

# ImPact RePort 2016/17



**SECOND  
STEP**

PUTTING MENTAL HEALTH FIRST

It's time to  
Put mental  
health first...

**Mental health problems affect one in four of us costing the UK an estimated £105 billion\* a year. And yet we know that with the right support at the right time many of these problems can be prevented.**

We've been putting mental health first for individuals and communities in Bristol and across the South West for the last three decades. We're immensely proud of supporting many thousands of people to make changes in their lives and to learn to live with their mental health problems the best way they can.

Their success and our pride comes from our firm belief in people's ability to find the hope and courage they need to change. We recognise this cannot always happen easily which is why we are at people's sides more than ever through the bleaker, tougher times.

To mark our 30th birthday we've made a short film called **#PuttingMeFirst**. Too often people are

still defined by their diagnosis or their mental health problem rather by who they really are. This has got to stop.

We know that by putting the individual at the centre of the support they receive and at the heart of mental health services can make all the difference.

By listening – really listening – to the people who use our services ensuring they are involved in shaping services and reminding them of their skills, strengths, hopes and dreams, people can – and do – turn their lives around.

We work with individuals, communities and partners across the region helping people discover who they are. **We'd love to talk to you about our approach and how together we can continue to put mental health first.**

**Aileen Edwards, Chief Executive**  
aileen.edwards@second-step.co.uk



# 95%

**of clients leave  
the service to live  
independently in  
the community\***

\*Community Rehabilitation Service Evaluation Report 2016.

# I'm back on track now

**The Community Rehabilitation Service was set up in 2015 as part of a reorganisation of mental health services in Bristol.** The service supports people with complex mental health needs to achieve their goals and aspirations and gain the skills and confidence to live as independently as possible.

An evaluation of its first full year of operation shows it is tremendously successful at doing this with 95% of clients discharged from the service remaining in the community – either in their own homes or in supported housing.

## Confident to change

The service's manager Chris Kinston said: "By focusing on hope and courage for all our clients we have seen some amazing changes in people's lives."

In November 2015 Claire was referred to the Community Rehabilitation service. She wasn't coping well at all. She hadn't left her home for four months, and had felt suicidal on many occasions.

Claire saw three members of the team, and was given intensive psychological support to manage all areas of her bipolar disorder, from anxiety to her fluctuating moods, including help with medication.

She said: **"During the 18 months in the service I've gained hugely in confidence, become a Second Step volunteer, and am now pursuing life with vigour."**

*The Community Rehabilitation Service is led by Second Step in partnership with Avon and Wiltshire NHS Partnership Trust (AWP) and women's mental health charity, Missing Link.*

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

# I've found a home

**Paul lost his three-bedroomed home and all his belongings while he was in hospital being treated for a mental health condition and following a number of suicide attempts.**

With nowhere to go, he was offered a place at Second Step's Toll House Court project to avoid being left on the streets with nothing.

**"Being in a supportive environment has given me the space to take positive risks and focus on MY future. I'm excited for the future for the first time in a long time".**

## **Supported housing was key**

Paul is one of the many people who move on successfully from the project to having a flat of his own.

He said: **"I have always managed to rent from the private sector, after the most devastating time of my life supported housing has played a key role in my recovery. I now have a one bed house which is great for the next step on my recovery"**

The Chair of the National Housing Federation, Baroness Diana Warwick, who visited Second Step recently, said:

"It is truly uplifting to see what a difference Second Step is making to vulnerable people's lives and shows the life-changing importance of support services like these."



# 85%

**move on successfully  
from our Bristol  
project\***

\* Bristol City Council figures 2016/17. 15% of clients from the High Support Accommodation Service in Bristol went back on the council's housing register.



**The North Somerset  
community support  
service was given an**

**A grade**  
**in a recent inspection\***



\*The Quality Assessment Framework is a monitoring tool used by local authorities to check providers are meeting the required standards. Another Alliance partner inspected Second Step using the QAF standards in September 2016.



# TOP marks for effective work

## **Second Step is known as the go-to mental health support service in North Somerset thanks to the great work its doing as part of the Support Alliance.**

In a recent inspection using the Quality Assessment Framework\*, the service – which supports people with mental health problems in the community for up to six months - achieved an impressive A grade. Inspectors were impressed by the:

- Positive approach of support workers. We support everyone who comes to our service and ensure we treat everyone equally. We work creatively and empathetically and focus on people's goals.
- Client involvement groups achieving change by encouraging and supporting former clients to be involved in services, we can reshape them to work more effectively. We have clients on the service's board and also on recruitment panels.

- Clear outcomes, tasks and deadlines in support plans. Clarity around purpose and planning gives us the determination to succeed in the six months clients are with us. Combine this with consistently good outcomes and we continue to be the most effective support provider in North Somerset.

Service manager Chris Dare said: "We support our clients over short periods, sometimes just a few weeks. We work with them to a point when they are ready to meet their own needs. We're really proud that the team's great work is being recognised."

One client, Clifford, said: **"I felt despair, depression and stress. It took small steps, but with the help of my worker I started going out again. I was shown how to achieve my own goals after three years of not being able to."**



# 75%

**were satisfied or very  
satisfied with the  
Wellbeing College**

\*Wellbeing College data 2016/17.

# I turned a corner



**BRISTOL  
WELLBEING  
COLLEGE**

**There are many ways to access the Bristol Wellbeing College:** enrolling on one of its courses, dropping into a monthly taster event or popping along to the Wellbeing Café which runs every week in Bristol City Centre.

Shane has been troubled by years of ill health and battled mental health problems over the last 12 months, including a stay under section in hospital. At the Wellbeing Café he discovered that a simple cup of tea and a slice of cake can turn into something far more profound.

**“I have found friends, like-minded people I can talk to. After a while I enrolled on one of the courses.**

**The encouragement I have from the college and the people I met there has helped me turn a corner.”**

## **Free courses all year round**

The Bristol Wellbeing College is open to anyone using Bristol Mental Health services and to all carers and over the last year has taught more than 400 learners. It runs a number of courses including building resilience and mindfulness at various venues across the city.

Find out more about the college at  
**[www.second-step.co.uk](http://www.second-step.co.uk)**

# I'm so Proud to be working full time as a Peer.

**When Claudia first started volunteering she was low and lacking in confidence after a psychotic breakdown and a long history of anorexia.** As a volunteer she was able to be creative and give input into the way the sessions were run. The encouragement she received from the staff team coupled with a variety of training helped her become more confident and self-assured.

## **A new job**

Her confidence grew to the point she felt strong enough to apply for a full-time job. Her application was successful and she became a peer worker – paid to support others using her lived experience.

She said: **"I feel I now have a career for life and I'm so proud of myself for my recovery, building life back up has been challenging but quite possibly the most rewarding experience and it has inspired me to support others to do the same."**

## **Volunteering works wonders**

Claudia is one of 141 volunteers we supported this year. Together they worked over 6133 volunteer hours supporting the people who use our services in a wide variety of ways.

An impressive 70% of volunteers say their skills have improved through volunteering and 60% say they believe volunteering has increased their ability to get paid work. 48% of our volunteers have lived experience.



# 40%

**find paid work after  
volunteering\***

\*Volunteering Service data 2016/17



# 97%

**of clients were satisfied  
with Second Step's  
Wellbeing Therapies\***

\*Wellbeing Therapies data 2016/17

\*\* Not her real name

# At last there's a future

**Time and again people using our talking therapies service, which offers help through one to one support from a therapist either face to face or over the phone, say their experience has been positive.**

One client, Shelagh\*\*, said: **"My experience has really impacted my life for the better and given me strategies that I will carry on using after the sessions have finished."**

Our friendly team of psychological therapists and wellbeing practitioners offer therapy for people suffering from anxiety or depression. Our work is based on a cognitive behavioural therapy (CBT) approach which looks at the connection between how we think and behave and how we feel.

## **Changing how we think in times of distress**

What people think can affect the way they feel and behave. During times of distress we can think differently about ourselves and often our thoughts can become extreme and unhelpful. We then tend to behave in a way that prolongs the distress and this in turn makes us feel worse.

We help people identify and change these unhelpful patterns of extreme thinking and behaviour. As a consequence our clients report huge improvements in the way they feel and live their lives.

Bryony Campbell, Senior Operations Manager for Health and Wellbeing Services, said: "I am really impressed and pleased that the service has maintained a high standard of customer satisfaction, and that we are able to provide support which has such a positive impact on an individual's recovery".





**GOLDEN**  
KEY



---

# We lobbied to end street homelessness in Bristol. It's now a citywide priority.

There are at least 700 people in Bristol with complex needs who experience a mix of homelessness, long term mental health problems, dependency on drugs and/or alcohol and offending behaviour. Many of these people are not able to access the services they need, but instead use costly crisis services over and over again.

## **Breaking the cycle**

Golden Key, a citywide partnership of agencies led by Second Step, secured £10 million funding from the Big Lottery for eight years to work with 300 vulnerable people in Bristol (150 at any one time).

We recognised the need to break the cycle of homelessness that affect these people by finding them the right housing

and support. Working with the Mayor and the City Council, homelessness has become a citywide priority. Together we have pledged to work in partnership to end street homelessness in the city once and for all.

Through this work, Bristol has found 34 additional bed spaces for rough sleepers, has simplified commissioning processes and is launching an innovative Housing First pilot.

## **Focusing on the positive**

Gary, not his real name, lived on the streets for five years, sleeping rough where he could. Showing symptoms of personality disorder, Gary also had problems with drug and alcohol misuse. He was banned from most hostels and services because of his angry outbursts,

and he was unable to use other services because they wouldn't take dogs. Gary couldn't give up his dog as she'd been a constant source of support for him and he couldn't face life without her.

Golden Key worked with Longhills, which provides supported housing, to focus on the potential for success in finding a home for Gary rather than looking at the risks and problems. Gary was offered a flat which allowed his dog and also provided him with a high level of support to help manage his anger problems. Gary has been living successfully in his new home for several months without any incidents of antisocial behaviour. Gary says having his own flat helps him manage many of his problems on his own and gives him the chance to make different choices.

## What we do

- We offer practical help and also emotional support, with counselling and cutting-edge therapies tailored to each individual and their recovery
- We're expert at supporting people with multiple needs including drug or alcohol addiction following years of experience supporting Bristol's significant population of rough sleepers
- We also offer support services for those whose mental health problems have left them isolated and alone in their own communities.

## We will put mental health first by:

- Expanding our peer support programme of employing people with their own experience of mental health services. Our decision to employ peer support workers since 2009 has set us apart.
- Staying at the forefront of mental health innovation
- Developing more professional partnerships so we can continue to offer innovative support to even more vulnerable people.

## Support & Housing

- High Support Accommodation in Bristol
- Community Rehabilitation in Bristol
- My Support in Bristol, North Somerset and Bath and North East Somerset
- Community Supported Accommodation in Bristol
- Floating Support in North Somerset and in Bath and North East Somerset
- Supported Housing in Bristol

## Health & Wellbeing

- Wellbeing Therapies in Bristol and South Gloucestershire
- Positive Step in North Somerset
- Get Connected: volunteering in Bristol
- UP Project: volunteer mentoring in Bristol
- Recovery Bristol Partnership: recovery navigation and community based support as part of Bristol Mental Health
- Health Link in Bristol as part of the Homeless Health Service
- Peer Employability Programme in Bristol

## Wellbeing Colleges

in Bristol and South Gloucestershire

## Research Projects

Golden Key Programme, Peer Employability, UP, Bristol Ageing Better, HOPE

## Service User Involvement

through Service Improvement Group, Stepping Forward Group and Media Group

## Volunteering across all our services

# SECOND STEP

PUTTING MENTAL HEALTH FIRST

**Second Step**  
**9 Brunswick Square**  
**Bristol BS2 8PE**  
**Tel: 0117 909 6630**  
**Email: [admin@second-step.co.uk](mailto:admin@second-step.co.uk)**

 **@wearesecondstep**  
**[www.second-step.co.uk](http://www.second-step.co.uk)**

**Second Step North Somerset**  
**1 Swiss Road**  
**Weston-Super-Mare**  
**BS23 3AU**  
**Tel: 01934 645999**  
**Email: [supportalliance@alliancehomes.org.uk](mailto:supportalliance@alliancehomes.org.uk)**

**Second Step Bath & North East Somerset**  
**South Vaults**  
**Green Park Station**  
**Bath BA1 1JB**  
**Tel: 01225 750926 / 750927**  
**Email: [banesinfo@second-step.co.uk](mailto:banesinfo@second-step.co.uk)**

## Join our campaign

We've made a film to capture some of the wonderful stories of hope, change and courage that inspire us and will inspire so many others. It's on our website at [www.second-step.co.uk](http://www.second-step.co.uk) Please watch it and add your voice to our campaign by signing up to our **#PuttingMeFirst** newsletter today

We also tell some of these stories in the pages of this Impact Report. All evoke the power of the individual – that however broken, vulnerable or damaged with the right support at the right time, change can happen and lives can be rebuilt.

**SECOND  
STEP**

PUTTING MENTAL HEALTH FIRST