

Melissa

When WY-FI started working with Melissa she had just been hospitalised following a third overdose of tablets. She was also at risk of losing her tenancy due to anti-social behaviour, drinking daily and using drugs.

When our WY-FI Navigator first met with Melissa she was angry, anxious and didn't say more than a word at a time; this is a marked contrast to Melissa's persona today.

WY-FI provided guidance and support to Melissa to help her address her anxiety and anger problems. By using a person-centred approach WY-FI have empowered Melissa to feel confident in taking her life back.

Though Melissa credits her WY-FI Navigator for her increased confidence he insists that Melissa's progress has been down to her own hard work and determination.

“Melissa is a changed person from when we met”

Since working with WY-FI, Melissa has stopped drinking and is no longer misusing drugs. She is also settled in her tenancy and has had no further instances of anti-social behaviour. Aside from these improvements, Melissa

“WY-FI hasn't let me down like other services.

The support came along at the right time for me.”



has been developing other areas of her life and spent the summer helping out at a local allotment. Although Melissa enjoyed the gardening she admitted she didn't like the weeding!

Melissa has also successfully enrolled on and attends a Level 1 and 2 hairdressing course at college. Her aim for the future is to get back into work.

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

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:

- Homelessness
- Addiction to drugs and/or alcohol
- Re-offending
- Mental 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)

Melissa

Before WY-FI

Melissa had been drinking and taking drugs for several years. She was not engaged with services and in recent months had been in hospital three times following tablet overdoses.



Homelessness

Melissa was at risk of losing her tenancy due to anti-social behaviour



Addiction

She had been drinking for several years and took a variety of drugs including: cocaine, amphetamine and cannabis



Re-offending

Melissa had a history of anti-social behaviour



Mental ill health

She had been suffering from anxiety, undiagnosed mental ill health and had problems with anger

Joining WY-FI
April 2017

Chaos Index
Score 35

Outcome
Star Score
32

James, WY-FI Navigator at Wakefield, supported Melissa to:

- sustain her tenancy
- register with a GP and attend appointments
- attend anger management classes
- access a mental health assessment
- attend anger management classes
- join in with gardening sessions at a local allotment
- apply to, and attend Level 1 and 2 hairdressing courses at college

October 2017



Homelessness

Melissa has been able to sustain her tenancy



Addiction

She has been able to stop drinking and is no longer misusing drugs



Re-offending

Melissa has not committed any further anti-social behaviour



Mental ill health

She is due to have a mental health assessment and has been to anger management classes

Chaos Index
Score
22

Outcome
Star Score
53

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

After developing confidence at college through her hairdressing course she would like to complete a course in childcare and get back into work.