



# RESTART

CREATING SAFE SPACES TO RESTART LIVES

EST. 2009



# ANNUAL REPORT 25/26

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# OVERVIEW

01

THIS YEAR SAW RESTART SUPPORT MORE GUESTS THAN EVER BEFORE.

ON THE ONE HAND, THIS CORRELATES WITH THE INTENSIFYING HOMELESSNESS CRISIS IN THE UK, BUT IN ADDITION, IT SHOWS THE TRUST THAT THOSE EXPERIENCING HOMELESSNESS HAVE IN OUR SERVICES. IT'S WORTH CELEBRATING THAT RESTART HAS BEEN ABLE TO MEET THIS GROWING DEMAND FOR SUPPORT BY INCREASING CAPACITY WHILST MAINTAINING STRONG IMPACT RESULTS.

WE TOOK ON OVER 200 GUESTS FOR ONE TO ONE CASEWORK. OVER 80% OF OUR GUESTS WERE ABLE TO ACHIEVE AT LEAST ONE MILESTONE FROM THEIR PERSONALLY CREATED PROGRESS PLAN, AND OVER 50% WERE ABLE TO MOVE ONE STAGE OR MORE ON OUR PROGRESS PATHWAY THAT MOVES FROM SURVIVING TO THRIVING VIA THREE IN BETWEEN STAGES. OF THOSE WHOSE CASES WE CLOSED WITHIN THE FINANCIAL YEAR,  $\frac{1}{3}$  HAD MOVED INTO PERMANENT HOUSING. DESPITE THE LACK OF SOCIAL HOUSING, AND THE MANY DIFFERENT OBSTACLES INDIVIDUALS FACE WHEN TRYING TO MOVE ON FROM HOMELESSNESS, OUR CASEWORKERS WERE TENACIOUS AND CREATIVE TO ACHIEVE THESE OUTSTANDING RESULTS WITH OUR GUESTS.

WE RAN OVER 30 PROGRAMMES AND MORE THAN ONE SESSION PER WEEK FOR GUESTS TO WORK ON THEIR MENTAL HEALTH, LEARN NEW SKILLS, AND FEEL PART OF OUR COMMUNITY. 464 INDIVIDUALS ENGAGED WITH A POP UP PROGRAMME - A MINI SESSION RUN IN OUR DROP IN SPACE TO MAKE ENGAGEMENT EASY - WHILE OVER 1500 GUESTS ARE NOW MEMBERS OF OUR DROP IN, AND OVER 14,000 MEALS WERE SERVED IN THE PAST YEAR.

OUR FANTASTIC TEAM WERE SUPPORTED BY OVER 550 GENEROUS VOLUNTEERS THIS YEAR, AND BY OVER 50 PARTNER ORGANISATIONS, PLUS VITAL FUNDING FROM GARFIELD WESTON, JULIA RAUSING FOUNDATION, SKINNER'S CHARITABLE TRUST, NAPIER FUND, AND OTHERS.

Catherine Flay, CEO

# THE DROP IN

We continued to run our Drop in service every Friday night, 6.30-8.30pm at St Columba's Church in Knightsbridge.



This year we:

- served 14403 meals
- supported 744 unique individuals in this service alone
- saw an average of 92 attendees per week.
- continued our partnership with Haircuts for Homeless offering a haircut service every 6 weeks
- Gave over 300 haircuts
- Started a new partnership with Dr Hickey's surgery so that guests could get basic medical care at the Drop In

At Christmas time, we gave Christmas gifts to all guests who came through our doors for a festive meal. These gifts were kindly donated to us from Dani Organics and the Carlowrie Group in the form of puzzle books, chocolates and Tesco vouchers.

Through January, we also gave a further batch of 80 Tesco vouchers to try to support guests to avoid January blues and keep up spirits and support, thanks to Dani Organics and Carlowrie Group.

We now have over 2044 guests as registered members of our Drop in, and this is a key service for supporting guests whether they are rough sleeping, housed and recovering, or in the process of making big life changes.

# THE DROP IN

## CONTINUED...

Volunteers make the Drop In possible. Each week, a minimum of 10 volunteers support staff to prepare the meals, set up the space, welcome guests on reception, serve food, and prepare and serve hot and cold drinks. Last year, we started a special young people's volunteering scheme which sees children over 14 volunteer alongside their parents, learning more about homelessness and how to make a positive impact on their community in the process.

During term time, Knightsbridge School students set up the space with chairs and tables, helping us get ready to welcome our guests.



THOMAS FRANKS



We were able to run the drop in with food donations and donations of resources from City Harvest, Social Bite and Thomas Franks.

**Funding from Grocer's Hall supported our winter provision at the Drop In allowing us to make this service available to all who needed us during the Winter months.**



**“I LIKE RESTART BECAUSE IT IS NOT JUST A PLACE TO COME AND EAT. IT IS A SUPPORT GROUP THAT HAS BECOME VERY IMPORTANT TO ME. IT HAS HELPED ME BUILD CONFIDENCE, CONNECT WITH OTHERS. I HAVE FOUND FRIENDS HERE, RECEIVED PSYCHOLOGICAL SUPPORT, AND THE FOOD IS ALSO REALLY GOOD”**

# THE DROP IN

CONTINUED...

FOR ANOTHER YEAR, WE BENEFITED HUGELY FROM OUR PARTNERSHIP WITH HAIRCUTS4HOMELESS WHICH SEES STEWART ROBERTS BRING HIS HAIRCUTTING CREW TO THE DROP IN EVERY SIX WEEKS, OFFERING BETWEEN 25 AND 50 HAIRCUTS IN EACH SESSION.

STEW HAS ALSO BEEN ON HAND TO CHAT TO INTERESTED GUESTS ABOUT HOW THEY MIGHT GET INTO HAIRDRESSING OR BARBERING .



WE WERE DELIGHTED TO HAVE A VISIT FROM THE MAYOR, COUNCILLOR, TOM BENNETT, IN DECEMBER 2025.

HE THANKED US FOR THE WORK WE DO IN THE RBKC COMMUNITY AND CHATTED TO GUESTS AND VOLUNTEERS, TO LEARN MORE ABOUT HOMELESSNESS IN THE BOROUGH, AND TO SEE BEYOND THAT TO THE INDIVIDUAL STORIES OF THOSE AFFECTED.

OVER 300 HAIRCUTS WERE GIVEN AT THE DROP IN DURING 25/26



OUR NEW PARTNERSHIP WITH DR HICKEY'S SURGERY HAS MEANT THAT OUR GUESTS CAN GET MEDICAL SUPPORT AT THE DROP IN ITSELF



# SHARING RESOURCES

WE RAN SEASONAL RESOURCE FAIRS, IN SUMMER AND WINTER, SHARING ITEMS TO KEEP OUR GUESTS AS SAFE AS POSSIBLE FROM THE ELEMENTS.

WE SHARED:

- **128** COATS
- CLOTHING SUCH AS TROUSERS, JUMPERS, HOODIES, SOCKS, UNDERWEAR, GLOVES, AND HATS
- THERMAL ITEMS SUCH AS HAND WARMERS AND HOT WATER BOTTLES
- **140** TRAINERS (NEW/IN GOOD CONDITION)
- PHONES, MULTI CHARGING CABLES, AND POWERBANKS
- **185** SIM CARDS WITH PAYMENT PLANS
- **544** HYGIENE ITEMS
- **150** READING BOOKS (NEW)
- SLEEPING BAGS + **25** SHELTER BAGS
- ITEMS HELPING INDIVIDUALS STAY COOLS SUCH AS SPF 50, WATER BOTTLES, SUN CAPS AND SUNGLASSES



With thanks to our partners





**“I LOVE MY SHOES BECAUSE  
THEY ARE PERFECT FOR  
WALKING LONG  
DISTANCES. I WALK A LOT  
FOR MY HEALTH AND AM  
VERY THANKFUL FOR MY  
CHARGER SINCE I NEED IT  
WHEN I AM OUTSIDE”**

# CASEWORK

“Thank you, you make me feel like a person.”

This year, for the third year running, RESTART Lives increased casework capacity, in recognition of the diverse causes of homelessness in the population we serve and the need to address the unique individual barriers that a person is facing in order to facilitate the most life changing results.

## CONCRETE RESULTS

- OVER 200 ACTIVE ONE TO ONE CASES
- OVER 80% OF GUESTS ACHIEVED ONE MILESTONE OR MORE
- OVER 50% OF GUESTS SAW ONE OR MORE STAGES PROGRESSED BY END OF YEAR ON OUR PATHWAY FROM SURVIVING TO THRIVING
- 1/3 OF PEOPLE WERE IN PERMANENT HOUSING AFTER 12 MONTHS OR LESS OF CASEWORK
- OVER 50% OF GUESTS WERE ABLE TO IMPROVE THEIR HOUSING SITUATION AFTER 12 MONTHS OR LESS OF CASEWORK.
- GUESTS WERE HOUSED ON AVERAGE WITHIN A TWO MONTH TIMEFRAME



# CASEWORK

## MEASURING OUTCOMES

### HOW DID WE MEASURE OUTCOMES?

Three years ago, we introduced new ways of measuring outcomes. These were:

- The Progress Pathway
- The Individual Progress Plan
- Concrete Outcome Areas

### THE PROGRESS PATHWAY

The Progress Pathway offers five categories of progress from Surviving, to Coping, Adapting, Changing and Thriving. When a guest first engages in casework, the Caseworker uses the category guidelines to assign a stage to that guest. As they continue working with the guest, the caseworker assesses every month or at every milestone (whichever comes first) which category of progress to assign to the guest. Our aim is for 50% or more guests to move at least one stage on the Progress Pathway which we surpassed this year.



Of course, guests who join at the Surviving stage, have much farther to go to be considered to be thriving. That is a big challenge, but also a big opportunity, and we saw 8% of guests who joined at that stage move 4 stages. For guests who join at Changing or Adapting, it may take them a long time to make those final jumps to be considered to be thriving as they are already doing relatively well. We recognise the qualitative difference between each stage, but nonetheless feel that the blanket target of moving at least one stage is realistic and achievable no matter where a person joins. As an organisation seeking to help facilitate positive change, we need to target at least 50% of our guests moving forward. We balance this with the target that the backwards steps need to be the smallest category, and that staying still is an achievement in itself.



# CASEWORK

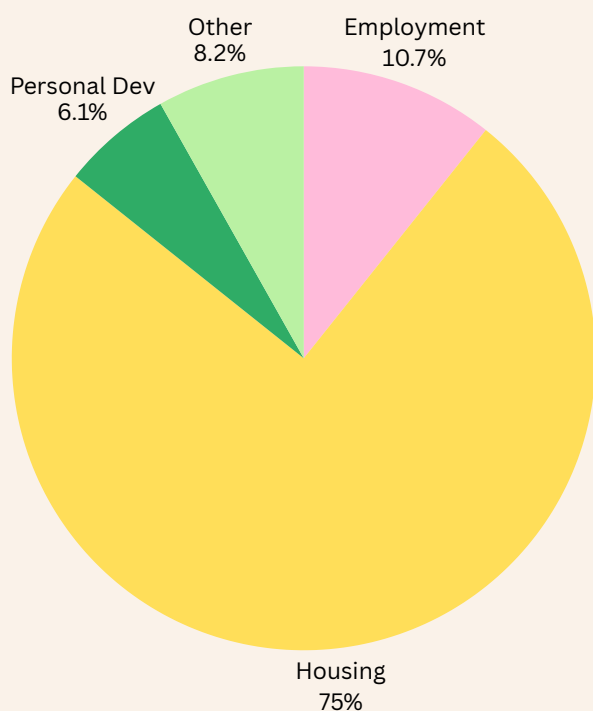
## THE INDIVIDUAL PROGRESS PLAN

The Individual Progress Plan works alongside the progress pathway.

- Jointly created by the guest and their caseworker, a progress plan involves identifying the key barrier holding a guest back and setting an ultimate goal in relation to overcoming that barrier.
- To break down the goal into manageable steps, each plan includes up to five, timebound milestone targets and agreed actions to take to reach those milestones and that goal.
- As each milestone passes, the caseworker records whether or not the target was reached and whether the guest can be assessed as having also moved along the progress pathway.

**This progress plan makes sure that the guests' self assessment of their barriers and goals is at the heart of what we support them to achieve.**

## GUESTS' GOALS

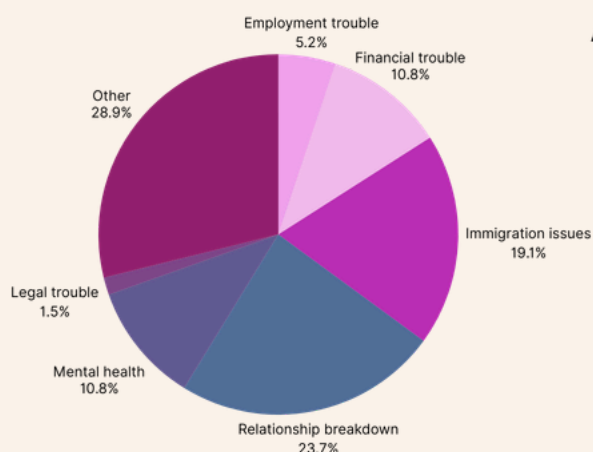


Most guests set goals in housing. We interpret this as showing:

- How the housing crisis is affecting guests' priorities
- A growing understanding that our caseworkers can support well with finding housing.
- A housing first approach is needed: many of these guests would also like to train, find work and address their mental health, but they make housing their priority as a basic need.

Guests who set a goal in 'other' predominantly set a goal relating to immigration, visas, and benefits.

## CAUSES OF HOMELESSNESS



## AGE



## GENDER

33.5% FEMALE 65.5% MALE



# CASE STUDY

03

## **LONG TERM SUPPORT - HEALTH, HOUSING AND COMMUNITY**

Y is currently 24 years old. Our work together started in Feb/24 when she was 22 yrs old. She is originally from Bangladesh and has been living in the UK since Feb 2023, brought by her ex-partner from an arranged marriage. He went to Bangladesh, married her and brought her over. In one month, he abused and physically attacked her for one month, until she fled from the countryside to London in March 2023. Y's sofa surfed at family/friends' houses for one year until her work coach referred her to us.

The first action was to do a homeless application, through the phone, with a translator, always aware of her emotional state, and using a trauma-informed approach, which I am certain was the main ingredient for creating a great rapport and all the subsequent improvements. I tried looking into Domestic Violence charities or organizations but she didn't qualify as the DV had happened over a year before. That was a trend I was soon to discover, that DV victims we ended supporting were homeless due to DV but not considered DV victims by the services available. That was her case.

At the time, she was about to be rough sleeping as the domestic violence she endured left her with emotional and physical scars that made her friends and family supporting her unbearable.

While we were fighting the council to see her as priority for emergency accommodation due to her age, emotional and physical conditions, she ended up sleeping in a park bench and becoming suicidal. I contacted a night shelter which accepted her, temporarily.

After 2 traumatic meetings with the housing officer and escalation to the homeless department, she was finally housed in an emergency accommodation. A few months later she was transferred to a supported accommodation where she stayed for a year and a half.

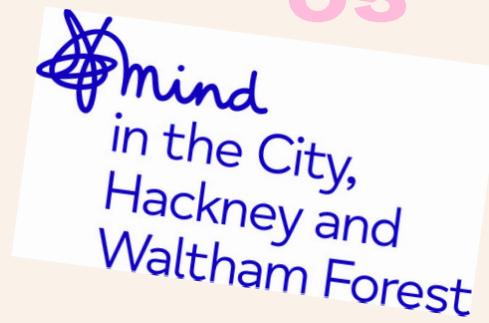
During this time, we managed to get her diagnosed and treated with depression, her English improved, she gained confidence and grew mentally and emotionally as the stability of a home and the consistency of support offered by us facilitated it.

She moved into private rented accommodation with her mum last December, is now 5 months pregnant and has a boyfriend. She is better physically and emotionally, her English improved considerably and she has been taking part in external programs she didn't before as she was too scared of social interactions.

Y's home has been in part furnished by a grant from Betsy Wilki's Benevolence Fund at St Columba's.

**BY PAULA MAZZEO, SENIOR CASEWORKER**

# MENTAL HEALTH



In 2023/2024 we started a paid partnership with **Mind in the City, Hackney and Waltham Forest**. This included provision for one to one and group therapy for guests, supervision (reflective practice) for staff, training for staff, consultancy to the CEO and capacity for ad hoc mental health support.

We knew that mental ill health was highly prevalent amongst those experiencing homelessness, but we also knew that barriers to engagement with support were high, so we accepted that our first year was about building trust for the service and allowing ways for guests to dip a toe and get comfortable, and then in year two, and three, we were looking to have more guests directly engaged and benefitting from the **one to one and group therapy options** we provided. This was our biggest year of provision yet and strongest for impact yet.

**Things went exactly as we anticipated, and by the end of 25/26 we were oversubscribed, with guests now comfortable and keen to get the support they need.**

**We ran:**

1. **group therapy/coaching sessions just before our Drop In service once per month for 23 guests.**
2. **1:1 therapy (between 6 and 24 sessions per guest) for 12 guests.**

**100% OF GUESTS IN ONE TO ONE THERAPY SAW THEIR PHQ4 SCORES DECREASE, SHOWING A SELF-ASSESSED IMPROVEMENT IN THEIR MENTAL HEALTH AFTER 6 SESSIONS.**

Guests attending our group therapy sessions received welcome packs of mindful colouring books and aromatherapy scents. The purpose wasn't just to reward or incentivise attendance, but to give our guests something to take away with them to continue working on their mental health and make it a habit, rather than something they do once a week in a designated space with us.



# PROGRAMMES

## RESTORE - WELLBEING

The RESTORE programme has two aims, to provide an immediate mood boost, and to provide long term positive impact on the mental health of the guests attending sessions.

In 25/26 RESTART ran:

- **Therapy dogs** - quarterly sessions in which specially trained dogs were brought by their handlers for petting, playing and quiet companionship.
- **Film Club** - fortnightly Autumn and Winter sessions in which guests pick a film and watch together while enjoying refreshments and quiet time as part of a community without the need to talk or be active.
- **Book club** - guests can pick up a book, take it away and read it and share their thoughts with others.
- **Art sessions** - trauma informed taster painting sessions

All of our programmes take a trauma informed approach, and in 25/26, our Senior Caseworker and Mental Health Coordinator, Paula, conducted organisation-wide training on how to create trauma informed spaces.





**“FILM CLUB HELPED ME TO MEET  
NEW PEOPLE WHILE ENJOYING  
THE EXPERIENCE OF DIFFERENT  
MOVIES WITH A NICE HOT  
DRINK. FOR ME IT WAS A TIME  
TO ESCAPE THE OUTSIDE WORLD  
WHEN WATCHING THE MOVIE,  
TIME TO RELAX AND  
DISTRACTION FROM WORRIES  
AND CURRENT STRUGGLES  
WHICH HELP WITH IMPROVING  
THE MOOD”**

# PROGRAMMES

## RECRUIT - EMPLOYABILITY

In 24/25 RESTART started the ambitious project of creating a fully digital, accessible and inclusive **online version of the RECRUIT** programme which is ongoing.

This involves recording filmed sessions with experts in all things employability, from gaining different types of work, to maintaining work, making disclosures to HR around health, convictions or other issues that could make a candidate feel at a disadvantage and risk discrimination, to being a constructive member of a team and thriving in a workplace.

The sessions will be accompanied by worksheets, activities and links to other related online resources (from outside RESTART). Building this online programme was ongoing in 24/25 and will launch in 26/27..



In 25/26 we **extended our partnership with the JobCentre**, retaining our existing relationship with Hoxton Job Centre Plus and working with a second Job Centre - Settle Street in Whitechapel - and welcoming remote referrals from Fulham and across London JCs.

As part of the partnership, one caseworker attends each chosen location every fortnight to support those facing homelessness, offer on the spot appointments and take on new cases.

One of our taster programmes in 25/26 was a **coffee making course** run in partnership with Sanremo, with thanks to Trainer and Session Leader, Jon. Guests went offsite to learn to make latte art amongst other barista skills, gaining confidence as well as moving towards employment. In the coming financial year, we will be extending the programme to offer more places to guests as we were oversubscribed in 25/26 and to create formal pathways into employment after the course.

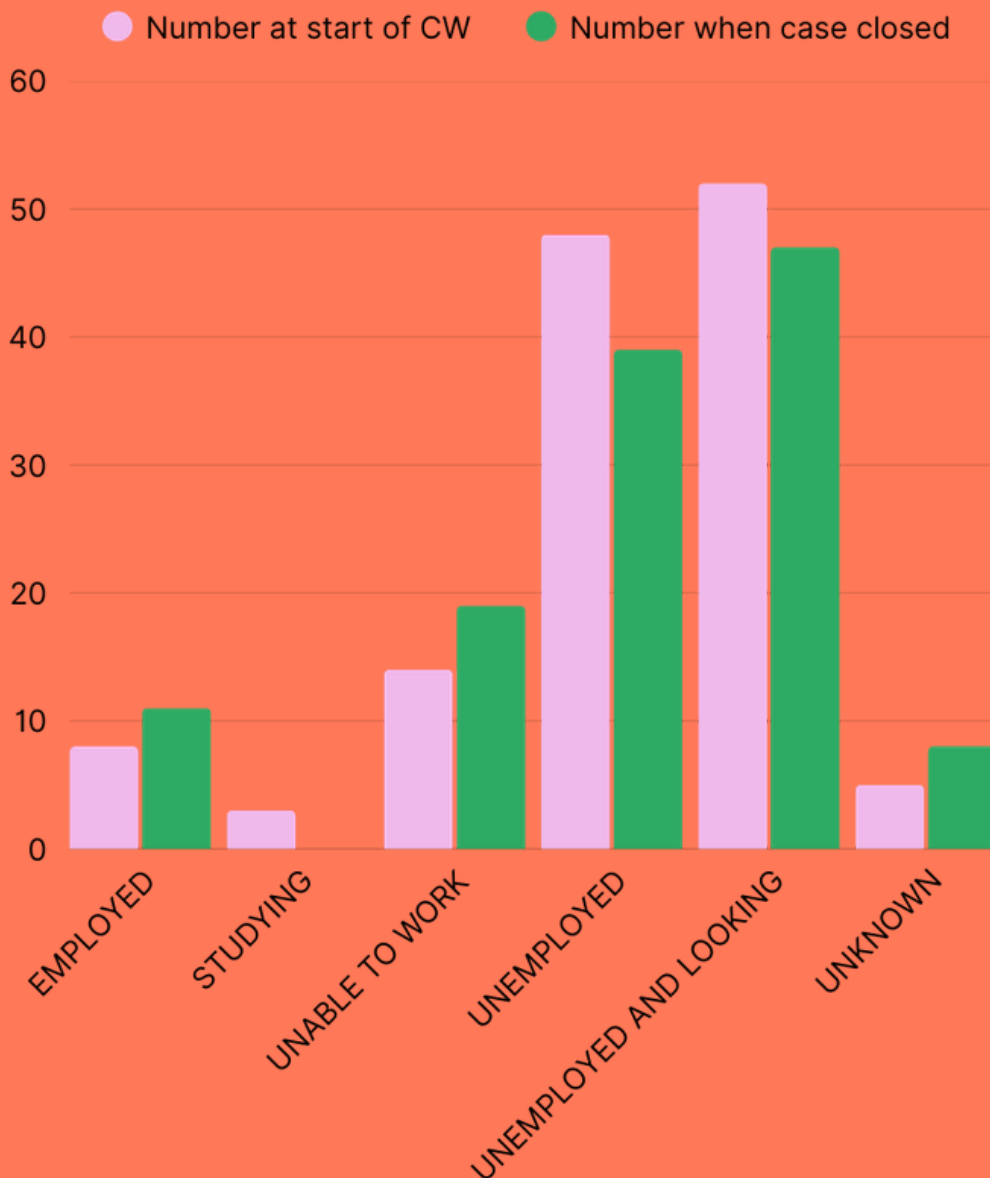
Our aim is to offer the course both to people taking it on as part of confidence building and those taking the course with a view to becoming employed as baristas and in hospitality.



## RECRUIT - EMPLOYABILITY - EMPLOYMENT RESULTS FOR GUESTS

We take a **housing first approach**, so employment is something we help guests to work towards at any stage, but to actually start work when they have a roof over their head, otherwise we risk setting them up to fail: work is hard enough for those of us with a safe home environment, but with anything other than that it can be impossible to hold down a job. When guests are ready, though, we are there to help them start looking and find the right career for them.

From the below results, you can see that we both increased the number of people in work, but also the number of people known to be unable to work. That latter category is an important success because it means those individuals will be in receipt of different benefits that are right for them, as opposed to individuals who need to look for work to receive state support.



## RECRUIT - GUEST VOLUNTEERING

In 25/26 RESTART formalised the ad hoc guest volunteering that was being facilitated to create a guest volunteering branch of RECRUIT.

Guests speak to our volunteer coordinator about why they want to volunteer, their aims, and she creates a bespoke plan for each person. Whether it's preparing and serving drinks at the Drop In, or organising stock and planning new orders, guests might be looking to get into work, or just to build confidence and make friends.

All guests who enrol get tailored one to one support including support with moving towards and finding permanent work if that's their goal.


what does RESTART mean to me?



marina

marina was introduced to us through casework support for housing and mental health challenges. She is a survivor of domestic violence and has long struggled with depression and anxiety.

what does RESTART mean to me?



marina

"I feel that my contribution is valued and Respected, and Tess always makes sure to tell me this, which I deeply appreciate.

Everyone gives a part of themselves (their time, heart, and dedication) and that makes RESTART a very special place. Every Friday, and every moment of my time with RESTART, brings me mental balance, joy, and a feeling of comfort."

**Marina's story is a good example of what some of our guests have gone through and how volunteering helps them on their recovery journey...**

## RECRUIT - GUEST VOLUNTEERING

What does RESTART  
mean to me?



marina



Volunteering with RESTART always fills me with inner joy and a pleasant sense of meaning, and it has been helping my mental health.

What does RESTART  
mean to me?



marina



"The meal service is vital to people, as they enjoy coming to the dinners because they receive real attention and care.

They can have a hot meal, find support, and even just chat, which helps reduce feelings of loneliness. It feels like being part of a big, warm family."

What does RESTART  
mean to me?



marina



"Volunteering with RESTART, I feel very comfortable because I can see how carefully the staff treat the guests and volunteers with respect, kindness, and genuine care.

Tess is always attentive to my needs and regularly checks in on how I am doing while volunteering at RESTART. This means a lot to me, as I sometimes have difficult days with my depression, so knowing that I have flexibility and can volunteer when I am in a good place is very important to me."

What does RESTART  
mean to me?



marina

Marina has now been volunteering with RESTART for three months. She has shared that the experience has greatly improved her confidence, and she looks forward to coming in to help others. She always arrives with a smile and a positive attitude, reflecting the incredible progress she has made in building her confidence and belief in herself since we first met her.



## RECRUIT - GUEST VOLUNTEERING

What does RESTART  
mean to me?



After discussing her progress, her caseworker and our volunteer coordinator agreed that volunteering with RESTART could be a positive milestone in Marina's journey, helping to build her confidence and support her mental health further.

Marina



## TASTER SESSIONS

Across the years, we run a range of taster sessions, to allow guests to try new programmes commitment free, and to pilot possible new services and gain guests' input.

**71 individuals benefited.**

Our sessions included:

- zumba
- gardening
- quizzes
- board games nights
- trip to Winter Wonderland
- cinema trip (as a taster of Film Club)





**“ENGAGING IN ACTIVITIES SUCH AS WATCHING FILMS AND EXERCISING HAS BOOSTED MY SELF ESTEEM, CONFIDENCE, AND OVERALL WELLBEING. RESTART’S WELLBEING PROGRAMMES HELPS MYSELF AND FRIENDS FEEL CONNECTED DURING TIMES OF CRISIS. IT IS CLEAR THAT RESTART’S FOCUS ON COMMUNITY INVOLVEMENT HELPS VULNERABLE ADULTS REGAIN CONFIDENCE AND THRIVE”**

# 10 YEARS OF SLEEPOUT

December 2025 saw us hold our biggest Sleepout to date, and mark 10 years of the awareness- and fundraising event.

The RESTART community from age 11 to over 70, came together to gain empathy in relation to rough sleeping, spending a night in the wind and rain on the street outside our Drop In centre.

In the morning, as every year, we shared a breakfast and reflected on the experience, what we had learned and how we can redouble our efforts to end rough sleeping in London and support those going through it.

With £100,000 raised through this event, the team are in a good position to follow through on some of the ideas and intentions raised at the event, and to continue supporting London's rough sleepers to survive the experience and to move on from homelessness when they are ready and able to do so.



# THE FIRST SUMMER WALK

2025 saw RESTART run its first ever family friendly awareness and fundraising event.

The Summer walk took place in June, and brought the RESTART community of all ages together to reflect, while walking, about how far rough sleepers often walk -between 10 and 15 miles per day just to meet their basic needs.

With families, dogs, school pupils as well as volunteers and regular supporters taking part, we walked a lap of Hyde Park before sharing refreshments and reflecting on what we'd learned and what more we could do to support those who have no choice but to walk to survive.



# EDUCATING YOUNG PEOPLE

Last year, we made raising awareness with young people one of our reporting areas.

In line with the new focus on this, in 25/26 we reached more young people and children than ever before through children volunteering at our space, assemblies, talks, classes and taking the right measures to allow more young person participation in the Sleepout event last December.

This year, we worked with 7 schools:

## Knightsbridge School

Students attended every Friday during term time to set up chairs and tables ahead of the 6:30 Drop In. The school also brought a group of enthusiastic students to take part in the Sleepout event, while some parents chose to involve their children from Knightsbridge School, sharing the experience together as a family. For the first time, we also held our Summer Walk, where younger pupils from Knightsbridge School joined a walk around Hyde Park or organised their own walks to raise funds for our guests.

Thomas Franks, the school's caterers, continued to support the Drop In by providing ingredients and even a chef for special occasions such as Easter and Christmas. This support was further enhanced by the generosity of parents, who donated essential items when our guests needed them most, including sleeping bags during times of shortage.

The generous children of Knightsbridge School also hand made and wrote Christmas cards for every single one of our guests and gave Christmas crackers which we shared with guests at the last Drop In before Christmas Day.



# EDUCATING YOUNG PEOPLE

## Sussex House School

We delivered a talk to Year 8 students about RESTART, explaining why we exist, what we do, and how they can get involved in supporting people experiencing homelessness in the community. Since then, some students have begun volunteering at our drop-in sessions alongside their parents, where they have engaged in meaningful conversations with our guests, built confidence, and developed new skills.

Through connections with parents at the school, we have been introduced to local businesses in the community that have supported us with food donations, for which we are extremely grateful.

## Holland Park

To kick off the year (2025, Holland Park took the opportunity as a whole school to support RESTART and think considerably about the struggle of homelessness in the borough, and as a wider societal issue.

From Pyjama (own clothes) days to reflect on the privilege of having a home and somewhere to sleep, to staff vs student football matches, they showed true kindness, respect and compassion in action - raising over £1000 for RESTART. We are really moved and grateful at how proactive the community was in choosing us and putting homelessness on their agenda and minds.



# EDUCATING YOUNG PEOPLE 07

## North London Collegiate School

For the past two years, we have really enjoyed giving talks to students about RESTART and hearing their mature thoughts and ideas on why homelessness is at such a high- and what can be done to effect change,

We were pleased to speak to Year 11 and Year 12 and focus on myth-busting around homelessness as well as why a personal approach to homelessness truly matters for lasting impact. We shared a lunch with teachers who were supportive in our mission and we planned for the Sleepout they joined with a group of interested students in December. We are always blown away by the support of NLCS and how they continually strive to support charities, including ours, in creative ways.

We also welcomed our first ever work experience student who, between University studies, joined our team in the office to learn more about the various types of work that happens behind the scenes to make RESTART work. The student helped us to research small grant opportunities and to complete some crucial admin tasks.



# MEET THE TEAM



**CATHERINE FLAY**  
CEO



**OLIVIA PYLE**  
Head of Programmes



**PHIL NUGENT**  
Drop in Manager

# MEET THE TEAM

08



**ROMAN SUMAROKOV**  
Chef



**TESS DE SOUZA**  
Programmes Manager



**MARTA STYK**  
Caseworker



**PAULA MAZZEO**  
Senior Caseworker and  
Mental Health Coordinator

**AND EUGENIA NOBLE**  
Caseworker



**CAITLIN TURNER**  
Communications

# A FOND FAREWELL TO PHIL

After 15 years of service at RESTART, we say a fond farewell to Phil at the end of March 2026 and wish him well as he enters retirement.



**PHIL NUGENT**  
**Drop in Manager**

From supporting the Drop-in in its early days (then known as 'Saturday Night Fever') to working

side by side with guests to access housing (at a time when RESTART had its own house/accommodation) and employment, Phil has witnessed significant change and played a key role in the development of the organisation and growth of its services.

There's no doubt that the distinctive warmth and welcoming atmosphere of the Drop-in reflects Phil's care, commitment and attention to detail. He has consistently considered what it takes to create a safe and smooth-running environment, implementing this with dedication across all the different spaces the Drop-in has been a success - from St Augustine's to St Columba's, and including through the challenges of the Covid-19 period.

We know that guests will miss him and the team here too for his all his insight, knowledge and readiness to support - in particular, his close work with volunteers fostered strong relationships, with many coming to know him not only as a colleague but as a friend.

We thank Phil for his compassionate service and meaningful impact over many years, and we wish him every success and happiness in the future.

# A FOND FAREWELL TO PHIL



Images from food service at St Cuthbert's (in partnership with Refettorio Felix) during Covid-19 and our now home for the Drop-in, St Columba's Church.

# VOLUNTEERS

In 25/26, Restart Lives maintained a strong volunteer base, with over 500 individuals signed up and more than 60 new volunteers joining during the year.

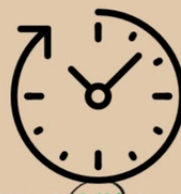
Volunteers took on a range of roles, including serving food, welcoming guests at reception, preparing teas and coffees, and distributing resources at our fairs. We also introduced new opportunities, such as supporting our programmes, assisting with our upcoming digital employment library and Coproduction sessions.

This year, we placed a strong focus on building and strengthening our community by introducing regular feedback and training sessions. Our most recent training covered Psychologically Informed Environments, and we also partnered with new organisations such as HSBC, whose team supported our work by running the Digital Support Desk at our drop-in sessions every three months.

## VOLUNTEERING RUN DOWN



WE WERE JOINED BY **695** VOLUNTEERS



A TOTAL OF **2,126** VOLUNTEER HOURS WERE CONTRIBUTED TO OUR DROP-IN SPACE

**NEW!**

WE WELCOMED **64** NEW VOLUNTEERS



WE WELCOMED **11** PARTNERS TO OUR DROP-IN SPACE (6:30-8:30PM)



**24** YOUNG PEOPLE FROM FIVE SCHOOLS HAVE TAKEN PART IN VOLUNTEERING AT OUR SPACE



WE WERE SUPPORTED BY **9** GUEST VOLUNTEERS AT OUR DROP-IN SPACE

DATA FROM 14<sup>TH</sup> MARCH - 27<sup>TH</sup> FEBRUARY

# TRUSTEES



Andrew  
Marshall  
Founder



Sonya  
Leydecker  
Chair



Emma  
Vellenturf  
Trustee



David Pyle  
Trustee



Pete Gibbons  
Trustee



Rob Mills  
Trustee



Mark Veldon  
Trustee



Marina Abel-  
Smith  
Trustee



Anand  
Dani  
Trustee

# PARTNERS & FUNDERS

09

## OUR THANKS GO TO:

**GARFIELD WESTON** for funding a portion of our core costs.

**JULIA RAUSING TRUST** for Winter support funding lasting until April 2025 and for funding core costs into the coming financial year.

**NAPIER FUND** for awarding us unrestricted funding, as well as **ST COLUMBA'S CHURCH** (and its **BENEVOLENCE FUND**) for being such a welcoming venue for our services and restricted (practical) funding to support guests when they become rehoused.

**SKINNER'S CHARITABLE FOUNDATION** for awarding us funding to support casework with domestic abuse survivors.

**CANACCORD** and **ALIXPARTNERS** for making **RESTART** their social impact partner.

**CARLOWRIE GROUP** and **DANI ORGANICS** for their continuing support and generosity.

**KNIGHTSBRIDGE SCHOOL** for their long term support of the charity and for welcoming us into their community.

**NORTH LONDON COLLEGIATE SCHOOL, HOLLAND PARK AND SUSSEX HOUSE** for their fundraising and awareness raising efforts.





Garfield Weston FOUNDATION



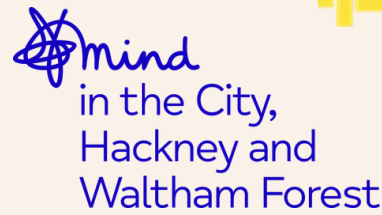
KNIGHTSBRIDGE SCHOOL



DRAFT



the Dr. Hickey Surgery



# PLAN FOR NEXT YEAR

## OUR AIMS

- Take on 30 or more new cases every quarter.
- Support 50% or more of those guests to move at least one stage on the progress pathway
- 80% or more to achieve at least one milestone from their personalised progress plan.
- Match or beat our housing results from the last two years and see at least  $\frac{1}{3}$  of the guests we support with casework move into permanent housing.
- Successfully prevent homelessness in 90% or more of cases.
- Maintain the support we are offering at the Drop In.
- See an improvement in the mental health of 90% or more of guests who take up our offer of 1:1 therapy
- Build on our pilot offering of specialist support to young people and families via casework and interventions run at partner locations.
- Offer a range of programmes on a regular basis to provide services that target our key impact areas of REACT, RESTORE, and RECRUIT.
- Bring our knowledge and our guests' experiences to bear on those in power and political decision makers.



**“YOU ARE CONSISTENT,  
AND YOU MAKE AN EFFORT  
EVERY DAY. YOU LISTEN,  
WHICH HELPED GIVE ME  
HOPE. FOR ME, THAT’S  
BEYOND BEING A  
CASEWORKER, THAT’S  
TRUE, PURE CONCERN FOR  
HUMANITY, AND IT’S RARE  
THESE DAYS. SO THANK  
YOU VERY MUCH, RESTART  
LIVES”**



# RESTART LIVES

5, 69 Onslow  
Square, South  
Kensington,  
London SW7 3LS

[www.restartlives.org](http://www.restartlives.org)  
[email@restartlives.org](mailto:email@restartlives.org)  
@restartlives on social media