**Case study template**

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| **Name:**  **MIS ref:** | Warren Shawcross  2101 |
| **Age:**  **Date of Birth:**  **Gender: M/F** | 44  7/7/74  M |
| **Locality:** | Calderdale |
| **Date Navigator started working with beneficiary:** | Navigation – 18/7/16  ETE – August 2018 |
| **HOS Scores and dates they were recorded** | 1/9/16 – 18  4/3/19 – 31 |
| **Chaos/NDTA Scores and dates they were recorded** | 17/8/16 – 40  21/1/19 – 23 |
| **Brief description of beneficiary’s current situation and history (please also indicate which of the HARM needs the beneficiary has):** | When Warren first started being supported by WY-FI he was identified as have a long history of alcohol misuse, lifelong mental health issues a history of offending and multiple physical health problems, including COPD, previous heart attack and damage to his leg due to being knocked down by a car.  Now although the issues affecting Warren do still exist, he has been engaging with mental health services and Warren describes his mental health as now stable and his drinking is under control.  Warren has been engaging with the ETE team for the last 9 months and has made huge steps forward to prepare him to enter a volunteering role. |
| **Work undertaken by Navigator with beneficiary:** | Warren engaged with the Peer Mentor training in September 2018 and has fully engaged with the ETE team to prepare himself for progression. Together we have also had discussed various options for volunteering, overcame a few blips and hurdles around Warren’s mental health, early in 2019. Warren is now starting a role supporting the WY-FI ETE team with training sessions and ETE support. Warren has also been supporting the WYFI team in Calderdale with some activities set up by the co-production team and navigators and recently has supported Alun and Sharon with a barge trip for beneficiaries.  “I got to sail the barge and only made a couple of minor errors.  Other beneficiaries felt able to approach me to open up and discuss things they had felt they couldn’t open up to Sharon or Alun about.”  Warren is also hoping to do some shadowing with the WY-FI team in Bradford with a possible view to volunteering with either the Bradford or Calderdale navigation teams in a peer mentoring role. |
| **What progress has the beneficiary made?** | “I have made massive progress, in particular with my mental health, how to deal with situations that I would have dealt with a lot more differently in the past. From accessing the training and working with the ETE team and other beneficiaries, my attitude, mannerisms and how I speak have really changed. I used to swear a lot, I still do; but I have now learnt the right way of speaking to different people. I am enjoying working with the ETE team and look forward to more volunteering with them and helping others.”  “As a bonus I had to get a passport, which WY-FI paid for so I could get a DBS for my volunteering, I’ve never had a passport before. When my navigator helped me with my benefits and I got back paid some money that was owed to me. I thought now I have got a passport I can go and see the pyramids in Egypt.”  In early March Warren took a 10 day holiday in Egypt and visited the pyramids. An ambition he thought he would never be able to do. “Now every time I close my eyes I see something new”  Warren is now in the role of a Peer Learning Assistant with the WYFI ETE team and is supporting John with some employability sessions and Peer Mentor training sessions.  So far Warren has achieved the Level 2 units in Mentoring Skills and Conflict Resolution.  These came in useful with a dispute with a neighbour around him playing his music loud and the neighbour reporting Warren to Together Housing.  “We explored the solutions together, found the one that worked and now we are friendly with each other”.  Recently Warren’s best friend has found himself with some difficulties and he has used his skills to support his friend using mentoring skills to aid him access benefits and housing support. |
| **What setbacks has the beneficiary faced?** | Towards the end of the training in February, to become a Peer Mentor, Warren hit a few hurdles around his addiction, mental health and relationship with his partner.  John spent some time to with Warren to find out about his setback and guide Warren and rebuild his motivation to engage in his progression.  “This is the first time I ever had someone take the time to talk and listen to me and motivate me to get back to being involved with the training and progression. No one before, such as my CPN had the time to do this. Getting the opportunity to get things off my chest to open up had really helped.” |
| **What challenges has the team faced in supporting the beneficiary? E.g. difficulty working with organisations.** | Warren has been very engaged with the ETE team, even through the setbacks Warren has faced, he has seen beyond them and by giving him the encouragement and praise for his achievements, Warren has never lost sight of his goals to help someone. |
| **What are the outcomes of the work carried out with the beneficiary so far?** | Warren had been placed in a role as ETE volunteer and Peer Learning Assistant. This followed Warren showing a natural ability to support other learners in training sessions. |
| **What are the beneficiary’s hopes for the future?** | “I want to be able to help people in the way I have been helped. If I can just help one person who has been where I have been. I will have achieved something.”  “I want to get into supporting people, visiting them in their homes finding out what they need and putting them in the right direction.”  “I can’t wait to get the lanyard and name badge. It’s not a power thing. It’s about I am there to be approached and see that people can open up to me in a way that they couldn’t with the navigators.”  “I would like to raise awareness of WY-FI and the kind of support I have received should be available to those who need it, as no one out there really knows about WY-FI. I have thought about doing a parachute jump to raise money and awareness for Touchstone, WY-FI and Foundation.” |
| **Reflection from beneficiary: What does the WY-FI project mean to them?** | “If it wasn’t for people like you I wouldn’t be the person I am now”. |
| **Does the beneficiary have a message for other people who might be thinking of using WY-FI?** | “Engage – Give it a chance” |
| **Does the beneficiary have a message for commissioners/service providers?** | “Please, please listen to what the beneficiaries have to say and don’t leave us out in the cold. We need more funding to keep this going.” |
| **Has the Navigator received any feedback from other services about our work with this beneficiary?** | Feedback has been received from the navigators in Calderdale about how a beneficiary felt able to talk openly to Warren, whilst on the barge trip and how supportive he was of her. |
| **What did WY-FI do differently from other services that enabled the beneficiary to make progress?** | “They listen, are passionate and fantastic continuous support and you can always call in to the office for a coffee and chat, without making an appointment.” |

**PLEASE ENSURE THE BENEFICIARY HAS**

**COMPLETED AND SIGNED THE ‘CONSENT FOR PUBLICITY’ FORM**