

# Q2 REPORT

## 1 MORE ONE TO ONE SUPPORT THAN EVER

This quarter we took on 42 new one to one cases, with 19 still existing on top of that from the previous quarter, plus 4 from the previous financial year. 50% of those came to us via our outpost at the Job Centre, showing the importance of that new partnership.

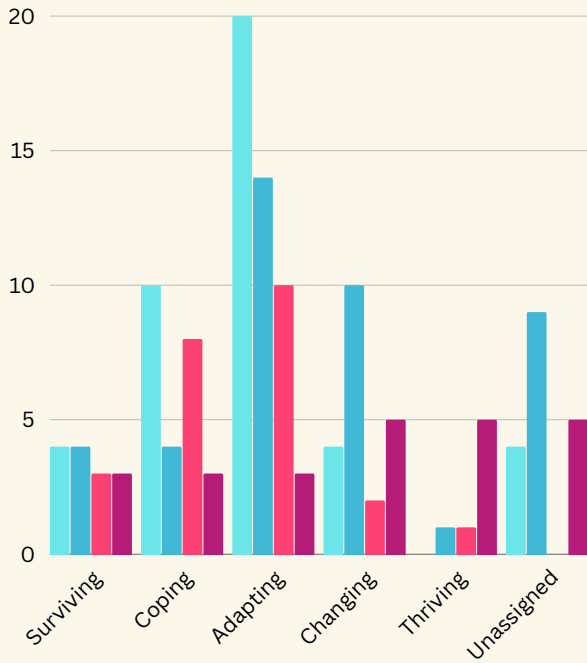
## 2 NEW TAILORED HELP DROP IN SERVICE LAUNCHED

We started a drop in for guests to make appointments to receive ad hoc advice and support before the Friday resources and food that we provide each week at St Columbas. This gives guests a private safe space to get to know us a little more and get tailored help without it interrupting their meal time or being seen by all.

## 3 MIND GROUP AND ONE TO ONE SESSIONS BEGAN

In this quarter, our partnership with Mind got underway, offering training to staff, consultancy to the CEO and group as well as one to one therapy sessions for guests who needed them most. This quarter saw one six week group programme take place as well as 3 guests have at least one individual session.

### HOW ARE OUR GUESTS DOING?



Of the 42 new guests we took on for one to one support in Q2 (blue), 1/3 moved along at least one stage in the pathway. Of the guests still active in Q2 from Q1 (pink) 50% were able to move one step along showing that longer term relationships can yield strong results.

In terms of achieving milestones on their way to reaching their personally determined goal, of those who engaged in the process and set these targets, 15 guests achieved 1 milestone, 3 achieved 2, 2 achieved 3, 1 achieved 4, and none achieved all 5 or their ultimate goal within that three month window. 24 set a primary goal in the category of 'housing', 10 relating to 'employment', 1 to 'personal development' and 4 in the category 'other' relating primarily to immigration status.

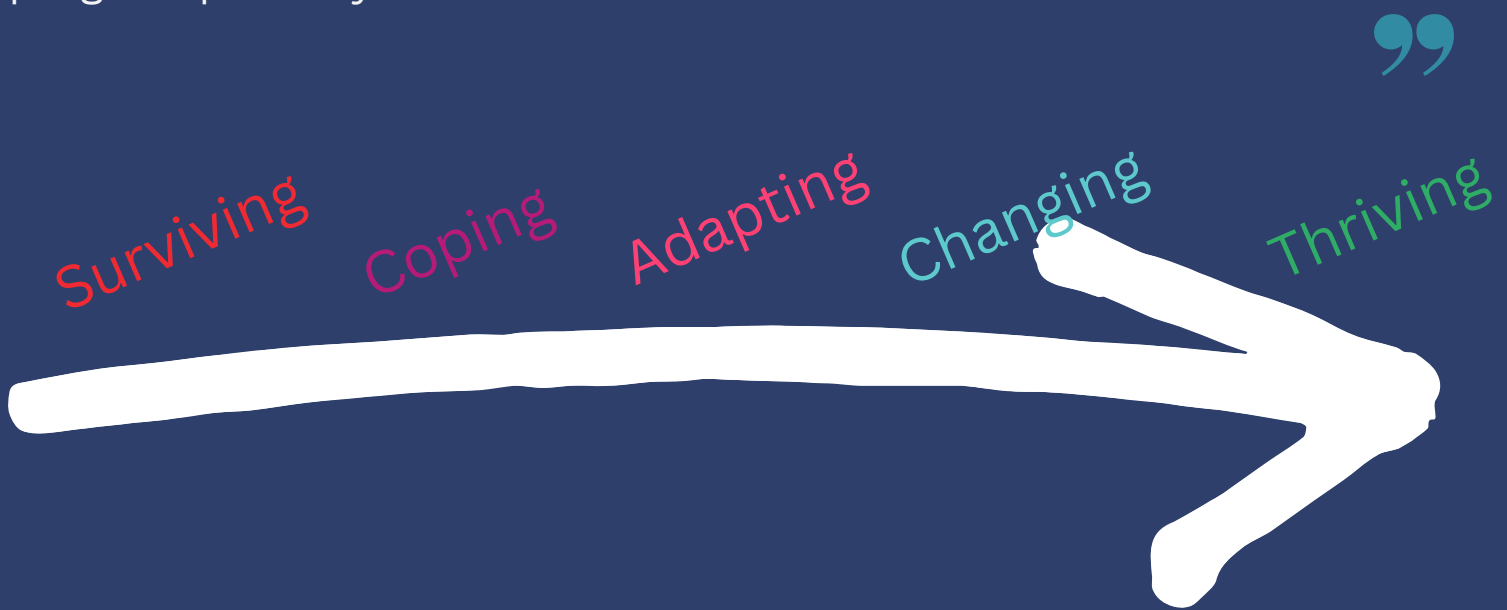
“YOU’RE THE ONLY CHARITY THAT HAVE ACTUALLY MADE A DIFFERENCE TO THE SITUATION I’M IN.”



One of the aims of Restart, as it grows this financial year, is not only to provide better mental health services to guests, but to become a fully mental health informed and trauma informed organisation. With such a large number of homeless men and women dealing with mental health issues as a barrier to making positive progress in their lives, we have embarked on year long staff training and consultancy with Mind to develop a mental health backbone for the organisation.

## A REMINDER ABOUT 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, in work or not, suffering from severe physical or mental ill health.

Through conversations with guests, caseworkers get an understanding of where guests ‘are’ on the pathway when they first start seeking support from us. The caseworker makes an assessment of where they are based both on facts about their situation and experience of their attitude.

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.

# WHAT OUR GUESTS SAID



**“RESTART DID THE ONE THING THAT I COULDN’T DO FOR MYSELF. I WAS TOTALLY LOST, I WAS FRIGHTENED. I HAD WORK, GOOD WORK, AND THEN A STROKE AND I COULDN’T GET BACK I JUST HAD NO IDEA HOW TO. THE CONNECTION RESTART MADE FOR ME HAS JUST OPENED IT ALL BACK UP AGAIN AND I HAVE A WHOLE PLAN.”**

**“THIS [RESTART WELLBEING PROGRAMME] IS MAKING THE DIFFERENCE TO ME BEING ABLE TO KEEP OFF THE DRINK AND BE WELL ENOUGH TO TAKE MY GRANDKIDS TO THE PARK FOR A KICK ABOUT.”**

**“YOU’RE THE ONLY CHARITY THAT HAVE ACTUALLY MADE A DIFFERENCE TO THE SITUATION I’M IN.”**