

WY-FI Big Lottery Fund Report Y5 Q1

Appendices #1

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Partner Quarterly Reports

Bradford

Name of organisation: BRIDGE

Lead Delivery Partner for: BRADFORD (Locality area)

WY-FI Quarterly Partner Update Report

As part of reporting the progress of the project, the Big Lottery Fund require us to summarise the learning from all aspects of project delivery, person-centred approach, navigator model, peer support to beneficiaries, impact of multi-agency working, local system change plan/system flex. Alongside finding out from partners “what” has happened in the last quarter, they would also like to understand “why” and “how” things do or don’t happen as you might have expected. From year 5 there is also a need to evidence the impact of the WY-FI model of working and how this will be sustained post reduction in funding in year 6 and post 2020.(i.e. the “so what” from what we do).

Please note, information provided in this form will be shared with the Big Lottery Fund, in reports posted to the WY-FI website and shared within WY-FI governance structures.

If you wish to use this report as feedback to your Locality Group you may wish to add at this point WY-FI total starts and your local statistics re individual Navigator caseload.

Reflecting on the last quarter (01/06/2018 to 31/08/2018), please complete all boxes below and return to sarah.pearson@disc-vol.org.uk by 20th September 2018

Question	Partner answer
Service Delivery	
1. Safe Demobilisation of Navigation Support Report against agreed KPI Document and provide associated narrative	The WYFI team have looked at development opportunities along with other providers of support to ensure the safe demobilisation of Navigation Support. The team have developed over a period of time a team ethos and team approach which means that Beneficiaries are known to more than one member of the WYFI team.
2. Safe demobilisation – Locality sourced continuation funding Please provide progress report including any strategic meetings attended	The WYFI team have sourced funding to safely demobilise a Navigator into a Housing First Post commencing in October 2018. This has been sourced through Bradford Metropolitan Council at Chief Executive Level.
Where there are barriers or challenges identified in the boxes above please detail the plans you have in place to overcome them? (ignore if detailed in boxes above)	There were a range of meetings attended and the WY-FI Model has been adopted to pilot the Housing First approach. Within the approach a strategic Partnership board has been created with expert by experience representation and also a Complex Housing Needs Panel has been formed following the learning from the MARB. The Complex Housing Needs Panel met in April to discuss the terms of reference and the partnership agreements and membership. The panel have subsequently met on a monthly basis to consider case studies submitted by referrers for either the housing first panel or for alternative housing options.
3. Equipping organisations to work with those with MCNs - Organisational Engagement Please provide - dates of Locality meetings and any key points of focus, local action identified/completed (where applicable) - MARB- Provide an update about the effectiveness and make-up of your	The Locality Team met in June and met again in September to look at focussing on the direction of travel which will include a deputy chair from the council. The MARB remains a “success story” because of the effective chair and the buy-in from partners from a whole range of organisations whom support the ethos multi needs individuals.

<p>Locality MARBs and evidence of how it is being sustained and embedded.</p> <ul style="list-style-type: none"> - Progress/impact of Innovation Pilots (where not already sustained) - Employment and support of people with lived experience in Locality stakeholder organisations (Number recruited this quarter) - WY-FI training and Multi-agency PDGs promoted to local services/agencies - Engagement with CRESR <p><i>Please include in Q1 report your locality definition of what is considered a ‘fulfilled life’.</i></p>	<p>There are plans to have a MARB development meeting to take the MARB forward and embed its processes. The Organisation has a well versed track record of employment and support of people with a lived experience, with a recent group of people commencing the Level 1 and 2 Social Care training with the opportunity to progress to the volunteering route. (a course has commenced with 15 participants. A further 4 people of commenced paid employment within the organisation within differing roles and jobs. We have recently commenced a 6 week Mindfulness course with an experienced practitioner focussing on resilience a staff support.</p> <p>The multi-agency PDG is beginning to take real shape in Bradford and is now established. It has met in July and then again at the end of August. (5 organisations are attending)</p> <p>Recent other training has included Hepatitis C and also a discussion with Police Drug Enforcement lead. Our Mission is to empower people experiencing multiple barriers to achieve positive change. Bridge is a value driven organisation, these strong values are at the heart of all we do as we believe in people’s ability to change and their right to high quality services. With these values in mind the Locality considers a “fulfilled life” is individually reaching your own goals and aspirations at your own pace.</p>
<p>4. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please provide details</p> <ul style="list-style-type: none"> - of attendance at CPMB, WY SCAN, OMG and evidence communication of knowledge and feedback - Navigators and Lead Navigators attending PDGs (include feedback on impact on working practice and shared learning, embedding in local team) 	<p>We are represented in the groups by Senior Management Team, CEO and Director Of Operations and have promoted the Lead Navigator to a management role. This is to allow us to work as a triumvirate to ensure that the system change network can be achieved.</p> <p>The feedback from the meetings are delivered by structured reviews and are tabled on management meeting’s agenda as standing items.</p> <p>The Navigator’s and Lead Navigator attend the respective PDGs and feedback from learning and development is embedded in a weekly team meeting.</p>
<p>5. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please reference re;</p> <ul style="list-style-type: none"> - Your own safe demobilisation plans - Employment of people with lived experience within your organisation - Number of people with Lived Experiences recruited this quarter - VLEW pledge update <p>Give examples of beneficiary and Experts by Experience involvement activity including impact/challenges:</p> <ul style="list-style-type: none"> - Meaningful activities – other Co-production Champion-led activity - Number of beneficiaries accessing Peer Mentor training - Number of Peer Mentors supported - Number of employment placement opportunities provided to beneficiaries 	<p>Our approach to demobilisation has been informed via consultation with key stakeholders including Bradford Council, Bridge Management, WY-FI Locality partners and experts by experience.</p> <p>This is being achieved by efficient management systems. Close and supportive staff supervision to ensure that caseloads are manageable and there is an effective balance in the team with regards to caseload weighting and complexity.</p> <p>Increase Peer mentor and Volunteer capacity in the team boosting support to staff. Volunteers provide a range of functions including mentoring, emotional support, advocacy and practical support in attending appointments.</p> <p>Our CEO is facilitating a workshop on “Lived Experience in the workforce” at the WYFI annual event and the content would cover the strategies for developing former service users through volunteering and training pathways into the workforce.</p>

	<p>All people with a lived experience have access to a mentor in the workplace.</p> <p>Meaningful activities this quarter include, horse riding, volunteering and 2 beneficiaries coming forward to look at the Peer Mentoring.</p> <p>We are implementing support and training and case load monitoring so that our Peer Mentors are not over-burdened.</p>
<p>6. Embedding Resources for Regional Co-Production and Involvement – Co-production Network development</p> <p>Please report on how your organisation is supporting the Hub to develop the ‘Network/constituted group’ in your Locality and Regionally (including reference to your organisation’s pledge)</p>	<p>We are working with our Co- Production champion to develop our own Mini- Network and have plans to meet in October with our Project network Legacy Officer.</p> <p>A meeting has been arranged within our premises to specifically look at local funding opportunities and bid development support.</p>
<p>7. Embedding Resources for Regional Co-Production and Involvement – Co-production</p> <p>Please provide evidence of embedding coproduction in your organisation and in your Locality</p>	<p>We are working with our Co-Production Champion to develop our own mini network and then meet with our Legacy Officer in October to focus on a representative going forward to the regional meeting.</p> <p>2 new beneficiaries are focussing on this legacy with our Navigators.</p>
<p>8. Supporting Pooled and Consultative Commissioning</p> <p>Please add any detail not covered in 1</p>	<p>Linking Pooled and consultative commissioning to Bradford Council Housing First project.</p>
<p>9. System Change Development</p> <p>Please report</p> <ul style="list-style-type: none"> - any significant examples of innovation or system change. This may include emerging good practice/interesting learning - Progress linked to your Locality System Change Plan including any impact /learning taken from West Yorkshire SCAN meetings - the impact on support from local services/agencies following attendance at WY-FI Multi agency PDGs and training opportunities 	<p>Our responsibilities for driving systems change is being shared between existing Bridge Officers who are best placed to build on the work already undertaken.</p> <p>Developments and partnerships</p> <p>Engagement with CCG/Council Officers, commissioners and members has commenced at a strategic level with also developments with Liaison and Diversion Service and also an opportunity to have CO Production within the CCG Health and Housing Network.</p>
<p>10. What are Experts by Experience in the Locality:</p> <ul style="list-style-type: none"> - Concerned about? - Focusing on? - Working towards? 	<p>The big development for the Experts by Experience is the creation of the Mini Network.</p> <p>We recently supported a group of Bridge service users to establish an independent “Legal Highs and Cannabis Support Group”. With our support and affiliation the group has now secured independent funding, has a formal constitution and has replicated their self-help group model in other districts and localities.</p>
<p>11. Promotional activity</p> <p>Please detail any promotional activity/presentations carried out including:</p> <ul style="list-style-type: none"> - Local presentations - Local strategic/other meetings attended 	<p>We recently co- Ordinated and facilitated a co-design workshop consisting of HMP Leeds security governor, police and ex-offenders, to develop ideas and solutions for addressing the problematic use of “spice” in the Prison.</p> <p>Promotional Activity/Developments and good news stories include: Street Outreach CO-ordination , Fire</p>

<ul style="list-style-type: none">- Good News stories - Beneficiaries and WY-FI project- Anything shared with WY-FI Media and Comms lead- Any local media activity (remember it must be reported to Media and Comms lead at time of publication)	Service Partnership and a Partnership at Sue Ryder to offer furnishings and fixtures to the commencement of a tenancy.
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Question	Partner answer
Service Delivery	
<p>12. Safe Demobilisation of Navigation Support Report against agreed KPI Document and provide associated narrative</p>	<p>KPI Year 5 target 10 new beneficiaries. Referrals to end at end of 2018. Referrals for Upper Calder Valley area will be looked at on an individual basis and discussed with referring agency - due to Todmorden Navigator post ending May 2019. In order to demobilise the service whilst maintaining a high standard of support for service users we will stop taking referrals on 31/12/2018. This will be advertised to partner agencies on 27/09/2018. Navigators will work with all cases in Case Finding and Pre-Navigation, presenting final cases at the MARB scheduled for 24/01/2019. Based on the number of current cases we would expect the service to have 50-60 live cases and 40-50 cases in parking bay. We will then set target for closing cases with the aim of closing all live cases by June 2020 (see decant plan for projected figures). The scheme will concentrate on closing Todmorden cases first as the Navigator based there leaves in June 2019. If there is still a substantial number of live cases in Todmorden when he leaves we will look at basing a Navigator there 1 day per week. The service will consider accepting a small number of new referrals in exceptional circumstances. Before doing this they will check with partner agencies in MARB meetings and explain that support will be time limited. From June 2019 Navigators and Peer Mentors will begin calling Beneficiaries in parking bay and explaining to them that the service will be closing. If clients in parking bay (or those that have been closed) present asking for assistance from WY-FI they will be signposted to appropriate support agencies. Again, Navigators can consider reopening cases in exceptional circumstances but as above, they will raise it in the MARB first and explain that it would be for a time limited period. By March 2020 (3 months before the service is due to end), it is likely that the beneficiaries that remain will have significant support needs. Navigators will arrange multi-agency meetings concerning each beneficiary. They will work with the other agencies involved to develop a support plan for each beneficiary detailing which agencies will provide support and exactly what they do. The workforce consists of 5 staff members. 2 are on temporary contracts (with one finishing in June 2019 and the other in June 2020). 3 months prior to the end of the project Foundations HR department will meet with them to discuss their options. They will be informed of other opportunities within Foundation and their rights regarding redundancy. If one of the</p>

	<p>Navigators leaves before the project ends Foundation will consider hiring a staff member on a short-term contract to cover the vacancy.</p>
<p>13. Safe demobilisation – Locality sourced continuation funding Please provide progress report including any strategic meetings attended</p>	<p>We will promote the Lead Navigator to Project Manager. They will no longer carry a caseload (beneficiaries they support will be re-assigned amongst the other Navigators). The time will then be focused on promoting the Navigator model within Calderdale and driving the systems change plan forward. She will work closely with Foundations Development Team. She will attend training on commissioning and bidding and receive support from the Foundations Development Manager. This will allow her to develop the skills to explore opportunities to access alternative funding and have an increased influence on commissioning within Calderdale.</p> <p>Specific monthly meetings will be held with the Project Manager, the Development Director and the Development Team. The aim of these meetings will be to identify future funding for the programme. This combined focus will allow the Project Manager to develop the skills to explore opportunities to access alternative funding and have an increased influence on commissioning within Calderdale whilst also having the on-going support of a team which focuses entirely on the growth and development of Foundation services. Calderdale WY-FI will continue to promote the service and the model to all agencies they come into contact with. We will provide accurate information regarding the beneficiaries we support and encourage beneficiaries to engage with The Network. We will continue to provide case studies highlighting the positive effect WY-FI has had on the lives of beneficiaries. The Project Manager will receive significant training and support from Foundations Development Team which will allow her to assist DISC with any assistance they need in looking into accessing regional funding.</p> <p>Foundation are currently merging with Community Links which will enable greater opportunities for growth, especially in the field of mental health.</p>
<p>Where there are barriers or challenges identified in the boxes above please detail the plans you have in place to overcome them? (ignore if detailed in boxes above)</p>	<p>When the Navigator Post for Todmorden ends there will be a gap in service provision for people with multiple and complex needs in the Upper Calder Valley, a focus group of WY-FI beneficiaries are currently working together to promote the need for services in rural market towns like Todmorden.</p> <p>At locality System Change meetings the members are looking at how best to maintain the MARB meetings, with a view to a statutory agency taking on the role of chair person.</p>
<p>14. Equipping organisations to work with those with MCNs - Organisational Engagement Please provide</p> <ul style="list-style-type: none"> - dates of Locality meetings and any key points of focus, local action identified/completed (where applicable) - MARB- Provide an update about the effectiveness and make-up of your Locality MARBs and evidence of how it is being sustained and embedded. 	<p>The locality meeting was held on 14th August 2018 at Foundation. An initial System Change meeting has been arranged for 24 September to look at flex in service and future proofing for a complex needs worker in the Upper Calder Valley. The focus group from Upper Calder Valley will attend and raise any issues they feel are relevant.</p> <p>After we stop referrals it was felt that the MARB meetings should continue but change the meeting style and have a statutory chairperson. The meetings would</p>

<ul style="list-style-type: none"> - Progress/impact of Innovation Pilots (where not already sustained) - Employment and support of people with lived experience in Locality stakeholder organisations (Number recruited this quarter) - WY-FI training and Multi-agency PDGs promoted to local services/agencies - Engagement with CRESR <p><i>Please include in Q1 report your locality definition of what is considered a 'fulfilled life'.</i></p>	<p>then consist of discussions of problems throughout the locality and how to deal with issues of complex people. This could then be left as a legacy group at the end of the WYFI scheme.</p> <p>Once the service stops taking referrals and works through beneficiaries in Case Finding and Pre-Navigation we will promote the MARB as an opportunity for partner agencies to discuss clients they are having difficulties working with. Agencies will be able to share information, consult with Navigators and develop action plans for specific clients.</p> <p>The Locality Meetings will be used to drive forward the Systems Change plan. The Project Managers will continue to develop professional networks in Calderdale in order to ensure the meeting is attended by professionals who are able to influence provision for people with complex needs. She will ensure the meeting is an opportunity for partners to raise issues, help the attendees to develop action plans and hold the group as a whole accountable for their commitments under the Systems Change Plan.</p> <p>The aim would be to provide evidence that the model is based on the views of beneficiaries, that it is effective in generating positive outcomes for beneficiaries and is an effective use of resources. The Project manager will use information gathered from customer feedback and reports generated by WY-FI to demonstrate this.</p>
<p>15. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please provide details</p> <ul style="list-style-type: none"> - of attendance at CPMB, WY SCAN, OMG and evidence communication of knowledge and feedback - Navigators and Lead Navigators attending PDGs (include feedback on impact on working practice and shared learning, embedding in local team) 	<p>The Lead Navigator will be promoted to Project Manager. This will give them the necessary authority to represent the service at the Operations Managers Group and the WY-SCAN meeting.</p> <p>Paul Hardman, Foundations Development and Communications Director will attend the Core Partnership Management Board. Paul will also work with the Project Manager to support the endeavours and actions of WY-SCAN</p> <p>Maggie Jones (Foundations Chief Executive) sits in the Big Lottery Funds Committee so she is unable to attend WY-FI meetings due to a conflict of interest. Viki Whelan, Director of Operations will represent Foundation at Chief Executive Meetings.</p> <p>This approach will mean WY-FI will be represented within all levels of Foundation. Managers involved with WY-FI will attend Board meetings, Senior Management Team meeting and Operational Managers meetings. The Leadership Forum will provide an opportunity for the various Foundation Managers involved to meet and discuss progress.</p>
<p>16. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please reference re;</p> <ul style="list-style-type: none"> - Your own safe demobilisation plans - Employment of people with lived experience within your organisation - Number of people with Lived Experiences recruited this quarter - VLEW pledge update 	<p>WY-FI Navigators from Calderdale sit on Foundations Housing Service Delivery and People Group. The group is responsible for shaping Foundations organisational strategy. This will allow them to promote the Navigator model and encourage the organisation to further their commitment to incorporating more people with lived experience into the workforce.</p> <p>The Project Manager and Regional Manager both attend Foundation's Leadership Forum with managers of all levels from across the organisation. This provides</p>

<p>Give examples of beneficiary and Experts by Experience involvement activity including impact/challenges:</p> <ul style="list-style-type: none"> - Meaningful activities – other Co-production Champion-led activity - Number of beneficiaries accessing Peer Mentor training - Number of Peer Mentors supported - Number of employment placement opportunities provided to beneficiaries 	<p>an opportunity to promote the Navigator model to Senior Managers in Foundation.</p> <p>The service provides case studies on good practice and positive outcomes which are put up on Foundations Intranet page (seen by all staff and volunteers). The Project Manager will work on updating the section of Foundations external website related to WY-FI.</p> <p>Foundations pledges on Valuing Lived Experience in the Workplace were:</p> <ol style="list-style-type: none"> 1. Ensure our Volunteer Programme is open to all including PWLE. There are a number of roles available where lived experience is particularly valuable (for example, peer mentoring and group activity roles) 2. Invite PWLE to our Volunteer Forum which take place quarterly 3. Continue to recruit PWLE to our Board of Trustees 4. Continue to include PLWE on our interview panels when recruiting new colleagues. <p>Foundation has ex-service users sitting on the board of trustees.</p> <p>Jobs in WY-FI have included requirements for lived experience and Foundation are looking into whether this can be incorporated for other contracts.</p> <p>Foundation services users regularly sit on interview panels. Volunteers with lived experience are encouraged within Foundation. They are active within all services and this has proved a valuable path into paid positions</p>
<p>17. Embedding Resources for Regional Co-Production and Involvement – Co-production Network development</p> <p>Please report on how your organisation is supporting the Hub to develop the ‘Network/constituted group’ in your Locality and Regionally (including reference to your organisation’s pledge)</p>	
<p>18. Embedding Resources for Regional Co-Production and Involvement – Co-production</p> <p>Please provide evidence of embedding coproduction in your organisation and in your Locality</p>	
<p>19. Supporting Pooled and Consultative Commissioning</p> <p>Please add any detail not covered in 2</p>	
<p>20. System Change Development</p> <p>Please report</p> <ul style="list-style-type: none"> - any significant examples of innovation or system change. This may include emerging good practice/interesting learning - Progress linked to your Locality System Change Plan including any impact /learning taken from West Yorkshire SCAN meetings - the impact on support from local services/agencies following attendance at WY- 	<p>Foundation are merging with Community Links, interest shown in providing CBT services for people with MCN.</p> <p>WY-FI beneficiary was given a detox in the community through the home base treatment team the Dales Unit, due to WY-FI involvement.</p> <p>WY-FI beneficiaries have been fast tracked for properties with a supported housing service, due to WY-FI involvement.</p>

<p>FI Multi agency PDGs and training opportunities</p>	<p>Calderdale commissioner being directly involved with WY-FI to work with a homeless lady living in a tent, causing conflict from local residents and local MP's. Calderdale commissioner involving senior Calderdale housing manager when Together Housing have refused a homeless beneficiary a property that had successfully gone through all of their requests.</p>
<p>21. What are Experts by Experience in the Locality:</p> <ul style="list-style-type: none"> - Concerned about? - Focusing on? - Working towards? 	<p>When the Navigator Post for Todmorden ends there will be a gap in service provision for people with multiple and complex needs in the Upper Calder Valley, a focus group of WY-FI beneficiaries are currently working together to promote the need for services in rural market towns like Todmorden.</p> <p>A meeting took place on 31/8/18 with Humankind's Director Emily Todd who has taken on board their concerns and agreed to keep the communication alive and agreed to meet again in 3 months' time.</p> <p>Working towards keeping services in place for people with multiple and complex needs throughout Calderdale.</p>
<p>22. Promotional activity</p> <p>Please detail any promotional activity/presentations carried out including:</p> <ul style="list-style-type: none"> - Local presentations - Local strategic/other meetings attended - Good News stories - Beneficiaries and WY-FI project - Anything shared with WY-FI Media and Comms lead - Any local media activity (remember it must be reported to Media and Comms lead at time of publication) 	<p>Service Manager Presentation to CPMB – 11/4/18. Lead Navigator Presentation at OMG away day – 5/9/18. Upper Calder Valley Focus Group presentation at System Change meeting – 24/9/18. Upper Calder Valley Focus Group question/answer session at WY-FI Annual Learning Event – 26/9/18. Various compliments forwarded to Media and Comms Lead from beneficiaries and Social Work Student Placement. Foundations Impact Report 2018 includes coverage of WY-FI Calderdale and case study on a beneficiary Niomi. Glossy case studies on Niomi and Brent.</p>

Quarterly Partner Update Report

Question	Partner answer
Service Delivery	
<p>23. Safe Demobilisation of Navigation Support Report against agreed KPI Document and provide associated narrative</p>	<p>Navigators have been working closely with Multi-Disciplinary teams external to WY-FI to offer support around multiple and complex needs and to begin to think about handing over some of the work.</p> <p>The team continue to promote attendance at the Practice Development Sessions to ensure that knowledge and information is disseminated amongst the wider workforce.</p> <p>Discussions have begun at the MARB around timescales for the closure of referrals and safe exit strategy</p> <p>Ongoing Case Reviews to discuss move-on and parking bay (where appropriate)</p>
<p>24. Safe demobilisation – Locality sourced continuation funding Please provide progress report including any strategic meetings attended</p>	<p>Community Links continue to be part of the Alliance group in Kirklees that have successfully got through the first stage of the 'Life Chances' funding opportunity released by the Government. This is the largest bid in the country. Fran Coard, Operational Manager is involved in discussions regarding how WY-FI fits with this funding moving forward and Claire Woodhead, Service Manager is due to do a presentation at a forthcoming meeting of the Alliance to showcase the benefits of WY-FI when working with complex clients.</p>
<p>Where there are barriers or challenges identified in the boxes above please detail the plans you have in place to overcome them? (ignore if detailed in boxes above)</p>	<p>The Government held back releasing the successful applicants for the 'Life Chances' funding opportunity due to Brexit – originally results should have been shared July 2018.</p> <p>Some challenges and concerns highlighted by external organisations in terms of 'plugging the gaps' around multiple and complex need in service once WY-FI concludes in Kirklees</p>
<p>25. Equipping organisations to work with those with MCNs - Organisational Engagement Please provide</p> <ul style="list-style-type: none"> - dates of Locality meetings and any key points of focus, local action identified/completed (where applicable) - MARB- Provide an update about the effectiveness and make-up of your Locality MARBs and evidence of how it is being sustained and embedded. - Progress/impact of Innovation Pilots (where not already sustained) - Employment and support of people with lived experience in Locality stakeholder organisations (Number recruited this quarter) - WY-FI training and Multi-agency PDGs promoted to local services/agencies 	<p>The MARB continues to be an effective vehicle. During the summer months attendance was not at its usual levels due to holidays but is now back on track. A representative from DWP was due to attend in August, to deliver a presentation on Universal Credit, however this was cancelled and re-arranged for the October meeting. The plan is to have a discussion at the MARB regarding widening membership – A Manager from North Kirklees CMHT is due to attend to look at setting up a multiple and complex needs forum across the locality. The last MARB was held on 5th September.</p> <p>The MARB currently has representation from local council housing (KnH), mental health (Folly Hall, SPA), drug and alcohol services (CGL, CHART), Integrated Offender Management (Police), Probation (CRC), Domestic Violence Services (PDVG) and Homelessness (Huddersfield Mission)</p>

<p>- Engagement with CRESR</p> <p><i>Please include in Q1 report your locality definition of what is considered a 'fulfilled life'.</i></p>	<p>David (Navigator) has arranged with Donna Harkins, support in embedding multiple and complex need support sessions within Kirklees Housing, which would involve a Navigator basing from the housing office once a week / month (TBC). We are currently awaiting confirmation of dates.</p> <p>In relation to the Expression of interest and the sustainability of the MARB meetings we agreed to start embedding the meetings within the wider CL Kirklees services and other Kirklees providers – this will be discussed at the next MARB.</p> <p>Recruitment has been an on-going issue – we now have an administrator starting – we offered the navigator post and the candidate had to turn down the offer due to unexpected personal circumstances. This is being re-advertised. The lead navigator started her maternity leave – unfortunately applicants for this post were unsuitable and this has now been advertised as a secondment opportunity within Comm Links and across the WY-FI partnership.</p> <p>4 Beneficiaries have been put forward for the upcoming Peer Mentor Training Course and have met with the ETE team.</p> <p>The last Practice Development Group focused on 'unwise decisions' and the effectiveness of 'consequence based decision making'</p> <p>Recruitment has been an on-going issue – we now have an administrator starting – we offered the navigator post and the candidate had to turn down the offer due to unexpected personal circumstances. This is being re-advertised. The lead navigator started her maternity leave – unfortunately applicants for this post were unsuitable and this has now been advertised as a secondment opportunity within Community Links and across the WY-FI partnership.</p> <p>We take a person centred approach to the definition of a 'fulfilled life' – each individual is unique and diverse which is reflected in the way we are working with individuals.</p>
<p>26. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please provide details</p> <ul style="list-style-type: none"> - of attendance at CPMB, WY SCAN, OMG and evidence communication of knowledge and feedback - Navigators and Lead Navigators attending PDGs (include feedback on impact on working practice and shared learning, embedding in local team) 	<p>Faye Oldroyd (Operations Director) attends the Core Partnership Board.</p> <p>Fran Coard (Operations Manager) attends the SCAN meetings.</p> <p>Claire Woodhead (Service Manager & / or Lead Navigator) will be attending the Operational Managers Group.</p> <p>We have also had representation at additional events that WY-FI have held recently, such as the Complex Commissioning for Complex Needs workshop in Leeds. Information is shared via Team Meetings and circulation of documents.</p>
<p>27. Equipping organisations to work with those with MCNs - Organisational Engagement</p>	<p>Both posts that have been offered to potential staff within WY-FI were to people with lived experience and</p>

<p>Please reference re;</p> <ul style="list-style-type: none"> - Your own safe demobilisation plans - Employment of people with lived experience within your organisation - Number of people with Lived Experiences recruited this quarter - VLEW pledge update <p>Give examples of beneficiary and Experts by Experience involvement activity including impact/challenges:</p> <ul style="list-style-type: none"> - Meaningful activities – other Co-production Champion-led activity - Number of beneficiaries accessing Peer Mentor training - Number of Peer Mentors supported - Number of employment placement opportunities provided to beneficiaries 	<p>indeed across Comm Links posts have been filled by individuals with lived experience.</p> <p>Unfortunately, our co-production champion has been away from work for a while. Until this time, he was working with 3 beneficiaries to access social and community activities – all 3 beneficiaries have in the interim been linked either into ETE or housing support services, CAB & Shelter.</p> <p>We currently have 1 peer mentor who is doing brilliantly – she has been working with 5 beneficiaries, supporting them with a range of issues, such as Housing, accessing SMART groups (Mutual Aid), accessing meaningful activities to increase resilience and self-esteem, accessing the recovery walk and sourcing bedding & items for the home. Our peer mentor has also undertaken Comm Links recruitment & selection training and has taken a full role in short-listing, the panel itself and the decision making.</p>
<p>28. Embedding Resources for Regional Co-Production and Involvement – Co-production Network development</p> <p>Please report on how your organisation is supporting the Hub to develop the ‘Network/constituted group’ in your Locality and Regionally (including reference to your organisation’s pledge)</p>	<p>All current WY-FI Kirklees Staff attended the recent WY-FI annual learning event and engaged in workshops and discussions, promoting the benefits of co-production and involvement.</p> <p>In the absence of our current Co-Production Champion, we have requested additional support from Shaun Allison (WY-FI Leeds HUB) who has been invited to shadow and work alongside Kirklees Navigators to identify opportunities for Co-Production</p>
<p>29. Embedding Resources for Regional Co-Production and Involvement – Co-production</p> <p>Please provide evidence of embedding coproduction in your organisation and in your Locality</p>	<p>Recent Community Links Event for our ‘Bright Ideas Fund’, which offers opportunity for beneficiaries and those with lived experience to pitch for a pot of money, focusing on projects that aid and support recovery and are totally co-produced from start to finish, including the panel decision making.</p>
<p>30. Supporting Pooled and Consultative Commissioning</p> <p>Please add any detail not covered in 1</p>	<p>As you may be aware, Community Links are merging with Foundation. This will be an opportunity to share good practice and strengthen our approach. We aim to have increased influence with commissioners as a larger overall organisation whilst still retaining our individual identities.</p>
<p>31. System Change Development</p> <p>Please report</p> <ul style="list-style-type: none"> - any significant examples of innovation or system change. This may include emerging good practice/interesting learning - Progress linked to your Locality System Change Plan including any impact /learning taken from West Yorkshire SCAN meetings - the impact on support from local services/agencies following attendance at WY-FI Multi agency PDGs and training opportunities 	<p>Lead Navigator post advertised with a focus on the Kirklees system change implementation</p> <p>Initiative with Kirkless Housing to embed Multiple and Complex Needs Support in Customer Service Centres; future plans to showcase the peer mentor model of working</p> <p>Discussions with Fusion Housing to help develop in-house Multiple and Complex Needs Specialisms</p> <p>Potential for greater involvement at a strategic level within Kirklees Domestic Abuse Forum which could involve chairing MARAC and offering representation at policy level.</p>

	<p>Kirklees Council have recently advertised 4 posts – Local Area Co-ordinators which appear to be based on the navigator model.</p>
<p>32. What are Experts by Experience in the Locality:</p> <ul style="list-style-type: none"> - Concerned about? - Focusing on? - Working towards? 	<p>Concerns and Ongoing difficulties with Universal Credit whilst transitioning into paid work. Further concerns around the length of time it takes to get through on the phone to a Universal Credit Advisor – contact made with Katie Jamieson (Mental Health Liaison for Kirklees DWP) who is open to attend Community Links and discuss further</p> <p>Concerns around environment in Dewsbury – a lot of local street drinkers, which adds to the difficulties of remaining abstinent or engaging with services nearby for fear of relapse.</p>
<p>33. Promotional activity</p> <p>Please detail any promotional activity/presentations carried out including:</p> <ul style="list-style-type: none"> - Local presentations - Local strategic/other meetings attended - Good News stories - Beneficiaries and WY-FI project - Anything shared with WY-FI Media and Comms lead - Any local media activity (remember it must be reported to Media and Comms lead at time of publication) 	<p>Representation at Homelesslink regional forums and development sessions around homelessness</p> <p>Representation at The Visible Network events, discussing Childhood Sexual Exploitation, best practice and routine inquiry within services</p> <p>Promotional Visit to Catch 22 at HMP Leeds to discuss better working practice in terms of streamlining referrals</p> <p>Representation at Faith in Mind Event (Dewsbury Minster), discussing how faith groups can better challenge faith-based stigma and to look at how faith-based organisations can mobilise local communities to support complex need in a holistic way.</p> <p>Ongoing representation at Kirklees Domestic Violence Forum</p> <p>Representation at the IOM Reducing Re-Offending Meeting (Police)</p>

Name of organisation: BARCA

Lead Delivery Partner for: Leeds (Locality area)

Question	Partner answer
Service Delivery	
<p>34. Safe Demobilisation of Navigation Support Report against agreed KPI Document and provide associated narrative</p> <p>Currently awaiting KPI document</p>	<p>Over the last 3 months the team has gained a navigator which has allowed us to pick up incoming referrals quicker, with this being a female worker it has again allowed closer work with Basis and the Joanna project. In addition to gaining a navigator we will soon be losing one due to a 3 month secondment for another Barca service. This has allowed us to have an insight into what it might be like during the demobilisation process of the beneficiary support. Where possible the progress of the beneficiaries have resulted in possible move ons, as well as referrals to other agencies to pick up support where the needs have been stabilised and others have been reallocated to other navigators. We are looking to close the referral process in the new year which will allow us enough time to work with what we have and will also allow us to offer more hours of support to those who require it. Richard Foster is going to start a MARB steering group to make the meeting more action focused. These will be active, frequent members and will help evolve the MARB</p>
<p>35. Safe demobilisation – Locality sourced continuation funding Please provide progress report including any strategic meetings attended</p>	<p>Barca has close relationships with commissioners in Leeds and we have already held discussions with Safer Leeds, Mental Health Board and the CCG about the impact of WYFI ending in relation to the potential for continuation funding. We believe that the evidence provided by the data and research elements of the WY-FI programme will be useful in those discussions and we will utilise it to maximum effect. In addition to this the PEP Urgent Care team has come under the complex needs umbrella at Barca so is now managed by Richard Foster which allows direct reporting to Paula Gardner (Operations Manager)</p>
<p>Where there are barriers or challenges identified in the boxes above please detail the plans you have in place to overcome them? (ignore if detailed in boxes above)</p>	<p>Mental Health continues to be a barrier that the navigators come up against. They will continue to work on this by speaking to the services and trying to better understand how they work and how a mental health assessment is compiled.</p> <p>Closer working with LYPFT in relation to the Urgent Care work may help to address some of these barriers.</p>
<p>36. Equipping organisations to work with those with MCNs - Organisational Engagement Please provide</p> <ul style="list-style-type: none"> - dates of Locality meetings and any key points of focus, local action identified/completed (where applicable) - MARB- Provide an update about the effectiveness and make-up of your Locality MARBs and evidence of how it is being sustained and embedded. 	<p>In regards to the MCN, roles have been implemented in services across the city to handle the needs of these clients such as Engage, Women’s Lives Leeds, CGL and Leeds City Council and have sought guidance from the staff at WY-FI, as well as basing the job descriptions on that of the navigator. This speaks volumes for the value of the navigator role. In terms of educating other services we are often in contact regarding clients and are always looking to work around any constraints that may put a barrier in the way of engagement. This is</p>

<ul style="list-style-type: none"> - Progress/impact of Innovation Pilots (where not already sustained) - Employment and support of people with lived experience in Locality stakeholder organisations (Number recruited this quarter) - WY-FI training and Multi-agency PDGs promoted to local services/agencies - Engagement with CRESR <p><i>Please include in Q1 report your locality definition of what is considered a 'fulfilled life'.</i></p>	<p>often a topic that comes up during our MARB meetings as the services are around the table that can make a difference, this allows us to ask the question directly regarding service flex and to put support plans in place in the event of a service user presenting at a service for example. In addition to this we send out all multi agency PDG dates to BARCA, MARB attendees and the Locality attendees, we also always speak about these at the BARCA communications meeting and give dates to those who may be interested. This further promotes learning and progression of understanding those with MCN. We will be holding the next Locality Meeting on November the 9th.</p>
<p>37. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please provide details</p> <ul style="list-style-type: none"> - of attendance at CPMB, WY SCAN, OMG and evidence communication of knowledge and feedback - Navigators and Lead Navigators attending PDGs (include feedback on impact on working practice and shared learning, embedding in local team) 	<p>We aim to have a navigator at ALL PDGs to give an insight into what it is like working in the Leeds locality, this is also a good chance for the navigators to see how other localities have things in place to work with MCN clients.</p> <p>Richard Foster has attended OMGs. Paula Gardner attends CPMB and SCAN meetings.</p>
<p>38. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please reference re;</p> <ul style="list-style-type: none"> - Your own safe demobilisation plans - Employment of people with lived experience within your organisation - Number of people with Lived Experiences recruited this quarter - VLEW pledge update <p>Give examples of beneficiary and Experts by Experience involvement activity including impact/challenges:</p> <ul style="list-style-type: none"> - Meaningful activities – other Co-production Champion-led activity - Number of beneficiaries accessing Peer Mentor training - Number of Peer Mentors supported - Number of employment placement opportunities provided to beneficiaries 	<p>Whilst at WY-FI the peer mentors are encouraged where appropriate to apply for roles both within Barca and outside of Barca. They are helped through the application process and offered mock interviews to better prepare them for the interview. Over the last three months we have had 2 of our peer mentors go on to paid employment, Garry with CGL and Sharon with Womens Aid. In terms of beneficiaries accessing the peer mentor training we have had one beneficiary who has accessed this. He has also been involved in an adult safeguarding forum for us and has attended network meetings and events over the last few months such as the upcoming WY-FI learning event where he will be assisting with workshops and networking with professionals.</p> <p>Unfortunately one PM decided to leave WYFI and discussions were held with the Jan and Foz to ensure she was supported with her decision.</p>
<p>39. Embedding Resources for Regional Co-Production and Involvement – Co-production Network development</p> <p>Please report on how your organisation is supporting the Hub to develop the 'Network/constituted group' in your Locality and Regionally (including reference to your organisation's pledge)</p>	<p>We are committed to supporting the development of the co-production network and will be able to link in and provide support with development. We will also promote the Network to any relevant commissioners we are in contact with. Barca has pledged to help the development of the network by offering guidance and advice where possible.</p> <p>Also see below.</p>

<p>40. Embedding Resources for Regional Co-Production and Involvement – Co-production</p> <p>Please provide evidence of embedding coproduction in your organisation and in your Locality</p>	<p>Over the last quarter the co-production team have been looking at developing a new group for beneficiaries to attend. Darren is looking to get this up and running and has been in contact with Foz over how best to manage the risk side of things. The team have also developed a new framework which will help to better embed coproduction in Leeds. The coproduction team has a new legacy worker Simon who is getting settled in his new role and we have offered support where needed. Moving forward we will look to be working closer with Simon where possible. The coproduction team are looking to be involved with the homeless charter, mental health/dual diagnosis networks and remain involved with the Criminal Justice Network.</p>
<p>41. Supporting Pooled and Consultative Commissioning</p> <p>Please add any detail not covered in 2</p>	<p>Please refer to point 2 as directed by Sue Northcott</p>
<p>42. System Change Development</p> <p>Please report</p> <ul style="list-style-type: none"> - any significant examples of innovation or system change. This may include emerging good practice/interesting learning - Progress linked to your Locality System Change Plan including any impact /learning taken from West Yorkshire SCAN meetings - the impact on support from local services/agencies following attendance at WY-FI Multi agency PDGs and training opportunities 	<p>The navigator team have built relationships with services which have allowed service flex and system change. Some examples of this is the work they have done with Forward Leeds around appointments, they now have more leeway in terms of missing and being late for appointments. In addition to this they can now get seen straight away at housing and their WY-FI appointments are now counted as RAR (Recovery and Rehabilitation) days. This allows less waiting times which could cause outbursts and allows them to better stick to the terms of their probation order.</p>
<p>43. What are Experts by Experience in the Locality:</p> <ul style="list-style-type: none"> - Concerned about? - Focusing on? - Working towards? 	<p>Concerned</p> <ul style="list-style-type: none"> - Continued input into the provision of services both current and future. <p>Focusing on</p> <ul style="list-style-type: none"> - Criminal Justice Network – WY-FI Network works to influence the strategy group - Mental Health/Dual Diagnosis involvement - Homeless Leeds Charter (Multi Agency) - Looking at ways to nationalize the network to enable change at a national level. <p>Working towards?</p> <ul style="list-style-type: none"> - WY-FI Network Legacy (social enterprise), Network future funding avenues - Continuation of Network involvement - Planning for after WY-FI <p>The network meet once a month and then have sub groups where they meet to discuss a host of topics. They continue to be in contact with the commissioners and they have shown interest in getting involved in the network group.</p>

<p>44. Promotional activity</p> <p>Please detail any promotional activity/presentations carried out including:</p> <ul style="list-style-type: none"> - Local presentations - Local strategic/other meetings attended - Good News stories - Beneficiaries and WY-FI project - Anything shared with WY-FI Media and Comms lead - Any local media activity (remember it must be reported to Media and Comms lead at time of publication) 	<p>In recent weeks we have presented information from the service to the WY-FI OMG, Safer Leeds Executive, and in the coming weeks we have a presentation for the Mental Health Board. In addition to the presentations we put together information packs for the attendees which showcased the work we do through case studies, information sheets on the MARB, Housing First etc. We have also been working on a case study with Sarah (WY-FI Comms) which has been delayed due to Humankind's name change, we were waiting for the new logo to be sent to Sarah but now we have this the case study has been checked and signed off by the service user so has now been sent to the printers. This will be communicated in both paper and website form.</p>
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Wakefield

Name of organisation: Spectrum

Lead Delivery Partner for: Wakefield (Locality area)

Question	Partner answer
Service Delivery	
45. Safe Demobilisation of Navigation Support Report against agreed KPI Document and provide associated narrative	<p>We have been looking at Navigator caseloads and parking beneficiaries who are either engaging well on their own or not engaging at all.</p> <p>We have also been looking at opportunities for beneficiaries who are ready to spend their time doing meaningful activities and in the future moving on from the Navigator service. We currently have 2 beneficiaries volunteering, one at a church lunch group and 1 a Spectrum People’s ReCycle workshop. They still both require Navigator support but are making positive steps towards moving on.</p>
46. Safe demobilisation – Locality sourced continuation funding Please provide progress report including any strategic meetings attended	<p>Spectrum has submitted a bid to support young people with families who have experienced domestic abuse which, if successful will follow the Navigator model.</p> <p>WY-FY’s Coproduction Champion and Team Leader have been involved in developing a new programme with the Primary Care Trust that will be ready to put out to tender next quarter. This is aimed at people with diagnosed or undiagnosed personality disorder as well as multiple and complex needs and we have been pushing for it to follow the Navigator model. The working group was also attended by representatives from Mental Health Services, Field Head hospital, Well Women Centre and Liaison and Diversion.</p>
Where there are barriers or challenges identified in the boxes above please detail the plans you have in place to overcome them? (ignore if detailed in boxes above)	The biggest challenge in parking cases is quite often that they become active again either as you are discussing parking or shortly after they have been parked or even closed. After support is withdrawn, for

	<p>a period of time beneficiaries are able to cope on their own or with other support services in place, however it seems that for some there is a slow decline back into the habits and lifestyle they used to have until they are in crisis and/or chaos again.</p>
<p>47. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please provide</p> <ul style="list-style-type: none"> - dates of Locality meetings and any key points of focus, local action identified/completed (where applicable) - MARB- Provide an update about the effectiveness and make-up of your Locality MARBs and evidence of how it is being sustained and embedded. - Progress/impact of Innovation Pilots (where not already sustained) - Employment and support of people with lived experience in Locality stakeholder organisations (Number recruited this quarter) - WY-FI training and Multi-agency PDGs promoted to local services/agencies - Engagement with CRESR <p><i>Please include in Q1 report your locality definition of what is considered a 'fulfilled life'.</i></p>	<ul style="list-style-type: none"> - Our last Locality meeting was held on 03/08/18. Food bank staff from St George's Church attended for the first time. We discussed how WY-FI has assisted them in developing a Navigator style role for a mental health worker they want to pilot, and if successful they will roll it out to other Churches around the country. This led to a discussion about the potential involvement of Peer Mentors and Sue passed on Jennie McCreight's contact details. It was also a networking opportunity for all those who attended to introduce themselves to another service, Sam from Well Women's Centre spent some time after the meeting discussing services Well Women's Centre offers that might be beneficial to those attending the food bank. - MARB was on 16/07/18. Other than WY-FI staff there was representation from Housing and Mental Health services. There is usually representation from Police and Well Women's Centre also but they sent apologies. MARB is very effective, at this meeting the Dual Diagnosis Nurse Practitioner agreed that if Janet could get a beneficiary we were discussing to engage with Turning Point for alcohol treatment he would book an appointment to see her without having to book it through her Turning Point worker which would take a lot longer. This is an arrangement we have made many times with other beneficiaries. - The Wakefield Innovation Pilot has now ended but the Well Women's Centre also had funding from Liaison and Diversion for the Restore Project so it is still ongoing in a reduced form for another year. The impact of the service has been to raise awareness that there are sex workers in Wakefield and it has achieved this. Other services now ask questions about sex working which they wouldn't have considered doing before. The service has been embedded in the Well Women's Centre as they have confirmed that they are still going

	<p>to visit the parlours and continue to offer the service to those who are sex working even though the funding from WY-FI has ended.</p> <p>-1 Navigator with lived experience has been recruited by Spectrum for the DAN project this quarter. Also Liaison and Diversion have a Peer Mentor Lived Experience pilot scheme that has recruited 3 paid Peer Mentor roles. Each successful candidate has lived experience.</p> <p>Complex needs suit 2018/19 has been promoted to the Locality group and 2 x Multi Agency Practice and Development Groups have happened in Wakefield.</p> <p>- 7 Insight Questionnaires have been complete</p>
<p>48. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please provide details</p> <ul style="list-style-type: none"> - of attendance at CPMB, WY SCAN, OMG and evidence communication of knowledge and feedback - Navigators and Lead Navigators attending PDGs (include feedback on impact on working practice and shared learning, embedding in local team) 	<p>- Spectrum’s CEO attended the CPMB in July. There was no WY SCAN in this quarter. Our Team leader attended the August OMG where each locality delivered a presentation of 3 areas of success and challenges. The feedback from this was that surprisingly all localities had very similar examples. In particular the MARB and Navigator Model were considered a success.</p> <p>- PDG’s are a good way to get support from your peers and keep up to date with what’s going on in other areas. It can also be very helpful to discuss cases that you are struggling with as someone else might have an idea you hadn’t thought of doing. However Navigators have found that the Localities don’t always have the same services available or the same referral systems for the services so other Navigators can struggle to offer suggestions for a situation in a Locality they don’t know. In our weekly team meetings in Wakefield we operate a similar practice where the Navigators update the team with anything significant that’s happening with their beneficiaries. If they are experiencing difficulty another member of the team can offer suggestions of what to do or who to contact to help.</p>
<p>49. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please reference re;</p> <ul style="list-style-type: none"> - Your own safe demobilisation plans 	<p>- 1 Navigator with lived experience has been recruited by Spectrum for the DAN project this quarter. This is 50% of the team.</p>

<ul style="list-style-type: none"> - Employment of people with lived experience within your organisation - Number of people with Lived Experiences recruited this quarter - VLEW pledge update <p>Give examples of beneficiary and Experts by Experience involvement activity including impact/challenges:</p> <ul style="list-style-type: none"> - Meaningful activities – other Co-production Champion-led activity - Number of beneficiaries accessing Peer Mentor training - Number of Peer Mentors supported - Number of employment placement opportunities provided to beneficiaries 	<ul style="list-style-type: none"> - 4 people with Lived Experience have been recruited this quarter in the Locality – 3 by L&D and 1 by Spectrum - A person with Lived Experience was a participant on the interview panel for each of these jobs. <p>-This quarter a Peer Mentor has taken a beneficiary to play pool, an activity the beneficiary enjoys 3 times.</p> <ul style="list-style-type: none"> - The Co-Production Champion has spent time with individual beneficiaries to discussed meaningful activities and what activities they want to do, and took a beneficiary for a day out at Kirkstall Abbey with the Calderdale Co-Production Champion and a few beneficiaries from that area. Everyone had a great day and they are planning another trip this time with an overnight stay. <p>Edmund has also been planning the mini-network for beneficiaries in Wakefield. 2 meetings were arranged but had to be cancelled as the Co-Production Champion had to give a presentation at some Commissioners meetings instead.</p> <ul style="list-style-type: none"> - None of our beneficiaries have accessed Peer Mentor training this quarter - 3 Peer Mentors supported this quarter - No beneficiaries have become employed.
<p>50. Embedding Resources for Regional Co-Production and Involvement – Co-production Network development</p> <p>Please report on how your organisation is supporting the Hub to develop the ‘Network/constituted group’ in your Locality and Regionally (including reference to your organisation’s pledge)</p>	<p>A former Beneficiary, now Peer Mentor attended the Network Legacy meeting in July and in August to discuss the Network/Constituted Group. Our Co-Production Champion has attended 3 of these meetings and has put forward the above mentioned Peer Mentor to be the spokesperson for the Wakefield Locality.</p> <p>The same Peer Mentor sat on the interview panel when recruiting for the DAN roles.</p>
<p>51. Embedding Resources for Regional Co-Production and Involvement – Co-production</p>	<p>Embedding co-production in the Locality is evident by the new paid Peer Mentor roles Liaison and Diversion have just recruited to, including a person with lived</p>

<p>Please provide evidence of embedding coproduction in your organisation and in your Locality</p>	<p>experience on their interview panel. Well Women Centre also has Peer Mentors.</p> <p>As previously mentioned WY-FI has been liaising with staff at the food bank at St George's church regarding employing a Peer Mentor style role for their lunch groups.</p> <p>Also Spectrum are planning to involve Peer Mentors with the DAN team in the future.</p>
<p>52. Supporting Pooled and Consultative Commissioning</p> <p>Please add any detail not covered in 1</p>	<p>Our Co-Production Champion and a Peer Mentor have attended commissioning meetings and groups over the last quarter.</p> <p>The Co-Production Champion gave a Presentation for commissioners at Leeds University as did the Peer Mentor along with Joe Alderdice and Sue Northcott from the Hub.</p> <p>They also attended another commissioning event, again in Leeds but this time for Police commissioners and gave presentations again. They must have impressed the commissioners as they received some very positive feedback.</p> <p>Our Co-Production Champion also gave a presentation at Bradford Cares, which is for commissioners in the Bradford Locality.</p>
<p>53. System Change Development</p> <p>Please report</p> <ul style="list-style-type: none"> - any significant examples of innovation or system change. This may include emerging good practice/interesting learning - Progress linked to your Locality System Change Plan including any impact /learning taken from West Yorkshire SCAN meetings - the impact on support from local services/agencies following attendance at WY-FI Multi agency PDGs and training opportunities 	<ul style="list-style-type: none"> - Other services are now adopting a Navigator style role outside of WY-FI and Spectrum, for example there are now Navigators who work in housing. - The Domestic Abuse Navigator service is now live. We already had some referrals from WDDAS to begin looking into and the team have begun to build a caseload. - Feedback from the Multi agency PDGs has been positive with people saying it's a great opportunity to network and useful to spend time speaking with people from other agencies.
<p>54. What are Experts by Experience in the Locality:</p> <ul style="list-style-type: none"> - Concerned about? 	<ul style="list-style-type: none"> - The Network are mostly concerned about joining services together, a lot of services don't talk to each

<ul style="list-style-type: none"> - Focusing on? - Working towards? 	<p>other and it would make their jobs easier and the services better if they did!</p> <ul style="list-style-type: none"> - In Wakefield they are focussing on getting the mini network to meet as there has been 2 meetings arranged but unfortunately they have had to be postponed on both occasions. One of the things they were going to discuss was a new service that the Co-Production Champion is involved in concerning people with multiple and complex needs and personality disorder. - We are working towards the WY-FI/Network legacy.
<p>55. Promotional activity</p> <p>Please detail any promotional activity/presentations carried out including:</p> <ul style="list-style-type: none"> - Local presentations - Local strategic/other meetings attended - Good News stories - Beneficiaries and WY-FI project - Anything shared with WY-FI Media and Comms lead - Any local media activity (remember it must be reported to Media and Comms lead at time of publication) 	<ul style="list-style-type: none"> - WY-FI had a table to promote our service at the Wakefield Recovery College Event that was arranged by Spectrum but attended by many agencies across the Wakefield Locality. - Our Team Leader and Co-Production Champion have attended regular Chaotic lifestyles workshops to develop a service in Wakefield similar to WY-FI involving the NHS to look specifically at people with personality disorder. They have been planning for the service and sharing case studies and are now planning how it should run, e.g. using the WY-FI model and Peer Mentors. As research for this part of the process Alix Jeavons, Senior Commissioner for Mental Health Services, visited the Basement project with the Calderdale Co-Production Champion. - A beneficiary story was shared in the Locality meeting and with the media team who put it on the website and social media as "Emma".

Question	Partner answer
Service Delivery	
<p>56. Safe Demobilisation of Navigation Support Report against agreed KPI Document and provide associated narrative</p>	<ul style="list-style-type: none"> - Demobilization: Consultation of staff restructure and demobilization plan to be carried out formally Dec 18/Jan 19 - Carried out consultation with Business development staff member at team meeting to look at key aspects of ETE model to increase potential for future funding bids. <p>Developing Trainee Resource for partners to increase employability and guidance for PWLE– aim to utilize experience of trainees in the project.</p> <ul style="list-style-type: none"> - Trainee Pack/guidance to be completed in draft in October providing resources. - Senior to meet with all existing trainees and where possible PM’s we have contact with who are in work to carry out review of what works/what doesn’t what needs to be improved and contribute this to resource. - Support network with facilitator training session JMc/EA and do a TNA exercise for future sustainability. - Staff member currently writing short report on feasibility of stand alone accreditation for course including cost benefit analysis and action plan (to meet with manager 28/8/2018)
<p>57. Safe demobilisation – Locality sourced continuation funding Please provide progress report including any strategic meetings attended</p>	
<p>Where there are barriers or challenges identified in the boxes above please detail the plans you have in place to overcome them? (ignore if detailed in boxes above)</p>	<p>In terms of our learning, we feel that a refresher on boundaries is beneficial once in placement and able to apply in context, we will look with placement providers at who can offer this in house as part of there induction, if not we will look to put a “top up” on.</p> <p>Disclosure is still an essential part of barriers to progression, we are running the moving on group where this is covered with learners and we are also doing 1-2-1 IAG around this with beneficiaries.</p> <p>Lapse of some scale is often inevitable... retention of an opportunity for someone to quickly to return back into can be a challenge as often the process to risk assess an individual back in, can impact on possible windows of opportunity.</p> <p>The ongoing challenge and assessment of ETE to aide recovery or recovery to aid opportunities for ETE. Traffic light tool good for assessing overall hope/aspirations/readiness.</p>

	<p>The STAR (Situation, Task, Action, result) model of competency skills for Interviews is proving immensely successful, as an IAG/employability model with beneficiaries and Peer Mentors. E.G of challenges of engagement -Two beneficiaries (2051, 2420) have been identified in Bradford who are interested in accessing educational opportunities in Bradford. An initial appointment was booked for 2051 on 21/8/18 but this unfortunately clashed with a hospital appointment she had. This was rebooked for 24/8/18 but 2051 wanted to leave this until after the bank holiday. This has now been rebooked for 31/8/18 to meet at separate times both 2051 and 2420</p> <p>At date of reporting 5 beneficiaries were known to have applied for the peer mentoring.</p> <p>The challenge of completing course work for PMTSW once peers have entered placement, means we have continuous “mop up” sessions throughout the year to support people to achieve the formal accreditation. Our perception of this is that learners (as a majority) value the real work experience over the qualification.</p> <p>Beneficiaries continue to fluctuate in engagement, we have found the peer trainee model very effective as the trainee has picked up cases they worked with as a peer mentor continuing to build trust with the beneficiary.</p> <p>We continue to enable people with Entry 3 level literacy to complete and pass the course, through reasonable adjustment and additional 1-2-1 tutoring. (despite guidance supporting a minimum level1 literacy requirement) (There is scope for us to reassess literacy at the end of the course to see if literacy has been increased through the learning model or at a later date in the placement)</p>
<p>58. Equipping organisations to work with those with MCNs - Organisational Engagement Please provide</p> <ul style="list-style-type: none"> - dates of Locality meetings and any key points of focus, local action identified/completed (where applicable) - MARB- Provide an update about the effectiveness and make-up of your Locality MARBs and evidence of how it is being sustained and embedded. - Progress/impact of Innovation Pilots (where not already sustained) - Employment and support of people with lived experience in Locality stakeholder 	<p>we are only just seeing “referrals” to our team from beneficiaries who are ready to engage in training, courses and volunteering ...many need significant IAG/Coaching around issues such as disclosure, opportunities in their area, levels of literacy and realistic goal setting/aspirational goal setting. As well on working on core employability/life skill such as time keeping, anger management and conflict management.</p> <p>Many report imposter syndrome and are stuck in helplessness/hopelessness/worthlessness triangle when it comes to explore and believing in ETE options – despite making significant steps in their recovery through navigator support. At times we have witnessed that this is reinforced by navigators, who may perceive that beneficiaries are “not ready” for ETE support – We feel all beneficiaries should given the opportunity to an Advice and guidance session around future goals, and will be working with navigators in year 5 to look at drop in’s and IAG surgeries to support those initial discussions, recognising that this may not always result in ETE case-working the beneficiary.</p>

<p>organisations (Number recruited this quarter)</p> <ul style="list-style-type: none"> - WY-FI training and Multi-agency PDGs promoted to local services/agencies - Engagement with CRESR <p><i>Please include in Q1 report your locality definition of what is considered a 'fulfilled life'.</i></p>	
<p>59. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please provide details</p> <ul style="list-style-type: none"> - of attendance at CPMB, WY SCAN, OMG and evidence communication of knowledge and feedback - Navigators and Lead Navigators attending PDGs (include feedback on impact on working practice and shared learning, embedding in local team) 	<p>ETE – was to increase knowledge and awareness of the ETE and understanding, we have been working 1-2-1 with specific navigators where we felt either a) they had understanding and just needed an additional resource to have conversations about ETE or b) there was little understanding/focus on this and we have led in identifying further beneficiaries and defining the IAG we can do as a starting point.</p> <p>Review of the WYFRS model, aligned to ensuring we maintain the links and can give people opportunities.</p> <p>Increase placements and a range of work opportunities for a broad range of people and negotiate getting people with MCN in to work.</p> <p>The POP UP should contribute to this alongside the network groups we engage in and regular employability fairs, we have including the job centre.</p> <p>We have been further working with SDS team to establish a placement route.</p> <p>An email has been sent to Navigators to look at the placements. The challenge is having discussions with providers/employers without individuals ready to take up roles. The team will be looking at aspects of the IPS model and ways for Senior and Manager to further work on core employers while frontline workers highlight sector interest. We have been looking at the tailored preparation for work sessions through IAG and group sessions such as intro to volunteering to work n softer skills with beneficiaries in preparation for supporting them to reach outcomes.</p> <p><i>The coproduction quality mark (led by Jim Leyland at Touchstone) has now been drafted and the group will be meeting to look at future audits and any training required to carry this out. It would be good to have involvement from a network member or coproduction worker around this.</i></p>
<p>60. Equipping organisations to work with those with MCNs - Organisational Engagement</p> <p>Please reference re;</p> <ul style="list-style-type: none"> - Your own safe demobilisation plans - Employment of people with lived experience within your organisation - Number of people with Lived Experiences recruited this quarter 	<p>he challenge of completing course work for PMTSW once peers have entered placement, means we have continuous “mop up” sessions throughout the year to support people to achieve the formal accreditation. Our perception of this is that learners (as a majority) value the real work experience over the qualification.</p> <p>Beneficiaries continue to fluctuate in engagement, we have found the peer trainee model very effective as the trainee has picked up cases they worked with as a peer mentor continuing to build trust with the beneficiary.</p>

<ul style="list-style-type: none"> - VLEW pledge update <p>Give examples of beneficiary and Experts by Experience involvement activity including impact/challenges:</p> <ul style="list-style-type: none"> - Meaningful activities – other Co-production Champion-led activity - Number of beneficiaries accessing Peer Mentor training - Number of Peer Mentors supported - Number of employment placement opportunities provided to beneficiaries 	<p>We continue to enable people with Entry 3 level literacy to complete and pass the course, through reasonable adjustment and additional 1-2-1 tutoring. (despite guidance supporting a minimum level1 literacy requirement) (There is scope for us to reassess literacy at the end of the course to see if literacy has been increased through the learning model or at a later date in the placement)</p> <p>There is still development to be done in utilising a model of triage with the WY-FI staffing set up, in terms of peer mentors and coproduction workers forming earlier/longer term relationships with beneficiaries to enable further links and progression to ETE 7 beneficiaries have received ETE support from the team this quarter, who are not on the peer mentoring course, this quarter. This ranges from initial contact, to support with applications/interviews advice and guidance and support getting to courses.</p> <p>Of the additional 13 beneficiaries who have joined the peer mentor course, one is now in full time employment. 7 have gone into a placement with WY-Fi and/or an alternative placement.</p> <p>All that have progressed to a placement have done additional training with WY-FI partners as part of their induction and/or role.</p> <p>1657 – completed course and went to placement with Beacon Housing however has a pending re-offense and so placement is on hold until outcome of investigation confirmed, is receiving IAG to support with this gap and plan for the future.</p> <p>1785 – Initially stated that they did not want to do anything outside of Kirklees Trainee has worked with them closely on building confidence and managed to get to Leeds College of building open day where they completed a learner assessment (unplanned) and have signed up for a higher level plumbing course to start in September, awaiting confirmation from the college of funding. To look at personalisation fund for equipment to support learning.</p> <p>1737 – supported by Trainee, had been fixed on dog walking activity and restricted by hours due to needing to return for own dogs. Unable to find a suitable volunteering opportunity have utilised BIK service for support with other opportunities and a referral has been made to increase meaningful activity. Currently exploring a bee keeping venture or a badger conservation volunteering as an opportunity for the future Trainee looking at logistics around time constraints etc</p> <p>3029 – Following work with YJ and Robin individual has stopped her “campaigning” on youtube and is exploring other ways that she can contribute to supporting improvement in healthcare. She has met with LASSN mentoring scheme with YJ which helped her to understand she was not ready for that role. YJ and beneficiary are beginning work around disclosure and risk assessments as this has been a great source of worry/anger for beneficiary and perceived by team as barrier to progression due to lack of</p>
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	<p>confidence. Has applied for numerous volunteering and YJ is currently supporting to focus and goal set around key priorities to avoid increase sense of frustration/anger at services. (awesome work between Yan and Robin in coordinating this)</p> <p>3306 – early support at this stage, Beneficiary has written business model relating car decal is aiming to do the course and set up business. YJ currently working on IAG around goal setting steps to achieve and looking at any specific ETE needs that would assist in the steps towards this.</p>
<p>61. Embedding Resources for Regional Co-Production and Involvement – Co-production Network development</p> <p>Please report on how your organisation is supporting the Hub to develop the ‘Network/constituted group’ in your Locality and Regionally (including reference to your organisation’s pledge)</p>	<p>-</p>
<p>62. Embedding Resources for Regional Co-Production and Involvement – Co-production</p> <p>Please provide evidence of embedding coproduction in your organisation and in your Locality</p>	
<p>63. Supporting Pooled and Consultative Commissioning</p> <p>Please add any detail not covered in 1</p>	
<p>64. System Change Development</p> <p>Please report</p> <ul style="list-style-type: none"> - any significant examples of innovation or system change. This may include emerging good practice/interesting learning - Progress linked to your Locality System Change Plan including any impact /learning taken from West Yorkshire SCAN meetings - the impact on support from local services/agencies following attendance at WY-FI Multi agency PDGs and training opportunities 	
<p>65. What are Experts by Experience in the Locality:</p> <ul style="list-style-type: none"> - Concerned about? - Focusing on? - Working towards? 	

<p>66. Promotional activity</p> <p>Please detail any promotional activity/presentations carried out including:</p> <ul style="list-style-type: none"> - Local presentations - Local strategic/other meetings attended - Good News stories - Beneficiaries and WY-FI project - Anything shared with WY-FI Media and Comms lead - Any local media activity (remember it must be reported to Media and Comms lead at time of publication) 	<p>We have developed a leaflet which includes a summary of the WY-FI ETE provision and will have monthly updates and dates of ETE activities. (Leaflet now circulated)</p> <p>Staff have been going to Navigator teams and spending time on 1-2-1 to support understanding of ETE</p> <p>Staff have worked with navigators to facilitate completion of Peer Mentor E.O.I's (Expression of Interest)</p> <p>Trainee has supported a beneficiary to access college at leeds college of building.</p>
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System Change Action Plan Updates

West Yorkshire-System Change Action Network Strategic Plan update – July 2018

West Yorkshire - SCAN	Strategic Theme 1 (person centred approach)		Strategic Theme 2 (embedding co-production)		Strategic Theme 3 (coordinated multi-agency working)		Strategic Theme 4 (localise)		
	Action	Progress	Action	Progress	Action	Progress	Action	Progress	
Bradford	1	Ensure personalisation fund is appropriately utilised to develop person centred care packages	Fund is being regularly used by project workers and monitored. Found to be effective as an engagement tool	Co-production workers	Co-production worker imbedded in WY-FI team working directly with beneficiaries to: Support beneficiaries to access community resources to ensure meaningful use of free time. Encouraging beneficiaries to participate in WYFI network	Developing priority pathway for substance misuse service	Pathway and protocol has been written by Bridge. Awaiting ratification from partners	Establish Housing First Model	Pilot model launching in August
	2	Innovation fund address gaps in service	Funding for Foundation pilot has come to an end. Model firmly established in locality and Housing First will be providing continuity for beneficiaries	Experts by experience engaged in service delivery and planning.	Co production worker attends MARB and presents case studies	Maintain MARB and Locality group	Groups meet by agreed schedule with positive multi agency working and service flexibility. EOI plans incorporate proposals to retain MARB post WY-FI funding		
	3	Identifying additional resources to enhance beneficiaries' care	Established partnerships include: Glasshouse – provides white goods, furniture				Disseminating good practice	Prostitution case management Group now well established and working on MARB principles. Case studies disseminated via locality group.	

			<p>and household items.</p> <p>Morrison's PLC – provides daily food parcels, Bridge provides in house café and free take home frozen meals that have been pre-pared by volunteers.</p> <p>In discussion with Bradford Cares partners to role out public donation fund raising and create a personalisation budget for homelessness services</p>				Plans to run Multiple Needs and Homelessness conference in partnership with Local Authority later in the year		
Calderdale	1	Staff Resilience	PDG session are being held regularly to aid reflection, share best practice and encourage resilience	Understanding Mental Health Commissioning. Consultation with service users to embed this into commissioning	We are struggling to engage Mental Health services in the System Change program but they have included questions about how they will cope with the wind down of WY-FI in plans for some mental health forums (such as the Calderdale Service)	Increased joint working between Housing agencies and other services that support people with complex needs	WYFI Navigators attend the Multi Agency Program Group where Housing Providers from Calderdale attend	Concerns about Beneficiaries ability to maintain Private Tenancies with the introduction of universal credit	
	2	Lengthy Assessments to access services.	Navigators have assisted individual beneficiaries to	Stigma around complex needs	We are encouraging Beneficiaries and Peer Mentors to	Lack of co-ordination between Probation and	We have had meetings with Resettlement Teams at HMP Leeds and St	Locality meetings are not productive. Attendance is	

		<p>access services (completing referrals on their behalf). Beneficiaries from Bradford are keen to become involved in "The Story of Me". We will promote this through Calderdale when it is available. There has been</p>		<p>engage with the partners in Locality Meetings. Peer Mentors are supporting beneficiaries when they attend appointments with other organisations. We provide case studies and positive stories to DISC and WY-FI to promote the progress Beneficiaries have made.</p>	<p>CRC and other agencies in Calderdale</p>	<p>Giles Trust. Communication has improved significantly as a result. Navigators have an excellent working relationship with probation.</p>	<p>poor and there is little discussion in meetings</p>
3	<p>Service availability. Services are not adapting to meet individual needs</p>	<p>Navigators can point to individual cases of Housing Services, Probation, Substance Misuse and Mental Health Services being more flexible to meet beneficiaries needs. Some of this has been achieved with the help of commissioners in Calderdale. However, we have not managed to get an agency to make a written commitment to adapt services</p>			<p>Beneficiaries with Dual Diagnosis have struggled to access services</p>	<p>Insight CBT worker has begun working with beneficiaries. They have trained Navigators on accessing Mental Health Services</p>	

Kirklees	1	Totally embedded the person centred approach in the way we work with beneficiaries, enabling the beneficiaries to have a real voice.	Everything is guided by beneficiaries, persistence being the key.	Co-production worker in post	Working with 4 beneficiaries to access social groups, advocating on beneficiaries' behalf, improving physical health, manage anger, supporting to appointments and settling beneficiary into new area to avoid forming unhelpful relationships.	Maintaining the MARB – to include DWP to establish if there can be recognition of additional needs for complex needs beneficiaries in terms of verifications, waiting times in cases where navigators accompany beneficiaries.	Monthly MARB continues – well attended by Commissioners, CMHT, Police, Probation, Support providers, GP & SPA Manager.. DWP invited and attending next MARB.	Working with the Local Authority & TSL to ensure WY-FI beneficiaries are included in the Skills for Life funding applied for.	Skills for life funding application submitted – awaiting outcome August 2018. Continued work within the 'Alliance' in Kirklees exploring further partnership working and new ways of working together moving forward.
	2	Personalisation fund used appropriately to benefit beneficiaries	Used creatively, eg started divorce proceedings for a beneficiary, gym membership, boxing classes, bought a lap top for a beneficiary to write poetry on as well as used for white goods to furnish tenancies.	Co-production worker has set up partnerships to develop ABCD approach	Asset based drop-in set up to provide a space for beneficiaries to discover & develop their individual assets. This community drop in aims to change the way society views individuals with lived experience, breaking down barriers and reducing stigma.	Replication of the MARB model in IOM / Reducing Re-offending Board	Attendance at IOM / RRB – picking up referrals / queries re beneficiaries of WY-FI		
	3	Improvement in agile working for staff reducing stress / travel time.	Improved access to MIS on the cloud is positively impacting. Reflected with staff that have	Working in partnership to provide placements for WY-FI	3 peer mentors have held successful placements – 1 still on placement, 2 progressed to	Contact made with CMHT in North Kirklees with a view to forming a complex needs forum to triage	Meeting being arranged. Karl to attend the MARB. Progress being made with attendance at Homeless Forum and contact made		

			left WY-FI looking for improvements in service, eg geographical splits for navigators, increased use of peer mentors etc.		successful employment. Kirklees WY-FI to take on an additional peer mentor – proven to bring an extremely valuable insight and alternative perspective.	MH referrals that don't meet the threshold for CMHT based on the MARB model	with Steve Kale regarding the rough sleepers forum which the Mission has previously led on.		
Leeds	1	Allow the beneficiary to shape the service we provide	The team continues to promote this approach to the beneficiary and involved services. The navigators offer advice and guidance but ultimately it is up to the beneficiary what type of support they would like. The main tool used to do this is the support plan which is still at the heart of the support we offer to each individual. Their input is encouraged and valued and this is communicated to the beneficiary often.	Peer mentor input and opportunities	We continue to have a big peer mentor presence within the team as their experiences and input is valued and encouraged. Their fresh, enthusiastic approach is often a great engagement tool for those the beneficiaries who need reminding that there is 'light at the end of the tunnel' The peer mentors each have a navigator who manages them and their working patterns vary from 1 day per week to 4 days per week, each is treat as an individual and there is no expectation on them. Within the team in Leeds they are viewed as equal to any other member of staff and this promotes a feeling of value and	Multi-agency case conferencing approach	The MARB is now more successful than it has ever been. On the back of the success we have had to change venue to the Civic Hall which was obtained by Ian Street. This has allowed us to invite more people often getting 30/35+ professionals around the table to discuss the support of an individual. The MARB is clearly a powerful meeting as other services have started bringing their clients to the meeting as it is a great opportunity to see aspects of support from different points of view. It is also incredibly useful to discuss flex within services for certain clients.	Integrated working with Street Sex Workers case conference meeting	The Basis Housing First model has been hugely successful up to this point and to celebrate this we themed our most recent Locality meeting around Housing first and the great work they do. This allowed the basis and housing first workers to rightly have their work showcased and allowed those who weren't fully aware of what they do to learn something new. We had over 30 attendees and a networking

				importance to the WY-FI service. The peer mentors continue to be shown how other services work and what they do, this is tailored around their interests and what type of work they would like to experience, for example we have one peer mentor that now does her placement with a young people's team within BARCA, one that does a placement one day a week with engage and have previously had peer mentors go out to St Anne's breakfast club and Basis. This is to ready them for if a paid role were to come up and to allow them to adapt to different working cultures and environments.				lunch was provided. WY-FI has also had a handout printed to highlight the work done within Basis and Housing first.
2	Link the beneficiary to the WY-FI network	Unfortunately in Leeds there aren't many beneficiaries in the correct stage of support to engage with the network. On the occasions where there are	Co-Production worker		Close working with Forward Leeds	We continue to joint work many of our clients with Forward Leeds. This is extremely beneficial as we are able to have plans in place for clients that may not engage well or consistently attend		

			beneficiaries that show the traits that work well in the network these are suggested and encouraged but as mentioned previously the support is catered to each individual so this is only really suggested alongside a host of other activities and groups that they could get involved in.			appointments. This is again a great example of a service 'flexing' to meet the needs of WY-FI beneficiaries.			
Wakefield	1	Funding from Wakefield council to fund 2xnavigator posts to specialise in working with beneficiaries from a DV background,	Now in the process of recruiting 2 Domestic Abuse Navigators. The service is due to go live on 01/08/18 and will be for 1 year initially.	CMHT have asked the Navigators to deliver a presentation to senior managers of the value of employing people with lived experience	Meeting arranged with Coproduction Champion and Trainee Navigator to deliver a presentation. The presentation was delivered and very well received. From it we had 2 Mental Health Student Nurses and a Social Work student shadowing Navigators for a day.	New Housing model (Housing Needs Service)are using the WY-FI chaos index as part of their assessment tool	So far it seems to be working well. We have referred some WY-FI beneficiaries for housing support through the new pathways to Wakefield Sustain who are providing that service. They are now in receipt of support.	In line with the New Housing Model there will be specific accommodation for people with multiple and complex need	Riverside Housing to open an 8 bed hostel for people with multiple and complex needs. Some WY-FI beneficiaries were given priority when the Housing Needs Service were deciding who should be given a place in the hostel.
	2			St Georges Church Lupset approached	There has been a meeting with Mark Crowe who identified a similar				

				<p>Lead Navigator with a request that WY-FI is involved in community research and to potentially identify a post similar to a WY-FI Navigator to signpost and offer support to people using the food bank.</p>	<p>model established in Calderdale with the Innovation and Coproduction Fund- details of the service lead for Insight Health Care have been shared.</p>				
3				<p>Mel and Edmund are involved in a new steering group, The Mental Health Strategic Programme Group, to develop a programme for people with diagnosed or undiagnosed personality disorder and multiple and complex needs. They will be putting in a bid to New Models of Care</p>	<p>They have already adopted the New Horizons Chaos Index as a tool to assess the most chaotic individuals.</p>				

WY-FI (Regional)	1	Advocate for person-centred approach in commissioning and delivery	<p>“Complex Commissioning for Complex Needs” workshop to be held on 26/07 to continue to advocate for these principles. Changes to Bradford Housing Options are a good example of system change informed and influenced by the learning and involvement from WY-FI.</p> <p>Twelve complex needs worker posts being commissioned and appointed to different services in Leeds. The restructured Wakefield Homelessness Prevention Model and services was informed by WY-FI.</p>	Promote embedding coproduction	<p>Commissioning workshop will involve a session on coproduction led by the Co-production champions, as well as participation by Network members.</p> <p>The West Yorkshire Criminal Justice Network has set up a subgroup to bring in the voice of lived experience and embed coproduction in its work going forward.</p>	Promote coordinated multi-agency working	<p>The West Yorkshire Criminal Justice Network has set up working groups to progress in partnership actions related to discharge and continuity of care; and housing pathways.</p> <p>Links with the Police and Crime commissioner’s Office and SWYPFT have enabled WY-FI to participate in discussions around health and the STP.</p> <p>In Bradford and Leeds, the prostitution case management group and the sex workers case conferencing meetings have become an additional part to the MARB meetings, following the same principles.</p>		
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Numeric Summary (All based on current caseload except when stated)

17 Beneficiaries started the Peer Mentor Training (4 dropped out to return in a later cohort) and 7 have been placed in the localities.

66% of Caseload Have consent obtained

18 out of 29 (62%) new starts this quarter have the new consent forms signed

100% return of SUSSAR documents in July 2018

64% of current caseload do not have a support plan date indicated in the SU record

47% of discharges are Planned Exits

71% completion of requested insight questionnaires

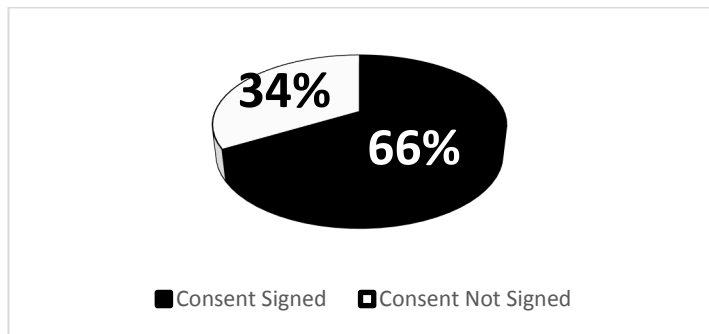
91% of Beneficiaries show an improvement in HOS score at the 24-month Point

94% of Beneficiaries show an improvement in NDTA score at 24-month point

Consent Forms

As of 31/08/2018 there are 301 on current caseload. See table and chart below for consent form completion per partner. Overall percentage 66%.

Partner	Consent Signed	Consent Not Signed	Percentage Signed
Barca	29	22	57%
Bridge	46	5	90%
Community Links	38	24	61%
Foundation	37	36	51%
Spectrum	50	14	78%

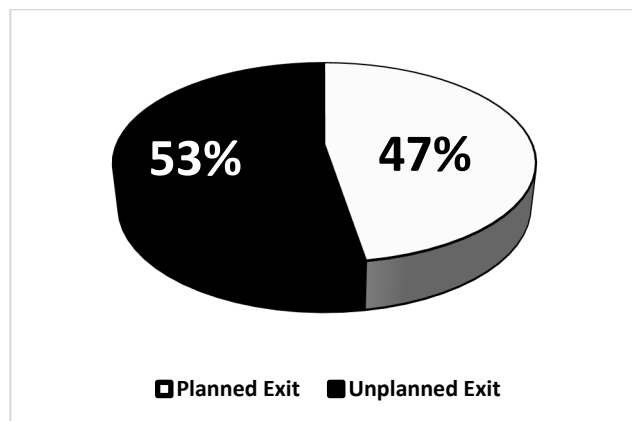


The new consent forms came in at the start of year five. The completion for those is shown below. (Overall Percentage 62%)

Partner	New Consent Signed	New Consent Not Signed	Percentage Signed
Barca	1	5	17%
Bridge	5		100%
Foundation	7	3	70%
Spectrum	5	3	63%

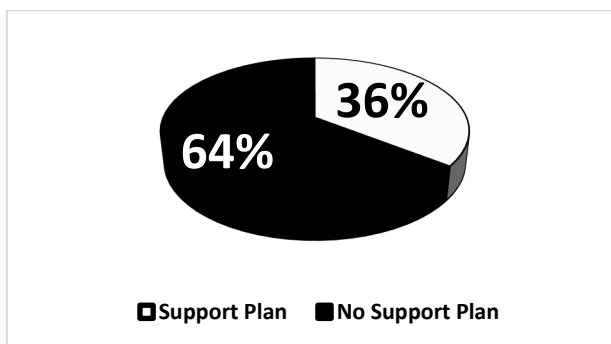
Planned and Unplanned Exits

Partner	Planned Exit	Unplanned Exit	Percentage Planned
Barca	81	83	49%
Bridge	74	61	55%
Community Links	21	24	47%
Foundation	24	29	45%
Spectrum	18	45	29%
Total	218	242	47%



Support Plan (Indicated by date on MIS)

Partner	Support Plan	No Support Plan	Percentage
Barca	16	35	31%
Bridge	25	26	49%
Community Links	12	50	19%
Foundation	47	26	64%
Spectrum	7	57	11%



Insight Completion

I sent out service user Id's every month to the localities (between 3 and 4 to be completed each month for June, July and August). I set a target of 3 per partner per month.

Partner	Number in 3 Months	Target
Barca	6	-33%
Foundation	9	0%
Community Links	5	-44%
Spectrum	1	-89%
Bridge	11	22%

Target of 45, 32 returned=71%completion

Homelessness Outcomes Star and NDTA/Chaos Index

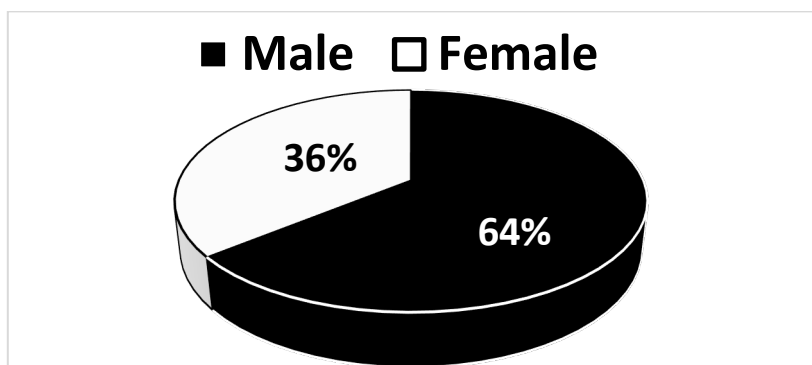
First to 24 Month Score	Positive Change	No Change	Negative Change	Total
HOS	40	1	3	44
Percentage	91%	2%	7%	100%

First to 24 Month Score	Positive Change	No Change	Negative Change	Total
NDTA	48	1	2	51
Percentage	94%	2%	4%	100%

Equality and Diversity

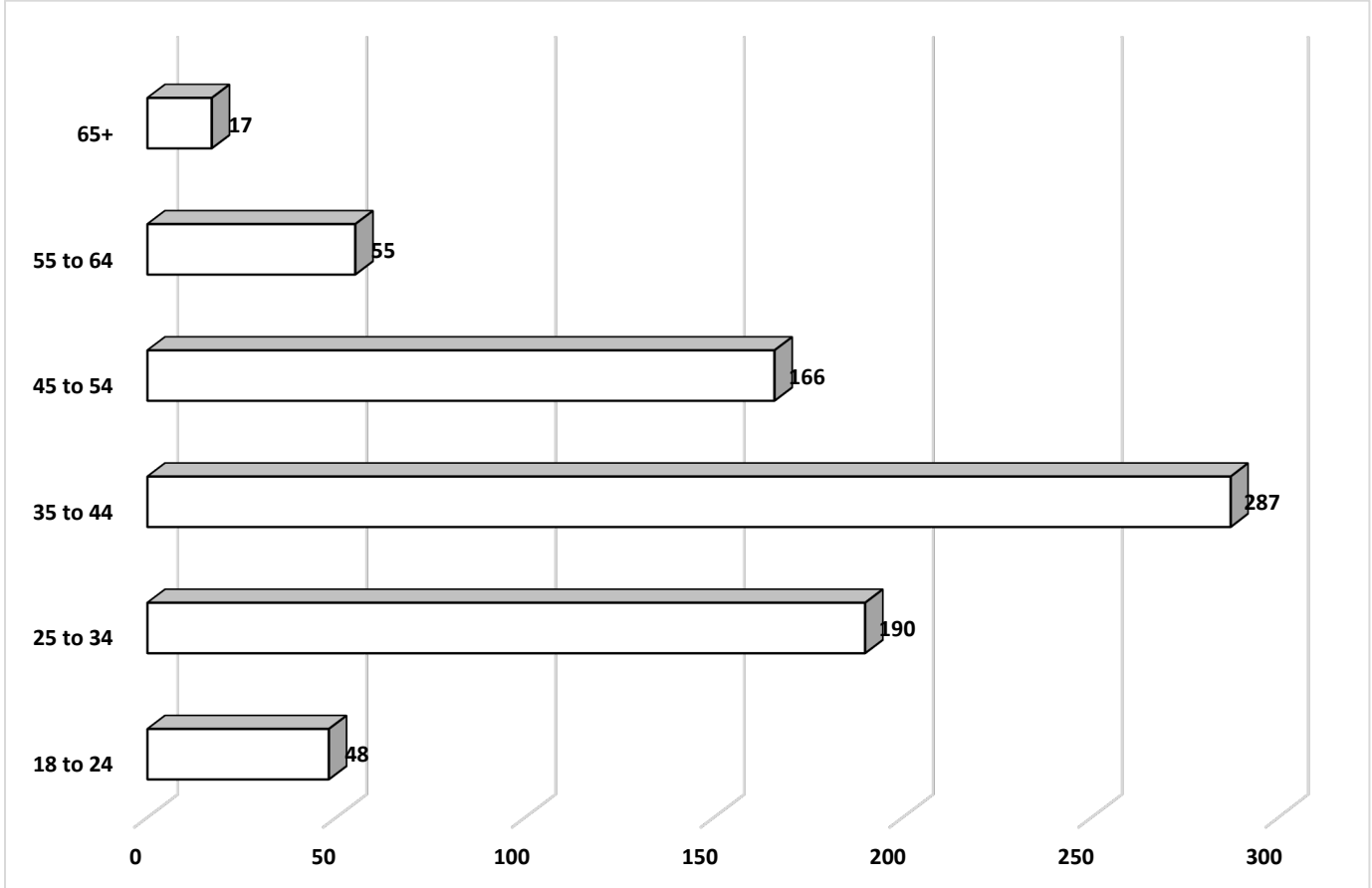
Gender

Locality(All Starts)	Female	Male
Bradford	62	121
Calderdale	51	82
Kirklees	47	56
Leeds	64	155
Wakefield	50	75
Total	274	489
Percentage	36%	64%



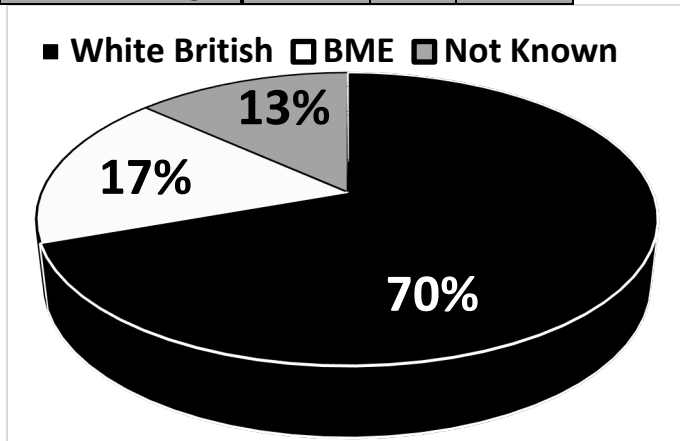
Age

Locality(All Strats)	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Bradford	13	44	56	44	23	3
Calderdale	5	27	54	34	7	6
Kirklees	9	22	42	23	7	
Leeds	14	65	76	45	15	4
Wakefield	7	32	59	20	3	4
Total	48	190	287	166	55	17
Percentage	6%	25%	38%	22%	7%	2%



Ethnicity

Locality(All Starts)	White British	BME	Not Known
Bradford	117	35	33
Calderdale	101	20	13
Kirklees	60	41	4
Leeds	161	33	28
Wakefield	99	4	25
Grand Total	538	133	103
Percentages	70%	17%	13%



Progress Against Outcomes (24 Month Scores) See the EOI Document for Summary of 24 month reads

Homelessness Outcomes Star

The two tables below are very similar and refer to the 44 beneficiaries that have a qualifying 24-month score (with 23 to 25 Months)

First table gives the First, 24 month and Difference and the second includes with second read to show progress.

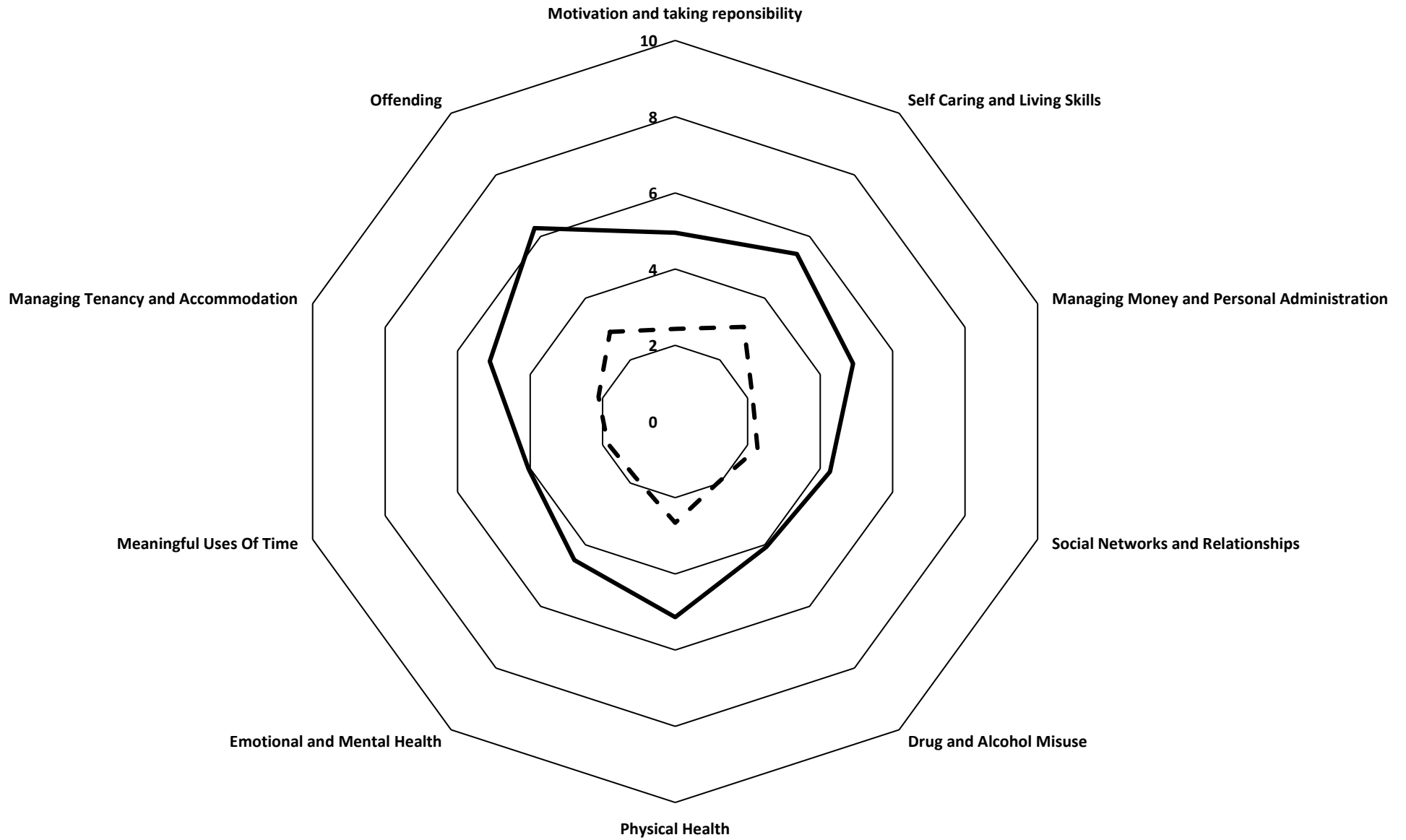
Mean HOS Reads	Motivation and taking responsibility	Self-Caring and Living Skills	Managing Money and Personal Administration	Social Networks and Relationships	Drug and Alcohol Misuse	Physical Health	Emotional and Mental Health	Meaningful Uses Of Time	Managing Tenancy and Accommodation	Offending
First Read	2.43	3.07	2.14	2.27	1.95	2.66	1.80	1.86	2.11	2.91
24 Month Read	4.95	5.43	4.91	4.27	4.07	5.14	4.50	4.05	5.11	6.27
Difference	2.52	2.36	2.77	2.00	2.11	2.48	2.70	2.18	3.00	3.36

Mean HOS Reads	Motivation and taking responsibility	Self-Caring and Living Skills	Managing Money and Personal Administration	Social Networks and Relationships	Drug and Alcohol Misuse	Physical Health	Emotional and Mental Health	Meaningful Uses Of Time	Managing Tenancy and Accommodation	Offending
First Read	2.43	3.07	2.14	2.27	1.95	2.66	1.80	1.86	2.11	2.91
Second Read	3.18	3.43	2.45	2.70	2.75	3.18	2.48	2.48	3.25	3.73
24 Month Read	4.95	5.43	4.91	4.27	4.07	5.14	4.50	4.05	5.11	6.27

The charts for these two table are on the next two pages.

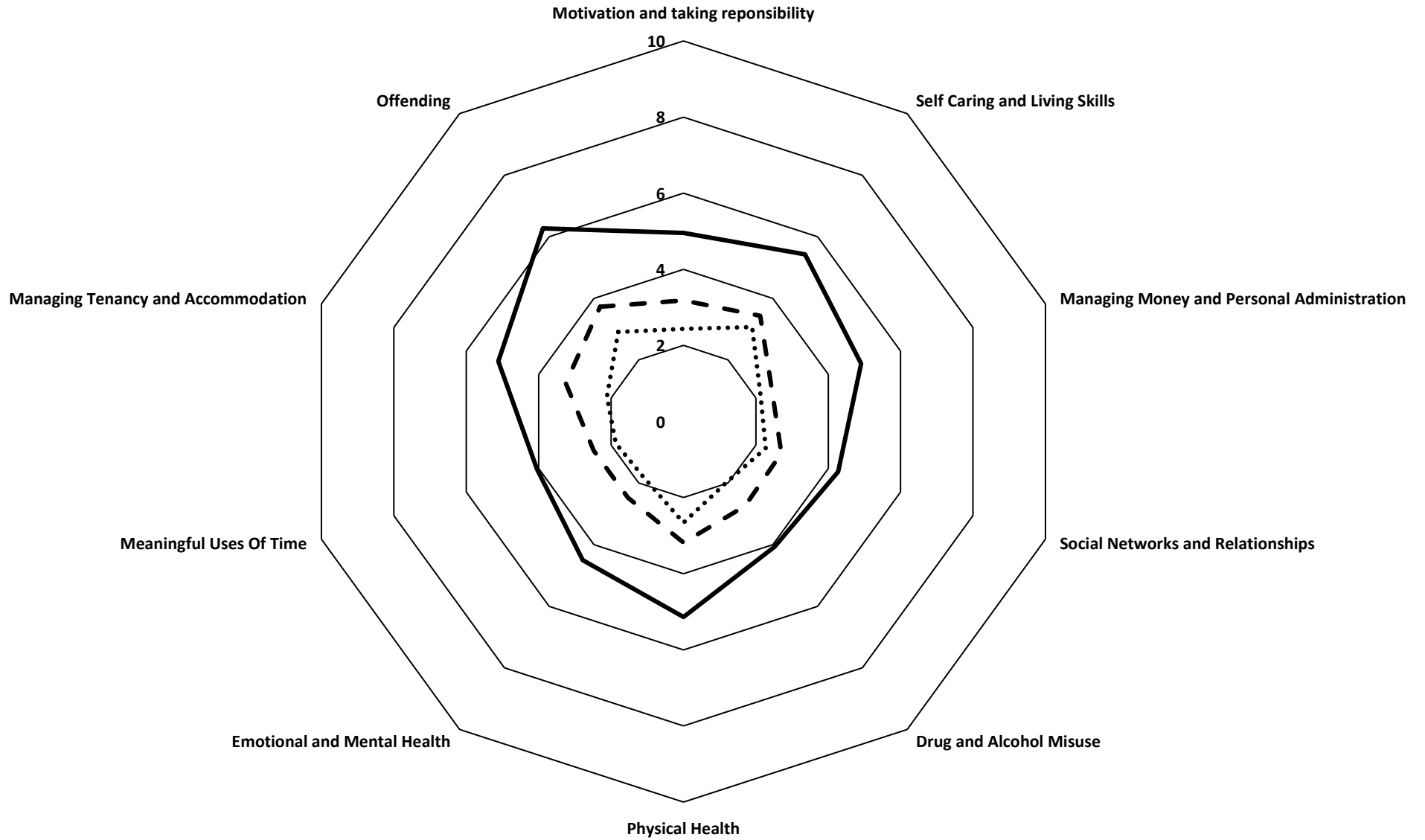
24 Month HOS Progress

--- First Read — 24 Month Read



HOS Score Progress

..... First Read - - - Second Read ——— 24 Month Read



Chaos Indexes

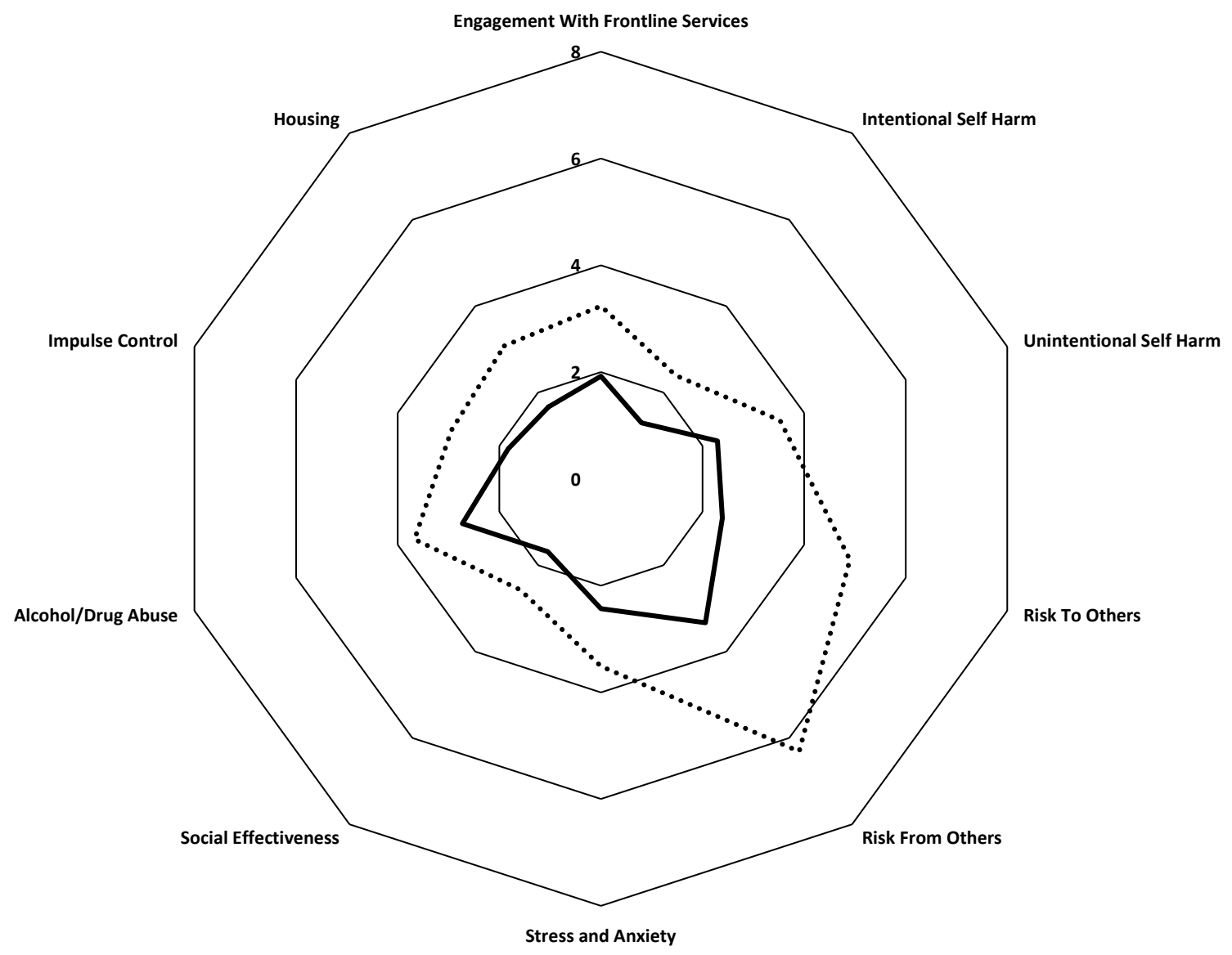
The same tables and charts for the 51 that have a qualifying 24 month NDTA read.

Mean NDTA Reads	Engagement With Frontline Services	Intentional Self Harm	Unintentional Self Harm	Risk To Others	Risk From Others	Stress and Anxiety	Social Effectiveness	Alcohol/Drug Abuse	Impulse Control	Housing
First Read	3.24	2.39	3.53	4.90	6.31	3.51	2.57	3.67	2.94	3.08
24 Month Read	1.92	1.29	2.29	2.39	3.33	2.43	1.69	2.73	1.82	1.67
Difference	1.31	1.10	1.24	2.51	2.98	1.08	0.88	0.94	1.12	1.41

Mean NDTA Reads	Engagement With Frontline Services	Intentional Self Harm	Unintentional Self Harm	Risk To Others	Risk From Others	Stress and Anxiety	Social Effectiveness	Alcohol/Drug Abuse	Impulse Control	Housing
First Read	3.24	2.39	3.53	4.90	6.31	3.51	2.57	3.67	2.94	3.08
Second Read	2.61	2.04	3.00	3.84	5.14	3.12	2.10	3.18	2.51	2.37
24 Month Read	1.92	1.29	2.29	2.39	3.33	2.43	1.69	2.73	1.82	1.67

24 Month NDTA Progress

..... First Read ——— 24 Month Read



24 Month NDTA Progress

..... First Read - - - - Second Read ——— 24 Month Read



Progress Against Indicators

Homelessness Outcomes Star

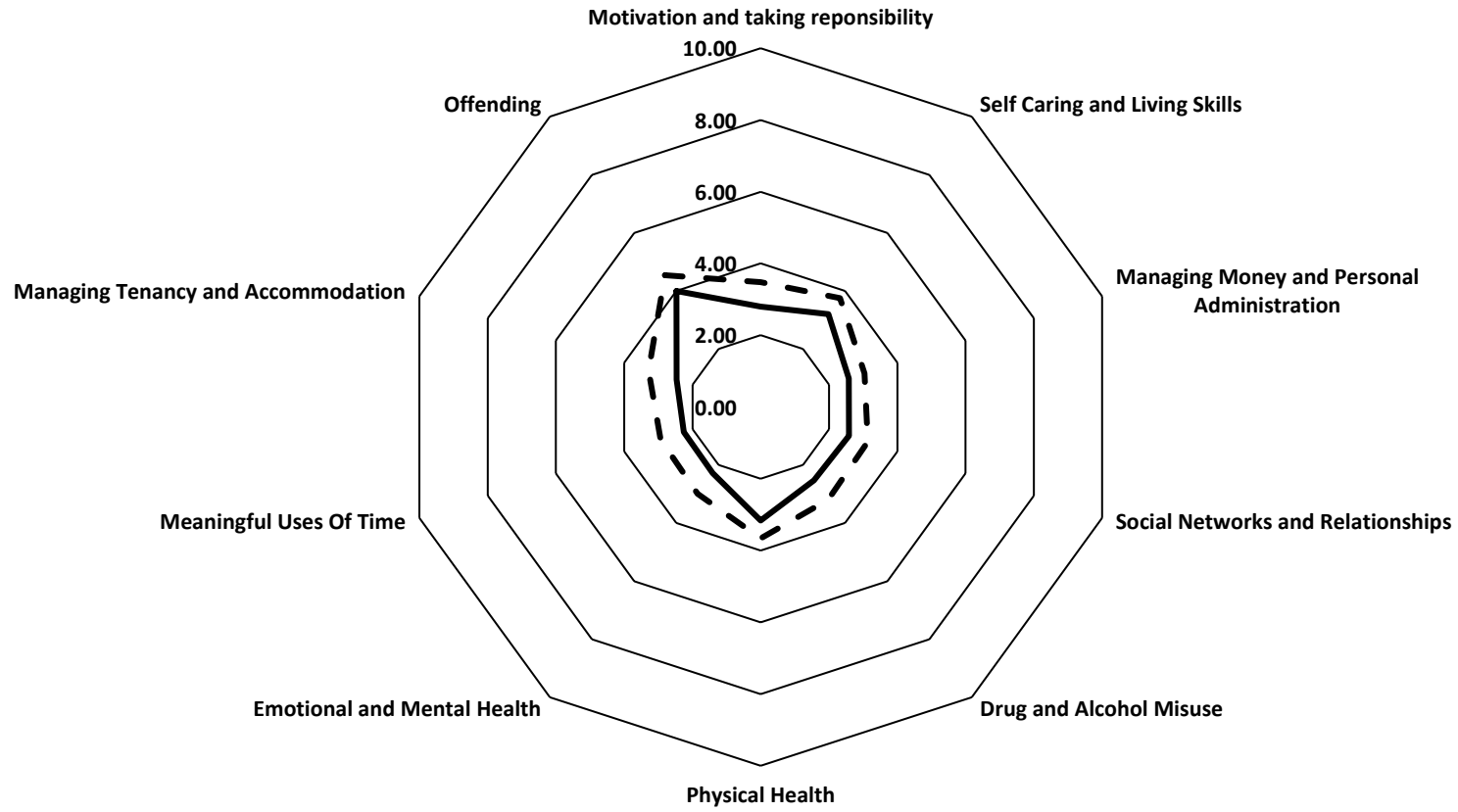
Of the 763 starts there are 560 that have at least two readings, of those 498 have a first and second score with at least 3 months between them. The changes in both overall score and individual categories of the HOS are shown in the tables and chart below.

	Positive Change	No Change	Negative Change	Total
HOS	324	85	89	498
Percentage	65%	17%	18%	100%

Arithmetic Mean, First, Second and Change in Scores	Motivation and taking responsibility	Self-Caring and Living Skills	Managing Money and Personal Administration	Social Networks and Relationships	Drug and Alcohol Misuse	Physical Health	Emotional and Mental Health	Meaningful Uses Of Time	Managing Tenancy and Accommodation	Offending
First HOS	2.80	3.20	2.58	2.58	2.52	3.16	2.27	2.25	2.47	4.00
Second HOS	3.48	3.76	3.04	3.14	3.19	3.66	2.99	2.94	3.29	4.54
Change	0.68	0.55	0.46	0.55	0.67	0.50	0.71	0.68	0.82	0.54

HOS Improvement

— First HOS - - - Second HOS

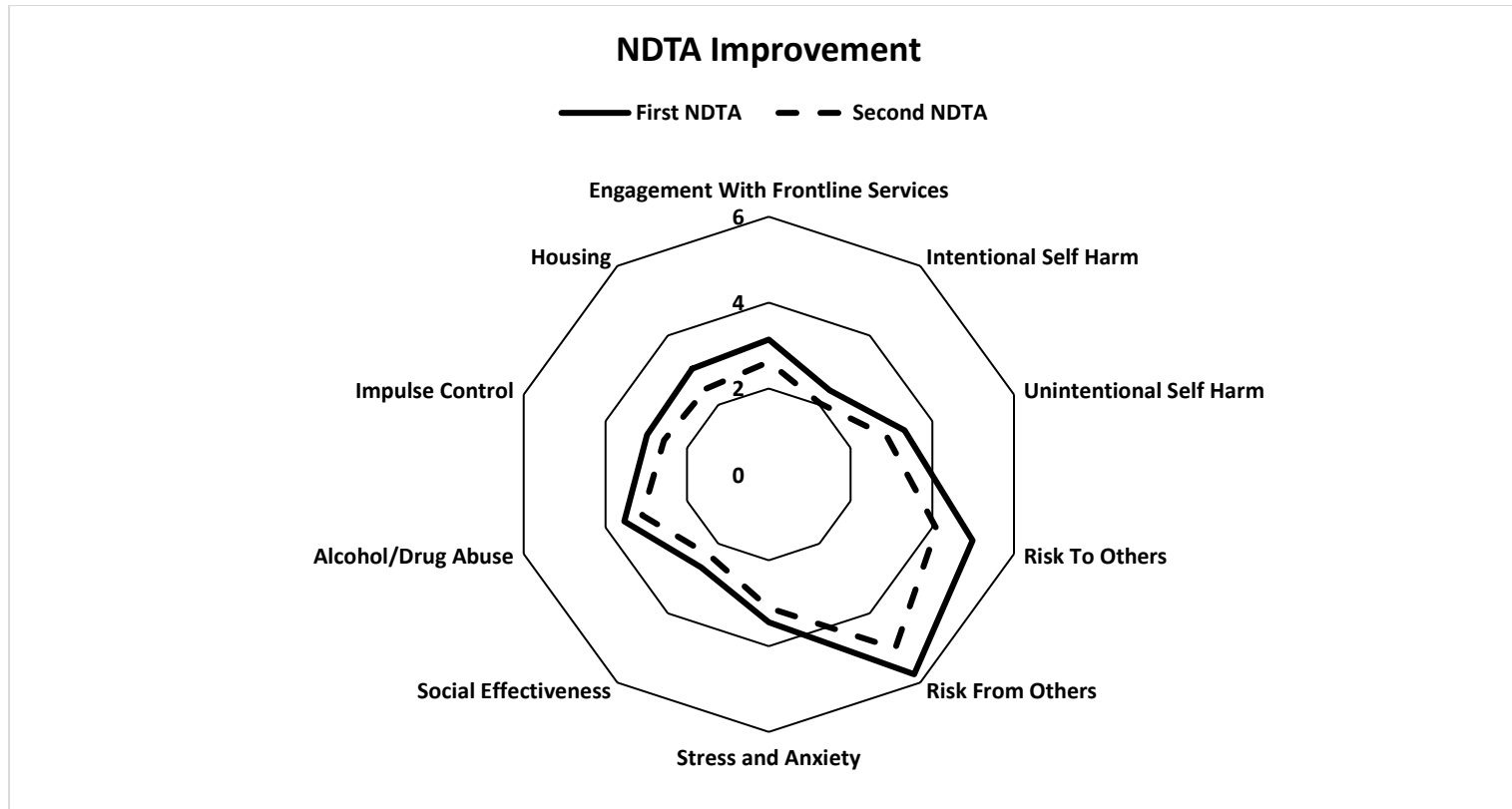


Chaos Index (NDTA)

Of the 763 starts there are 627 that have at least two reads, of those 543 have a first and second score with at least 3 months apart. The changes in both overall score and individual categories of the HOS are shown in the tables and chart below.

	Positive Change	No Change	Negative Change	Total
NDTA	357	96	90	543
Percentage	66%	18%	17%	100%

Arithmetic Mean, First, Second and Change in Scores	Engagement With Frontline Services	Intentional Self Harm	Unintentional Self Harm	Risk To Others	Risk From Others	Stress and Anxiety	Social Effectiveness	Alcohol/Drug Abuse	Impulse Control	Housing
First NDTA	3.14	2.42	3.32	4.99	5.76	3.45	2.68	3.54	2.98	3.03
Second NDTA	2.62	2.03	2.89	4.10	5.01	3.11	2.34	3.10	2.56	2.47
Change	0.52	0.38	0.43	0.88	0.74	0.34	0.34	0.44	0.42	0.57



These above are for the first and second HOS and NDTA Reads