

Multiple Needs in Leeds - 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 in Leeds has worked with **240 beneficiaries**
- In total, **226 beneficiaries** have exited the programme - **119 of these exits were planned, or successful exits***
- Only **2 people** with planned exits have relapsed and needed further support
- Within 18 months of engaging with WY-FI, **55%** of beneficiaries show an improvement in their housing scores, and **68%** 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 02/03/2020

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.



Influencing Future Provision in Leeds

The Multiple Needs Navigator Model way of working in Leeds has led to other teams and projects within Barca and across the city taking on similar ways of working to provide intensive support for people. These include, but not exclusively:

- The Barca Rapid Rehousing Pathways Team
- Engage Leeds
- Forward Leeds
- The Barca Outreach Support Team