



# Our Impact

## 2024 – 2025

EPIC Restart Foundation is a charity shaped by real-life experience. We support people across the UK to rebuild positive lives after gambling harm, whilst raising awareness and challenging stigma.



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# A message from the team

**This past year has been one of real growth, both for our team and the work we're so passionate about.**

In October, we launched the EPIC Restart Online Community, giving people in recovery a safe, welcoming space to connect, share and support each other. It's been incredible to see the community take shape and grow.

In January, we said goodbye to Robert White after nearly four years as Chair of our Board. His leadership helped shape EPIC Restart into what it is today. We're thankful to Matthew Corcoran and Rebecca Jones for stepping up as Interim Co-Chairs to help guide us through the next chapter.

We proudly joined the National Gambling Support Network – a major step forward that's helping us reach even more people. We continued to build relationships with other organisations in the sector to create seamless pathways to support.

At the end of January, we said a heartfelt goodbye to our CEO, Sharon Parr, and were grateful to have Richie Paxton step in as interim CEO. In March, we were delighted to welcome Richard Wiltshire as our new CEO. His energy, experience and compassion are already helping us grow our reach and impact.

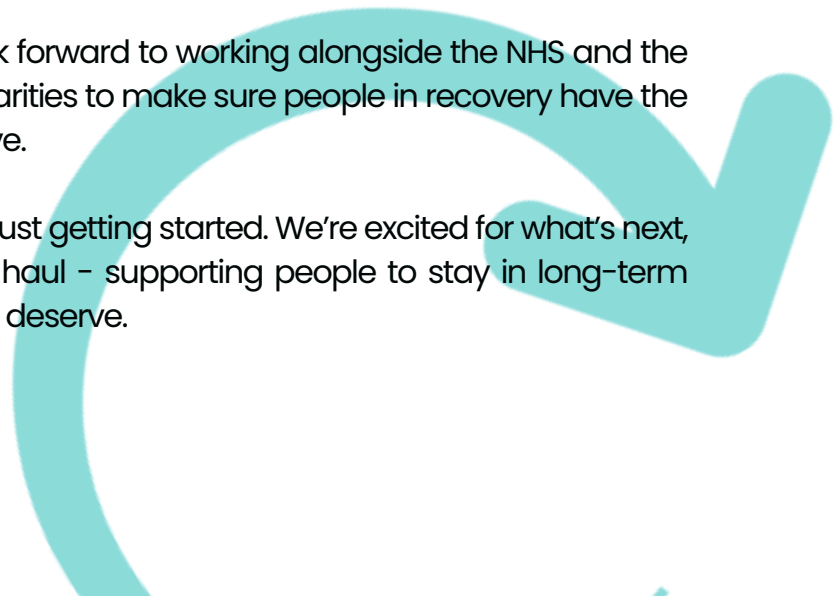
March also saw the launch of our Families, Friends and Affected Others service – a vital step in supporting those who are affected by someone else's gambling. We know gambling harm doesn't just affect one person, and we're committed to being there for everyone who needs us.

We've continued listening and learning from people in ethnic minority communities too, helping us make our support more accessible and inclusive.

With the introduction of the Levy, we look forward to working alongside the NHS and the Office for Health Improvement and Disparities to make sure people in recovery have the best possible chance to rebuild and thrive.

It's been a busy, brilliant year, and we're just getting started. We're excited for what's next, and as always, we're here for the long haul – supporting people to stay in long-term recovery and build the positive lives they deserve.

**The EPIC Restart Team**



# Our work



## **Lived Experience**

Everything we do is built on lived experience of gambling harm and delivered by people who understand, because they've been through it.



## **Person Centred**

Everyone experiences life differently and that's why we focus on the individual, providing personalised support that's right for them.



## **Strengths-based**

Recovery means focusing on possibilities – what you can do, where you want to go, and how to get there. It's about thriving, not just surviving.

## How we are helping people move forward from gambling harm:

### **Early Recovery Support**

We provide safe, peer-led support at the very start of recovery, where individuals feel heard and empowered to make their own decisions.

### **Long-term Recovery Coaching**

Ongoing support for people in recovery through one-to-one and group coaching and residential workshops, helping them set goals, build tools, and rebuild a positive life beyond harm.

### **Personalised Support**

We have created dedicated programmes for women experiencing gambling harm and for people affected by someone else's gambling.

### **Online Community**

We provide a safe and engaging space dedicated to long-term recovery, with access to resources and events whenever and wherever people need it.

### **Tackling Shame and Stigma**

By sharing our lived experiences, we hope to normalise conversations around gambling harm, raise awareness for the help available, and make it easier for people to reach out.



# Our approach

After launching in 2021, we spent two years prototyping our approach, collaborating with and listening to people with lived experience of gambling harm, coaches and clinical professionals.

We found that there were four main areas where people wanted support to rebuild their lives after gambling. We made these areas our core pillars, developing all of our programmes around them.



**Restoring** good mental health & wellbeing

Overcoming isolation and **reconnecting** with a positive support network

**Rebuilding** resilience and identifying practical coping strategies

**Rediscovering** confidence and self-belief



“

When I first reached out, I felt lost and overwhelmed by my gambling addiction. I wasn't sure if I could ever reclaim my life. Now, I've not only managed to stop gambling but have also begun to rebuild my life in ways I hadn't thought possible.



# Our work in numbers



**330**

people received one to one support

**194**

people attended group coaching sessions

**394**

people joined the EPIC Restart Community

**2,068**

people attended events where we shared our lived experience

## The impact

**98%**

of individuals supported by EPIC Restart achieved at least one **positive outcome**

**94%**

of people achieved a **positive health** and **wellbeing** outcome

**90%**

of people achieved a **resilience** and **coping strategy** outcome

**88%**

of people achieved a **connection** and **relationships** outcome

**84%**

of people achieved a **self worth** and **confidence** outcome

EPIC Restart gave me the support I needed to believe that happiness is not only possible, it's something I deserve.



# What we did



## Personalised support that makes a difference

Our lived experience Recovery Coaches delivered **1144 one-to-one sessions** through our three main programmes, Restarting Lives, Woman. Empowered and Families, Friends and Affected Others.

## Opportunities to reflect and grow

We brought people together with **seven residential self-development workshops** through our Restarting Lives programme. These powerful weekends supported **94 individuals** to build skills that last a lifetime.

## Milestones for women in recovery

Going from strength to strength, our Woman. Empowered programme received over **159 referrals**.

## Building connection in recovery

We ran **141 online community events**, helping people feel less alone and more understood, whilst encouraging connection and compassion.

## Working with others to REACH more people

We helped raise awareness and normalise conversations about gambling harm through **295** lived experience workshops, outreach sessions and events across the UK.

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At EPIC Restart, we walk alongside people; we don't judge. We recognise strengths, celebrate success and embrace challenge.

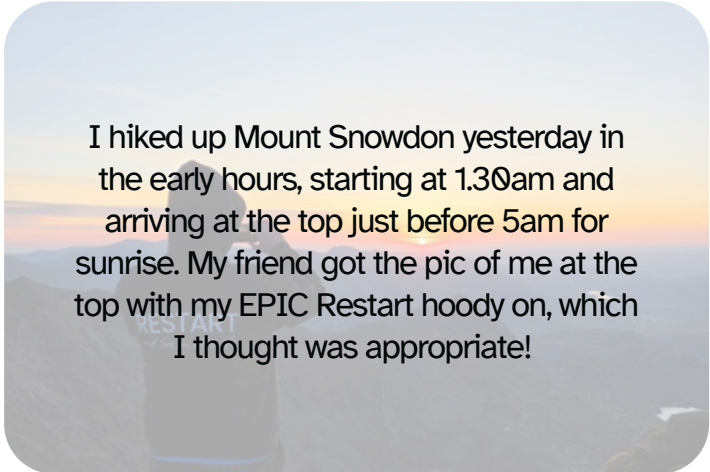
# Celebrating people

Behind every number and statistic is a person, their achievements and challenges. Every day, we are blown away by the strength and determination of the people we support.

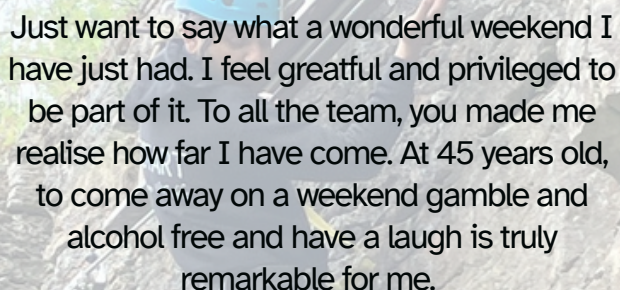
EPIC Restart is a place where **everyday progress is celebrated.**

“ —

I have now been one month and seven days free from gambling, 38 days! I couldn't even manage 38 hours before EPIC Restart. I feel like I am not only treating my gambling, but improving my own mental wellbeing. I already feel a lot lighter and comfortable in my own skin, I feel like I'm slowly getting the old me back.



I hiked up Mount Snowdon yesterday in the early hours, starting at 1.30am and arriving at the top just before 5am for sunrise. My friend got the pic of me at the top with my EPIC Restart hoody on, which I thought was appropriate!

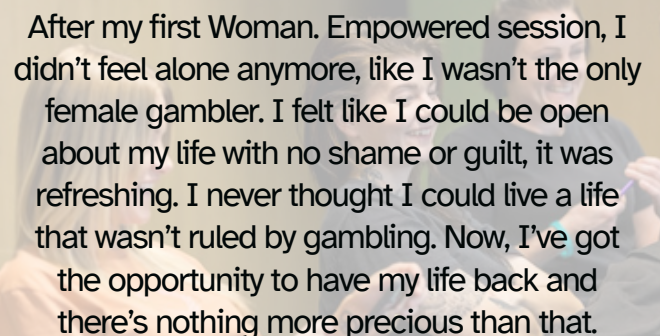


Just want to say what a wonderful weekend I have just had. I feel grateful and privileged to be part of it. To all the team, you made me realise how far I have come. At 45 years old, to come away on a weekend gamble and alcohol free and have a laugh is truly remarkable for me.

I've set clear goals, learned to celebrate the simple things, and built a toolbox that makes a gamble-free life feel not just possible, but sustainable. I've found joy in everyday life again. I've walked away from toxic situations. And for the first time in a long time, I can say this with pride: I'm proud of myself.

“ —

In the last year, my mental health has improved and I see things differently now. Gambling used to give me an escape, but I had no idea how damaging that could be. Now I feel I'm ready to tackle life head on.



After my first Woman. Empowered session, I didn't feel alone anymore, like I wasn't the only female gambler. I felt like I could be open about my life with no shame or guilt, it was refreshing. I never thought I could live a life that wasn't ruled by gambling. Now, I've got the opportunity to have my life back and there's nothing more precious than that.

# Woman. Empowered

A poem written by one of the incredible women who joined our Woman. Empowered programme

We gather not in halls of stone,  
But in a space we call our own –  
A screen, a link, a place to be,  
Where hearts connect and souls run free.

It's Women Empowered, strong and bright,  
A circle formed in day or night.  
With stories shared, with truths laid bare,  
With laughter ringing through the air.

Articulate, fierce, and funny as hell,  
We've got advice and tales to tell.  
From tears that fall to jokes that land,  
We lift each other, hand in hand.

No judgment here, no need to hide,  
No shame, no guilt, no wounded pride.  
Just women bold, with voices loud –  
A sisterhood that makes us proud.

We cheer, we vent, we sometimes swear,  
We show up simply just to care.  
And though we're scattered far and wide,  
In this small room, we're side by side.

So here's to us – this mighty crew,  
Who've built a world that feels brand new.  
In Women Empowered, we rise, we mend,  
And find in strangers: truest friends.





# Looking ahead

Every number, feedback and quote included in this report represents a real person, someone who took a brave step forward, reached out and found someone to walk with them as they navigate long-term recovery from gambling harm. We're so proud to have been part of their journey.

As we look to the future, we remain committed to growing our impact, improving our services, and continuing to empower people to rebuild positive lives.

We would like to thank everyone who has and continues to support us. This includes our supporters, funders, the team at GambleAware, and fellow NGSN members and partner organisations.

**Thank you for being part of the EPIC Restart story.**





## Thank you for taking the time to find out more about what we do.

If you have any questions or would like to find out more, then please do get in touch. You can email the team at [info@epicrestartfoundation.org](mailto:info@epicrestartfoundation.org) or check out our social media pages for the latest updates.

National  
Gambling  
Support  
Network



EPIC Restart Foundation is a registered UK charity no. 1192907

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