



The Big Lottery's Fulfilling Lives Programme: Supporting People with Multiple and Complex Needs

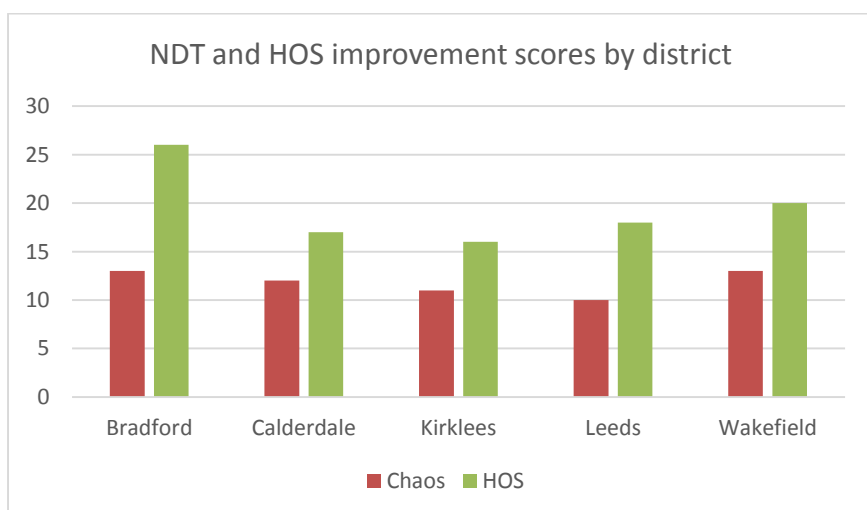
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WY-FI Beneficiary Insight Questionnaire January 2018 Summary Results

This report covers the period from June 2017 to November 2017. Since the previous report in May 2017, there have been 71 responses from 67 individuals. The questionnaire used was in the main the same as that used in previous years with the exception of the removal of one question about WY-FI.

Two subsidiary questions about Services for Beneficiaries children and Mutual Aid were added part way through the dataset but have not been analysed here as the numbers collected are still small. They will be included in the data analysed at the end of the year.

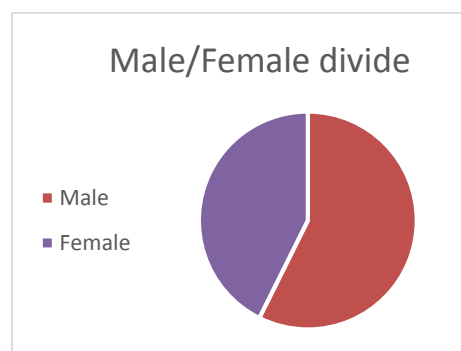
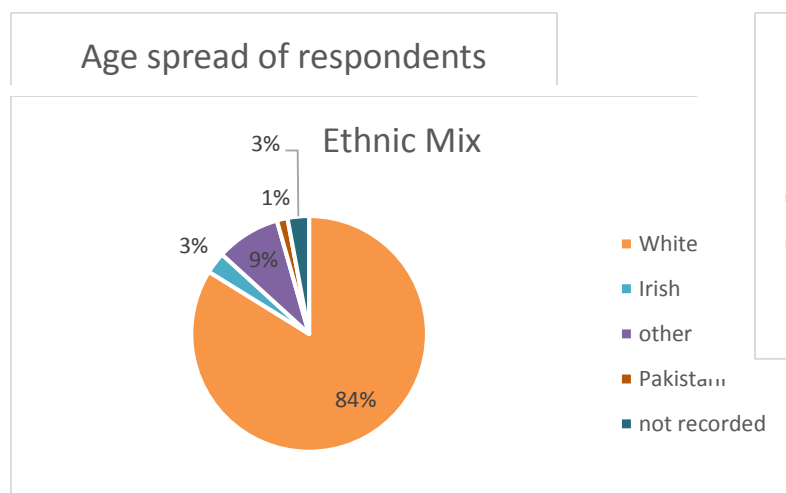
The Responses are more evenly distributed across the localities than in the previous report, the lowest number being Bradford with 11, the highest Wakefield with 17. Outcome averages are shown below.



Male/female mix is 57% /43%.

63% of respondents are in the age 25-44-year age bracket, and 34% are older.

84% of respondents are White British, the rest of the sample is mixed with no other group predominating.





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The results are again very positive about respondents' experience with WY-FI. Again over 95% of beneficiaries agreeing or strongly agreeing that WY-FI

- Helped them to achieve their goals, increase their confidence and their hope in the future
- Provided good support from the navigators and helped them to get help from other services
- Was responsive to their needs
- Staff built good relationships with beneficiaries
- Staff understood beneficiaries and helped beneficiaries to understand other professionals
- Worked at the beneficiaries' pace and in places where the beneficiaries felt comfortable

Again over 90% of respondents found their experience with a navigator was better, or consistently better than expected.

The data which looks at the beneficiaries experience across the services they use has been analysed. Some of it could not be used to look at change as a number of respondents filled in only one side of the table or their answers were unclear. Despite this the analysis shows a similar picture to previous reports. There were most useable responses about health (51), housing (50) and benefits (50), fewest about probation (25).

Beneficiaries' experience across other services they used – taken from the useable data – was in general improved. Between 70% and 88% showed at least some improvement in use of services. Areas where there the largest numbers had the most significant improved (moved 2 or 3 points) experience of service provision were housing and mental health. When you look at those showing any of improvement again Housing and Mental health are at the top, with health, JCP and benefits close behind. Although 61 % of respondents stated there was some improvement in their experience of probation, there was not the same level of improvement as showed across other services. Far fewer individuals responded to this question however so what the figures show could be unreliable. In addition if you look across the data for all services those where there is the biggest improvement start from the lowest base, eg the Mental health line shows 62% of respondents had a very bad or bad experience before they had the support of a navigator; following the support of a navigator the experience showed 68% at good or very good. For Probation only 26% had a bad or very bad experience initially, 39% then had a good or very good experience.

Again, respondents make some comments that indicate the Navigator helped them. This is a selection of these comments.

- He's a brick. I'd have not been able to sort out letters, benefits, my mental health would be far worse. He helps me deal with the scary stuff. A brick.
- WY-FI is always there to help me and just a phone call or text away
- My Navigator has taken time with me and been very patient. Now trust him implicitly and my life has so many positives now I'm moving forward. Don't know what I'd have done without him and his help and support to continue. My Navigator is a star
- I couldn't have managed to attend my appointment without Jamie
- District nurses better when Navigator is with me

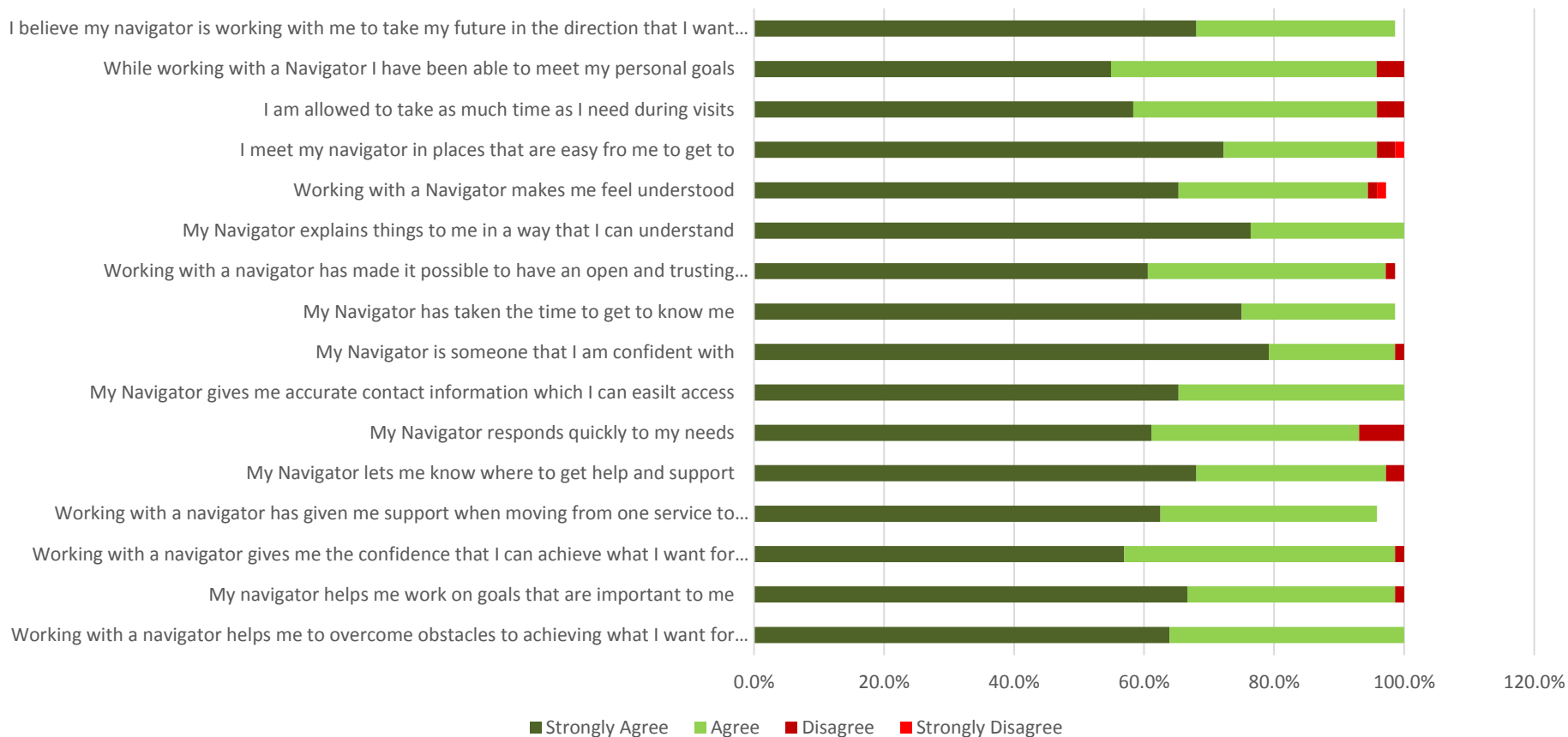
The only negative comment was one about the size of the questionnaire.



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Questionnaire Analysis





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Experiences with services before and after WY-FI Navigator





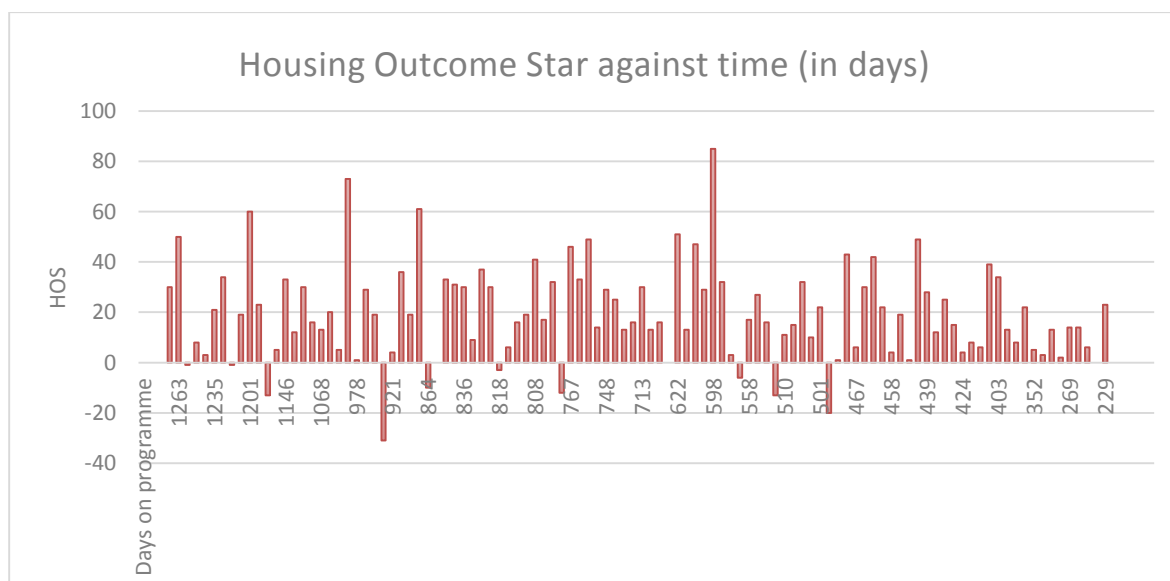
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It has been possible to look at potential relationships between other factors now there are a larger number of beneficiary comments. The comparison of both NDT and Housing Outcome Star against time on programme seemed to be worth investigating. In fact, there seems to be no clear relationship with time on programme and improvement in either set of scores.

Logic might suggest beneficiaries would start with low scores which would improve with time, but that those who had been on programme the longest might continue to demonstrate poor scores as their issues are clearly still present. In fact, the graphs seem to show almost no pattern; however, as we have drawn this information from beneficiaries who are still on programme when they take the insight questionnaire, we are unable to see improvement in those who have progressed and are no longer on Navigator Caseloads.

The fact that in most cases we also have no date of completion from their Client Survey entry also means we cannot look usefully at their Navigator experience score and outcomes, as the outcomes are as of January 2018, but their experience of the navigator would be any time within a number of years. We could look at a breakdown across number of months on the project versus experience with a Navigator but there are so few individuals who have recorded an experience with a navigator of values 3, 4 or 5 that it would mean looking at single figure samples. There are only 20 individuals overall with these poor scores. They then tend to show improvements scores below the median average of 11 for NDTA or 16 for HOS but there is no indication whether their less than satisfactory experience of a navigator is a reflection of where they are in their journey, or vice versa.



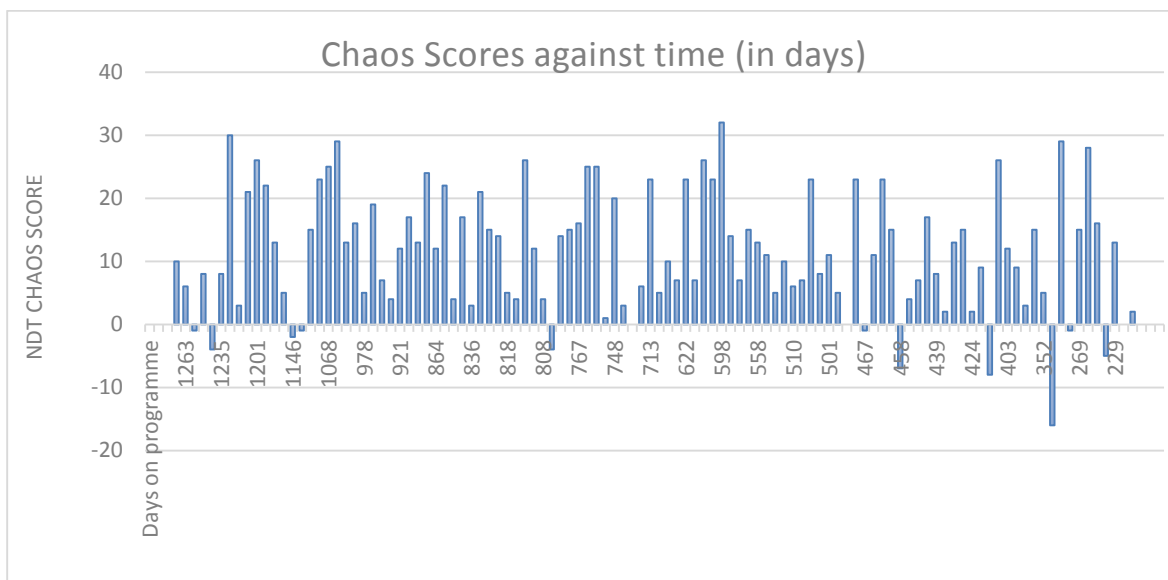
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In future we could analyse the relationship between experience of working with a navigator and improved experience with services, or against outcome Star and NDT Chaos index score, but the same issues would apply unless we can improve the completeness of the questionnaires and increase the number of respondents.

- Namely the experience of most individuals who complete the survey is too universally good/undifferentiated to show relationships with low or high scores.
- In addition, using the results of this survey is giving us an incomplete set, i.e. you could say that for a certain number of individuals starting the programme, those whose experience is good and whose experience of services is excellent, and who then make good personal progress, we have no record of their personal experience after they have been taken off Navigator Caseload, when presumably their HOS and Chaos Index scores should be at their best.

WY-FI is currently undertaking another round of interviews and will produce the next Insight Survey report in April 2018.

Jessica Duffy and Mark Crowe, WY-FI Research and Evaluation Team, February 2018

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