

What is Intensive Tenancy Support?

Intensive Tenancy Support is a Bristol service for people with complex mental health needs who are finding it difficult coping with their home and are at risk of losing or abandoning their tenancy as a result.

For instance, you may have difficulties around budgeting, paying the rent and other bills or keeping up with paperwork. Perhaps you are living without the furniture you need or the necessary utilities being connected such as water or power.

Or maybe you are finding your tenancy difficult because you are lonely or need support with drug or alcohol dependency.

We support people in their recovery journey by focusing on strengths, courage and dreams.

Contrary to what many people believe, we know that most of us who experience mental illness go on to live full and rewarding lives.

We believe that recovery is possible for everyone. Hope is central to all the work we do.

Who can I speak to about Intensive Tenancy Support?

To get more information or to make a referral, please call SecondStep on:

(0117) 909 6373

or you can write to us at:

SecondStep, 9 Brunswick Square, Bristol BS2 8PE.

Tel: (0117) 909 6630

Email: intensive@second-step.co.uk

Web: www.second-step.co.uk

For information about SecondStep's other services, contact us on (0117) 909 6630

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Bristol Intensive Tenancy Support

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SecondStep provides a range of good quality housing projects and support services in B&NES, Bristol, South Gloucestershire and North Somerset. These services are for people with mental health and other related support needs.

What support will I receive?

Intensive Tenancy Support is designed around every individual's specific needs. Together we will come up with a support plan based on your own needs and interests.

We offer you a wide range of both practical and emotional support. This includes coping with bills, filling in forms, sorting out repairs, having someone to talk to, help in dealing with other agencies, looking after your home and meeting new people in your local community.

Our service operates between 9am and 5pm weekdays with evening and weekend support available. We also have an out-of-hours on-call service.

Every six months we review the level of support you receive. Our aim is to help you get to the stage where you can manage your accommodation with the right levels of support and to help you develop a recovery-focused independent lifestyle.

Do I need a referral to use this service?

Yes – you would normally be referred to us by health, housing or social services workers, other housing providers, advice agencies or voluntary organisations.

You can contact us directly but we will ask for background information about you from another organisation.

Who can use this service?

If you want to be considered for Intensive Tenancy Support, you need to:

- have complex current mental health needs or be recovering from mental ill health;
- be aged over 16 years old;
- be willing to accept support;
- have basic daily living skills and have the ability to maintain your own home;
- agree to follow SecondStep's equal opportunities policy;
- be finding it difficult to manage your tenancy;

You may be part of a family or have a partner, but we only give support to people on an individual basis – not to the whole family or couples.

Will I need to pay anything?

If you are unemployed and on benefits it is unlikely that you will have to pay anything for using this service.

If you do have savings or other income, please tell us and we will discuss it with you. Our funding to run this service comes from the government's 'Supporting People' Programme.

What happens next?

If you are referred to SecondStep, you will need to fill in an application form and assessment form so that we have some background information about you.

We will then set up a meeting with you to look at your individual needs to see if we are able to help.