

Karl's Story

When David, a WY-FI Navigator at Leeds, first met Karl he was using heroin and crack cocaine, abusing diazepam and drinking 9% alcohol on a daily basis. Karl was suicidal, had disengaged from services and on top of this he was homeless and sofa surfing at his father's address. Karl was also going through the criminal justice system at Wakefield magistrates for common assault and resisting arrest, the result was an indefinite injunction from his partner.

Around this time David would receive text messages from Karl often promoting self harm and suicidal ideation. Karl was assessed by mental health services and was given appropriate medication.

David began to put things in place to help Karl to get to where he wanted to be in his life. Together they tackled the difficulties around Karl's addiction and worked to address his mental health difficulties. They also began to make positive improvements which enabled Karl to feel better about himself. Since David's intervention Karl has stopped offending and has gained a tenancy which he is managing well alongside Engage Leeds.

Karl is also now in regular contact with his son following a court hearing. WY-FI provided a phone for his son to allow him to stay in touch and Karl now has fortnightly visitation rights; this is a result of Karl's willingness and determination to make positive life changes, not just for himself but for his son too.



"Change is possible, no matter where you've been or what you've done or who you are, change is always possible with the right support"
- Karl

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)

Karl

Karl was using heroin and crack cocaine, abusing diazepam and drinking 9% alcohol on a daily basis. Karl felt suicidal, was homeless and had disengaged from services.

Before WY-FI



Homelessness

Karl was homeless and sofa surfing at the time of David's intervention



Addiction

Karl was abusing heroin, crack, alcohol and diazepam on a daily basis



Re-offending

Prior to David's involvement Karl was often involved with the criminal justice system for offences such as assault and resisting arrest.



Mental ill health

Karl often had suicidal ideations and would promote his self harm by texting David these thoughts.

Joining WY-FI April 2016



Karl was motivated to change due to the possibility of having contact with his son. A court hearing was arranged for the access to be allowed going forward.

Following the referral to WY-FI Karl was allocated to David who quickly began to put help in place for Karl. David's first task was to get Karl on to a methadone script with Forward Leeds to address his substance use. Once this was achieved he then supported Karl to attend multiple mental health appointments. Karl initially struggled to trust housing services so David worked with him to rebuild the trust.

June 2017



Homelessness

Karl is now housed and sustaining his tenancy with the help of his housing worker at Engage Leeds.



Addiction

Karl addressed his substance use as part of a 6 month safeguarding review. Karl also attended mutual aid groups with David which helped him stay on track.



Re-offending

Karl stopped offending and became aware of the consequences of his actions.



Mental ill health

WY-FI provided Karl with a suit for his court date through the personalisation fund. This boosted Karl's confidence and self esteem.



Karl now has contact with his son via the phone which WY-FI provided through the personalisation fund and has also been granted visitation rights. He is housed and working with Engage Leeds to sustain his tenancy. Karl is now clean from substance misuse and is managing his mental health well.

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