

Changing up

Second Step 2018/19 Impact Report

A word from our Chief Executive and Chair of the Board

Raising ambitions

Always mindful of the difficulties and challenges faced by our clients, we are delighted with the strides people have made over the last 12 months.

As this report shows, our experienced and passionate staff team can be proud of the difference they make on a daily basis in the lives of the thousands of people we support. And all of this despite the harsh realities of the current economic climate of squeezed budgets, a housing crisis and mental health still the poor relation in the health service.

Driven by our values

For us, our success is built on our shared values of succeeding together, building trust, celebrating diversity and learning and growing. Our client stories in particular show the importance of our first value: believing in hope and courage. As we have learnt over the years, it is only through finding hope and courage that people can achieve lasting change

Likewise, as an organisation we are determined to work collaboratively to identify the blocks and barriers in the current system and do what we can to remove them. In this way we can truly improve the experience of our clients— some of the most marginalised and vulnerable people in our communities

Changing Up

In recognition of our positive approach and drive for change, we've chosen Changing Up as the title of our new Impact Report. Throughout these pages you will find examples of how we are raising ambitions with our clients, staff and for the organisation and sector as a whole.

Looking ahead over the next three years, we will be focusing on five priority areas which together make up our ambitious agenda. These are

- Making more of our holistic support
- Providing new complex needs support
- Changing the system
- Improving staff wellbeing
- Becoming a regional player

We're acutely aware that we don't work in a vacuum and it's only with the support and understanding of our partners commissioners, community leaders, staff, clients, volunteers and friends that we will achieve success and people's lives will be transformed. Join us for exciting times ahead

Aileen Edwards, Chief Executive
Graham Russell, Chair of the Board

A Word about coproduction

"For me involvement at Second Step is about working with the organisation to hear the views of people who use our services, and to make sure the services can be the best they can be for everyone who uses them.

As the Chair of the newly formed STAR Improvement Group – STAR stands for Shaping, Teaching and Responding – I'm excited about our plans to work alongside the Quality and Improvement Team to review and improve services.

This work builds on our experience of carrying out surveys of people receiving support from Second Step, reporting the results and recommending improvements.

Looking through this report I'm struck by the words and stories which appear on almost every page. They show how much can be achieved when we really work together and that coproduction and involvement when done well can make a real difference and change people's lives."

Stuart, Chair of STAR Improvement

Hope project

Hope saved my life

Worryingly, the latest statistics show that the number of suicides across England have increased for the first time for five years, with men still comprising 75% of them*.

The Hope Project provides short-term emotional and practical support for men aged between 30 and 64 in Bristol, North Somerset and South Gloucestershire. It works specifically with men who are in psychological distress or have recently self-harmed or attempted suicide, but are not currently using other mental health services.

Launched to mark World Mental Health Day in October 2018, the project has worked with 135 men in the first 10 months and is well on track to hit its target of 180 clients for the year.

Crucially 99% of Hope clients are not eligible for secondary mental health care or support, and have nowhere else to go to get the help they need. What's more, 75% of Hope clients have debt problems. We support our clients practically to address their problems in a systematic way including supporting men to access specialist debt advice to help them deal with their financial problems. Many do not know how to go about getting this support, and once the process of working with their Hope worker begins, they quickly begin to feel less overwhelmed and more positive.

Men comprise 75% of all suicides. Government statistics September 2019.

Lee's story

My world imploded when my girlfriend left. I kept it all to myself. I let it all build up and let it implode. I found it hard to go to work, I started not enjoying my job.

I used to see people drinking all day and think they were such wasters, now I know it could be that they are going through some difficult times or something has happened. Because that's what happened to me. I started drinking and gave up everything else.

My son says you were always the strong one. He can't understand what happened to me.

My friend got me in touch with the Hope project and I met Joe. He knows more about me than me. He's been a real help. I can see things can get better now. I've stopped drinking and I'm getting everything sorted. I want to get a job and put money in the bank."

STAR Involvement

Our new voice for change

2018/19 was a time for change for the involvement and coproduction work we do with clients and carers at Second Step. We decided to change the way we worked beginning with a review of the strengths and weaknesses of the current approach.

Clients and staff recognised that coproduction had always been a strength at Second Step, but believed there was more we could do. Together we came up with STAR Involvement, a new approach to increase involvement numbers and embrace a coproduction way of working more fully across the organisation.

STAR stands for Shaping Teaching And Responding.

Central to this plan is the introduction of six STAR coproduction groups took

place in Autumn 2019, offering more opportunities for staff, people who use Second Step services and carers to work together. The aim of the STAR groups is to design, develop, review and improve services, as well as ensuring the voices of the people who use our services are not only heard, but have real impact too.

We fully expect that in 2019/20 we will achieve a 300% increase in the number of people using services, and carers who will be actively involved in the organisation. Areas of influence will be seen in:

- Staff recruitment and training
- Service design and improvement
- Policy development and improvement
- Communications and New Business

Emma's story

One of our clients, Emma, who has been actively involved in shaping these innovative changes, writes about her experience of involvement at Second Step:

Becoming involved in coproduction within Second Step has had a profound effect on my mental wellbeing. Not only is it a privilege to be able to give something back to an organisation that has given me so much through the outstanding support I received from the Community Rehabilitation Service, but involvement has provided me with opportunities to re-connect with old skills and develop new ones. It's allowed me to feel I belonged to and am part of something, after a decade of acute isolation caused by my mental health difficulties and it has enabled me to feel a sense of purpose in life again. I've grown so much as a person through involvement opportunities: I'm more confident in myself and my abilities, I'm passionate about being part of making services be the best they can be and I'm feeling more content and fulfilled with life than I have been in many years. I'd recommend anyone give it a go. it's surprising how far it can take you!

Housing & Support

Painting saved me

Bristol continues to tackle its housing crisis against a background of more people living on the streets and in unstable and unsuitable accommodation than ever before.

Second Step is experienced in working with rough sleepers and understands that putting mental health first is vital when you consider 80% of homeless people are coping with a mental health problem, according to Homeless Link research.

Over the last year we have worked successfully with our Bristol partners Places for People, Riverside and St Mungo's to provide better and more consistent support for people who are homeless. As the lead agency for the Mixed Homeless Pathway, we work with both men and women in a range of supported housing accommodation. The other three pathways are for men only, women only and people with problems with drugs and alcohol.

Independence

Over the year we helped 65% of our clients to move on successfully in a planned way. The majority of them moved on to housing where they received less support. Every client works with us to create a plan for their

time with us with an aim of becoming more independent as they move through the pathway. These plans focus on their strengths and are based on what clients would like to do and achieve.

65% of clients moved on successfully from Bristol Homeless Pathways.

Jay's story

Jay's life fell apart when his partner of five years walked out on him. He was devastated and went on a non-stop bender.

At its height he was consuming unsustainable amounts of vodka, cocaine and prescription drugs. He used up all his savings and only stopped when he was forced to by breaking the law, going to court and receiving a two-year prison sentence.

In prison Jay spent 23 hours a day in his cell. He was beyond bored and very low. "Someone gave me some acrylic paints and I was so dismissive. But I tried them out and discovered I could paint. It was an amazing moment. I lost myself in my paintings."

Once on the outside again, Jay kept up his painting, even during a spell in a hostel for the homeless. "It's kept me clean, no doubt about it," he said. Now he's supported by Second Step to make progress along the Homeless Pathway and is doing all he can to pursue his painting.

"One day I want a home of my own."

Jay's come so far since coming out of prison. He's exhibited his art at an exhibition in central Bristol, enrolled on a 12-week painting course and has high hopes his art will introduce him to new people and new places

Community Rehabilitation

The Community Rehabilitation Service supports people living with long term mental health problems to achieve their goals and gain the skills and confidence to live as independently as possible.

Since the service began in 2015, we have supported more than 400 people back into the community, significantly reducing inpatient admissions. In the last year we have successfully discharged 70% of clients to their GP— a really positive outcome considering many of the people we work with have been in secondary mental health services for many years.

The Community Rehabilitation Team is led by a clinical psychologist and Second Step manager and brings together social, psychological and medical approaches which provide individually tailored support from a multi-disciplinary team. Clients also receive support from peer recovery navigators who have their own experience of recovery and mental health services.

We're proud of the amazing changes our clients have made in their lives. It's testament to their self-belief and resilience, coupled with the highly committed and professional team around them. Here you can read the story of one of our clients, Denise.

The Community Rehabilitation Service is led by Second Step with its partners Avon and Wiltshire NHS Mental Health Partnership Trust and mental health organisation Missing Link.

70% of clients are discharged to their GP.

Volunteering

Small steps led to big change

Volunteers are highly valued at Second Step; working with us in teams and services across the organisation.

Our volunteers provide invaluable support and contribute hugely to the work we do with thousands of vulnerable people. Without them, some of our most important services would not be able to operate as effectively as they do.

Last year we worked with 74 volunteers and we're proud that 83% moved on from volunteering with us to a new job, education or training. Importantly 44% of our volunteers had their own experience of managing mental health problems, and 17% worked as peer volunteers – using their personal experience of mental health problems in their work at Second Step.

If you're interested in volunteering with us, then please do get in touch by going to the volunteering page of our website. We train all our volunteers before they start, so you don't need to have any previous experience. We just ask that you have empathy and that you're open to learning new things. All volunteers receive regular one-to-one and group supervision which includes supporting you to reach for your goals and helping you get the experience you're looking for.

Richard's story

Richard has worked across four Second Step services for more than two years as a volunteer and says the experience has helped him immensely. "It takes courage to get back into circulation," Richard explains.

He had felt isolated and lost after the death of his father-in-law. He had been his carer for five years living far away from his Bristol home. He returned to face bereavement, isolation and unemployment; and took the brave decision to take up volunteering as a way to connect back into the community and to himself.

Richard found the volunteering information on Second Step's website and liked what he saw. He applied, got through the interview and was put on our induction and volunteer training course. He enjoyed the training and really enjoyed the volunteering; working as a mentor in the Get Connected and Community Rehabilitation services, a volunteer helper in the Bristol Wellbeing College and running art groups in our High Support Accommodation Service.

He's now got a job with the Community Rehabilitation Service and loves it. "It feels great to be back in work doing something worthwhile. In time I may decide to work day shifts and help to run group activities, but for now I'm happy where I am."

83% of volunteers moved on to work, education or training

Golden Key

This flat is the longest I've been anywhere apart from prison

Second Step is the lead partner of the Golden Key programme which works to find better and new ways to support people with complex needs in Bristol.

An important part of its remit is to work directly with some of Bristol's most vulnerable citizens, people dealing with a mix of mental health problems, drug and/ or alcohol dependency, homelessness and involvement with probation and the prison system.

The headline statistic on the right shows that an impressive 90% of Golden Key's client group are now receiving mental health support, where before their mental health problems remained untreated or undiagnosed. Other results of Golden Key's support approach with their clients over the last two years are equally impressive:

A&E attendance down by 72%

Evictions down by 65%

Arrests down by 17%

Face to face contact with drug and alcohol services up by 12%

This data is based on 81 clients who started with GK between 2014 and 2017 and have engaged continuously for at least two years. It looks at a baseline figure, i.e. the data captured for the first three months of engagement with GK, and compares this with the quarter two years later.

By supporting clients flexibly and consistently, helping them to navigate the system, find ways to keep their tenancies and discovering new connections with their families and communities, Golden Key is instrumental in changing people's lives.

Golden Key's impressive results with clients is one part of their overall approach to changing the system as a whole - ensuring individuals and organisations work in partnership to create lasting change for Bristol.

Clients' access to mental health support up by 90%

Pete's story. not his real name.

Before Pete found Golden Key he'd been in and out of prison for years. Not being able to read or write, and dependent on drugs and alcohol, he was finding life on the outside hard.

Pete's way of getting by was to shoplift. For this he'd be given short sentences of eight weeks after which he'd be back in Bristol without a home and with nowhere to go.

"I would be given the £42 discharge grant, go and buy a bottle of vodka and then go and smash a window and wait for the police to come and take me back inside. The reason why I went back in was because I had no back up, nowhere to live"

He says his Golden Key worker Charlie has been his saviour. "I can talk to Charlie." He's learnt that Charlie will stick by him no matter what and having this trust has meant Pete has been stable for the last 10 months – the longest time he's been anywhere and the longest time he's been out of prison for all his adult life.

And Pete is hopeful about the future too, "I'll get my own place, somewhere with my own front door and my own key, so I can live a normal life."

Golden Key worked closely with other organisations and with Pete's family to support Pete to make the positive changes he talks about.

Pete's Golden Key worker Charlie explains: "We ensure probation, housing and Golden Key work as one. And we work closely with Pete's family to build an open and trusting relationship with Pete and with all the services involved."

Wellbeing college

I reevaluated my diagnosis

Bristol Wellbeing College provides free learning opportunities for Bristol Mental Health clients and their carers. Almost 1700 learners have enrolled with the College since its inception, gaining knowledge and practical tools to better manage mental health and increase wellbeing.

Around 40 different workshops and courses have been delivered alongside the weekly Wellbeing Café. In 2018/19, the College had 1200 attendances by over 450 learners.

Approximately 95% of learners report improvements in mental health and wellbeing, feeling more positive, better connected to others and more hopeful about the future.

Many learners have progressed to volunteering, paid employment and some are at university.

Learner comments include "the Wellbeing Café saved my life" and "my Wellness Planner is my bible, I use it every day and couldn't manage without it".

David's story

David had a traumatic childhood, left school at 14 and had prolonged periods of homelessness from age 15. In his late thirties, David received a diagnosis of borderline personality disorder and felt his life was over.

He enrolled with Bristol Wellbeing College, completed several courses and regularly attended the Wellbeing Café. David reevaluated his diagnosis, recognising his valuable qualities, abilities, knowledge and experience.

He engaged with Second Step's Employability Programme, worked with the New Business Team, collaborated with college tutors to write and deliver a workshop and published his story. David is now leading a mental health support group and is applying for a degree at the University of Bristol. He says that "None of this would have been possible without the support of the Wellbeing College."

95% of learners are positive about their Wellbeing College experience

North Somerset Wellbeing Service is a new and growing service which is using honed Wellbeing College techniques to provide mental health support. Between July 2018 and July 2019, 159 people engaged with the Wellness Team, 88% of whom said they would recommend the service to family and friends

Our Services

Support & Housing

- High Support Accommodation, Bristol
- Supported Housing, Bristol
- Floating Support Services incorporating My
- Support, Bristol, Community Supported
- Accommodation and Floating Support North
- Somerset and Bath and North East Somerset
- Homeless Pathways, Bristol
- Move-on Navigation Team, Bristol
- Step Together, Somerset (from April 2019)

Recovery & Mental Health

- Community Rehabilitation, Bristol
- Community Mental Health Services, Bristol
- Get Connected, Bristol

Health & Wellbeing

- Health Link, Bristol (part of Homeless Health Service)
- Bristol Ageing Better Wellbeing Therapies, Bristol
- Hope Project, Bristol, North Somerset and South
- Gloucestershire (from September 2018)
- North Somerset Wellbeing Service, Bristol (from July 2018)
- Peer Employability Programme, Bristol
- Wellbeing Therapies, Bristol and South
- Gloucestershire (until September 2019)

Bristol Wellbeing College STAR Involvement across all services

Volunteering across all services

Golden Key

Second Step is the lead agency of this partnership of 19 organisations including an advisory group of people with lived experience, IF. Together they deliver a programme of pilots, a client coordinator and peer mentoring service. See more at goldenkeybristol.org.uk

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