

Sharing the User Voice

Diane's Story

History

Diane had been evicted from her property, she was drinking, had depression and was often abusive towards various hostel staff.

Needs

At referral stage Diane had the following needs:



Support from WY-FI

WY-FI quickly put things in place to support Diane and enabled her to access an operation to fix her hip which had been causing her trouble for over 10 years.

Impact of a service flex

WY-FI were able to influence a decision to allow Probation to carry out home visits as Diane had difficulty leaving her property due to mobility issues.

Feedback from WY-FI beneficiaries

I like it, [Navigator] always pick me up and make me feel worthy and equal to the rest of society etc.

WY-FI is the best service ever, it has helped me turn my life around and has also saved my life

WY-FI really makes a difference to my life. What a great organisation

The service received was professional caring showing empathy and kindness. a light shining in as it seemed in a dark and scary world...I don't know what I would have done without your support.

Feedback from WY-FI beneficiaries

Before the WY-FI project got involved...I had no voice to speak to other services as I didn't know how to ask for help.

Before I met [Navigator] I was in a financial mess, isolated from the world, only going out to buy heroin and suffering with depression. I had a support worker who I only saw for 10-20 mins a week which was not enough. I was then referred to WY-FI and you could give me the time not rush me into doing appointments like other support agencies would (my confidence was bad dealing with people). You helped me...I now feel I'm on top of things and optimistic for the future.

The following poem was written by a WY-FI Trainee who came through the WY-FI Peer Mentor programme

WY-FI

When you're feeling low and there's no end in sight,
You feel like you're drowning but try as you might,
Finding your feet it's a hard thing to do,
In my opinion then WYFI's for you

We work with people that have multiple needs
You can catch us all over from Huddersfield to Leeds
Finding those that suffer from the areas of HARM
Initially in Chaos but trying to restore calm

We want to make changes so the system doesn't break
You can help find the flex and give us your take
For now is the time to have your voice heard
Instead of the chaos, you'll feel free as a bird

Whether you're passionate about people, or research you'll see
You can count on WY-FI, as the place to be
For peer mentor courses and learning new skills
In fact they'll even help you to budget for bills

When I came to the network just two years ago,
You could say I was nervous but it just goes to show
For me it was scary but they made me feel right
In coming to WY-FI, I followed the light.



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



The WY-FI model: the financial impact on services

Prepared by CRESR 2020

Background

The costings model applied overleaf, considers the change in service use for **310 WY-FI beneficiaries, across 18 areas of service use** and attributes national unit costs taken from the Cabinet Office/Commission for the New Economy Cost Calculator (*developed for the Troubled Families Programme*).

This analysis focuses on **the impact of WY-FI over six quarters of data following the baseline quarter**. The results have been scaled up to 823 WY-FI beneficiaries (*the total number of WY-FI beneficiaries*). Full details of the method will be provided in the final evaluation done by CRESR.

Analysis

Overall, WY-FI is found to increase its beneficiaries' wider service use costs. The expected increase in service costs is £5,584 per service user over six quarters, compared to the baseline. This implies that for every £1 of WY-FI expenditure, there is a further £0.49 in wider service costs.

However, this needs to be put into context. The data shows that cost savings are generally associated with reductions in negative 'reactive' events.

The largest cost savings occur due to reductions in (Figure 1):

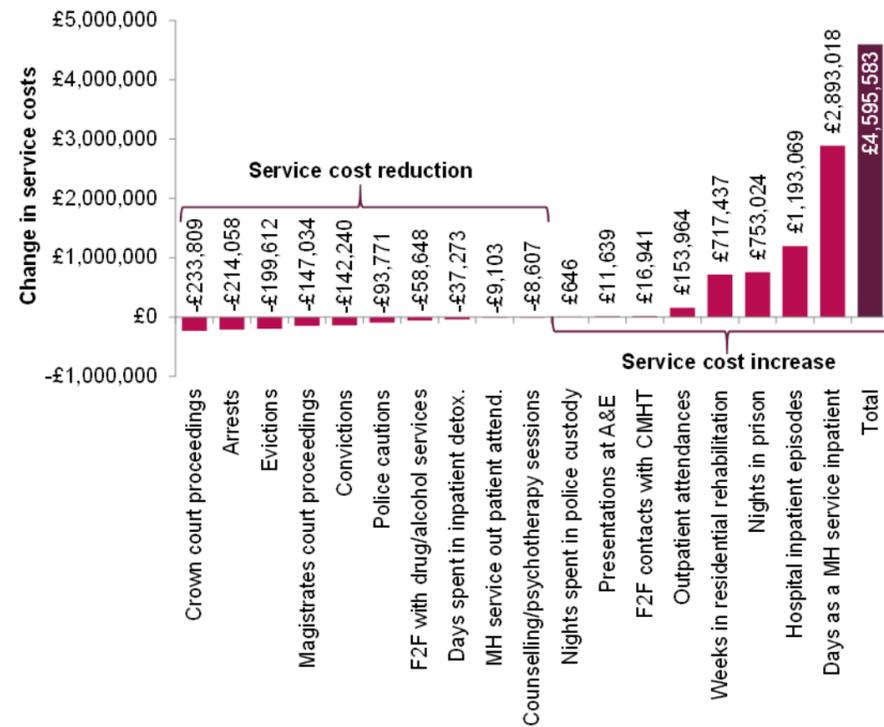
- Crown Court proceedings (£234,000 or approximately £280 per service user)
- Arrests (£214,000 or approximately £260 per service user)
- Evictions (£200,000 or approximately £240 per service user)

Whereas cost increases result from increases in more positive 'treatment' or 'preventative' events, by far the largest cost increase (and influence on the overall result) is for 'days as a mental health service inpatient'. This cost is predicted to increase by £2.9 million (Figure 1). This increase is generated by a relatively small number of beneficiaries (8% or 63 people). Many of the costs related to 'treatment' address previously untreated conditions. These costs should reduce over time and are likely to prevent longer-term, often more expensive and reactive service usages.

Increased costs have been identified despite beneficiaries reporting positive outcomes on metrics, for example HOS and NDTA scores. This suggests that improvements in HOS and NDTA scores have been achieved because of the increases in wider service use costs. Therefore cost increases, at least in the short term, should be seen as a positive, rather than a negative effect of WY-FI.

Figure 2 considers the cost savings, or increases, by agency. It shows that six of the eight agencies considered are likely to experience cost reduction. Conversely two agencies experience an increased cost burden: the NHS (£4.66 million or £5,670 per service user) and local authorities (£211,000 or £211 per service user).

Figure 1: Cost change by service use type



Other Key Points

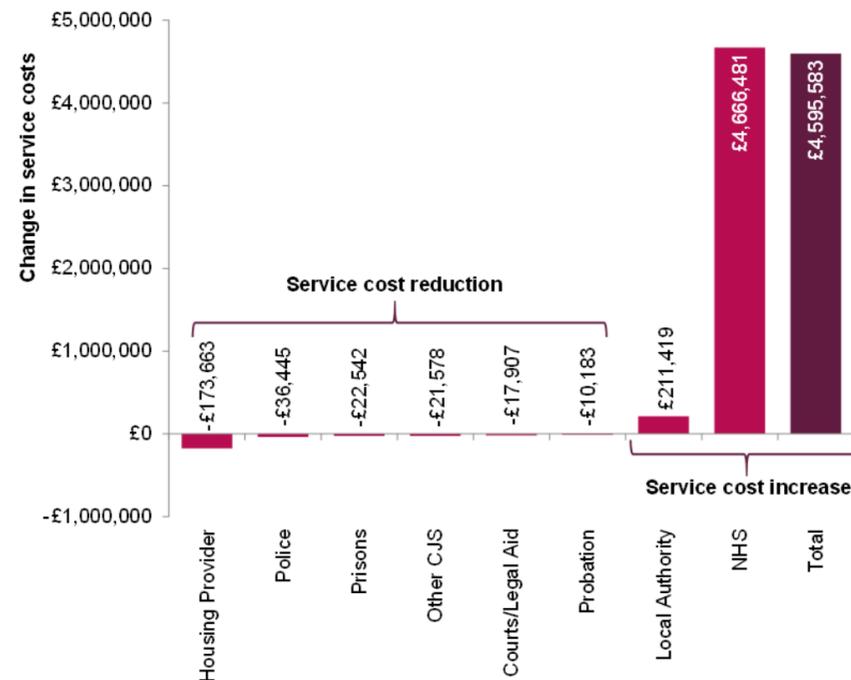
It is important to consider early intervention and prevention to divert people from chaos, otherwise the 'pool' of people with multiple and complex needs will continue to be replenished as people are left to slide from crisis into chaos.

A spike in costs is shown during the first 12 months following a service user's engagement. In the second year, the evidence suggests there are signs of reducing cost increases and cost savings.

Ensuring service users achieve a planned exit is important to limit or reduce costs. Analysis revealed that average service usage costs increased by a far greater amount for beneficiaries with an unplanned exit (£7,813) compared to beneficiaries who had a planned exit (£2,543). However this also shows that achieving a planned exit is associated with increased service use costs beyond the WY-FI service, to overcome beneficiary needs and promote independence.

Finally, addressing factors which may lead to a prison stay should be prioritised. More detailed analysis identified a large difference in the increase in service use costs between beneficiaries who recorded a prison stay after starting on WY-FI (£10,624) compared to those who did not (£515).

Figure 2: Cost change by agency



CO-PRODUCTION



Principles informed by WY-FI include:

- **Co-production** – service users were involved in the process
- **Service flex** – service specification makes it clear that there is an expectation for the ability to flex as this is commissioning for outcomes
- **Person centred** – providers will be paid only on the basis of being able to meet the outcomes that the individual wants through co-ordinated multi-agency support
- **The New Direction Team Assessment (NDTA)/Chaos Index and the Housing Outcome Star (HOS)** are both being adopted as assessment tools.
- **Personalisation Funds** are being readily incorporated alongside service delivery models.

