

Roxanne's story

Roxanne was referred to WY-FI from Probation, as there were concerns that she wasn't engaging with services. Roxanne was coming to the end of her probation order and was in temporary accommodation, where she was vulnerable to financial exploitation, theft, and sexual assault.

She was a regular user of crack cocaine and alcohol, and had a history of shoplifting. Roxanne also had untreated bipolar disorder, as well as a number of serious physical health issues which had previously kept her in hospital for almost a year. Her physical ill-health made it hard for Roxanne to get to any appointments.



Probation

GP/Dentist



With WY-FI's support, Roxanne has started treatment for her addictions, and is abstinent from drugs and alcohol. Roxanne is now able to attend ongoing medical and dental appointments. These are gradually improving her overall health and wellbeing.

Roxanne is in settled accommodation and is managing her tenancy, a bank account and household bills. Roxanne is no longer involved in the criminal justice system and now has a vision for her future, which includes a stable relationship with her children.

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)

Roxanne Before WY-FI

Roxanne was living in unstable accommodation, and was a regular shoplifter. She was addicted to crack cocaine and alcohol and had untreated bipolar disorder.



Homelessness

Roxanne was in temporary accommodation and was very vulnerable.



Addiction

Roxanne was a regular user of crack cocaine and alcohol.



Re-offending

Roxanne was on release from prison with a probation and alcohol treatment order.



Mental ill health

Roxanne had a diagnosis of bipolar disorder, which had gone untreated.

Joining WY-FI May 2017



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.

Angela, Navigator in Bradford, has supported Roxanne to:

- attend drug and alcohol recovery groups
- manage her own tenancy and household bills
- organise medical and dental appointments
- re-connect with family members

December 2017



Homelessness

Roxanne is settled in permanent accommodation and is managing her own tenancy.



Addiction

Roxanne is abstinent from drugs and alcohol and receiving treatment for her addictions.



Re-offending

Roxanne has completed her probation order and no longer shoplifts.



Mental ill health

Roxanne sees her GP regularly and her bipolar disorder is now being treated.



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

Roxanne is living in private, stable accommodation and is in recovery from her drug and alcohol use. She has re-connected with her family and has hope for the future. She wants to become a volunteer and help other vulnerable adults.

After WY-FI