

Ellen's story

Ellen described herself as broken when she came to WY-FI. She found it difficult to trust anyone and even struggled to let people into her flat. To begin with, the WY-FI Navigator could only talk to Ellen through her letterbox. **"I was broken. WY-FI is different. They guide you. Not tell you." Ellen.**

Ellen was a regular user of crack cocaine and heroin and her lifestyle was chaotic. Because she was also physically very weak, she would often miss her appointments, forget to collect scripts and end up running out of substitute medication.



Forward
Leeds

Leeds
MIND



With WY-FI's support, Ellen started to trust people. She engaged with Forward Leeds and is now clean from illegal drugs and stable on a script. With the help of Leeds Mind, Ellen has also started getting involved in meaningful activities such as gardening and creative writing.

Ellen has decorated her house to make it feel more like home. She wants to stay drug free and start re-building relationships with her family. Ellen is connecting with people in recovery and is looking into the possibility of volunteering to help others in similar situations to her own.

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)

Ellen

Before WY-FI

Ellen was 'broken' when she came to WY-FI - anxious, frightened and unable to trust anyone. Ellen was addicted to illegal drugs and in poor physical health.



Homelessness

Ellen had a flat, but it was in need of some work to make it feel like a home.



Addiction

Ellen was addicted to crack cocaine and heroin and struggling to get onto a stable script.



Re-offending

Ellen was known to police and had a history of re-offending.



Mental ill health

Ellen was anxious and fearful, and struggled to speak to anyone.

Joining WY-FI September 2014



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.

Robin, one of the Leeds Navigators has supported Ellen to:

- begin trusting people and services
- stop taking illegal drugs and start working on her recovery
- build meaningful activities into her daily routine
- start making plans for the future

February 2018



Homelessness

Ellen has decorated her flat and feels more settled there. She takes pride in keeping it looking homely.



Addiction

Ellen is now stable on substitute medication and her goal is to remain drug free.



Re-offending

Ellen no longer re-offends. Police have acknowledged the positive changes she's making.



Mental ill health

Ellen has started attending support groups to manage her mental health and sustain her recovery.



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

Ellen is feeling much better physically and mentally. She is stable on a script and clean from illegal drugs. Ellen is able to engage with people and with services. She is re-connecting with family and getting involved in meaningful community activities.

After WY-FI