

What is Toll House Court?

We are working with Bristol City Council to reduce the number of vulnerable and homeless single people with mental health support needs who are being placed in Bed & Breakfast accommodation or inappropriate accommodation.

Located in the Bedminster area of Bristol, Toll House Court is a supported housing scheme for homeless single people with mental health needs. Tenants receive support on a one-to-one basis to help them move towards independent living.

To become a tenant you will need to be referred by an identified service, and referred via the Bristol City Housing Support Register to ensure that you meet the criteria.

Toll House Court is fully furnished and provides 20 tenants with their own self contained studio or one bedroom flat. There is a communal lounge, laundry and garden, as well as a meeting room and staff office.

Some flats have disabled access – please ask us for more information.

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 Toll House Court?

To get more information please contact us here at Toll House Court:

Call: (0117) 953 9831

Email: tollhousecourt@second-step.co.uk

Toll House Court, 310-312 North Street, Bristol, BS3 1JY.

To make a referral for Toll House Court please call Bristol City Council Homelessness Team on **(0117) 914 1188**

For more information about SecondStep's other services, please contact us at:

SecondStep, 9 Brunswick Square, Bristol BS2 8PE.
Call: (0117) 909 6630 www.second-step.co.uk

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Toll House Court

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

What support will I receive?

Everyone living in SecondStep accommodation gets support designed around their own individual needs. We provide tenants with a dedicated lead worker and backup worker who together with you will come up with a Recovery plan which sets out clear goals such as life skills, training, employment and move-on needs. We also incorporate the Recovery Star into our support process. Support may also involve working with other agencies.

The aim of Toll House Court is to act as a stepping stone to independent living. People will live at the project for between six to twelve months and staff from Bristol City Council and SecondStep will support you to find suitable accommodation to move on to.

Toll House Court is set up to work with individuals who often have complex mental health support needs. Staff aim to work with service users on a one-to-one basis, also providing group work support and training and education through our Life Skills programs.

Do I need a referral to use this service?

Yes – we can only accept referrals from Bristol City Council's Homelessness Service via the Housing Support Register. You need to be assessed as homeless and in priority need of accommodation.

Who can use this service?

If you want to be considered for Toll House Court, you need to:

- have current mental health needs requiring some level of support to live independently;
- be single and aged over 16
- be homeless and willing to

- accept Toll House Court as short-term accommodation for between six to 12 months
- be willing to accept support as part of your tenancy agreement;
- be eligible for housing benefit;
- have basic daily living skills and have the ability to maintain your own home;
- be able to manage your own medication if this has been prescribed;
- agree to follow SecondStep's equal opportunities policy; and
- not be a problematic or injecting drug user.

Please note: If you have had a problem with drugs in the past we will need to make sure that you have not used illegal drugs for around three months and are committed to continue not using drugs with support. If you are in this position we expect that you are already working with an agency to give you support in this. Toll House Court is not suitable if you have only just started to tackle a drug dependency.

Will I need to pay anything?

We ask tenants to pay a small personal contribution of between £15 and £20 a week to the running of Toll House Court, 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 Toll House Court comes from the Government's 'Supporting People' programme.

What happens next?

If you are referred to Toll House Court, you will need to give us some background information about yourself. We will set up a meeting with you to look at your individual housing support needs to see if we are able to help. We also need references from other professionals and will carry out a risk assessment.