

Daniel

“I was in a really dark place and terrified. The support I’ve received from Jamie and James has been phenomenal. The WY-FI Project has given me my life back”

Daniel’s story shows how crucial it is to take the time to build a solid and trusting relationship with a beneficiary.

Daniel’s WY-FI Navigators, Jamie and James, got to know Daniel, his interests and his hobbies and on discovering his passion for repairing bikes they were able to connect Daniel with ReCycle, a service that was already established in Wakefield and excels in providing support and training for vulnerable people.

Doing something practical and creative was a

About the WY-FI Project

Our vision

By 2020 adults with multiple needs in West Yorkshire should have the opportunity of:

- a settled home
- positive health and wellbeing
- access to education and employment, and
- trust in a positive future

Ethos

Individuals with multiple needs:

- are supported by Navigators who build trusting relationships over time and who are service neutral
- receive person-centred support to achieve their hopes and aspirations, and
- inform future delivery models and innovation



successful way of drawing out Daniel’s talents and helping him overcome his fear of meeting new people. Volunteering for ReCycle has enabled Daniel to learn new skills and is the perfect pathway for him to prepare for his return to work.

What we do

WY-FI supports people who are not engaging effectively with services and are experiencing entrenched needs in **at least three** of the following four HARM areas:

- **H**omelessness
- **A**ddiction to drugs and/or alcohol
- **R**eoffending
- **M**ental ill-health

Working together

WY-FI does not deliver services but works with existing local services to co-ordinate and work together effectively to fully meet individual needs in a person-centred and co-ordinated way via a Multi-Agency Review Board (MARB)

Daniel

Before WY-FI

Following a series of violent physical attacks Daniel became agoraphobic and so, unable to leave the house, couldn't access the support he needed



Homelessness

Daniel was living in emergency accommodation



Addiction

He was binge drinking and had a history of amphetamine use



Re-offending

Daniel had a history of petty theft and vandalism and had been found guilty of being an accomplice to burglary



Mental ill health

He suffered panic attacks and severe anxiety when meeting new people and so became agoraphobic. Unable to leave the house for five months, Daniel couldn't access the support he needed

Joining WY-FI June 2015

Chaos
Index
Score 40

Outcome
Star Score
27

Jamie and James, WY-FI Navigators in Wakefield, built a trusting relationship with Daniel - initially by going dog walking together - and worked with him to improve Daniel's confidence, help him re-engage with services and manage his finances better. Daniel used to enjoy repairing motorbikes when he was younger. Both Jamie and James supported Daniel to visit and volunteer at ReCycle, a bike project managed by Spectrum People, where he learnt new skills, accepted his Gold Velotech Award at an awards ceremony and is now a volunteer ambassador.

March 2016



Homelessness

Daniel is now settled into stable accommodation



Addiction

Occasionally, Daniel has a setback and binge drinks. Despite this, he finds it much easier to remain engaged with WY-FI and local support services



Re-offending

He is no longer criminally active



Mental ill health

Daniel is now engaging with psychological services

Chaos
Index
Score 21

Outcome
Star Score
63

Chaos Index Score (also known as NDTA score) is an assessment undertaken by a navigator to establish whether an individual will benefit from WY-FI support against a series of need criteria. This is repeated regularly to measure progress.

Outcome Star Score is a self-assessment tool for beneficiaries to measure their distance travelled.

After WY-FI

Daniel has started using public transport which means he can visit his family. He is also starting to consider his return to work.