

What is the Supported Housing Service?

We provide different types of housing for people with mental health needs who require support to live independently. The support we give is tailored to every individual's needs.

Our properties are in Bristol, North Somerset and South Gloucestershire.

Some of our properties offer Supported **Shared Housing**, where people have their own bedroom and share communal

spaces like the kitchen, bathroom and lounge. This accommodation is fully furnished.

Our other properties are made up of a number of **Self Contained Flats**. Each tenant has his or her own bedroom, kitchen and bathroom in a partly furnished flat.

Some properties have disabled access – please ask. We also have a range of specialist housing projects for black service users.



Who can I speak to about the Supported Housing Service?

To get more information, apply for accommodation or make a referral, please call the Supported Housing Team in your area:

Bristol (0117) 909 6364

North Somerset (01934) 645 999

South Gloucestershire (0117) 909 6364

or you can write to us at:

Second Step, 9 Brunswick Square, Bristol BS2 8PE.

Tel: (0117) 909 6630

Email: admin@second-step.co.uk

Web: www.second-step.co.uk

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

**2econd
Step**



Supported
Housing
Services

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Step**

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

What support will I receive?

Everyone living in a SecondStep property gets support designed around his or her own individual needs. We provide tenants with a dedicated worker and together come up with a support plan based on needs and interests.

Support can either be medium or low level.

Our medium level support gives tenants regular contact with a Second Step worker. It is aimed at people with ongoing long-term mental health needs.

Our low level support gives tenants contact with a worker, usually once a week, and is designed for people who see their needs as more short-term.

Do I need a referral to use this service?

In Bristol and Weston-super-Mare, we accept self-referrals where you can contact SecondStep directly or we take referrals from housing, health, social services and voluntary organisations.

In South Gloucestershire we can only accept referrals from the local authority for homeless people who

are staying in Bed & Breakfast accommodation.

Who can use this service?

If you want to be considered for SecondStep supported housing, you need to:

- have current mental health needs, requiring some level of support to live independently;
- be single and aged between 16 and 65 years old;
- be willing to accept support as part of your tenancy agreement;
- have some kind of housing need – you are either homeless

or living in housing that is not helping your mental health;

- be able and willing to live in either shared or self contained accommodation;
- have basic daily living skills and maintain your own safety;
- be able to take your own oral medication if this has been prescribed; **and**
- agree to follow SecondStep's equal opportunities policy.

Please note: as most of our accommodation is shared, sometimes we are limited in the support we can give to people with problematic drug or alcohol use. However we will always look at people's individual needs and how we can best provide help.

Will I need to pay anything?

We ask tenants to pay a small personal contribution to the running of the house, depending on how much income you have. If you have savings or other income, please discuss this with us when we meet you.

Most of our funding to run this service comes from the government's 'Supporting People' programme.

What happens next?

If you apply or are referred to SecondStep, you will need to fill in an application form and give us some background information about yourself. We will then set up a meeting with you to look at your individual housing and support needs to see if we are able to help.

If we are able to offer you housing in shared accommodation, you will first need to meet the other tenants in your property before signing a contract with us. If we have no vacant accommodation, your name is put on a waiting list and we keep in regular touch with you until something becomes available.