

2025 IMPACT REPORT



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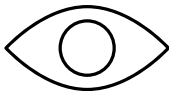
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THE BRIDGE: HOMELESSNESS TO HOPE



The Bridge Homelessness to Hope is a charity in Leicester that provides support and advocacy to people experiencing homelessness. This includes those who are rough sleeping, sofa surfing, and people who are in temporary or unsuitable accommodation. We believe in long-lasting change, where the people we work with are treated as individuals with specific needs and not just a problem to be passed through another system.

With our support and access to a range of therapeutic and empowering services, our guests are able to meet their own needs and have hope for a better future.



Vision

A time when there is no homelessness in Leicester and our guests have moved to a place of hope.



Mission

To provide a positive, warm, welcoming and safe space for all, where progress, companionship and collaboration can thrive.



Values

Non-judgmental, compassionate, respectful, consistent and reliable.



THE YEAR IN REVIEW



"**2025** was a year of highs and lows for the charity. After seeing a massive **51% increase** in the footfall through our day centre in 2024, we only saw a small increase in numbers in 2025, but it still meant our centre was accessed over **19,000 times** – a new high."

I am really proud of the amazing work our wonderful team of staff and volunteers have done in supporting our guests (service users) and despite the new record numbers of people we have supported, once again, we never had to close the doors, or restrict the number of people we have allowed in. The fact our service is needed so much though, is certainly not something to be proud of.

Jen, our Kitchen Coordinator and her marvellous team of volunteers have continued to provide breakfast and a cooked lunch (including a vegetarian option) each day, and our guests can also get a hot shower, a change of clothes and the chance to wash and dry their existing clothing. More importantly, they are also able to engage with one of our Caseworkers for support in a number of areas, which will hopefully assist them in moving their lives forward.

Another high was our Big Sleep in March, which raised £27,000 for The Bridge with over 50 people taking part, including a record number of students and teams joining us on the night. Again, a big thanks to our corporate sponsors, especially to Heidelberg Materials UK, who also got a team to 'sleep out,' raising £3,500, which the company generously matched.

I would also like to say a big thanks to those kind individuals and companies who arranged their own fundraising events for the benefit of the charity, we are so grateful - I had the pleasure of attending many of these events during the year.

In December, despite some great feedback from those taking part, we failed to secure further funding and regrettably we had to close the Lighthouse Project. Thank you to all our Mentors for your efforts.

I mentioned in my reflection last year that we had some exciting and ambitious plans for 2025. In March, we took a lease on our first house, moving 4 people off the streets and indoors. We finished 2025 with 3 houses - 13 bedrooms, which has been a very steep learning curve for us all. However, with this learning in mind, we are looking to expand the project in 2026, enabling us to move more people off the street and eventually into a place of their own.

Finally, a massive thank you, first to our great Board of Trustees for all their support and encouragement, and then to our brilliant staff and volunteers. Without you we would not be able to operate.



**David Fawcett, CEO of
The Bridge Homelessness to Hope**



HOUSING



Up until 2025, The Bridge Homelessness to Hope had primarily supported people experiencing homelessness by helping them access and sustain accommodation, rather than operating our own.

This changed for us last year when our charity expanded its offer by taking on three houses, providing accommodation for up to 13 individuals. These residents are existing guests (service users) who have been supported by the organisation prior to moving in, ensuring a more stable transition into housing.

Once accommodated, The Bridge continues to provide intensive one-to-one support, helping tenants develop essential life skills such as cooking, shopping, and managing bills, alongside broader support like accessing services and improving wellbeing.

Crucially, this housing is not seen as a final step but part of a longer journey, with ongoing support aimed at helping individuals eventually move on into independent, long-term accommodation.

"I joined The Bridge in January as Operations Manager, with part of my role being the management of the housing project. We are creating a project that we are all proud to be a part of.

Using a psychologically informed approach to extend the 'heart' of the hub to the houses. We know our tenants and build a relationship with them prior to them moving in.

On 'moving in day' we create welcome packs and give New House cards to ensure they feel welcomed and valued from day one. We then continue from this foundation of care to work with the tenants to give them the best chance to cope with the pressures of a tenancy.

Our weekly house meetings give the house mates a chance to share any difficulties they're having and report back anything they need, they also receive one to one support from their support worker."



Anna Iliffe, Operations Manager

"Compared to previous years at The Bridge, it has become significantly easier to support and accommodate our guests now that we have access to our own housing. With space for 13 individuals, soon increasing to 21 in 2026, we're able to provide stability for people who would otherwise fall through the gaps, particularly those not suited to traditional supported accommodation.

Alongside this, stronger links with other housing organisations have expanded our referral options, and the introduction of a clearer pathway for asylum seekers facing a notice to quit has made a meaningful difference. Altogether, these changes have made my day-to-day role as a caseworker more manageable and far more effective."

Katie Martin, Caseworker



GUEST STORY



I was living in a hostel in Cromer to be near my dad, but I made the decision to come back to Leicester so I could be closer to my children. When I arrived, things were really difficult, and I ended up sleeping in my car for three weeks.

After that, I moved between different places across the city, mostly staying in hotels. It was an unsettled and uncertain time, but things slowly started to change once I began receiving support from The Bridge - Homelessness to Hope.

In October, I moved into shared accommodation managed by The Bridge, and it's the best place I've stayed—it's clean, safe, and I get on well with my housemates. The support hasn't stopped either; I still meet with my caseworker every week, which really helps keep me on track. I've also started volunteering with The Bridge as a way of giving something back to the people who supported me through such a tough time.

"The Bridge has helped me in so many ways. I've been able to access support for my mental health and, most importantly, start rebuilding my relationship with my children."

OUR IMPACT



42



Through our support services, our guests saw an improvement to their income 42 times.

We successfully housed 84 people into accommodation in 2025.



84



19,050

Our services were accessed 19,050 times in 2025.
An increase of 83% since 2022.



737



Our work helped to improve the wellbeing of our guests 737 times last year.

THE BIG SLEEP

Our annual fundraising event 'The Big Sleep', where people are invited to sleep outside for one night to raise money for The Bridge, and to raise awareness of the challenges experienced by the city's homeless and rough sleepers, raised a staggering £27,000 for The Bridge Homelessness to Hope. Over 50 people took part in the event at The University of Leicester, making it our largest 'Big Sleep' to date.



"I felt safe even if I was cold and uncomfortable at times, which put into perspective how fortunate I am as I have a roof over my head."

"It was a very humbling experience. We were lucky it wasn't minus degrees or raining. At about 1 am the dawn mist made everything wet and my 67 year old bones definitely didn't like cardboard for a mattress. Imagining someone forced to do this every night is heartbreaking. The thought of being alone in a doorway on the streets or under the stairway of a public car park is frightening."



BUSINESS CHAMPION: HOWES PERCIVAL

Howes Percival has been a dedicated supporter of The Bridge Homelessness to Hope for the past two years, making a meaningful impact through a combination of donations, fundraising, and hands-on volunteering. Altogether, their sustained efforts and commitment have raised an impressive £16,000 for The Bridge, significantly contributing to the charity's work in supporting people experiencing homelessness.

"We are proud of the money we raised but also of the relationship that we enjoyed with The Bridge."



"It was a privilege for Howes Percival to support a local charity which makes a real impact in our community. The staff fully engaged, not only in terms of raising money throughout the year but also in volunteering and giving some practical, hands-on support. Everyone we met at The Bridge was welcoming and we enjoyed seeing them at our events such as our Diwali celebrations and quiz but also at some of our smaller events in the office."

Justine Flack, Partner at Howes Percival



OUR VOLUNTEERS

In 2025, our volunteers gave over 10,000 hours of their time to The Bridge, supporting people experiencing homelessness.

"After another busy year, we are incredibly grateful for the continued support and dedication of our volunteers. Their time and commitment allow us to provide a service that is so important to our guests, always delivered with empathy and compassion. Thank you to every one of our volunteers — we truly appreciate all that you do."

Emma Firth, Volunteer Coordinator at The Bridge

"I like that seemingly small things like having safe space to shower, have a hot drink and people to talk to can make such a difference to people's lives."



Rebecca Linton, Reception Volunteer at The Bridge



"I have volunteered at The Bridge for the past five years. I strongly believe in what we do and how we go about helping those experiencing homelessness to a place of hope."

Jim Muddimer, Kitchen Volunteer at The Bridge

THANK YOU



The Bridge Homelessness to Hope would like to express our heartfelt thanks to all who have worked with, supported, and advocated for us this past year.

- Action Homeless
- Amazon
- Benefact Trust
- Carley Baptist Church
- Church Urban Fund
- Coop Local Community Fund
- Crown Hills Community College
- Dealer Auction
- Defensor Life Safety Systems
- Dr Michael Tulley
- Dunelm
- Dupli
- Edward Cadbury Trust
- Edith Murphy Trust
- Florence Turner Trust
- Glenfield Dental Practice
- Hastings Direct
- Heidelberg Materials UK
- Howes Percival
- HSBC
- HSP Financial Planning
- Hygiene Bank
- Kevin Hudson
- KCH Garden Square
- Laburnum Road Church
- Leicester City Council
- Leicester City of Sanctuary
- Leicester Homelessness Charter
- Leicester & Rutland Provincial Charity
- Liz Tuccy Wealth Management
- Lloyds Bank Foundation
- Lonsdale Mews Care Home
- Lucy Sturgess
- Maud Elkington Trust
- Martin and Paula Jones
- Neighbourly
- Next
- Oadby Baptist Church
- Oliver Liddar Foundation
- Peter and Kay Tom
- Reaching People
- Richard Kershaw
- Rosemary and Peter Goodman
- Sarah Anderson
- Saffron Eyecare
- Screwfix Foundation
- Selfridges
- Shoezone Trust
- Sri Sathya Sai Centre
- St John The Baptist Church
- St Matthews Big Local
- St Mary's Church
- Stonegate Trust
- Tesco Stronger Starts
- The National Lottery Community Fund
- The Trussell Trust
- Tudor Trust
- Turning Point
- Union FS
- University of Leicester
- Welcomm
- Willowbrook Dental Practice



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