

In this Spring issue, meet Seb who has found that taking time to give back is as uplifting for him as it is for those he helps as a Second Step volunteer. We also share Sarah's story, a young woman who's found hope after homelessness by working with the Golden Key programme.

There's a round-up too about our rebranding activity which should have affected you all by now! Do take a look at our new website. We're still within our 30 day snagging period - so if you find any glitches or things that don't work the way you think they should, please let me know straight away. Be great to hear your feedback too!

Do get in touch if you'd like to share your news in the next edition of Second Step News.

We'd love to hear from you.

Jane Edmonds
PR & Communications Manager



Life changing mentoring

Growing up in the inner city in a single parent family can be tough. And when Seb then experienced the suicides of three of his schoolmates from a tight school environment, it further highlighted the suffering people were experiencing in his community.

Seb wouldn't change his past as it has made him the person he is today. What's more, he loves his community and hopes his volunteering will help him to improve the lives of the people around him.

One-to-one support

"I work with the Community Rehabilitation Service as a mentor. I am matched with a client and work with them over a six month period to help them make connections again. I ask my client - what are you interested in? How can I help you get out and about?"

"We join in with walking groups and I help him use the bus service. It's about supporting with day to day activities which is so important if someone is in a rut."

There's no greater feeling

Seb has received a lot of training to enable him (and the client he works with) to get the most out of his role. He's also closely supervised so he can anticipate and manage any difficulties.

Seb says: "Doing something selfless for others is incredibly powerful. There's no greater feeling. It's about doing that little bit extra that makes people feel valued and part of the community".

If you interested in becoming a Mentor visit:
www.second-step.co.uk/volunteering/mentors

For further details about the Community Rehabilitation visit: www.second-step.co.uk/nhs-services/community-rehabilitation

**Second Step's
new brand
works across
all media**



You have already noticed that we've rebranded. From being red and dark grey, we've gone blue. Well, teal to be exact. We've also changed our strapline from working for recovery and wellbeing to: putting mental health first.

And we've sharpened our mission statement to: We promote mental health and wellbeing by supporting people and communities to build brighter futures.

We've also got some new leaflets which explain what we believe and what we do. They include Dean's story (www.second-step.co.uk/our-stories/dean) who talks about being expert about his mental health. And it lists all of our services.

Why not take a look at our new website (www.second-step.co.uk) which brings all of this together and tell us what you think. You can call or email or join the conversation on Twitter or Instagram.

 @secondstep

 www.instagram.com/wearesecondstep/



TIPS from first Get Connected mentor

Get Connected is a Bristol Mental Health funded volunteer programme helping clients reach achievable goals in six one-to-one sessions.

Julia is our first Get Connected mentor and thoroughly enjoys her work. She says it's good when you see things happening and know you've shared the journey in some way.

Take things slowly

Her advice to people who are interested in becoming mentors is: "Build towards the goal slowly and allow the person you are supporting to take the lead. As a volunteer you don't have to make all the decisions, but support someone else in making theirs."

In short, Julia's top tips are: be present; listen carefully; take your time.

To find out more about Get Connected visit:
www.second-step.co.uk/nhs-services/get-connect

Change at High Support



Second Step's Service Improvement Group, SIG, surveyed 24 people from the High Support Accommodation Service to find out what they thought of the service.

SIG discovered that while satisfaction levels were generally high, with 81% of respondents saying they would recommend Second Step to friends or family who needed similar support, 33% of people didn't feel safe in the service.

What's more there was a 15% drop from 80% to 65% in the percentage of people who understood their rights and responsibilities as service users with Second Step, from the last survey two years ago. SIG have made three key recommendations to:

- Train staff on service users rights and responsibilities
- Check safety for all including monitoring CCTV and fixing any blind spots
- Improve support for people moving on from HSAS who currently feel they are not supported enough at this important time

Michael Pearson, Operations Delivery Manager, said:

“ We appreciate SIG's hard work and are looking at their recommendations. We agree that safety is very important and are working with clients to ensure we can make our projects safe for all. The service is producing a charter to clarify everyone's role and to ensure we work to agreed standards. ”

To find out more about SIG and its work visit:
www.second-step.co.uk/service-user-groups/service-user-involvement

Photo: SIG members Pearl and Stuart want to see change at our High Support projects. And a big thank you to Ewelina too for all her hard work

Upcoming Events

We'll be celebrating our wonderful volunteers at an event during Volunteers Week in the first week of June. Check out our new website where we'll be posting more details about this very soon.

We'll also be taking part in Mental Health Awareness Week from 8 - 14 May. This year the theme is thriving or striving. Find out more: www.mentalhealth.org.uk/campaigns/mental-health-awareness-week

Stop Press

The Recovery College will be changing its name and its look in line with the new brand. Keep an eye on the website. More details coming soon.

Taking steps to a better future



As a recent care-leaver, 19-year-old Sarah is trying to make her way in the world. With accommodation hard to find in Bristol, she is living in temporary bed and breakfasts and struggling to secure work or training.

Finding stability

Sarah recognised that her unstable situation was affecting her mental health and felt that she needed more routine. Her advisor on the Through Care team put her in touch with the Prince's Trust. With the help of her Golden Key worker, Sarah has now started the Trust's Fairbridge programme, which helps young people into work, education or training. It involves group and one-to-one support, and includes activities such as sports, drama, photography and cooking. Sarah said: 'I'm still unsure about my future but I feel better for taking steps to try something new.'

Find out more about the Golden Key partnership at www.goldenkeybristol.org.uk and go to www.princes-trust.org.uk to find out more about the Fairbridge programme.



Join us on Instagram!

We now have an Instagram account. You can find us on [@wearesecondstep](https://www.instagram.com/wearesecondstep) where we plan to share a bit more about the heart of Second Step, its people. We leaked our rebrand via Instagram using snippets of the new brand prior to the launch as a teaser. Then, after the rebrand, we put up images of the website using Instagram's story function which disappears after 24hrs.

We also put images out through Twitter ([@wearesecondstep](https://twitter.com/wearesecondstep)) and have changed the look of our Twitter profile too.

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