

Not just a 9-5 service

Customers in work tell us that they need to be able to access support outside of traditional office hours. We therefore offer the flexibility of extended hours on Tuesdays and Thursdays until 7pm, in addition to 9am-5pm on other working days.

What customers can expect

Once a customer is referred to the service we meet with them to assess their needs. We may then offer 1-1 or group sessions as well as helping them to access other support. Typically, we have a relationship with customers for around four months and meet with them weekly to talk about how things are going. We also work with them on an exit plan from the service, so that they feel confident about their ability to access further support as and when they might need it. We also encourage customers with lived experience of mental health to join our peer support programme.

How to refer customers to STEPS

Please call **020 3535 5244** and ask for the STEPS team or email us at **steps@metropolitan.org.uk**



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We want all of our customers to be able to understand the information we provide. If you need this leaflet in your own language, or in an alternative format (e.g. **large print**, Braille, audio disc), please contact us on **020 3535 3535** and we will take reasonable steps to arrange this.

Metropolitan: The Grange, 100 High Street, Southgate, London N14 6PW.
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Metropolitan

STEPS

Supporting wellbeing and positive mental health among people from Black, Asian, Minority Ethnic and Refugee communities

Up to **one in four people** will experience mental health problems at some point in their lives and having the right services in place to support them is essential. Reaching people who would benefit from the various kinds of support available, however, brings with it a series of challenges, not least of which are language and cultural barriers. This is where STEPS comes in; a free service, targeted specifically at people from Nottingham's Black, Asian, Minority Ethnic and Refugee (BAMER) communities.

Why STEPS?

Our overriding objective is to support customers to achieve stronger social relationships and an improved sense of mental wellbeing. We also aim to challenge the stigma around mental health and break down barriers to positive mental wellbeing.

- STEPS offers one-to-one and group support to people with mental health needs, as well as help in accessing other services that are available.
- We support people to access community and health services which support improved mental wellbeing.
- We work together with customers to identify their individual needs and put together a personalised support plan, giving them a sense of control.
- We deliver sessions to local community groups to raise awareness of mental health conditions and their triggers. We also provide information on how to access the wide range of services that customers can access to improve their sense of wellbeing.
- We equip customers with ways to manage their own mental and physical health and wellbeing, which encourages greater independence.
- Our focus groups help identify ways of increasing take-up and access to mental health services.

Who the service is for

STEPS is aimed at adults living in Nottingham. Customers need to be registered with a GP – we realise that this in itself can be another barrier and so we can support them through the registration process too.

The service focuses on the needs of BAMER communities, in particular African, African-Caribbean, Asian, Eastern European, Refugee and Asylum Seeker communities.

How STEPS breaks down barriers

Language and cultural barriers

Members of the STEPS team are equipped to work with harder to reach customers and build their trust. Many are bi-lingual, speaking the languages of the communities we are seeking to support, and have a thorough understanding of individual community cultures. They are highly experienced at targeting people through their outreach work and have in-depth knowledge and experience of mental health services in the city. We also make information available in Arabic, Chinese, Farsi, Hindi, Polish and Punjabi and audio format.

Migrants and refugees

Isolation, loneliness, lack of social networks and loss of status and identity are added barriers that can affect the migrant and refugee communities and these need to be dealt with sensitively. Again, members of the STEPS team have experience of these specific needs and are able to work closely with customers to support them and signpost them to the most relevant services in Nottingham.

Involving families and carers

Another key benefit of the service is that it works not only with customers, but also their families. This means we can take an holistic approach to creating support packages that address individual customer needs and take into account the crucial role that other family members may have.