



LOTTERY FUNDED



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



## Jill's story

Jill was first introduced to WY-FI as she was preparing to leave prison. Lead Navigator Mel started helping Jill from day one, meeting her at the prison gates on her release date.

Initially, Jill was wary of engaging with services, as in the past she felt as though they judged her. Mel helped Jill find the confidence to start going to her appointments with services, including Probation, Turning Point (a drug treatment service) and Foundation (housing support).



“Other services didn’t understand me - I felt like I was being judged. WY-FI is different and if I’d known about them from the start I would’ve started talking to them straight away” - Jill

Jill grew up in East Yorkshire, and it’s also where she started experimenting with drugs. She didn’t want to return to her old life there, and with Mel’s support she made the decision to re-locate. Jill is now in stable accommodation, and for the first time, is somewhere that feels like home. Jill is in recovery from her drug use, and no longer engages in any criminal activity. She’s even adopted a rescue dog called Daisy, who is giving Jill additional purpose and routine.

“Now I’ve got a place that feels like home. And Daisy gives me a reason to get up and go outside. I can go out for a walk with her and feel safe” - Jill

## 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:

- **H**omelessness
- **A**ddiction to drugs and/or alcohol
- **R**e-offending
- **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)

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WY-FI is made possible by National Lottery funding from the Big Lottery Fund





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# Jill

Jill was homeless and re-offending to try and stay off the streets. She was addicted to heroin and had severe anxiety.

## Before WY-FI



### Homelessness

Jill was homeless and afraid, living on the streets in East Yorkshire.



### Addiction

Jill was heavily addicted to heroin.



### Re-offending

Jill would steal with the intention of getting caught, to get off the streets and back into prison.



### Mental ill health

Jill has schizophrenia and anxiety, and found going outside difficult, as well as completing basic daily tasks.

## Joining WY-FI Sept 2015



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.

Mel, WY-FI Lead Navigator in Wakefield, has supported Jill to:

- find stable accommodation and make it feel like home
- stop committing crime
- engage with services
- maintain recovery from heroin addiction
- Register with a local GP and dentist

## February 2017



### Homelessness

Jill lives in private, rented accommodation and her tenancy is stable.



### Addiction

Jill is on a methadone script as part of her ongoing recovery from heroin addiction.



### Re-offending

Jill's probation was signed off in October 2015. Jill no longer engages in criminal activity.



### Mental ill health

Jill is being treated for her schizophrenia and is much better at managing daily life. Jill is relying far less on Mel for help.



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

## After WY-FI

Jill is determined not to go back to her old lifestyle. She has moved to a new area and is staying away from criminal activity and drugs. Jill is enjoying looking after adopted rescue dog Daisy, and is gradually re-building her life.

Developing Initiatives for Support in the Community (DISC) is a company registered in England, Registered Company No. 182 0492 and a Registered Charity No. 515 755 Published March 2018

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