

WY-FI 18 Month Review



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

Project ID: 10077899

West Yorkshire - Finding Independence

Reporting period

1st June 2015 – 30 November 2015

Part 1 - Looking Back

1.1 What Progress have you made?

Describe the main activities you've started, continued or finished during this reporting period.

Our main activities and achievements are detailed in *appendix 1 - The WY-FI Delivery Partner - 18 month report*. Headline achievements from the report include:

- 334 beneficiaries supported on the project to date.
- Homeless Outcome Star scores tracked for 14 beneficiaries, the general trend are that scores are improving in; offending, managing a tenancy, meaningful use of time and emotional health.
- The Chaos Index scores have been mapped for 14 beneficiaries, these illustrate the levels of chaos have reduced since the first assessment.
- From the last cohort of Peer Mentors, all 9 have completed the training and remain with the programme.
- The Business Plan Review has been facilitated, an event on 09.09.15 brought together stakeholders to review the project's strengths and weaknesses, identify emerging needs and future allocation of project resources (*appendix 2 – Position Paper FINAL 20150904*). Options from the day were presented to the Core Partnership management Board on 11.11.15. (*Appendix 3 - Options and next steps*)
- System Change Workshops have been facilitated by MEAM in most localities. The project continues to be involved in the National Action Learning set on system change.
- In order to gain an improved and more comprehensive understanding of multiple needs amongst prison leavers, women, and individuals from BME communities, action learning research has been carried out by the Specialist Services in each field. (*Appendix 4 - Action Learning Research*)
- The Co-production and Innovation Fund is being rolled out across the localities. Bradford have an agreed delivery partner and in Leeds there is an agreed proposal.
- The personalisation fund has had 10 applications to date, 9 of those in the last 6 months (*appendix 5: Personalisation Fund Applications 30.11.15*)
- WY-FI has undertaken research with experts by experience, professionals and WY-FI staff to identify the key components of a 'passport'. We have worked with mHealth Habitat and they have produced an options appraisal to take the work to a prototyping stage. Their report (*appendix 6 - Passport Options outline – 5*) is attached.
- The Expert by Experience group continue to engage at all levels of the project in the last 6 months the experts have been involved in the CFE research, supporting NHS England in commissioning processes, attending Locality and Core Partnership Management Board meetings, developing Innovation and Co-Production fund applications, assisting in recruitment of new WY-FI staff. The National Expert Citizen group met in Leeds in August with WY-FI hosting the event.

- CRESR have completed a review of two of the WY-FI Multi Agency Review Boards (MARB) as part of their evaluation agreement with DISC (*appendix 7a WY-FI Oct 2015 CRESR MARB Reviews*) *appendix 7b – WY-FI Briefing Paper Dec 2015* is their full report.

1.2 What have you learnt?

Give details of:

- **Any achievements or unexpected outcomes you'd like to share with us**
- **Any problems you've faced and how you've tackled them**
- **How you'll use or share what you've learned from your own monitoring or evaluation**
- **Any changes you'll make to your project because of what you've learned.**

(300 words)

- **Any achievements or unexpected outcomes you'd like to share with us**

The MARB have evidenced some major individual service flex see *appendix 7a WY-FI Oct 2015 CRESR MARB Review report* and *appendix 7b – WY-FI Briefing Paper Dec 2015*

Experts and Peer Mentors – Although not beneficiaries of the WY-FI project they are individuals in recovery from various HARM areas of need and are engaging with the project, using their skills and experienced to influence the Project as well as gaining new skills.

- **Any problems you've faced and how you've tackled them**

Outcomes – The beneficiary journey is taking longer than anticipated, support needs are not reducing with the length of engagement. Additionally Navigators are working with individuals and achieving positive outcomes before beneficiaries go to MARB, this activity currently isn't reported. The year 3 and 4 business plan is looking at addressing this in the outcomes.

Since September the Women's Prison Engagement activity is based in HMP Newhall to ensure there is continuity from custody to community and vice versa.

Most beneficiaries are a long way from being peer mentors.

- **How you'll use or share what you've learned from your own monitoring or evaluation**

The Year 2 Annual Event is planned for 21 April 2016 and will provide the platform for sharing what we've learnt from monitoring and evaluation activities.

The project is actively engage with the Northern/Midlands fulfilling Lives hub.

All reports are available on the website www.wy-fi.org.uk and shared publicly through social media.

- **Any changes you'll make to your project because of what you've learned.**

We continue to reflect on project learning and the facilitation of the year 3 and 4 business plan review has enabled us to present minor modifications to the original business plan. For example, an additional navigator in Todmorden to meet the unmet need, restructure of the WY-FI Hub team to forge better external links and develop and embed internal processes and ethos.

Part 2 – Equality information

2.1 How well did you reach everyone who could benefit from your project?

- Describe what you've done to make sure everyone who could benefit from your project knew about it and
- Was able to get involved. If your project hasn't been as effective as you would have liked, explain what
- You'll do differently in the future.

The five locality areas of West Yorkshire have developed their own Equality and Diversity Action Plans, which get reviewed and updated with relevant information as the work develops. The Locality Plans inform the WY-FI Equality and Diversity Strategy (*Appendix 8 – E&D Strategy and Action Plan_Final_CPMB_sign off_07.05.14*), and enable each area to deliver inclusively in their local context, therefore the Plans' priorities differ in each area.

For example in Bradford, the Locality with the highest proportion of non-English beneficiaries (26%), it has been identified that there is work with EU migrants, some of whom have No Recourse to Public Funds, and so links have been made with other local services who work with this client group. In Wakefield and Leeds, separate BME sub-groups have been set up, led by the BME Engagement Worker, to capture and address some specific challenges around beneficiary engagement. In Calderdale, two specific activities which were identified as actions in the Plan i.e. mapping of new communities and advocacy around mental health for BME communities, have been undertaken successfully by the BME Engagement Worker and local partners e.g. the council.

Another development since the last reporting cycle has been the significantly increased diversity of WY-FI staff. For example, the Bradford Navigator team comprised two male navigators, whereas now there are two female navigators too, alongside a female Trainee Navigator. This has enabled the team to engage with and retain more effectively female beneficiaries.

Overall, the impact of the inclusive approach to the delivery of WY-FI has led to a noticeable increase in the proportion of beneficiaries who are not white English, as this has gone up from 13% at the end of Year 1 to 18%. There is also a greater diversity within the BME beneficiaries as there are now 15 different ethnicity backgrounds being engaged.

Part 3 - Looking ahead

3.1 How prepared are you for the next reporting period?*

Next Reporting Period

This section covers 3.1 of the mandatory information required.

The table illustrates how well we feel we are prepared for the challenges ahead.

GREEN	Everything's on track and we don't expect any problems
AMBER	A problem may arise but we're confident we can handle it
RED	A problem is likely to arise that could seriously affect our project

Our rating	
GREEN	Our ability to deliver the planned project activities
GREEN	Our ability to secure other funding we need for this project
GREEN	Our ability to control project costs
GREEN	Our ability to get or retain staff or other resources we need for this project
AMBER	Our ability to achieve our project outcomes and indicators
GREEN	Our organisation's ability to remain financially healthy
GREEN	A change to our organisation's legal status or governance
GREEN	External factors, including changes in legislation
GREEN	Our ability to deliver our equalities plans for this project
GREEN	A potential change in the need for the project

Further information on anything rated Amber (150 words).

Outcomes and indicators are flagged as yellow as our learning to date indicates:

- Navigators work with individuals who may get positive outcomes before a MARB. Even though individuals have been supported by the project this work isn't reflected in our current reporting.
- The outcomes were based on a theoretical model – after 6 months the need for Navigator support decreases. This is proving not to be the case the recovery journey isn't linear and intensity of support changes, the HOS scores illustrate this (*appendix 1 The WY-FI Delivery Partner - 18 month report*).

Part 4 – Declaration

Check the box to confirm that:

- The information in this report is accurate and true and has been approved by the governing body of your organisation
- The money from BIG has been used exclusively for the project described in your original application, together with any changes you've agreed with us since then
- There haven't been any significant changes to your project or the governance of your organisation apart from any you've told us about and we've agreed to in writing
- You've told us about all other sources of funding for your project and you haven't received any duplicate funding for the activities, services or facilities The Big Lottery Fund is paying for
- You have sought to achieve value for money for your project by securing goods and services at reasonable prices
- Your organisation keeps full and proper accounts and records, including invoices and receipts, which show how the money from BIG has been used
- Your organisation has an equal opportunities policy and, if working with children, young people or vulnerable adults, a safeguarding policy; these policies are carried out and regularly reviewed to ensure they adhere to current legislation and regulations.
- Your organisation hasn't disposed of any BIG funded assets without getting permission from us in writing
- Your organisation is following all current statutory requirements and other laws and regulations relating to the project and its work including: adherence to employers' liability insurance; the national minimum wage; the working time directive; health and safety; safeguarding of children, young people and vulnerable adults; data protection and intellectual property rights legislation.

I agree*

Attachments

This is a list of appendices referenced as part of the 18 month report:

Appendix 1 - The WY-FI Delivery Partner - 18 month report
Appendix 2 – Position Paper FINAL 20150904
Appendix 3 - Options and next steps
Appendix 4 - Action Learning Research
Appendix 5 - Personalisation Fund Applications 30.11.15
Appendix 6 - Passport Options outline – 5
Appendix 7a - WY-FI Oct 2015 CRESR MARB Reviews
appendix 7b – WY-FI Briefing Paper Dec 2015
Appendix 8 – E&D Strategy and Action Plan_Final_CPMB_sign off_07.05.14