

Q3 REPORT

1 FOUNDATIONAL WORK ON POLICIES AND PROCESSES

This year Restart has been growing like never before and to make sure that growth is sustainable, we have to do time consuming work on the business end of the charity, which was a primary focus this quarter.

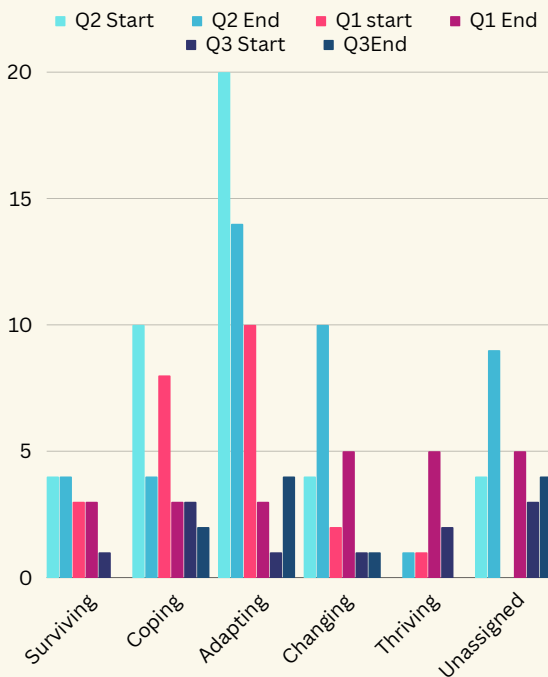
2 TWO NEW HIRES INCOMING AND ONE MORE JOB AD UP

In the spirit of growth, we also grew the team at the end of the quarter, with two new caseworkers hired in November and starting in December, and interviews for a third Executive role coming hot on the heels in January (Q4).

3 WINTER RESOURCE FAIRS LAUNCHED

During colder weather, we make sure to give enough attention to rough sleepers and those facing cold and harsh conditions. We ran the first of a series of winter resource fairs in November, giving items like coats, shelter bags, hygiene kits, and tech to guests in need.

HOW ARE OUR GUESTS DOING?



We started this quarter already nearly at full capacity for one to one casework, with many guests who joined us earlier in the year still relying on this kind of help from us.

As such, we were able to take on 11 new cases and placed others on a waiting list with the promise of new caseworkers joining us in Q4.

50% of these cases moved at least one stage on the progress pathway, but despite that relative success we felt the effects of the social housing crisis more than ever.

Guests we were working with were being told by councils that they could expect to wait many years (maybe even 20 years) to be housed, and the message is that everyone needs to find private rented accommodation.



THANK YOU THIS WILL LITERALLY BE A LIFESAVER.



The words of one guest who we gave a shelter bag to deal with the sub zero Winter temperatures.

SPOTLIGHT ON SAFEGUARDING

We've been working with an external consultant from Safeguarding Momentum, organised by the Lloyds Foundation, to update our safeguarding policy.

Keeping our guests, staff and volunteers safe is a huge priority so we prioritised spending time on this consultancy in Q3 and we end the quarter with a new safeguarding policy and accompanying training ready to roll out, and a plan for updating the rest of the charity's policies in the next quarter.