

West Yorkshire Liaison and Diversion



We want to achieve ...

- Improved access to healthcare and support services for vulnerable individuals through effective liaison with appropriate services and a reduction in health inequalities
- Diversion of individuals, where appropriate, out of the youth and criminal justice systems into health or other supportive services.
- Tackle offending behaviour including substance misuse, reduce crime and re-offending
- Delivery of efficiencies and effectiveness within the Youth and Criminal Justice Systems
- The reduction of offending and re-offending

Successful practice is built on behaviours when we...

- Listen and respond to clients, partners and each other
- Involve service users in the development of new and existing pathways
- Are focussed, take ownership of our responsibilities, and communicate clearly
- Focus on what makes a positive difference.

When developing / delivering Liaison and Diversion Services, we want....

- An integrated partnership approach to the delivery of services which provide positive support, which is coordinated and of a high quality
- Pathways that are accessible and delivered at the earliest opportunity
- An innovative approach to the delivery of services and a culture of continuous improvement
- A service that consistently exceeds the expectations of clients and commissioners
- A consistent, well trained and knowledgeable workforce, willing to share expertise and support the development of new workers, both paid and voluntary.

How will we know we have made a difference?

Clients will tell us:

- They are supported to access help when needed and can be involved in decision making
- Liaison and Diversion has helped them to make significant positive changes in their lives
- They feel positive about the future and want to live a better healthier life

Partners will tell us:

- They feel part of a coordinated, integrated approach
- They feel confident and supported.
- We have good two-way communication flows, where they are kept informed and can contribute to service development and improvement

Staff will tell us:

- The Liaison and Diversion Service is a great service to work with, providing opportunities and support for development
- They feel part of a coordinated approach to service delivery, can easily record information and understand each other's roles and responsibilities
- They feel confident and supported

Data will tell us:

- Increased number of referrals
- Increased number of positive outcomes
- Reduction in re offending
- More clients supported into local services who can provide help and support

We will do this by..



Communicating well and keeping everyone informed.

Doing the basics right.

Having clearly defined referral pathways.

Using innovative approaches to grow and develop community capacity.

Using joint tools and approaches for assessments.

Having an effective audit framework which is linked to learning and development.