

Stepping it up

Taking our 7 steps to Bristol and beyond

Impact Report 2014

2econdStep
Working for recovery and wellbeing



Our 7 steps to better mental health

Welcome to our Impact Report highlighting some of our successes during 2014 and focusing on some powerful stories.

These are stories about some of the people we have supported; stories which have moved us all.

So often it is one person's story that strikes a chord and can say so much more about the work we do and the difference we make than statistics or descriptions of services.

There is Barry who is determined to use his life experiences to help others battling addiction; self-harm, loneliness and homelessness.

Then there is Ralph who found confidence through cycling and Lisa who is using her time in prison to help change a system which so often locks out people like her, Barry and Ralph.

Our Impact Report also captures a flavour of our work by taking a look at some of the many services we deliver in Bristol,

South Gloucestershire, North Somerset and Bath and North East Somerset. We have chosen to look at the impact we have made on people's lives in seven areas of our work – our seven steps to better mental health and wellbeing.

Our strong staff team and growing team of wonderful volunteers help deliver services which support people to discover



Real names are used unless otherwise stated.

their strengths, courage, resilience and dreams.

And we are successful in doing this because of our tried and tested approach – namely that by celebrating people's individuality and helping them to express themselves in their own unique ways – they can discover the tools to recovery.

We hope you enjoy this report. To find out more about what we do please take a look at our website www.second-step.co.uk and follow us on Twitter @wearesecondstep

Aileen Edwards
Chief Executive

Contents

1 Committed to recovery	7
2 Listening to people who use our services	10
3 Power of peers	12
4 Adding value	15
5 Talking changes	16
6 Independence through support	19
7 Connecting the unconnected	20

Stepping it up

Taking our 7 steps to Bristol and beyond

It's time to put mental health at the top of everyone's agenda

This report shines the spotlight on the value of recovery when supporting people with mental health problems. It shows time and again the enormous benefits of the recovery approach from the point of view of an individual's improved health and wellbeing.

As the new Chair of SecondStep, taking up the reigns in November 2014, I also believe that there is a very real wider community value to be generated through the effective investment in helping people to recover from mental health issues.

Positive effects

During a time of often deep cuts to public expenditure and service provision, this report advocates that

the economic and social benefits to be achieved through supporting people to recover provide far better value than the long term costs of treating the symptoms of mental health. By helping someone find ways to accept and manage their mental health problems, their family, friends, colleagues and the community as a whole also benefit.

At a time of hard hitting efficiencies in public expenditure this recovery approach is the essential way forward. That's why we believe mental health should be top of everyone's agenda.

Simply put: by expanding and elevating the successful work we do – from helping those with low mood through to supporting people to live as

independently as possible – we are making a proactive investment in all of our futures.

It just makes sense

Most of us know someone who has struggled with poor mental health whether triggered by a life-changing event or whether it is something more long standing. By ignoring the importance of good mental health – in health, education, family relationships and at work to name just a few – we won't only be failing those who find it hard to cope, we will be failing all of us.



Thank you

Everyone at SecondStep is keenly aware that we cannot tackle often complex issues on our own and I would like to take this opportunity to thank all those organisations and individuals who have given their support and investment over the last year. These include the Big Lottery Fund, commissioning bodies and, of course, our staff and volunteers who give their time and talents with such enthusiasm.

This report is our way of saying thank you to all our partners and an invitation to others to work with us to make a real difference to individuals' lives and to our community as a whole.

Graham Russell
Chair

Our aims and values

SecondStep aims to provide excellent services for people with mental health and other support needs, to enable everyone to achieve their dreams and live life to the full.

Everyone at SecondStep works with a shared desire and determination to achieve our aims. Importantly, we share the same values in everything we do.

We are passionate, supportive, people-focused, respectful and inclusive and always act with the utmost integrity and professionalism. Hope is central to our work.

We want to deliver services which build on people's strengths, courage, resilience and dreams. Through this, we encourage empowerment, independence and responsibility.

The Board

Graham Russell – Chair
Liz Hine – Vice-Chair
Eithne Burt
Paddy Cooney
Ruth Foster
Evelina Juchno
Gerry Monaghan
Simon Nunn
Carrie Pooler
Aileen Edwards – Chief Executive
Chris Arnold – Director of Resources
Paul Siddall – Director of Operations



**Research has shown
recovery navigators promote
people's independence,
health and general recovery.**

That's why we are

100%
committed to recovery*

1 Committed to recovery

At SecondStep we are committed to recovery. We recognise that recovery is different for everyone and it is a very personal journey. In essence it is about believing you can have a good quality of life with or without the symptoms of mental illness.

In 2014 we won the contract to work with eight voluntary sector organisation partners and with the Avon and Wiltshire NHS Partnership Trust to provide Community Mental Health Services in Bristol.

Working under the banner of Bristol Mental Health we are helping transform services to be more local, more responsive to the needs of the people that use them and far more recovery-focussed.

One very visible part of this change is the new post of recovery navigator – a new role in which support workers help co-ordinate and map out the best possible care for their clients. Their primary focus will be on making sure each person's recovery takes place at their pace, developing their skills in the best way for them.

We plan to recruit 35 Recovery Navigators in total. Together, with our new Intensive Support Workers, they will be working to help people manage their mental health problems.

One of our first Recovery Navigator recruits Sam said: **“It is not just about understanding recovery – it is about believing in it too.”**

* London Health Programmes August 2012

91%

of our service users described their support as good (21%) or very good (70%)*



2 Listening to people who use our services

Our service users continue to be the beating heart of the organisation. We have representatives on the Board, on every recruitment panel and involved in the design, development, review and redesign of many of our services.

We have increased the impact of this involvement by adopting a co-production approach as much as we can.

So, for example, new versions of the commonly used forms used in support work have been co-written

with service users. The new forms were piloted and this pilot was co-reviewed and now improved versions are being co-designed.

Our aim is have service user involvement completely embedded in the SecondStep culture and we believe co-production is the best way of doing that. We have completed an assessment of service user involvement during 2014 and have developed a detailed plan to build on the good practice that exists within the organisation and provide training, support and direction to the services where a need for improvement was identified.

The assessment was completed in partnership with the Stepping Forward Group – an active group of service users who are playing an important role in implementing the improvement plan and helping develop an understanding of co-production.

People's involvement not only continues to have an impact on the organisation, it often plays a significant role in someone's recovery too.

“My work with you and the Stepping Forward Group has done so much for me. It has been a huge part in my discovering who I am and who I want to be.” Ben



* Exit questionnaires returned in 2013/14

3 The power of peers

SecondStep has led the way among mental health organisations in our promotion and implementation of peer work. Five years ago we started to recruit people with experience of mental illness as paid peer staff. Today many of our staff are peer workers and we continually see the value they offer people who use our services.

One aspect of promoting peer work can be seen through our peer support courses run in Bristol, South Gloucestershire and North Somerset.

These courses are run regularly through the year offering people

the opportunity to learn how to use their past experience of mental health problems in a positive way in a work environment.

Students on the courses have the chance to meet those who are currently working in paid peer roles. This provides inspiration as well as an insight into the unique role peers play.

One of the most important messages that people take away from the course is that mental health problems do not have to spell an end to work, and can in fact be a catalyst in finding a fulfilling role in society.

Our peer support courses are extremely rewarding and life-affirming for those taking part. And one concrete way of understanding this is the fact that everyone taking part in the Bristol courses over the last year has now gone on to find work or a volunteering placement.

“Thank you for a superb course which has helped me and changed me in so many ways.” Bristol participant, 2014

100%
of people from our peers support training course went on to work or volunteering*

* Analysis of our peer support training course intake of 2013/14





4 Adding value

Our dedicated and growing team of volunteers work across the organisation to support the delivery of our services.

From helping deliver our psychological therapies to supervising and supporting our service users to get more involved in their community – our volunteers do a wide range of important roles

**Our volunteering team
grew by more than**

30%
in 2014*

across the organisation. In fact, all our services gain real added value from our volunteers.

During 2014 we had 50 volunteers acting as mentors on our Horizons project to 31 people threatened by homelessness. Some 32 volunteers gave their time to Positive Step, our psychological therapies service in Weston-super-Mare, and a further 20 volunteers helped across our other services.

One of our volunteers, Pete, explains how the added value brought by volunteers doesn't only affect those they are working with – it is also beneficial for volunteers themselves.

“Volunteering has helped me demonstrate to myself my abilities in challenging situations. It has increased my confidence around office duties which helped me obtain my part-time job.”

We welcome volunteers who have experience of mental health problems, drug and/or alcohol dependency, offending behaviour and homelessness, as well as those who do not have this direct experience.

We understand people with experience of services have a lot to offer and can also gain much from becoming a volunteer with SecondStep.

*Volunteering Service figures show the number of volunteers working for Second Step grew from fewer than 80 to more than 130 during 2014.

5 Talking changes

Health and Wellbeing services in SecondStep cover a range of different provision across Bristol, South Gloucestershire and North Somerset.

The Wellbeing Therapies service*, offering group as well as one to one therapy, saw 816 people during the year. We estimate the positive impact of completing a course of talking therapy (usually Cognitive Behavioural Therapy) goes wider than the individual themselves. As the client's mental health improves, this will have a positive impact on their family, friends and colleagues at work.

And of course the impact for the individual can be life changing. Ralph

(not his real name) self-referred to our Social Prescribing Project, set up specifically to help people with autism.

Struggling with low mood and anxiety, Ralph reached out to the project to help him find a way back into a more meaningful way of life.


We soon found out Ralph had once been a keen cyclist and so we got him in touch with a local bike project, sourced an affordable bike and arranged for him to have some one-to-one cycling sessions.

He is now working towards taking part in group cycling sessions with the Bristol-based Bike Minded Scheme.

“I am definitely doing more and finding more fun in my life. Life is now something I can feel optimistic about.” Ralph

By stepping in to tackle people's problems early through a variety of talking therapies and individual support we have seen hundreds of people get their lives back on track and hundreds more benefit from the improved health and wellbeing of their loved one.

*For a full list of our services see the back cover.

The background is a solid dark blue-grey. In the foreground, there are five stylized human figures in a light orange color. They are depicted from the chest up, with circular heads and rectangular bodies. Each figure has two dark grey vertical lines on their chest, representing arms or a torso. The figures are arranged in a row, with their heads turned slightly towards the center. Above the two central figures is a large, white, oval-shaped speech bubble with a small tail pointing down towards the space between them. Inside the speech bubble, there is text in a bold, dark grey, sans-serif font.

**The impact of talking therapy
positively affects the client and their
family, friends and colleagues too.**



More than
93%
of the people we worked
with became more
independent and needed
less support during their
time with us*



6 Independence through support

Former serviceman Barry owes his life to a passerby who saw him with a noose and persuaded him not to hang himself.

This act of selflessness brought Barry out of the woods and a step closer to finding a purpose in living.

A former alcoholic and suffering with post traumatic stress disorder, homelessness had become a way of life for Barry.

It was only when he met Second Step in the shape of our South Gloucestershire Floating Support service that Barry was able to find a flat and start living again.

Barry, who has completed one of our peer support courses, is keen to help homeless people find ways to put their lives back together.

“I see my experience as a gift and now I want to start giving to others who are struggling like I used to.” Barry

Our Housing Support Services help hundreds of people like Barry every year.

In Bristol alone we work with more than 600 people to help manage their mental health problems, supporting them to keep their tenancies and their lives on track.

An analysis of our support services has shown that during the last financial year more than 93% of the people we worked with became more independent and needed less support during their time with us.



*An analysis of our short term support services in 2013/14 showed 93.3% of people were more confident and more able to have greater choice and control.

7 Connecting the unconnected

The statistic quoted here is one among many that demonstrate the complexity of the issues facing homeless people.

Last year as part of a partnership of expert voluntary sector community and equalities organisations, we won £10 million of Big Lottery funding to run a ground-breaking programme to help those who were previously considered too difficult or too chaotic.

This money will allow us to set up a programme which will work exclusively and specifically with this hard to reach group – something that has never been done before in Bristol.

The Golden Key Programme was launched in November 2014 and will work with 300 people in Bristol who are homeless, dependent on drugs or alcohol, have a history of offending and a long-term mental health problem.

Through following the journey of these 300 clients, we will identify and remove the blocks and barriers to recovery and open doors to hundreds more people with complex needs.

In this way we will find new ways to support a very vulnerable group and at the same time help the city as a whole reduce the money it spends on dealing with A&E emergencies and crisis care.

Golden Key is guided by an advisory group of people with experience of the issues affecting the people we help. Called IF, this group has been with Golden Key from the start helping shape and define the programme.

“All I have known is cycles of destruction, bouncing from one service to another, labels, locked wards, restrictions, contradictions, countless attempts and more failures. I had almost given up hope – I certainly never expected to be part of a strong dynamic advisory group helping bring this programme to life.”

Lisa, IF Group member

57% of Bristol's homeless population have serious mental health problems*



*Bristol's Homeless Prevention Commissioning Plan 2012



Our services

Housing and Support Services

- Support Alliance North Somerset
- Supported Housing Bristol and North Somerset
- Floating Support Services including specialist high level support (*Bristol, South Gloucestershire, North Somerset, Bath and NE Somerset*)
- High Support Accommodation Service (*Bristol*)
- Community Supported Accommodation Bristol
- Key Bristol (*with Knightstone Housing*)

Health and Wellbeing Services

- Positive Step (*North Somerset*)
- Wellbeing Therapies Service (*Bristol and South Gloucestershire*)
- Social Prescribing (*Bristol – with Care Forum & BASS*)*
- Wellbeing Service (*Bristol – with St Mungos Broadway*)*
- Health Link (*Bristol*)

*services in 2014


Community Mental Health NHS Services (*Bristol*)

Golden Key Programme (*Bristol*)

Volunteering Service (*across all services*)

Please contact us for further information about our services.

2econdStep
Working for recovery and wellbeing

9 Brunswick Square, Bristol BS2 8PE.
Tel: 0117 909 6630 Email: admin@second-step.co.uk
 [@wearesecondstep](https://twitter.com/wearesecondstep) www.second-step.co.uk

Second Step is a charity regulated by the Financial Conduct Authority. Registration number 25597R

Design by Just Design www.thisisjust.co.uk
Photography by Mark Simmons www.marksimmonsphotography.com, Stephen Lewis, Creative Media, Bristol Post.