

Multiple Needs Kirklees - Sustaining What Works

December 2019

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**
- **Addiction (substance misuse)**
- **Re-offending behaviour**
- **Mental health**

We know that the WY-FI approach is working

Research, evidence and learning gathered over the lifespan 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-centred** 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, Community Links Kirklees beneficiaries have gained:

- 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



Kirklees WY-FI outcomes

- Over the last five years, WY-FI Kirklees has worked with **106 beneficiaries**, 56% male and 44% female
- 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
- Four people with **lived experience** were recruited to the WY-FI Kirklees team

*Numbers correct at end 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.



Kirklees Future Complex Needs Provision

From September 2019, individuals experiencing complex needs will be supported by the Kirklees Better Outcomes Partnership (KBOP). The project model incorporates learning from the WY-FI project and aims to support people using the service to lead fulfilling and independent lives.

For more information on KBOP or to make a referral, please see <https://www.kirkleesbetteroutcomespartnership.org/> For more information about the Community Links service element of KBOP please contact dualdiagnosis@commlinks.co.uk.