

## 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.

In Weston-super-Mare we offer Supported **Shared Housing** in one property. Tenants have their own bedroom and share communal rooms like the kitchen, bathroom and lounge with up to six others.

We also have two more properties in Weston providing a number of **Self Contained Flats**. Tenants have their own

bedroom, kitchen and bathroom in a partly furnished flat.

Some properties have disabled access – please ask.

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 the Supported Housing Service?

To get more information, apply for accommodation or make a referral, please call the North Somerset Supported Housing Team: **(01934) 645 999**

*or you can write to us at:*

1 Swiss Road, Weston-super-Mare, BS23 3AU.  
Tel: (01934) 645999  
Email: [supportedhousing@second-step.co.uk](mailto:supportedhousing@second-step.co.uk)  
Web: [www.second-step.co.uk](http://www.second-step.co.uk)

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

**2econd  
Step**

# North Somerset Supported Housing Services

**2econd  
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 SecondStep 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?

We accept self-referrals where you can contact SecondStep direct or we take referrals from housing, health, social services and voluntary organisations.

## 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 Second Step'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.