



LOTTERY FUNDED



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

FOUNDATION
Transforming lives. Inspiring individuals.



Niomi's story

Niomi was referred to WY-FI following her release from prison on a Probation Order. When Lead Navigator Debbie met her, Niomi was abusing alcohol and prescribed medication. She was also due back in court for assaulting a shop keeper.

With WY-FI's support, Niomi avoided another custodial sentence. And as she began to trust Debbie, they started re-building Niomi's relationships with services.

Niomi fell pregnant in 2017 and Debbie supported her throughout her pregnancy, encouraging her to eat well and abstain from alcohol and drugs. Debbie also organised some help with Niomi's tenancy and finances. Niomi and her son are now living in stable accommodation.

Niomi has completed an Introduction to Volunteering Course and also hopes to complete the WY-FI Peer Mentoring Course.

WY-FI has helped Niomi to re-engage with Calderdale Recovery Steps, where she's previously presented with challenging behaviour and missed appointments.

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

Building relationships with services



Niomi is also working with Social Services, who have a Child Protection Plan in place with her, which is helping to improve her relationship with them as well.

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)



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Niomi

Niomi was abusing alcohol and prescribed medication. She had just been released from prison and was due back in court for an assault on a shop keeper.

Before WY-FI



Homelessness

Niomi was housed in a small flat which became unsuitable when she fell pregnant.



Addiction

Niomi was abusing alcohol and prescribed medication.



Re-offending

Niomi had just been released from prison and was at risk of another sentence for an alleged assault on a shop keeper.



Mental ill health

Niomi was diagnosed with bipolar when she was younger. She has since been diagnosed with anxiety and low mood.

Joining WY-FI May 2016



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.

- Debbie, WY-FI Lead Navigator in Calderdale, has supported Niomi to:
- avoid returning to prison
 - maintain a stable tenancy for her and her son
 - re-engage with services
 - start CBT therapy
 - apply for training courses

October 2017



Homelessness

Niomi lives with her son in stable accommodation, after receiving support with her tenancy and her finances.



Addiction

WY-FI helped Niomi re-engage with Calderdale Recovery Steps and build up a relationship with them again.



Re-offending

Niomi avoided another prison sentence and has since completed her Probation Order.



Mental ill health

Niomi has started CBT therapy to address her anxiety and low mood. This has been funded through Innovation Funding.

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



After WY-FI

Niomi lives with her son in stable accommodation. She is engaging well with services and using CBT therapy to manage her mental health. Niomi is actively involved in the WY-FI network and is supporting other beneficiaries.

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