

Second Step
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About us

A compassionate and dynamic charity, we're here for every step of a person's journey

We're a leading mental health charity in the South West, working hand-in-hand with a network of experts and partners including the NHS and local authorities to put mental health first.

We offer practical help and emotional support along with counselling and cutting-edge therapies tailored to each individual. And we're helping more people than ever before.

Our experience of working with Bristol's significant population of rough sleepers means we are well placed to offer skilled support to people with multiple and complex needs including homelessness, drug or alcohol addiction.

We also offer support services for those whose mental health problems have left them isolated and alone in their own communities.

Empathy and respect are at the heart of everything we do.

Since 2009, our pioneering decision to employ peer support workers – paid because of their lived experience of mental health problems – has set us apart. Our peer support and recovery approach has now been adopted by many more organisations. It means we're well placed to offer real understanding, making the hope of a better future a reality for the hundreds of people we work with.

People who use our services tell us time and again how valuable it is to receive support from someone who has been there themselves.

What we do

We deliver services to thousands of people in Bristol and the South West of England

Our services can be separated into Support & Housing, Recovery & Mental Health and Health & Wellbeing. We also run the Bristol Wellbeing College and a number of innovation projects including being the lead partner for the Golden Key programme.

Support & Housing

Our housing services help people, including those who are homeless or at risk of becoming homeless, to find suitable accommodation they can call home.

Health and Wellbeing

We run a number of services in the community which help people find the hope and courage they need to make the most of their health and wellbeing.

Recovery & Mental Health

We work with the NHS to run mental health services which focus on the person as an individual, working with them to find the hope and courage they need to take the next steps in their recovery.

Golden Key and innovation projects

Always pioneering, we pride ourselves in finding innovative ways to help vulnerable people discover hope and courage to face the future. This is particularly true in the work we do as lead partner of the Golden Key programme, funded by the National Lottery Community Fund.

We also have volunteering opportunities across all our services.

Mental health isn't a luxury. It's a must.

How we can help

At Second Step we work tirelessly to give hope to people with mental health problems.

We understand that mental health doesn't discriminate - neither do we.

One in four of us are affected by mental health problems during our lifetime. **That's why we say putting mental health first isn't a luxury. It's a must.**

Motivated and supporting

We are motivated by people who are forgotten, alone or feel excluded from help.

We believe that with the right support everyone can take control and make the future their own. By putting each person at the heart of the service, we offer sensitive, tailored and ultimately more successful support.

In short, we offer hope and courage to people we work with which together we turn into the real possibility of recovery.

Giving hope.

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"I'm the expert in all of this."

Dean worked with his Second Step support worker, Rachel, to discover as much as he could about his mental health problems.

As a former athlete who reached national standard as a teenager, Dean fell into a life of drink and drugs when as a young adult his mental health problems took over.

His symptoms for ADHD (Attention Deficit Hyperactive Disorder), personality disorder and bipolar overwhelmed him and he turned to alcohol and drugs as a way to escape.

A victim no longer

More than 15 years later time with Rachel has helped Dean find a more positive attitude and connect into a more meaningful life. He has learnt how to spot his triggers and what to do to avoid them. He now eats a healthier diet and doesn't smoke or drink so he has the best chance possible to keep mentally well.

"Rachel sees I am the expert in all of this and that I live with my symptoms all day, every day. She has empathy for me."

Rachel encourages Dean to think about ways of coping that than being a victim and describes this approach as giving him 'fire in his belly'.

She says: **"My job is about listening not judging, and helping Dean find mechanisms to cope."**

Dean says: **"Rachel helps me remain hopeful even on tough days and my life feels more manageable and I feel more in control."**