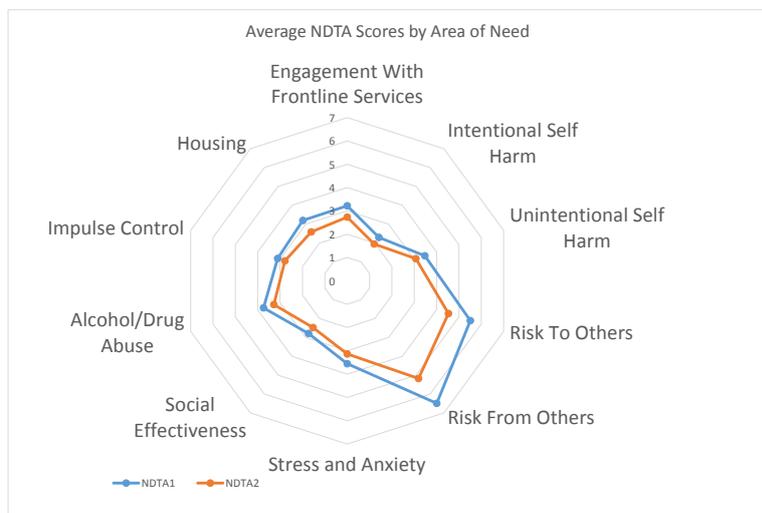
The quantitative and qualitative data collected by the WY-FI project show that the model is working with the most complex, entrenched and excluded individuals. During the first 22 months of the project (1 June 2014 to 31 March 2016) WY-FI has received 746 notifications about 625 people who may benefit from WY-FI support. In some instances, more than one agency has notified WY-FI about the same person. In the same period, 283 of those people have been assessed as being eligible for support and have engaged with a Navigator or Specialist Engagement worker. On 31 March 2016, there were 218 people on the WY-FI caseload. 80% of people being supported have needs in all four HARM areas.

## Service delivery

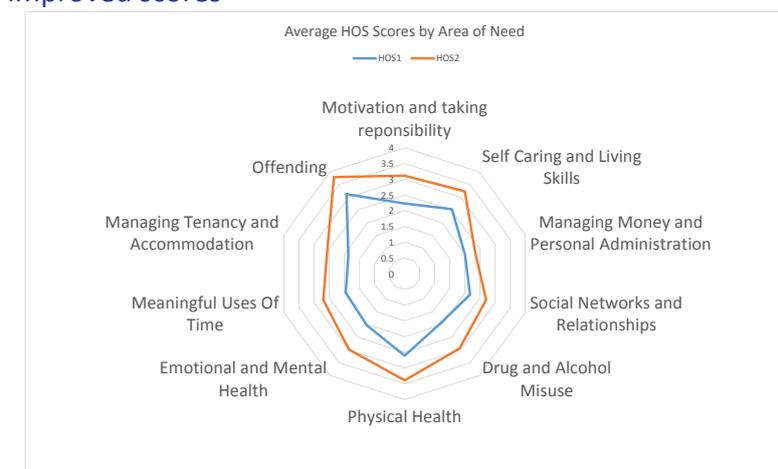
The process of introduction, trust building and engagement is working well for beneficiaries who are showing good levels of progress in terms of reducing New Directions Team Assessment<sup>1</sup> scores (NDTA, also known as the Chaos Index) and improving Housing Outcomes Star<sup>2</sup> (HOS) scores.

**“Beneficiary involvement in designing the support plan is essential for engagement and any progress in person-centred care.” WY-FI Navigator**

By 29 February 2016, over 75% of beneficiaries completing two or more NDTA / Chaos Index assessments showed improved scores



By 29 February 2016, over 90% of beneficiaries who completed two or more Housing Outcomes Stars showed improved scores



An active approach to caseload balance and management later in year 2 and onwards will ensure that beneficiaries are receiving the appropriate levels of support for the stage in the journey they are at.

The flexible multi-agency approach to co-ordinated packages of care is well received amongst other service providers and the MARB seems particularly effective at providing appropriate solutions to individual circumstances. WY-FI’s external evaluator, Centre for Regional Economic Social Research (CRESR) has produced a briefing paper<sup>3</sup> on the value of the MARB.

## CRESR summary findings

- The MARB plays a pivotal role in facilitating multi-agency case conferencing, improving the co-ordination of multiple service providers and ensuring services are delivered to clients in a personalised and flexible fashion.
- The MARB plays an important role in bringing agencies together to support individuals and enables clients’ circumstances to be seen holistically. This prevents needs being overlooked especially where clients are referred to a service that can deal with only one of the presenting issues.
- The MARB has helped service providers to refocus on supporting the most vulnerable clients.

**“Once the relationship has been established, it is about sign-posting and navigating that person into existing services through referrals. If one avenue isn’t working out for someone, then we are there to offer up other solutions and think outside of the box, offering other ideas in the hope that one route will lead the person to a more fulfilled life. Should the person hit bumps along the way in their journey, we wouldn’t turn our backs on them. We could become re-involved at those times - if only briefly.” WY-FI Navigator**

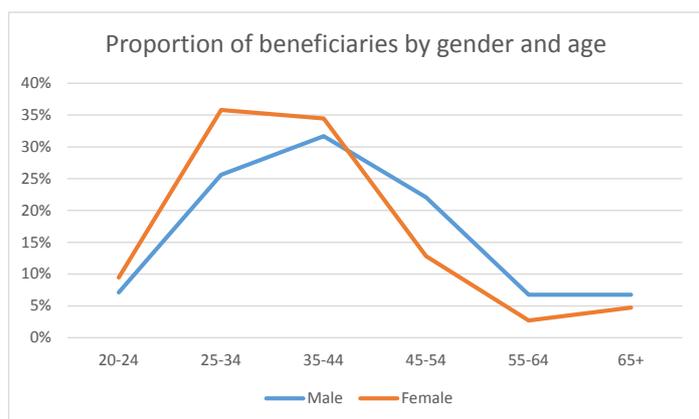
<sup>1</sup>NDTA - is an assessment undertaken by a navigator to establish whether an individual will benefit from WY-FI support against a series of need criteria. This is repeated regularly to measure progress.

# From Theory to Practice

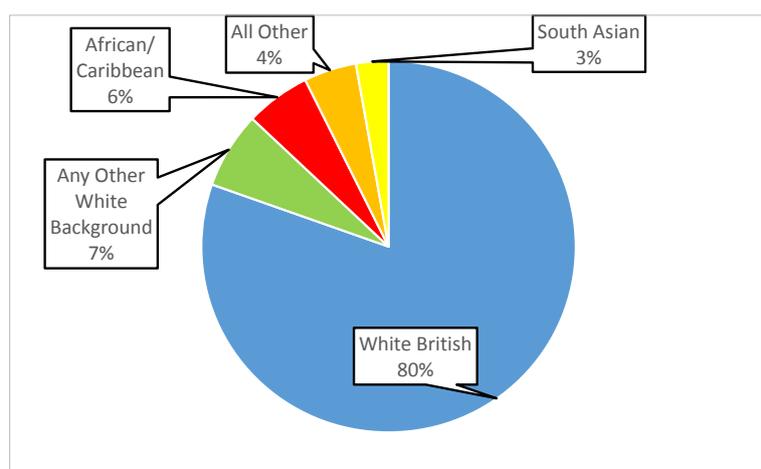
All local authorities have some prevalence of individuals experiencing multiple needs within their populations. The relatively small numbers of beneficiaries on the WY-FI project means that by working with the hardest to engage, the difference between local authority districts in terms of the numbers of potential and actual beneficiaries, is smaller than we originally thought. WY-FI is working with the cohort of people who have the most chaotic lives out of all of the 12 Fulfilling Lives: Multiple Needs Projects nationally and showing the second greatest improvement on average for beneficiaries.

## Equality and diversity profile of beneficiaries

The profile of beneficiaries by age, gender and ethnicity is broadly consistent with the multiple needs population as a whole and is in line with what was predicted in the 2013 research.



The black and minority ethnic (BME) population often present with fewer than three of the four HARM needs. However, people from the BME community experience considerable exclusion from other related factors, e.g. physical ill-health, immigration status, language, social isolation and cultural barriers to accessing services.



Initial research identified that women may not score highly enough on the Chaos Index to be eligible for support. However this is not borne out by the collected data.

<sup>2</sup>HOS is a self-assessment tool for beneficiaries to measure their distance travelled

<sup>3</sup>Briefing paper available at <http://bit.ly/1SDI4Es>

## Specialised funds

The Personalisation Funds are at an early stage of usage and have been primarily requested for housing related issues but also training courses and equipment.

The Co-production and Innovation Fund will contribute to three projects offering supported accommodation to especially vulnerable WY-FI beneficiaries and in one case provide specialist support to a Navigator Team around access to mental health services.

## Impact of lived experience

People with lived experience are involved in the ongoing design, development and delivery of the project. Lived experience is embedded in our operational practice and includes:

- good levels of engagement achieved in the project governance structures, such as:
  - Core Partnership Management Board
  - locality groups, and
  - the Regional Experts Group
- completing the regional Peer Research survey as well as completing research questionnaires as part of the national evaluation
- active consultations and co-produced activities with public agencies. Examples include:
  - substance misuse review consultation in Bradford
  - mental health services review in Calderdale
  - NHS England healthcare in custodial settings, and
  - influencing the national drugs strategy.
- participating in selection and recruitment processes at all levels of the project
- assisting with the development of the “Passport”, due for initial roll out by June 2016

The contribution of Peer Mentors and Trainees has been invaluable in Navigator Teams in terms of engaging with the most excluded individuals and building credibility of the project amongst the beneficiary communities in localities.

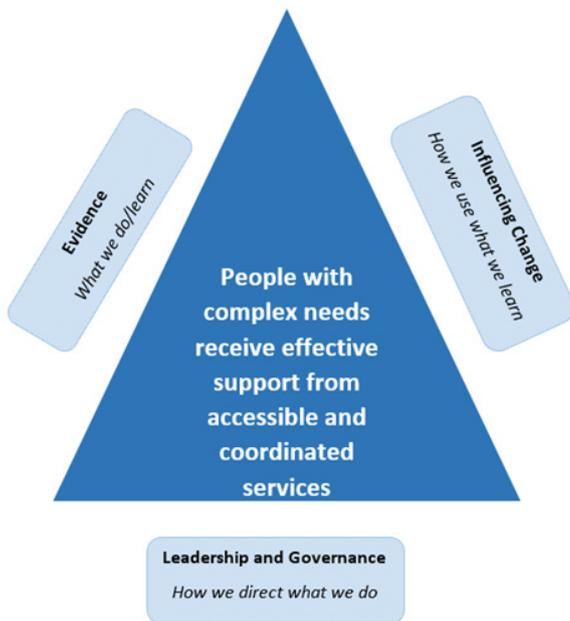
- 32 Peer Mentors have been trained
- 12 currently supporting Navigator Teams
- 8 Peer Mentors are now in paid employment with WY-FI partners

## Aims and approach

The aims of the project are to achieve:

- improved outcomes for individuals
- co-ordinated multi-agency support
- policy and system change

Our approach to the achievement of the aims and vision underpins our Theory of Change to support the realisation of improved individual outcomes through a changed system.



The WY-FI Core Partnership Management Board is committed to a practice of reflection and learning at all levels of the project and to share that learning:

- in their own organisations
- through wider professional networks of services, agencies and communities
- at our annual learning conference



**Paul Townsley**  
 Chief Executive Officer  
 DISC

“Since working with WY-FI, I have been struck by how the project creates the space for providers, commissioners and service users to reflect and review services so that we can improve services in communities.

One of the key differences for me from other programmes is the central role Experts by Experience and beneficiaries play in establishing dialogue with a range of stakeholders to make system changes to commissioning and service delivery in West Yorkshire.

At WY-FI, we have already started to see the benefits of more intensive packages of support and tailored services. A one size-fits-all approach does not work for our beneficiaries, their families and communities.”



**Sue Northcott**  
 Project Manager  
 WY-FI

“Two years into the project we are starting to see some fantastic outcomes for individuals.

The first beneficiaries of the project are taking up employment and training opportunities internal and external to the project.

The Multi-Agency Review Boards have been pivotal in ensuring a joint agency approach to meeting individual beneficiary need.

We are beginning to see early signs of system change and our work has been recognised and nominated for a World Procurement Award.”

