



## West Yorkshire – Finding Independence

connecting people, services and commissioners



# ORIGINS of WY-FI

- 1990 Housing Minister George Young:

*“The homeless are what you step over when you leave the opera”*

- 1990 Homeless Mentally Ill Initiative started to tackle some rough sleeping
- 1997 Tony Blair Government pledged to cut rough sleeping by two thirds
- 2008 National Strategy to end rough sleeping
  - No second night out for new rough sleepers
  - What about the entrenched rough sleepers?



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

# West Yorkshire-Finding Independence (WY-FI)

- 2012 Big Lottery Fulfilling Lives: Supporting People with Multiple Needs Programme
- £10 million over 6 years for 12 areas of England
- Key involvement and input from partners and Experts by Experience
- Detailed local data analysis and peer research
- Integrated services supporting individuals to engage effectively with existing providers



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# West Yorkshire Delivery Model

## **DISC Lead Organisation**

Regional Support Hub Team;

- Service User Engagement, Involvement and Co-production
- Policy
- Research and Evaluation
- Media and Communications



# West Yorkshire Delivery Model

## Five Locality Navigator Teams

- Barca – Leeds (Navigators / Trainee / Peers Mentors)
- Bridge – Bradford
- Community Links – Kirklees
- Foundation – Calderdale
- Spectrum CIC – Wakefield



# West Yorkshire Delivery Model

## Specialist Region-wide Delivery Partners

- Together Women Project – Women’s Engagement
- Touchstone – BME Engagement and ETE
- Shelter – Advocacy and Prison Leaver Engagement



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# Governance and process

## Locality Group

All members of the wider WY-FI Leeds partnership  
Meeting to deliver a WYFI update, discuss any significant barriers and partner updates.



## Multi-Agency Review Board

Key delivery partners agreeing referrals and support plan input



## System Change Strategic group

Attended by Commissioners, Directors etc to Review barriers and agree change



# MARB – multi-agency review board

- Exchange information, case review and planning
- Accept referral into ‘Navigation’
- Good attendance from key front line agencies:
  - Police
  - MH crisis team
  - CRC (Probation)
  - Crime Reduction Initiative
  - Housing
  - St Annes
  - Community Drug Treatment team (Forward Leeds)
  - LCC Commissioner





# Partnership Work Sees Needle Threat Beggar Banned From Leeds City Centre.

A persistent beggar who threatened a member of bar staff with a hypodermic needle has been banned from Leeds city centre.

In a case brought by Leeds Anti-Social Behaviour Team, xxxx xxxxx , aged 29, of Holborn Street, Leeds, was made the subject of a Criminal Behaviour Order when he was sentenced at Leeds Magistrates Court for threatening behaviour and possession of crack cocaine.

The court heard that in January this year, xxxxx had been seen asking people for money outside Whitelock's Ale House, in Turk's Head Yard.

When he was challenged by a 27-year-old barman, xxxx became aggressive and threatened him saying: "You know my reputation and you know what I do with needles".

He left when members of the public tried to intervene but shouted "I'll be back in thirty minutes to mess you up".

He was arrested two hours later and when searched in police custody was found to have a small quantity of crack cocaine.

He was sentenced to a total of 14 weeks in prison, which included a previous

*West Yorkshire Police website*



The image is a screenshot of the Yorkshire Evening Post website. At the top, there is a navigation bar with links for News, Sport, What's On, Jobs, Directory, Motors, Property, and Announcements. Below this is the site's logo, 'YORKSHIRE Evening Post', with a rose icon. A weather bar shows the date 16/04/15, a temperature range of 5°C to 14°C, and the text 'Sunny spells' with a cloud icon. There are also links for 'Like us', 'Follow us', 'Place your Ad', and 'Subscribe'. Below the weather bar is another navigation bar with categories like Latest News, Regional, National, Showbiz, News Features, Business News, Your Leeds, TDY, and Car. A second row of navigation links includes Top Stories, Central Leeds, North Leeds, South Leeds, East Leeds, West Leeds, Wharfe Valley, and Wakef. The main headline of the article is 'Drug addict beggar given first ever ban from entering Leeds city centre'. Below the headline is a photograph of a man's face, which is partially obscured by his hand.

*Yorkshire Evening Post 13<sup>th</sup> April 2015*

# How we work with that person

- Get to know the person
- Build a working relationship
- See them frequently
- Give advice and support
- Always deliver service on outreach basis
- Give plenty of time to each individual person
- Never ban them
- Don't be manipulated into stopping work with them
- **Ask what they want for the future?**
- **Ask what they would like to do? To have? To be?**
- **Get them to commit to something – small steps** = NAVIGATION
- Encourage, support, motivate, don't give up
- Provide a personalised service
- Re-engage them with services – and renegotiate the terms of the service if possible
- Seek small successes
- Add value to existing services – not replace them

# Defining Multiple Needs

Individuals not engaging or excluded from services who experience at least 3 of the following;

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



# Referral Sources (38) (43)

BARCA-Leeds CDTs  
Basis Yorkshire (formerly Genesis)  
Catch 22 HMP Leeds  
CRI- Street Outreach Team  
Crime Reduction Initiative (other team)  
DISC  
DISC DIP/IOM  
DRR DISC  
Forward Leeds  
HMP Hatfield  
Housing Solutions, Kirklees Council  
Leeds and York PFT (Leeds Criminal Justice Mental Health Team)  
Leeds City Council Mental Health  
Leeds City Council Housing  
Leeds Housing Concern  
Mens Intensive Support Team Leeds Housing Concern  
Mental Health in Reach Team, HMP Leeds  
New Wortley Community Centre  
Parent  
PHAS-Shelter

Positive Futures  
RAISE - St Annes Community Service  
Safer Leeds  
Shelter - HMP Leeds  
Sinclair - Leeds Housing Concern  
Spectrum - Prison Health Care  
St Annes Positive Pathways  
St Giles Trust  
St Martins GP Practice  
Together Womens Project Leeds  
Touchstone Housing Support Service  
Victim Support  
West Leeds PEP (Patient Empowerment Project)  
West Yorkshire CRC / Probation  
West Yorkshire Street Outreach Service  
WY-FI specialists teams  
York Street Health Practice  
Yorkshire Ambulance Service

# 70 individuals referred

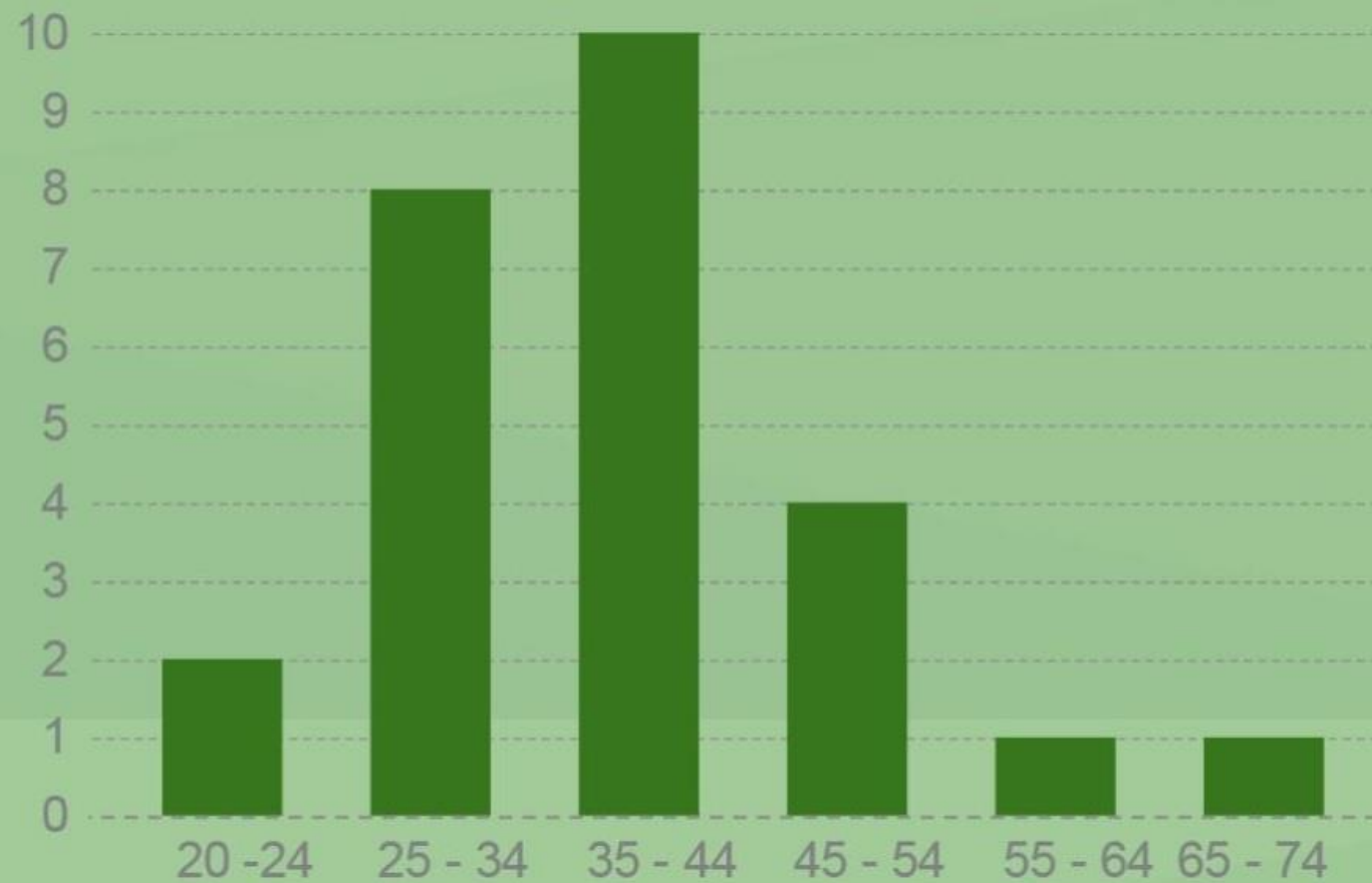


## Most frequent referral sources:

*CRI* *York Street Health Practice* *Police*  
*St George's Crypt* *Probation*



# Age background



## HARM needs out of 73 referrals



# 27 Cases taken into navigation



LOTTERY FUNDED





# Chaos Index Approach

Select ONE statement that best applies to the person being assessed. Base all scores on the past one month.

## 1. Engagement with frontline services

0 = Rarely misses appointments or routine activities; always complies with reasonable requests; actively engaged in tenancy/treatment

1 = Usually keeps appointments and routine activities; usually complies with reasonable requests; involved in tenancy/treatment

2 = Follows through some of the time with daily routines or other activities; usually complies with reasonable requests; is minimally involved in tenancy/treatment

3 = Non-compliant with routine activities or reasonable requests; does not follow daily routine, though may keep some appointments.

4 = Does not engage at all or keep appointments

*If score for 'co-operation with frontline services' is 0 – 2 please stop, end of assessment. If score is 3 or 4 please continue*

## 2. Intentional self harm

0 = No concerns about risk of deliberate self-harm or suicide attempt

1 = Minor concerns about risk of deliberate self-harm or suicide attempt

2 = Definite indicators of risk of deliberate self-harm or suicide attempt

3 = High risk to physical safety as a result of deliberate self-harm or suicide attempt

4 = Immediate risk to physical safety as a result of deliberate self-harm or suicide attempt

## 3. Unintentional self harm

0 = No concerns about unintentional risk to physical safety

1 = Minor concerns about unintentional risk to physical safety

2 = Definite indicators of unintentional risk to physical safety

3 = High risk to physical safety as a result of self-neglect, unsafe behaviour or inability to maintain a safe environment

4 = Immediate risk to physical safety as a result of self-neglect, unsafe behaviour or inability to maintain a safe environment



#### **4. Risk to others**

0 = No concerns about risk to physical safety or property of others

2 = Minor antisocial behaviour

4 = Risk to property and/or minor risk to physical safety of others

6 = High risk to physical safety of others as a result of dangerous behaviour or offending/criminal behaviour

8 = Immediate risk to physical safety of others as a result of dangerous behaviour or offending/criminal behaviour

#### **5. Risk from others**

0 = No concerns about risk of abuse or exploitation from other individuals or society

2 = Minor concerns about risk of abuse or exploitation from other individuals or society

4 = Definite risk of abuse or exploitation from other individuals or society

6 = Probably occurrence of abuse or exploitation from other individuals or society

8 = Evidence of abuse or exploitation from other individuals or society

#### **6. Stress and anxiety**

0 = Normal response to stressors

1 = Somewhat reactive to stress, has some coping skills, responsive to limited intervention

2 = Moderately reactive to stress; needs support in order to cope

3 = Obvious reactivity; very limited problem solving in response to stress; becomes hostile and aggressive to others

4 = Severe reactivity to stressors, self-destructive, antisocial, or have other outward manifestations



## 7. Social Effectiveness

0 = Social skills are within the normal range

1 = Is generally able to carry out social interactions with minor deficits, can generally engage in give-and-take conversation with only minor disruption

2 = Marginal social skills, sometimes creates interpersonal friction; sometimes inappropriate

3 = Uses only minimal social skills, cannot engage in give-and-take of instrumental or social conversations; limited response to social cues; inappropriate

4 = Lacking in almost any social skills; inappropriate response to social cues; aggressive

## 8. Alcohol / Drug Abuse

0 = Abstinence; no use of alcohol or drugs during rating period

1 = Occasional use of alcohol or abuse of drugs without impairment

2 = Some use of alcohol or abuse of drugs with some effect on functioning; sometimes inappropriate to others

3 = Recurrent use of alcohol or abuse of drugs which causes significant effect on functioning; aggressive behaviour to others

4 = Drug/alcohol dependence; daily abuse of alcohol or drugs which causes severe impairment of functioning; inability to function in community secondary to alcohol/drug abuse; aggressive behaviour to others; criminal activity to support alcohol or drug use

*Drugs include illegal street drugs as well as abuse of over-the-counter and prescribed medications.*

## 9. Impulse control

0 = No noteworthy incidents

1 = Maybe one or two lapses of impulse control; minor temper outbursts/aggressive actions, such as attention-seeking behaviour which is not threatening or dangerous

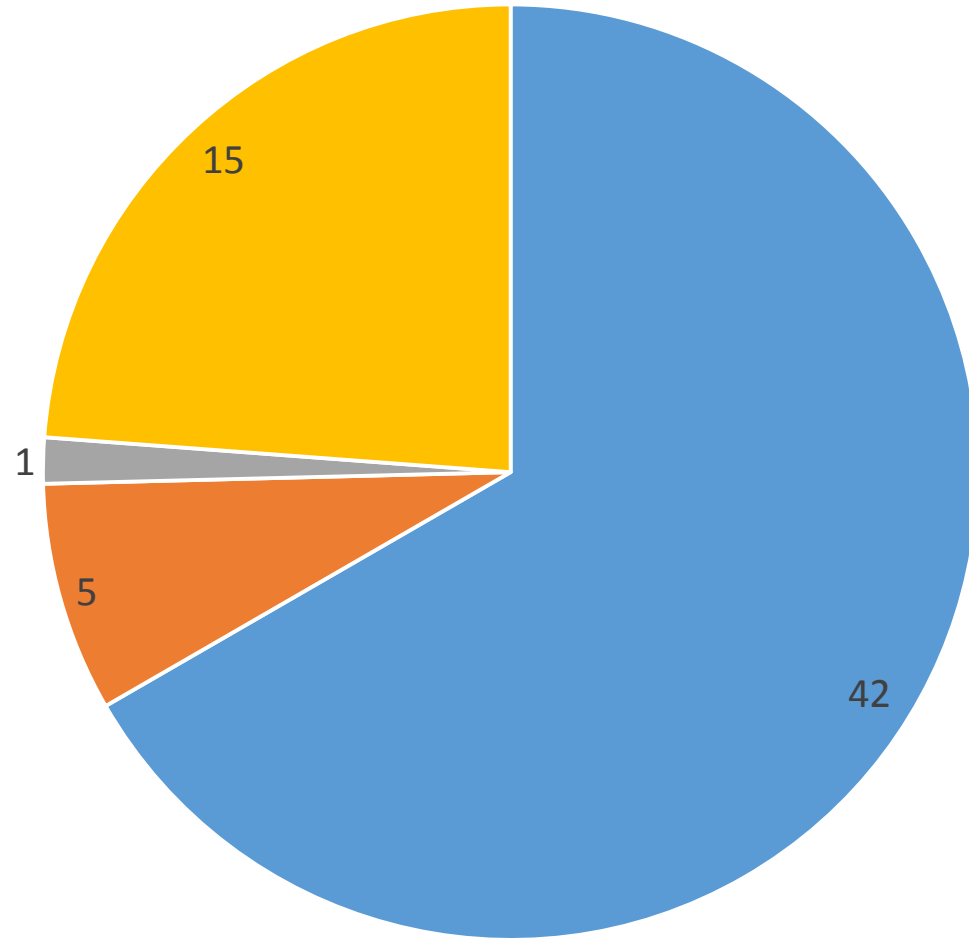
2 = Some temper outbursts/aggressive behaviour; moderate severity; at least one episode of behaviour that is dangerous or threatening

3 = Impulsive acts which are fairly often and/or of moderate severity

4 = Frequent and/or severe outbursts/aggressive behaviour, e.g., behaviours which could lead to criminal charges / Anti Social Behaviour Orders / risk to or from others / property

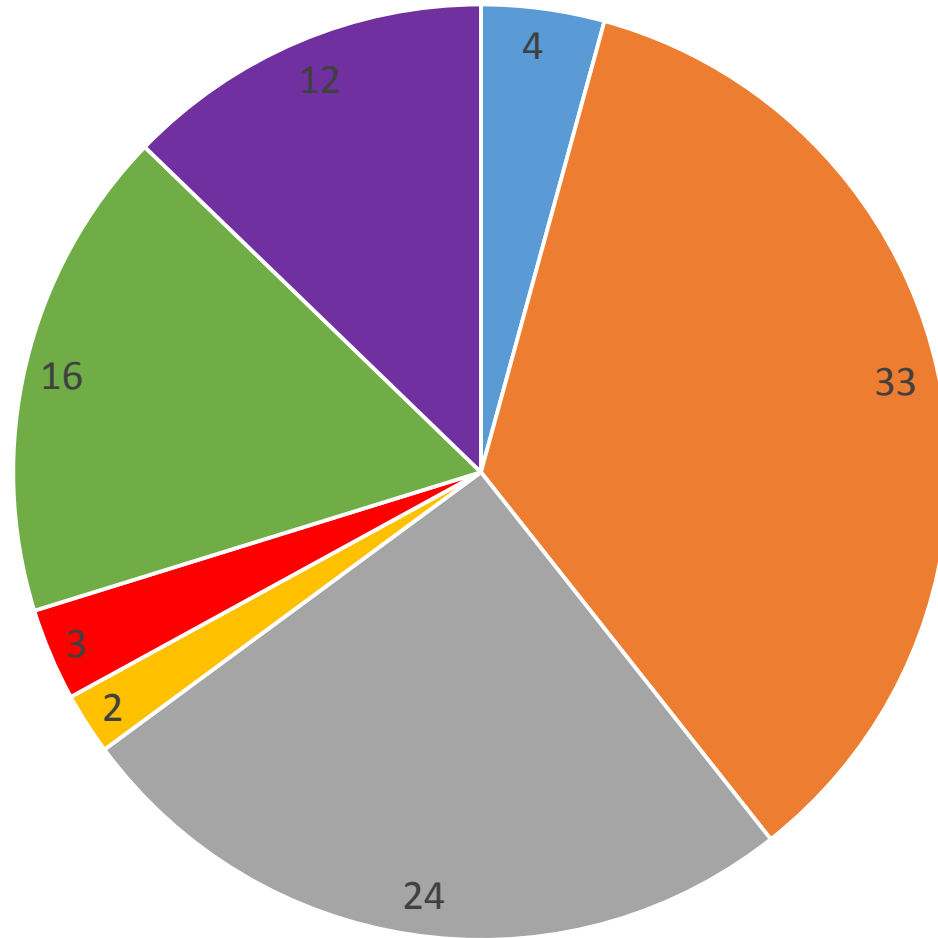


# Risk Level



■ High ■ Medium ■ Low ■ Unassessed

# Area of Risk



■ To Self   ■ To Others   ■ From Others   ■ Sex Worker   ■ Overdose   ■ Self Harm   ■ No Lone Working

# Chaos index scores

**6 out of 7** beneficiaries showed an improvement on the chaos index following work with beneficiary



One individual had a **30 point improvement**, changing from a score of 45 on initial engagement to 15 after 6 months of support from WY-FI

Beneficiaries scores usually range from 34 - 46



# Future Agency Referrals

- Caseload of 98 people presently
- Service intended for most chaotic / intense clients
- Recent changes to Probation services – working very closely with them, but creating higher levels of intense working

# Successes

- “Not committed an offence since the last meeting. I would never have believed that about him”
- “She now no longer communicates through the letter box and is an enthusiastic attender at the recovery group. I don’t know what you have done, but it is brilliant”



# Solutions for the future Innovation & Co-production Fund Award via the Locality Group

- Basis to develop a Housing First model aimed at chaotic female street sex workers



# Next Locality Meeting

Tuesday 21<sup>st</sup> June 2.30pm

WYFI Park Square Office

All Welcome – come and input to the  
project



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# Leeds Navigator Team

Joe Kent - Senior Health and Wellbeing manager

Richard Foster - Lead Navigator [Richard.Foster@barca-leeds.org](mailto:Richard.Foster@barca-leeds.org)

Robin / Carla / Craig / Gary - Navigators

Sharon / Monique / Darren / Andrew - Peer Mentors

Theresa- Administrator [yvonne@barca-leeds.org](mailto:yvonne@barca-leeds.org)

David – Trainee Navigator

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