

## **Step Together – Service Description**

### **What is Step Together?**

Second Step, in partnership with ARA, is delivering a new complex needs support service across Somerset called Step Together. Our aim is to enable and empower clients with complex needs to achieve healthy, independent lives in the communities where they live.

Step Together will work with the most complex clients in Somerset who can often find themselves repeatedly accessing services but never managing to sustain positive change.

Through tailored recovery-focused support interventions, and by working collaboratively with partners and clients, we hope to overcome the barriers people face in achieving their aspirations and goals. We will work collaboratively with agencies identifying the gaps in provision; not duplicating existing services or support.

The new service will navigate and coordinate support around the individual to enable them to connect to local community resources and opportunities such as employment and housing. We work with a psychologically informed approach, taking a holistic view to recovery where individuals lead fulfilling lives with improved resilience and wellbeing.

We are focused on delivering positive change in Somerset over the next 5 years. As we go we will learn, share, experiment and try new ideas together that unlock the barriers people experience and improve outcomes for people with complex needs.

### **What is our vision?**

Our vision is that together, we achieve long-lasting transformational change in the way services work for people with complex needs, so that individuals are empowered to live fulfilled lives in permanent homes in their communities.

### **Whats different about the new model?**

In Step Together there are a few notable changes:

- There is a new set of criteria for the service (see referral criteria). We want to find ways to accept people with complex needs safely into the service, working to the principle of 'no need too high'.
- Step Together will only work with people with complex needs in Somerset, for whom there are no other options. This means the service is not for people with low-medium support needs.
- Step Together is about support; it's not a housing service. This means we will work with clients to access, and overcome barriers to housing, but we are not a housing management agent or landlord.

- Our vision is to move away from supported accommodation and towards general needs properties in the community where support goes to the person, rather than being contingent on being in supported housing.
- We are avoiding duplication with other services – we will work collaboratively to join up the dots for people with complex needs to prevent people ‘getting stuck in the system’.
- We are committed to not letting down anyone with complex needs and committed to finding solutions with partners.
- We will not work in a silo. We are here to listen, test, innovate and learn from service users, professionals, local communities and friends/carers/family.

### **What level of support will people receive from Step Together?**

- When people are referred to us, we will complete a needs assessment to understand what support is required. This will lead to a bespoke recovery plan, developed with the client, which builds on their strengths and addresses their priorities and aspirations.
- Individuals may require 24/7 support to only one support session per week. Recovery Coaches will provide flexible support through group, face-to-face and telephone support.
- As people move towards independence our support will reduce to enable the person to take control over their own life. If needs escalate, the level of support will be stepped up, seeking to prevent a crisis.
- We are not restricted to working with individuals for a set period of time. Although we don't envisage our support to be long-term, it will be flexible and responsive to provide the right support, over the right time period, to avoid any loss of independence.

### **What models of support will Step Together deliver?**

- As we move to the new vision, the service will develop a three tiered approach to support that is based on level of need.
- For individuals in tier 1, those with highest support needs, we know that a 24/7 supported accommodation model works well for recovery. We will be looking to provide a 24/7 service that enables people to develop resilience through highly-trained recovery coaches, psychological support, and input of other specialist agencies. Whilst this is being developed, we will work with partner agencies to provide the best support available.
- For individuals in tier 2, those who meet the criteria but don't require a 24/7 service, our Recovery Coaches will provide flexible support to them in their community. Our flexible support model will enable individuals to find and sustain permanent accommodation in communities where they want to live.
- For individuals in tier 3, those who don't meet the service criteria, we will signpost, and work with, local community-focused and housing services.

## **What support interventions will Step Together use?**

Our frontline staff are called Recovery Coaches. They operate as support and system navigators. This means their role includes building relationships and networks around the person, maximising access to community resources.

Our integrated models for complex needs and homelessness prevention comprise of:

- Critical Time Intervention – enabling individuals to build new and existing networks of support, which they can sustain themselves
- Brief Interventions
- Cycle of Change – tailoring support to the stage the individual has reached in their recovery journey
- Coaching – building strengths, motivation and skills
- Psychologically Informed
- “Tenancy Ready” support – upskilling individuals to manage their tenancies
- Addiction-recovery tools and approaches
- Working with agencies to ensure responsiveness and co-ordination.

As part of the new model, a psychologist will deliver interventions for individuals with complex mental health issues and challenging behaviours, as well as supporting the development of a psychologically informed approach.

Clients are centrally involved in the design and development of the service and their support.

Peer support and an evolving Peer Activity Programme will be peer-led, co-designed with clients, and will build aspirations, skills and networks.

## **Will you provide housing for clients?**

We will work with district councils, private landlords and registered social landlords to encourage and enable access to accommodation. Increasing access to housing, of all tenures, is a core part of this service but we do not manage any supported accommodation schemes in Somerset.

## **How will you work with wider community and other voluntary and support services?**

Step Together will work in partnership to move towards a preventative approach. We will achieve this by building capacity amongst landlords and support providers, so that frontline staff feel better equipped to identify where tenants are at risk of not managing their housing, and know how to intervene to prevent this. For tenants, this will mean getting early help.

Working with the community will mean building skills and knowledge to support opportunities. We recognise this will take time. We want to use the learning from cases to understand how as a sector we can intervene earlier.

**Where are you based?**

<b>Taunton</b>	<b>Street</b>	<b>Minehead</b>	<b>Bridgwater</b>	<b>Yeovil</b>
The Great Western Hotel Station Approach, Taunton TA1 1QW	YMCA, 158-160 High Street, Street, BA16 ONH	YMCA, The Beach Hotel The Avenue, Minehead TA24 5AP	YMCA, 14-16 St Mary Street Bridgwater TA6 3LT	Abbey Manor Business Centre, Preston Road, Yeovil, BA20 2E