

Brent's story

Brent had just been to court and received a conditional discharge for possession of Class A and B drugs. He was required to make an appointment with Calderdale Recovery Steps, but it was unlikely he'd be able to do this without support. Brent had stopped using heroin after more than 10 years, but he was regularly taking amphetamines. He was living in a tent without any access to basic utilities. Brent wasn't registered with a doctor or dentist and he didn't have a National Insurance Number.



Foundation

Calderdale
Recovery Steps



Brent agreed to work with WY-FI, but he was cautious. Duncan, a WY-FI Navigator in the Upper Calderdale area accompanied Brent to Calderdale Recovery Steps, and helped him register with a local GP. Duncan also helped Brent apply for his National Insurance Number so that he could make a claim for benefits.

Whilst WY-FI were working with Brent, he was arrested for using a knife to cut firewood outside his tent. WY-FI attended court and explained the complex circumstances that led to his arrest, which helped avoid a custodial sentence for Brent.

For the first time in eight years, Brent now has his own stable tenancy, and he's in receipt of benefits. Brent sees his GP regularly and he's also looking after his general wellbeing. He's taken up falconry and spends his free time caring for, training and flying his own bird of prey.

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)

Brent

Before WY-FI

Brent had been a heroin user for 10 years and was still regularly taking amphetamines. He was living in a tent and was known to police.



Homelessness

Brent was living in a tent with no access to running water or heat.



Addiction

Brent had been using heroin for more than 10 years. He was also taking amphetamines.



Re-offending

Brent was on a conditional discharge from court, but it was unlikely he'd meet those conditions unsupported.



Mental health

Brent struggled to trust people and was very isolated. He wasn't receiving any regular medical care.

Joining WY-FI
October
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.

Duncan, a Navigator in Upper Calderdale, has supported Brent to:

- take steps to find settled, secure accommodation
- register with a local GP
- apply for a National Insurance Number and benefits
- find meaningful ways to spend his free time

May 2018



Homelessness

Brent now has his own tenancy and his environment has improved vastly.



Addiction

Brent no longer uses heroin and has reduced his amphetamine use.



Re-offending

Brent has had no further arrests or court appearances.



Mental health

Brent sees his GP regularly to monitor his mental health and he's taken up falconry as a hobby.



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

Brent is now living in stable accommodation, and is registered with local health care providers. He has taken up falconry, giving him a new sense of purpose.

After WY-FI