

June 2019

## Multiple Needs - Sustaining What Works

**West Yorkshire - Finding Independence (WY-FI) supports people experiencing multiple needs.** The six year project was set up to support adults in West Yorkshire facing multiple disadvantage and experiencing entrenched needs in at least three of the following HARM areas:

- Homelessness
- Re-offending behaviour
- Addiction (substance misuse)
- Mental ill-health

### We know that WY-FI is working

Research, evidence and learning gathered over the life-span of the project shows that WY-FI works, by supporting people to:

- live in a [settled home](#)
- look after their [health and wellbeing](#)
- access [education, training and employment opportunities](#)
- have a positive outlook on the [future](#)



### What we've learnt - building the future

Independent evaluation shows that the future of multiple needs support should include key elements of the WY-FI model. These are:

- A focus on the [most vulnerable](#)
- Experienced and skilled [Multiple Needs Navigators](#) - working intensively with [low caseloads](#), building [trusted relationships](#) and co-ordinating [person-centered](#) support
- [Multi-Agency Review Boards \(MARBs\)](#) - joint working between services and agencies
- An available [personalisation fund](#)
- [Education, training and employment](#) opportunities for beneficiaries
- Offering [workforce development and training](#) for key workers (paid staff and volunteers)
- A network of [people with lived experience](#) - influencing and embedding co-production in services
- A [Regional Support Hub](#) - providing media, communications, evaluation and learning expertise
- A central [governance](#) framework and [continued measurement](#) of success



## Improving the lives of beneficiaries

As a result of working with WY-FI, beneficiaries have benefited from:

- Better **physical and mental health**
- Consistent **engagement with statutory and other organisations** - leading to a reduction in anti-social behaviour, street begging and rough sleeping
- Improved **relationships with their families and communities**
- Access to **education, training and employment** opportunities



## WY-FI in numbers

- Over the last five years, WY-FI has worked with more than **800 beneficiaries**
- In total, 642 beneficiaries have exited the programme - **311 of these exits were planned, or successful exits\***
- Only **13 people** with planned exits have relapsed and needed further support
- Within 18 months of engaging with WY-FI, around **60%** of beneficiaries show an improvement in their housing scores, and **65%** show an improvement in their chaos scores
- **Cost benefit analysis** provides evidence of the financial impacts of the WY-FI model, in particular relating to the **reduction** of acute demand on a range of public services

\*Numbers are correct as of end of May 2019

## Policy context

The WY-FI operating model is consistent with the Government's increasing focus on rough sleeping, which also promotes the use of Navigators. The model is also in line with the NHS Long Term Plan and reforms to the Criminal Justice System.



## Background

Led by Humankind, WY-FI was awarded **£10m** of **National Lottery Community Funding** through the **Fulfilling Lives Programme**. It's one of 12 Fulfilling Lives Partners nationally, and each one has been testing new ways of working, focusing on specific **system change priorities**.

The overall aim of WY-FI and the Fulfilling Lives Programme is to ensure that individuals with multiple needs receive joined up and person-centred care that works for them.

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The WY-FI Project is part of **Fulfilling Lives**, a programme set up by The National Lottery Community Fund, the largest funder of community activity in the UK