



# Step Change

**A year of change at Second Step**

Impact Report 2015

**2econdStep**  
Working for recovery and wellbeing

# A year of change at Second Step

Our 2015 Impact Report features just seven of the many ways we are making change happen at Second Step. To find out more take a look at our website at [www.second-step.co.uk](http://www.second-step.co.uk)



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## Changing times

A joint message from our Chair Graham Russell and our Chief Executive Aileen Edwards

The last 12 months saw a year of change for Second Step: as we won new contracts and expanded into new arenas in the increasingly competitive and cash-strapped environment in which we work.

We took on new services and continued to work hard to do things better: providing better services hand in hand with those that use them, while supporting people to discover new and positive ways to live their lives.

We did this by listening to the people who use our services and

acting upon their advice. At the same time we continued to build strong partnerships with like-minded organisations who share our values and our vision of a world where people's frailties are accepted and their strengths are celebrated, and where together we look for caring and creative ways to rekindle hope for a better future.

### Experts by experience

Throughout the year we relied on our professional and dedicated staff team and our growing team



of volunteers to deliver excellent support to hundreds of people.

We also continued to listen carefully to the ideas and opinions of the people who use our services, recognising that they are our experts by experience. This co-production approach has enabled us to build on our significant experience and strengthen the quality and resilience of our services.

### Psychologically led

A significant change took place in April when we became the lead provider of an important NHS mental health service.

The new Community Rehabilitation Service is the embodiment of successful partnership working with Avon and Wiltshire Partnership Trust (AWP) and women's mental health organisation, Missing Link.

It is also an innovative celebration of an approach to long-term and serious mental health problems with a psychologist as the clinical lead.

### Golden opportunity

We also celebrate the first 12 months of the Big Lottery funded Golden Key programme which aims to change fundamentally the way the system in Bristol currently supports people who experience multiple problems with homelessness, mental health, drug and alcohol dependency and offending histories.

Here again Second Step is leading a strong partnership working together to achieve the programme's ambitions.

## The Board

Graham Russell – Chair  
Liz Hine – Vice-Chair  
Eithne Burt  
Paddy Cooney  
Ruth Foster  
*(until 30 April 2015)*  
Evelina Juchno  
Gerry Monaghan  
Simon Nunn  
Carrie Pooler  
Aileen Edwards – Chief Executive  
Chris Arnold – Director of Finance  
Paul Siddall – Director of Services  
*(until 31 October 2015)*  
Sarah Minns – Interim Director of Services  
*(from 12 October 2015)*





# 1 Improving our services, with the people who use them

The people who use our services remain at the heart of everything we do. They are represented on the Board, on every staff recruitment panel and work in partnership with us to improve our services.

In the last year we have maintained our focus on developing our understanding

of, and our approaches to co-production. This has seen us work in partnership with service user groups to:

- Develop a number of ways for service users to have far more input into checking the quality of services and writing and reviewing policy. From now on, service users will work alongside our Quality Staff to make sure service user feedback is central to the internal audit process
- Co-writing a new Involvement Plan, describing how we intend to improve service user and carer involvement opportunities further during the next 18 months

- Co-producing a Best Practice in Involvement training course, attended by senior managers, the Chief Executive and the Vice Chair of our Board

**Shaping great services**  
Marie, Secretary of the Stepping Forward Group of Second Step service users, said: **“As a service user, it’s very exciting, empowering and encouraging to see Second Step taking co-production to the next level. In acknowledging and harnessing service users’ knowledge and experiences, and really involving them at every stage, Second Step will have truly great services.”**

**94%**  
of our service users described their support as good (32%), or very good (62%)\*

\*2015 Second Step Service User Survey



## 2 Breaking the cycle

The phrase ‘revolving door’ is often used to describe the way in which support services see the same people over and over again.

People come into services, receive support and leave the service only to reappear in homeless services a few weeks or months down the line.

Our High Support Accommodation Service in Bristol is set up to support extremely vulnerable people who have just come out of psychiatric hospital and are homeless or who are moving out of temporary accommodation such as hostels.

We have seen some fantastic results from the work our skilled team have

been doing with clients during the last year. From April until October 2015 for example, 96% of our clients were supported to move on to more independent living, exceeding the service target set by Bristol City Council of 75%.

What’s more none of our clients came back into homelessness services for the whole of 2015.\*\*

### A passion for cooking

One client, a Polish man called Alexsy, was discharged to our Toll House Court project following a spell in a psychiatric hospital.

Alexsy, who spent six months living on the streets before he was admitted to

hospital, was enthusiastic about having the chance to rebuild his life.

Simon Holliday, the Service Manager, said: **“We were able to work very positively with Alexsy improving his skills and confidence and supporting him to rebuild a structure and purpose to his daily life.”**

**We discovered his passion was cooking and that he’d worked as a chef in the past. He has now moved on successfully from our service and is spending positive time as a volunteer in a local café – a wonderful outcome for all concerned.”**

*\*\*as of time of writing in early December 2015.*

### 3 Finding his voice

When Tom started taking drugs with his friends, refused to do his school work and became increasingly angry and violent at home, his mum was at her wits' end. **"We didn't know what to do. It was increasingly obvious that Tom was really unwell."**

Tom was assessed in hospital as suffering with psychosis. After a period on the acute ward Tom was discharged to become one of the first clients of the new Community Rehabilitation Service.

Within days of joining the small community at Wellbridge House, it was clear Tom, who had been extremely shy and disengaged while on the hospital wards, was ready to join in. Tom said: **"I like it here, the staff listen to me."**

Tom took an opportunity to join the Second Step Media Group which meets weekly. He took part in the group's live broadcast on community radio station Ujima Radio where he spoke confidently about his experience of mental health services.

Tom continues to be supported by the Community Rehabilitation team despite a short spell back in hospital.

#### **New partnership**

The Community Rehabilitation Service was set up in April 2015 as part of a redesign of mental health services in Bristol which saw the voluntary sector taking a key role in running and providing community mental health services.

The new service is run by Second Step in partnership with Avon and Wiltshire NHS Partnership (AWP) and the women's mental health organisation, Missing Link. The team supports around 100 people across Bristol – the majority of them in their own homes. There are also 10 beds at Wellbridge House offering around the clock support.

**Bristol  
Mental  
Health** .....  
**community  
rehabilitation  
service**

 **Missing Link**  
mental health and housing services  
for women

Avon and Wiltshire   
Mental Health Partnership NHS Trust



**Our ambition is for  
80%  
of people using the new  
Community Rehabilitation  
Service to move on successfully  
within two years\***



## 4 Looking for change

The Golden Key programme works with some of the most vulnerable people in Bristol; people who struggle with a variety of complex needs including homelessness, drug or alcohol dependency, offending histories and serious mental health problems.

Set up at the end of 2014 with Big Lottery funding for eight years, Golden Key aims to simplify approaches and improve the way in which services are set up and run so that the experience of using services for this group of people improves too.

The programme, a partnership of city agencies led by Second Step, is currently working with 74 people\*\*, and estimates that around 70%

of its clients have increased their engagement with services. This is a notable success when in the past the majority of clients have refused or been refused by services.

### Taking control

One client who had consistently refused to acknowledge the consequences of their actions recently attended an appointment about their drug misuse without support.

Another client, who had refused social services help for more than 10 years, agreed to fill in an assessment support form with their Golden Key co-ordinator and so making the first step towards recognising and getting the support they need.

The Golden Key's Advisory Group, IF, is made up of a group of people with lived experience.

Jason, one of its members who has been with IF since it was set up over two years ago, said: **"IF plays an important role in making sure the voices of the people using services are heard. The Golden Key programme has been set up with our voices at its heart and it is good now to see the first Golden Key clients coming through and finding the strength and the support to access services they have never had the chance to access before."**

[www.goldenkeybristol.org.uk](http://www.goldenkeybristol.org.uk)  
[www.ifgroup.org.uk](http://www.ifgroup.org.uk)

*\*\*as of November 2015*



**75%**

**of the homeless people supported by Health Link said they were less likely to visit A&E\***



## 5 Finding strength to ask for help

For years Sharon (31) refused to seek help for her addiction problems. Both her mental and physical health had suffered from years on the streets, sleeping rough.

She suffered from fits and collapsed regularly. She also found it difficult to walk and get around. She visited the Compass Centre in Bristol's Stokes Croft from time to time using the hostel or café. And during one of these visits she was persuaded to see the nurses at Compass Health.

The service is run by Lawrence Hill Health Centre in partnership with Second Step and was set up specifically as a drop-in GP service for homeless people. Second Step's two Health

Link workers together with the wider Compass Health are used to helping people like Sharon address their problems without judgement or recrimination.

### **Taking control**

With Health Link support Sharon saw the Compass Health doctors and received help for her heroin addiction and had treatment for her leg ulcer. She also started to manage her drinking and accepted help to take up a supported housing placement. She is currently managing to keep a roof over her head.

In a client survey conducted in March 2015, 92% of clients agreed or strongly agreed that they have taken more

control over their health and wellbeing and are better able to engage with services since being supported by Health Link staff. And 75% said the support they had received at Health Link had reduced their likely visits to A&E.

Health Link works closely with other services offered as part of Compass Health and is based at the Compass Centre in Stokes Croft, Bristol.

To find out more about the service visit their website at [www.compasshealthbristol.co.uk](http://www.compasshealthbristol.co.uk)





## 6 Introducing 'My Support'

My Support is a new service at Second Step offering people individual tailored support using personal budgets via local authorities or the client themselves.

The people using the service are at its centre – shaping the support they need. This can vary in type and in time from support with their complex needs to help with bills and finances.

The support ranges from an hour a week to more comprehensive daily and/or night support.

The service operates 24/7 every day of the year and currently has clients in North Somerset, South Gloucestershire and Bristol.

This kind of support at home not only helps people to keep a roof over their heads, it also is a cost effective approach, costing far less than supporting someone in an institution or care home.

### **Saving up to go to the seaside**

Jade has struggled to keep her own home spending years on the streets or in hostels and other temporary accommodation.

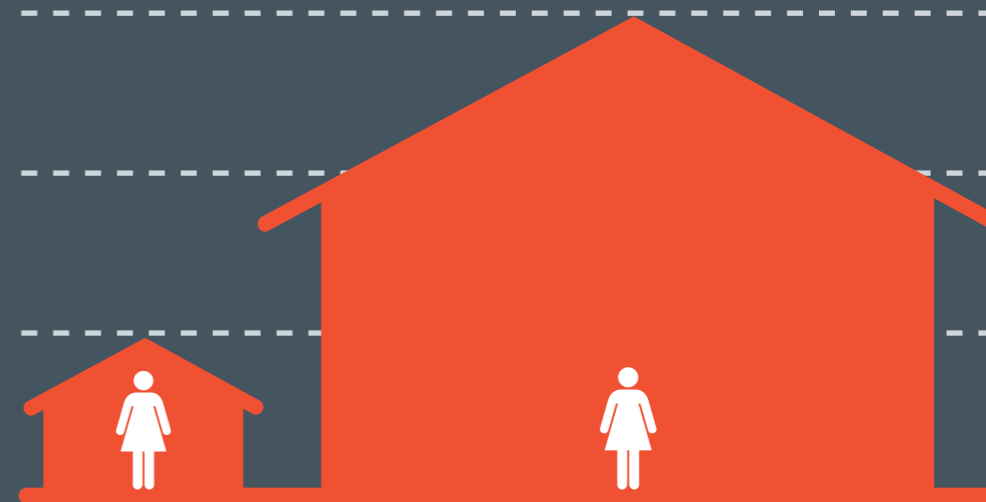
Beaten and bullied as a child, she was taken into care at 13 and became seriously ill in her late teens when she spent three years in hospital.

Diagnosed with borderline personality disorder, Jade had little to look forward

to. Then, five years ago Second Step helped move her into a flat and helped settle her there by staying over night, every night for her first six months.

Explains Jade: **“I now have three hours of support a day on weekdays and two hours a day at the weekend. At the moment I am having two hours a day for one week – to save up time in the bank so I can go for a day out. Recently I went to Weston for the day, we went on the pier and on the beach.”**

It costs **3** times more to support someone in an institution or care home than in their own home\*





**15%**

**of our frontline staff  
are peer workers\***



## 7 The power of peers

Peer work continues to be a mainstay of the support we offer at Second Step.

We have led the way among mental health organisations in the promotion and implementation of peer work: starting to recruit people with experience of mental health conditions as paid peer staff six years ago.

Today 15% of our frontline staff are peer workers and we continually see the value they offer the people who use our services.

### **Hope is at the heart of what we do**

Rosalind, one of our peer support workers explains:

**“I build relationships with my clients which though professional, are as equal as possible. I strive to get away from being an ‘expert’ and instead support people to achieve what they want to achieve, always with belief and hope at the heart of what we do. I use my experiences very carefully in my support role, striving to ensure that what I disclose is appropriate and helpful to my client on their road to recovery. These relationships are about sharing – ideas, experiences and recovery. And it is this sense of mutuality, this sharing that is so powerful and for me truly amazing.”**

### **Truly listening**

Julia uses Second Step services and has been working with her peer support worker for some time. She explains why peer support is so important to her:

**“I really feel like my peer support worker truly listens to my story, without any judgement. When she shares parts of her story with me, I no longer feel alone. It is a different kind of relationship. Some people may just ask questions, with my peer support worker, I feel she really does want to know the answers.”**

## Our aims and values

Second Step 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 Second Step 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.





## Our services 2015

### Support & Accommodation Services

- Supported Housing Bristol
- High Support Accommodation Service Bristol
- Support Alliance North Somerset (Floating Support)
- Floating Support Services (South Gloucestershire and Bath and NE Somerset)
- Community Supported Accommodation Bristol
- My Support (Bristol, North Somerset, Bath and NE Somerset)

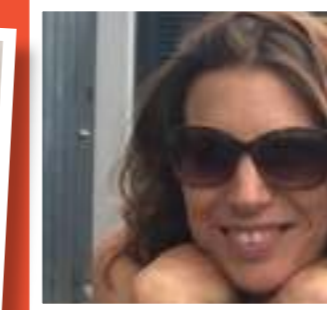
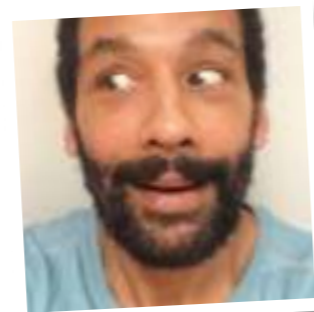
### Health & Wellbeing Services

- Positive Step (North Somerset)
- Wellbeing Therapies Service (Bristol and South Gloucestershire)
- Health Link (Bristol)
- Recovery Bristol Partnership (providing community mental health services)

### Volunteering (across all services)

### Community Rehabilitation Service (Bristol)

### Golden Key Programme (Bristol)




## The ultimate group photo

This year we have illustrated our report with photographs gathered from our Selfie Project where we collected selfies from staff, volunteers, clients and friends of Second Step. Many thanks to Jessie and Jason for their enthusiastic persuasion. We couldn't have done it without you.

To see all these selfies and more please go to [www.second-step.co.uk](http://www.second-step.co.uk) where you can also find out how you too can be part of the great Second Step selfie family.





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