

# Q1 REPORT

## TWO NEW PROGRAMMES LAUNCHED!

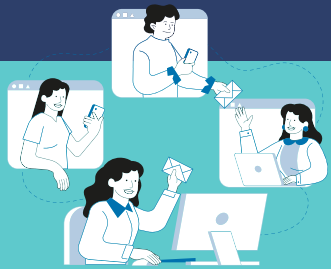
This quarter we re-launched our RECRUIT Programme with 8 weeks of sessions at our Shoreditch location. We also launched RESTORE, our brand new physical and mental health (wellbeing) initiative.

## LLOYDS FOUNDATION OFFERED DIGITAL SUPPORT

The Lloyds foundation organised the donation of a suite of 10 laptops for us to start a laptop library at a range of locations across London, taking digital opportunities to those that need them where they need them.

## WE INCREASED THE NUMBER OF GUESTS SUPPORTED

we welcomed our 1000th guest at the drop in, took on 30 one to one cases, helped 9 guests to achieve at least one of their self-set milestones and supported 13 guests to move at least one stage along our Progress Pathway (read on to find out more about what that is).



## WE HEARD FROM GUESTS

Q1 saw the first guests' focus group of the financial year. Along with questionnaires at our drop in service, this helped the new CEO to plan what the charity would offer based on the wants and needs of guests. We heard about the food they'd like at drop in, their fear of having their stories exploited, their desire for support managing money and understanding the benefits system amongst other things and made our plans accordingly.

## NEW CEO FOR RESTART

Just before the start of the new financial year, Restart Lives took on a new CEO to consolidate the strong progress the charity had made in recent years, to build the infrastructure and the team, and refresh the organisation's vision.

NEW  
NEW  
NEW  
NEW

“IT'S RESTART LIVES THAT HAVE GOT ME THROUGH THE DARK TIMES. THANK YOU SO MUCH FOR ALL YOU'VE DONE AND DO.”

## HOW DO WE MEASURE GUESTS' PROGRESS?

Measuring guests' progress is hard. There may be steps forward, back and sideways and many supporting organisations may be involved so it can be tricky to paint a full picture. We also don't want to use measures that put guests in pigeon holes, or 'do something to' them. We want to work with guests to understand how they are doing, what they want to achieve, and keep track of how they do on their journey to get there. So we created a brand new Progress Pathway to do exactly that.

# THE PROGRESS PATHWAY AND PERSONAL PROGRESS PLANS

Early in Q1 we reviewed how we track results and measure ‘success’ and outcomes for guests. After much consideration, we decided to implement a progress pathway like the one below.



The criteria for each stage are objective, things like whether a person is rough sleeping, dependant on any substances, suffering from severe physical or mental ill health, and expressing a positive or negative attitude towards change.

Through conversations with guests, caseworkers get an understanding of where guests ‘are’ on the pathway when they first start seeking support from us.

Then we bring in a bespoke progress plan. Working with guests to help them understand and articulate their personal goals and barriers, we create progress plans which entail a goal and five time bound target milestones to reach on the way to that final aim point.

So in order to understand what progress our guests have been able to make and therefore how successful our support and interventions have been, we measure both how many milestones they achieved and how many stages they were able to move along the progress pathway.

# THE PROGRESS PATHWAY AND PERSONAL PROGRESS PLANS

## MILESTONES

9 guests achieved 1 milestone, 10 achieved 2, 4 achieved 3, 2 achieved 4, 0 achieved 5 and 0 achieved their goal in that time.

## MOVING ALONG THE PATHWAY

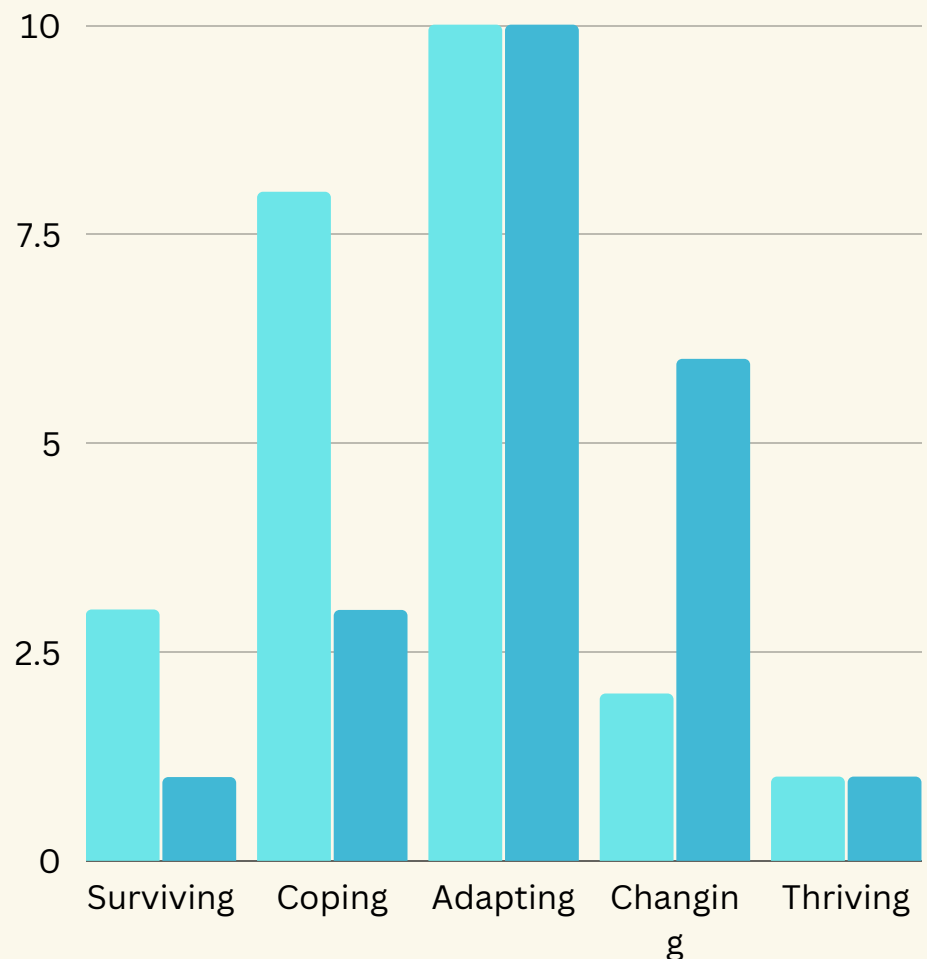
13 guests had moved at least one stage along the progress pathway whilst engaging with Restart in Q1.

It is also worth noting that some guests moved backwards on the progress pathway too. Some of those then ultimately are counted in the positive progression statistic above as they ended up then progressing further, but some got stuck at a de-progression point. At the end of Q1, one guest had dropped back down to just surviving despite support.

## GUESTS' GOALS

10 guests had a goal relating to finding employment, 9 set a goal relating to finding or changing accommodation, 4 set goals in the category of personal development, and the remainder had goals in the 'other' category relating primarily to overcoming immigration issues.

The chart shows guests' starting stage on the pathway in light blue, and where they were when the quarter finished, in darker blue.



# NEW PARTNERS



In Q1 we kicked off a major new working relationship with Job Centre Plus. This involves work coaches at the Job Centre Plus in Hoxton being able to refer their 'customers' who are homeless, coming out of homelessness, or at risk of homelessness into our services so they can be part of our programmes or receive one to one advice and support. We also started an outpost at the same Job Centre, having two desks there every Tuesday so that 'customers' of the Job Centre can have an appointment with us there and we can get to know first hand how the Job Centre, which is such a crucial place for many of our guests, works.

Mind were our second big new partner. They have undertaken a year long contract with us to train our staff, provide a mental health consultancy to the CEO, and offer one to one and group sessions or programmes to our guests who need it most. The partnership will gear up for operation before going live in June 2023.

We continued our close relationships with our existing referral partners.

Everything we were able to do was because of the generosity of the grants, trusts, foundations, organisations and individuals who fund us and for their support we are eternally grateful.