

Sarah's story - "I felt lost and now I've found myself again"

In her own words, Sarah was at rock bottom. She'd been smoking cannabis and using amphetamines for over 20 years and her mental health was deteriorating rapidly. Sarah was also struggling with unresolved grief after losing her horse in a riding accident.

Sarah's living situation was challenging - anti-social behaviour in her neighbourhood meant that she felt trapped in her own home. Sarah had been served with a probation order for her own behaviour and ongoing conflicts meant that she was at risk of re-offending. When Sarah first met WY-FI Navigator Paul, she felt overwhelmed and didn't know where to turn.

Paul supported Sarah to contact Kirklees Housing about the anti-social behaviour. He also helped Sarah address her own behaviour and complete her probation order. Paul introduced Sarah to the Basement Recovery Project and she started getting involved in group activities. Sarah also started attending SMART (Self Management and Recovery Training) meetings to address her drug and alcohol use. As Sarah's confidence grew, she took up volunteering at The Breakfast Club in Dewsbury, where she's now a valued member of the team.



Horton
Housing

Basement
Recovery
Project

The
Breakfast Club
Dewsbury



Paul referred Sarah to Horton Housing and she was able to move away from her old neighbourhood and into new accommodation in Huddersfield. Sarah now feels like she's part of the local community.

Sarah's recovery hasn't been without setbacks - she struggled with delays to her benefit payments whilst setting up a new claim. But with WY-FI's support, Sarah didn't return to old patterns of behaviour. Her mental health is much more stable now that she's abstinent from drugs and alcohol and taking her medication correctly.

"WY-FI
has helped
me get back to
being me."

Today Sarah says that she's happier than ever, and is looking forward to the future. Sarah hopes to be able to work with young people, supporting them to get involved in more sports and fitness.

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)

Sarah

Before WY-FI

Sarah had poor mental health, with a long history of substance misuse. She was struggling with anti-social behaviour in her neighbourhood and had also been served a probation order for her own behaviour.



Homelessness

Sarah was struggling with her current housing situation and didn't know where to go for help.



Addiction

Sarah had been smoking cannabis and using amphetamines for over 20 years.



Re-offending

Sarah had been served a probation order for anti-social behaviour and was at risk of re-offending.



Mental ill health

Sarah's mental health had deteriorated to the point of drug-induced psychosis.

Joining WY-FI May 2018

Chaos
Index Score
34

Outcome
Star Score
39

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.

The Navigation Team in Kirklees have supported Sarah to:

- Complete her probation order
- Address her drug and alcohol use and improve her mental health
- Volunteer at a local breakfast club
- Start looking ahead to the future



Homelessness

Sarah has moved to a new area and now feels part of her local community.



Addiction

Sarah is abstinent from drugs and alcohol and regularly attends SMART meetings.



Re-offending

Sarah has completed her probation order and has had no further issues with the police.



Mental ill health

Sarah is now stable on her medication and is feeling much more positive about her future.

Chaos
Index Score
16

Outcome Star
Score
71

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

Today Sarah is happier than she has ever been.

"I now feel as though my voice is heard without me having to shout and scream.

"I felt lost and now I have found myself again."

After WY-FI

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