

Case Study: Ann, 40

Ann was referred to WY-FI after being released from prison. She was struggling with addiction and mental ill health and was housed in emergency accommodation. She was also extremely vulnerable due to a brain injury and had a history of trauma.

Homelessness: Ann was housed in short-term emergency accommodation and was not engaging well with the housing needs team. She was unable to pay her bills and beginning to accrue debts. She was facing particular challenges with re-housing due to the nature of her offence (arson).

Addiction: Ann was registered with substance misuse services and was receiving a methadone script but only engaging sporadically with her key worker. She was still using drugs in addition to the substitute prescription.

Reoffending: Ann was convicted of arson and received a custodial sentence. On release from prison, she only engaged sporadically with her probation worker.

Mental Health: Ann has a brain injury which makes her very vulnerable but was not in contact with any mental health services. Due to her addiction problems, the only mental health services she was able to access in the past were focused on dual diagnosis.

Contact with WY-FI+

Ann's situation was complex and she needed intensive support from the Navigator team. We supported her to engage with GP services, housing teams, substance misuse services and her Probation worker.

Key outcomes

- WY-FI+ Navigators helped Ann to get out of debt by setting up payment plans for her bills and council tax. She no longer at risk of losing her accommodation and her relationship with her Housing team has improved.
- Ann is engaging well with substance misuse services and is being supported to keep up with appointments. She has almost stopped using drugs completely.
- Ann is engaging with her Probation officer and her probation will soon be complete.
- Ann is very keen to become involved with Appletree Garden and the art therapy group run by Spectrum People. Her Navigator has made an appointment for her to attend with a Peer Mentor and she is looking forward to it very much.