



**NATIONAL
LOTTERY FUNDED**

West Yorkshire - Finding Independence

Delivering Fulfilling Lives:

Supporting People with Multiple Needs Programme

WY-FI Year 5 Quarter 1 Report

1st June 2018 – 31st August 2018

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Executive Summary – WY-FI in Numbers

What's Working...

- WY-FI Navigator model
- Personalisation funds
- Multi-Agency Review Boards and multi-agency working
- The role of Co-production Champions
- Workforce development training programme

In Numbers...

Personalisation Fund:

- 90% of the Personalisation Fund has been allocated
- 75% of money and two thirds of all applications relate to housing: emergency accommodation, bonds, deposits, repairs, furniture and furnishings, security, white goods
- The other major area of expenditure is on social (meaningful) activities and education, training and employment activity such as courses, equipment and travel for courses, ID, driving licence, horse riding and care. These account for 13% of applications and a quarter of expenditure

Research and Analysis...

Demographics

- 64% male : female 36%
- 80% White British : BME 20%

Needs

- 78% Homelessness
- 97% addiction
- 97% Mental Ill-health
- 91% Addiction *and* mental ill-health (dual diagnosis)
- 81% Offending

WY-FI Beneficiaries

- Cumulative Total to Year 5 Q1: 763
- Current Caseload: 275

Beneficiary starts by locality

Locality	Years 1 to 4	Year 5 Quarter 1	Running Total	Caseload Total
Bradford	178	5	183	38
Calderdale	122	10	132	73
Kirklees	103	0	103	61
Leeds	213	6	219	44
Wakefield	118	8	126	59
Total	734	29	763	275

Peer Mentoring

- 104 People have completed the accredited CERTA level 2 qualification in peer mentoring
- 15 WY-FI beneficiaries have started the Peer Mentoring course
- 69 Peer Mentors have gained placements with WY-FI navigator/ specialist teams

WY-FI Network

- 14 beneficiaries are now involved in the Network
- 4 beneficiaries are leading activities with the Co-production Champions in their localities

Education, Training and Employment:

- 363 service users took up volunteering, employability or training activities (cumulative to Y5Q1)
- 30 beneficiaries took up placement opportunities (cumulative to Y5Q1)
- 21 people with lived experience recruited as WY-FI Trainees or Co-production Champions (cumulative to Y5Q1)

System Change

Person-Centred Approach

- Local authorities are adopting the Navigator model and are advertising Multiple Needs posts and Local Area Co-ordinator roles
- Local authorities are adopting Personalisation Funds in the multiple needs aspects of their tender

Multi-Agency Support

- Localities are identifying where gaps will occur as WY-FI services taper down new referrals into WY-FI and scoping where solutions lie in the future

Co-production Activity

- The West Yorkshire Criminal Justice Network are working with WY-FI Network members as equal partners
- The Co-Production Champions are establishing locally based mini WY-FI Networks

What's Next? – Delivery Partners

- Planned handover of beneficiaries into local agencies
- Retaining and re-focussing the MARBs

What's Next – Hub

- Moving from monitoring activity to measuring and demonstrating impact – in the delivery overall, particularly in the Workforce Development and Employment, Training and Education workstreams
- Reviewing the Needs Analysis so there is better quality information to inform MCN activity post May 2020

What's Next – WY-FI Network

- Developing the Network and its membership.
- Building the Network's research and consultation capacity

Executive Summary – Learning

What

Local Delivery

- Planning for demobilisation/ handover of caseloads to other agencies, including increased use of ETE as part of beneficiary exit plans
- Increase number of Peer Mentors
- Sustaining MARBs or developing MCN partnerships led by public sector agencies

System Change Learning

All districts - Personalisation Fund and Co-production and Innovation Fund have proved essential in their different ways. Both have promoted person-centred approaches and have led to inclusion for specific groups in commissioned services.

Additional multiple needs groups specifically accommodated in the MARB meetings/process – particularly sex-workers, domestic violence victims.

Calderdale – improving work between WY-FI and accommodation providers, mental health services and CRC/ Probation

Kirklees – Asset Based approaches to working with beneficiaries, beyond access to services

So What

Local Delivery

- Housing First commissioned by Bradford Council, inclusion of a Personalisation Fund;
- Domestic Abuse Navigators funded in Wakefield, development of a commission for personality disorder/ MCN
- Leeds looking at a more straightforward continuation of WY-FI through Safer Leeds, Mental Health Board, CCG
- Sustaining joined up-services in the Upper Calder Valley
- Kirklees involved in developing a MCN strand in the “Life Chances” bid with the Alliance
- All partners reviewing opportunities for Trainee and Peer Mentor placements, including non-navigator trainee roles

System Change Learning

Wakefield adopting the Chaos Index, first in the current supported housing contract and now in the personality disorder programme via the Mental Health Strategic Programme Group

Wakefield – an 8 bed hostel for people with MCN is to open (as part of the supported housing contract) – a decision arrived at with the involvement of some WY-FI beneficiaries who identified that as a priority.

Leeds – providing and supporting peer mentor and volunteering roles for PWLE throughout their network of services and partners giving real-world experience to people who have previously only been able to look in from the outside

What Next

Local Delivery

- Developing a Complex Needs Housing Panel in Bradford,
- Preparing a Public Sector lead agency for the MARB in Calderdale and direct conversations with Calderdale Recovery Steps about what happens post-WY-FI,
- Developing CMHT as a possible lead for a Complex Needs Partnership in Kirklees – linked to “the Alliance” bid for the Life Chances Fund,
- Leeds will develop the MARB through a steering group led by WY-FI,
- Service flex practice in Wakefield building agency support for multi-agency meetings in respect of commissions for services that are under development.

System Change Learning

Kirklees – participating in other strategic meetings such as IOM, Reducing Re-offending Board, Homeless Forum and Rough Sleepers Forum

Leeds – taking a multi-agency case conferencing approach to MCN, starting with integration with the Street Sex Workers Case Conference meeting

What's New

Local Delivery

- First all beneficiary Peer Mentor Course recruitment
- All partners reviewing opportunities for Trainee and Peer Mentor placements, including non-navigator trainee roles
- Increased beneficiary referrals to ETE team for direct ETE support (i.e. not through the Peer Mentor pathway)
- Work alongside the WY-FI Network to develop “POPUP” activities
- Kirklees – working with data about prison leavers in conversations with CJS agencies
- Organisational changes (merger of central support functions) for Foundation and Community Links
- Embedding the roles of people with lived experience (PWLE) in Foundation
- Bradford have been providing training direct to a number of PWLE and some of them have been actively involved in developing the Housing First commission
- Kirklees Council will host a WY-FI navigator one day a week in the Housing Office. DWP staff will present to the MARB on Universal Credit
- In Leeds meetings with Navigators can count towards a beneficiary’ RAR (Recovery and Rehabilitation) days allowing them to stick to the terms of their probation order
- Following the Co-production and Innovation Project in Wakefield the issues around sex-working are more openly acknowledged and are part of more agencies’ routine case building questions.

System Change Learning

Calderdale – developing staff resilience, building organisational capability to respond to the changing role of the delivery partner which stems from the significant change in the role of the Lead Navigator

Kirklees – responding to staff needs for agile working and providing an opportunity for an additional peer mentor

The Hub – Commissioning for Complex Needs workshop held July 2018, continues to advocate for changes based on the learning from WY-FI (and other Fulfilling Lives projects) to be built into future tenders.

The Hub – The West Yorkshire Criminal Justice Network continues to build the voice of PWLE into its meetings. The WYCJN is likely to be handed on to CLINKS/ West Yorkshire Police and Crime Commissioner following a widening of its interests to all prison leavers but still retaining a focus on MCN.

The Hub – a number of bi-lateral and multi-lateral discussions are in progress round the future of support for people with MCN – with Public Health England, the PCC, SWYPFT among others.

Section 2 Change and Emerging Themes

1. Examples of System Flex to System Change
 - a. These are covered in the notes above
2. Consequences of Policy Change
 - a. One finding of the implementation Universal Credit (in a trial area) in Leeds is that a beneficiary on UC with housing debt being reclaimed by the LA is unable to access rehab as all but £24.90 of their (full) UC is used to contribute towards the rehab. The deductions would mean that the beneficiary had no money for personal purchases whilst in rehab. After some discussion WY-FI paid the housing debt off enabling the beneficiary to go to rehab when the time was right and maintaining his existing accommodation so he had somewhere settled to live when he came back.
3. Emerging themes
 - a. Increased engagement with mental health agencies
 - b. Looking at MCN through the lens of health inequalities seems to have more validity than looking at the individual HARM needs and is certainly worth exploring

Section 3 Hub Team Activity

Research and Evaluation

- a. Data summary – Demographics, Equality and Diversity, Beneficiary Progress
- b. Co-production and Innovation Fund: We have received the final reports for the last two projects which ended in this quarter (Bradford Intensive Housing Support and Calderdale Mental Health Support). These raw reports are included as appendices and a future piece of work will be a report reflecting on the whole process and outcomes of the Co-production and Innovation Fund. Both these two projects have been successful, in the case of Bradford this work was instrumental in the design of the Housing First tender and the additional support package for people with MCN
- c. We completed the “first final draft” of the Year 4 Evaluation Report with CRESR to be published at the Annual Learning Event next quarter.
- d. Workforce Development Impact Feedback June 2018 Roger Abbott (see appendix)
- e. Workforce Development Kirklees MAPDG Evaluation, Roger Abbott (see appendix)
- f. Story of Me – WY-FI Network Report (see appendix)
- g. Fair Access June 2018 Ivelina Metchkarova-Taylor, Gareth Kendrick (Forward Leeds, Humankind), Mark Crowe (see table)

Future work will include a review of the WY-FI Needs Analysis undertaken as part of the project development in 2013. The update aims to give the Partnership the best up to date picture of the prevalence and trends around multiple needs in West Yorkshire based on data, learning and experience from the last four years.

WY-FI Network and Co-production

What we have done

1. The Hub has restructured the Co-Production Team, proposing a new Network Legacy Development Officer role as well as line management development opportunities for the Co-Production Co-ordinator
2. The Network has evaluated the Calderdale Innovation Fund talking therapies pilot
3. Smaller mini-networks are becoming established in local areas

4. The Network refined and presented its vision future sustainability to the CPMB, recording pledges of support from delivery partners and other CPMB allies

So what?

1. The Co-Production Team is resourced to continue to the end of BLF funding, with capacity to develop a legacy beyond 2020
2. This is further valuable experience of producing expert-led research, which may be a core part of its future business
3. The Network is becoming increasingly inclusive to beneficiaries who prefer to stay in their local areas, making the most of activities in their own neighbourhood
4. The Network has never before been so integrated with WY-FI's governance and future direction. The pledges made – and their implementation – are becoming standing items at OMG and Locality meeting.

What next?

1. Review the Co-Production Champion roles, which are currently contracted up until February 2019
2. Work with the Calderdale Locality Group and Insight, to advance the evaluation into a case for the model to be replicated
3. Develop the local mini-networks further, compare and contrast approaches, bring more beneficiaries in and offer them opportunities to influence WY-FI and local systems
4. Elect, then support, a Network/CPMB joint-chair

See Appendix for full report

Workforce Development

Multi-Agency Practice Development Groups are effective in:

- Improving confidence and skills in working with challenging individuals
- Understand each other's work
- Share good practice
- Support each other to overcome specific difficulties
- Identify any gaps or barriers in services, and
- Improve the service user experience of services

The Workforce Development Co-ordinator has produced an evaluation of working with the Kirklees MAPDG (see Appendix)

Workforce Development: The Training Programme, Summary of Aims for Year 5

The principal training offer for Year 5 will consist of a suite of courses delivered by one provider (Community Links Training). The intention is to provide an opportunity for a group of front facing staff from across West Yorkshire to experience a cohesive training package on working with complex needs.

All participants will complete an introductory course consisting of the following elements: Psychologically Informed Environments; Personality Disorders and Trauma; Risk Enablement; Working with Challenging Behaviour.

The participants will then complete 3 of the following extension courses: understanding personality and personality disorders; trauma informed practice; working with personality disorders (Level 2); dual diagnosis – For mental health practitioners; dual diagnosis – For substance use practitioners; Learning disabilities, cognitive impairments and complex needs; working with psychosis. This suite will be delivered as a pilot to a cohort of 32.

In addition, WY-FI will aim to offer the trio of awareness raising courses: understanding MCN as experienced by women; BME communities, and; prison leavers.
See Appendix for full report

Media and Communications

The Media and Communications team continue to work on the national themes with colleagues from the other Fulfilling Lives projects. The next meeting is scheduled for 27th September where we will plan for a winter campaign.

Our Media and Communications Officer has added to our suite of materials by producing two brochures:

1) Focus on: Co-production in commissioning - We profile WY-FI's Award Winning work with the NHS Commissioning Unit to procure health services within prisons – a high profile, high risk piece of work which was successfully co-produced by tapping into the knowledge and experience of two WY-FI Network Members. We also highlight the learning, challenges and keys to success.

2) Advances in Commissioning and the Financial Impact of WY-FI. We highlight the ways in which WY-FI is influencing local commissioning and update our readers on the latest research into changing service use costs.

Our online and social media platforms are currently Facebook, Twitter and Youtube

- Twitter Followers have increased 4% this quarter to 1465
- Facebook Page Likes have increased 3% this quarter to 436
- YouTube views have increased 1% this quarter to 792
- Website views have increased 22% this quarter to 4,685

The Media and Communications team have been instrumental in promoting WY-FI's Annual Learning Event – scheduled for 26th September. It is our largest event yet and is already fully subscribed. Our aims are to ensure participants hear the voice of service users, go away with the latest information and learning to be able to work towards changing their working practices/systems for people with multiple needs and to promote the benefits of actively working together. We plan to produce 2-3 short films from the day.

See Appendix for full report and annual workplan

WY-FI Hub Team workplan, Year5

	Jun 2018	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Events ALL	WY CJN 18/06/18	CPMB/ SCAN 19/07/18 Commissioners/ CPMB/ SCAN/ Laura Furness 26/07/18		Annual Learning Event 26/09 CPMB/ SCAN		CPMB/ WY-FI Network Develop ment Day (SN tbc) WYCJN		CPMB/ SCAN WYCJN				
Reporting GD	BLF Narrative Data--CFE-- -SUSSAR Prep and Send Out-- -Office IG Audit - Beneficiary Tracker-- Partnershi p Figures--- Year End Stuff	SUSSAR Receipts and CFE -- Beneficiary Tracker--- Partnership Figures ---BLF Data ---DISC Dash	Benefici ary Tracker and Partners hip Figures	BLF Narrative Data--CFE-- -SUSSAR Prep and Send Out-- -Office IG Audit - Beneficiary Tracker-- Partnershi p Figures	SUSSAR Receipts and CFE--- Benefici ary Tracker- -- Partners hip Figures-- BLF Data--- DISC Dash	Beneficiar y Tracker and Partnersh ip Figures	BLF Narrativ e Data-- CFE--- SUSSAR Prep and Send Out--- Office IG Audit - Benefici ary Tracker- - Partners hip Figures	SUSSAR Receipts and CFE--- Beneficiary Tracker--- Partnershi p Figures--- BLF Data--- DISC Dash	Benefici ary Tracker and Partners hip Figures	BLF Narrativ e Data-- CFE--- SUSSAR Prep and Send Out--- Office IG Audit - Benefici ary Tracker- - Partners hip Figures	SUSSAR Receipts and CFE--- Benefici ary Tracker- -- Partners hip Figures-- BLF Data--- DISC Dash	Benefici ary Tracker and Partners hip Figures

	Jun 2018	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Policy Work IMT (DP)	Crime Reduction Network		Policy Update			Policy Update	System Change Report		Policy Update			Policy Update
Co-Pro Reporting MC (CT)			Calderdale y1 12m	Bradford Y1 12m	Wakefield y1 6m		Leeds Y1 12m	Calderdale Y1 6m Kirklees Y1 12m			Wakefield Y1 12m	
Personalisation MC	Report with outcomes (carried from April 2018)				Report with Outcomes						Report with Outcomes	
Peer Research		Research training/recruitment	Data collection	Data collection	Data collection/ input/ report writing	Report complete / CBA comparison						
Insight Questionnaires	Make teams aware	Recruit researchers	Ongoing Insight data collection	Ongoing Insight data collection	Ongoing Insight data collection	Ongoing Insight data collection	Insight Interim Report ready	Ongoing Insight data collection	Ongoing Insight data collection	Ongoing Insight data collection	Ongoing Insight data collection	Insight Year End Report ready

	Jun 2018	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
WFD	WFD Impact Feedback #1	WY-FI Wide Meeting	Learning Agreements	CRESR Kirklees PDG Evaluation ?	WY-FI Wide Meeting	Intro course evaluations due	Impact report 1st iteration WY-FI Wide Meeting		extension course evaluations due	WY-FI Wide Meeting	extension course evaluations due	Impact report - 2nd iteration (Final Report June 2019)
WY-FI Network (what are their measures of WY-FI's success)	Recovery Journey Report (NB)			Shaun's 3 Questions (interim for ALE Calderdale MH Evaluation (for ALE)								
Humankind Strategic Working Groups												
CRESR MC	First Final Draft of Y4 Evaluation Report			Annual Learning Event Presentation(s)								

	Jun 2018	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
WY-FI Hub Reports to contribute to final eval.	Personalisation Report with Outcomes		System Change Report	Peer Research Report		Insight Report	WY-FI Network Research report	Personalisation Report with Outcomes				
ALL												

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Appendix WY-FI Risk Register Y5Q1

Appendix Progress against outcomes and indicators Y5Q1

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