



# Booth Centre



## Annual Report 2010/11



The worst thing about being homeless was having to beg. Now I am in a hostel I've been able to shave off my beard and I am volunteering at the Booth Centre and doing my catering qualification.

# Foreword

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*The number of homeless people arriving on our doorstep is increasing, while the services we refer people onto are being cut. These are challenging times that call for creative solutions.*

*It is fortuitous that we have been able to expand our service this year and help even more people to find new homes, tackle the underlying causes of their homelessness, find a new hope, gain new skills and qualifications, start to plan a new future and get back into work.*

*The coming year will be even more challenging but we will just have to work harder and we have the inspiration of people who use the Centre to encourage us.*

Amanda Croome – Centre Co-ordinator

# Aims and Objectives

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## The Booth Centre aims:

- To provide a welcoming and accepting environment for people who are homeless.
- To empower people to make informed choices and enable them to make positive changes to their lives.
- To provide positive experiences to help people to build skills, self-respect, improve their health and to look to the future.

## We do this through:

- Running Café sessions, which are safe, open and accessible.
- Providing advice to help people to resolve their problems.
- Organising activities that are creative, educational, therapeutic, healthy, challenging and enjoyable and which give people the chance to work for nationally recognised qualifications.
- Helping people to move on and gain employment, education, training or voluntary work in the community.



*Photograph by Joel Fildes from the Royal Exchange*

# Who uses the Centre

**Over 120 people come to the Booth Centre each week**

During a week in February 2011, we asked 96 people using the Centre a few questions. These are the results of the survey:

- 87% are male, 13% are female.
- 99% have been homeless at some point.
- 72% have slept rough in the last 12 months.
- 33% of people grew up in Greater Manchester

## Housing

Rough sleepers	40%
Night shelter	12%
B&B or Hostel	15%
Friends	8%
Supported Accom. 11%	
Own flat	13%

## Age

16 – 25	7%
26 – 35	19%
36 – 49	46%
50+	28%

## Ethnicity

White/British	46%
Scottish	8%
Irish	3%
Black/Asian	1%
Eastern Europe	40%

39% of people have alcohol problems, 27% have drug problems and 55% have mental health problems. Many people have a combination of problems, which makes finding help more difficult.

*Being homeless was scary, not knowing people and not knowing where to turn to for help. Now I've made new friends and I get a huge amount of support from the Booth Centre and my hostel.*

*The best thing that has happened this year is my daughter seeing me perform on the stage of the Royal Exchange with the drama group, it boosted my confidence and she was so proud of me.*

*Now I'm looking to get my own flat again and get back to work.*



# Getting off the streets

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**This year we helped 162 people to move off the streets and prevented many more from ending up on the streets by supporting them to keep their homes.**

Our daily Café Advice sessions provide an open door and a warm welcome to homeless people. People literally walk off the streets into a safe space where they can get free food and drinks, toiletries and socks. Our team of trained volunteers sit and listen to people and outreach workers from a variety of agencies come in to provide specialist advice. People can use the internet to contact family or register for housing.

Many people who find themselves sleeping rough have lost all their belongings. Before you can even apply to a hostel you need a benefit claim and some identification – so they fall at the first hurdle. This year we helped 179 people to get replacement identification enabling them to start climbing the ladder out of homelessness.

We also helped 47 destitute Eastern Europeans, who had lost their jobs and ended up on the streets, to return home to their families.

*The worst thing about being homeless is the never-ending fight with myself - A fight for hope and faith.*

*The best thing about this year has been to be surrounded by people who do not judge, but forgive and smile, give support and encourage me to continue.*

*For the future I want to live a creative life and contribute to society and for everyday to be fulfilled – it will come when the time is right – it's good that I have quite a lot of patience!*



# Tackling Problems

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**THIS YEAR we gave advice to 629 people – a 30% increase on last year.**

UNLESS you tackle the underlying problems that have led to people becoming homeless and expect them to just cope in a new flat, you are setting them up to fail.

Getting a GP can be the first step to addressing health problems, including T.B. which is becoming more common amongst homeless people. This year we helped 78 people to register with a GP.

Our therapeutic garden, where people can relax in peaceful surroundings, is designed to encourage street drinkers to control their drinking, come off the streets and maintain accommodation. For some people sobriety is the aspiration and this year we helped 23 people to access alcohol treatment services.

Our Dual Diagnosis worker supports people with mental health and drug problems to access treatment and find suitable support. Becoming drug free and re-connecting people with their families is the goal we are supporting many people to achieve.

*The worst thing about being homeless was alcohol. I didn't have anything to do; I slept under a bridge during the day and during the night I would walk around the town to look for leftover bottles and drink as much as I could. I didn't have anything - no work, no money, no documents.*

*Now I look after the Booth Centre garden. Gardening is my hobby. There is no greater pleasure than to see how the plant grows from a little seed grows into a blossoming flower.*

*For the future I hope to get a job! And when I get a job, I will have no reason to drink.*



# Gaining Skills & Confidence

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**THIS YEAR 244 people took part in our Activities Programme increasing their skills and self-esteem.**

Our Activities programme combines creative, healthy and fun activities with an Awards Programme which recognises people's achievements and the progress they are making. These are the outcomes which give people the resources to be able to make real changes to their lives.

This year our Streetwise Opera group performed at the Spitalfields winter music festival in London, our Book Club went on a literary residential in the Lake District, our art group produced a calendar, we started a three year drama project through a partnership with the Royal Exchange Theatre and our model making group produced 30 foot high processional giants to take part in local community parades.

Our Healthy Activities programme has included allotment gardening, crown green bowling, indoor curling, swimming and gym sessions, as well as cookery classes.

Our Over 50s group have produced guide booklets of bus trips around Greater Manchester and local museums, as well as learning to use the internet.

*The worst thing about being homeless was missing my family.*

*One of the best things I've done this year was to play at the Booth Centre Open Mic night, it was a bit nerve racking but I really enjoyed it and really appreciated the positive response from the audience.*

*I would like to do more performances in the future.*



# Qualifications & Jobs

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**THIS YEAR** we helped **62** people to get back into work and **79** people gained nationally recognised qualifications.

Getting a job gives people a sense of purpose and enables them to regain the dignity they lose when they are homeless and greatly increases the chances of them successfully resettling in the community.

This year we have given more emphasis to getting people back into work and have run a weekly employment workshop which has been attended by 158 people which just shows how many homeless people really want to get back to work. We have helped people to produce C.V.s, open bank accounts and complete job applications. Where people aren't quite ready for work we have been able to get them more experience; 10 have taken up voluntary work, 11 completed work placements and 25 have joined education or training courses.

We are an accredited centre for the Open College Network (OCN) which enables people to gain nationally recognised qualifications at the Centre. In addition we run courses in Food Hygiene, Health and Safety and First Aid, all practical, work focused courses. People are also able to practice at the Centre for the CSCS building site health and safety certificate and when they are ready we put them through the test.

*The worst thing about being homeless is the sense of uselessness. People think if I am homeless I don't have dignity, and they can abuse me. Each night is a lottery.*

*The best thing about doing the M+S work placement was waking up every morning knowing I had a job to go to; I felt less rubbish!*

*For the future I want to live not to exist; live and work!*



**Building a dragon for the St. George's day community parade.**

## Partnership Working

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IN THESE TIMES of both cuts and recession, partnership working is more important than ever, if we are going to minimise the effects on some of the most vulnerable people in society. We continue to represent the views and needs of homeless people to those that make decisions about service provision and to chair the Manchester Multi Agency Homeless Forum.

Partnerships with statutory, voluntary and faith based organisations help us to provide the best possible service and opportunities for homeless people. Particular thanks to; Manchester Housing (BASH), Fairshare, Homeless Mental Health Team, Manchester Cathedral, Open Cinema, The Royal Exchange, the Mustard Tree, Business in the Community, JVC, Streetwise Opera, Opera North, Urban Village Medical Practice and the Y- Club and to all the hostels and other agencies who take our referrals.

# Finances

## Statement of Financial Activities (subject to independent examination) Year ending 31st March 2010

	Unrestricted Funds £	Restricted Funds £	Total Funds
<b>Incoming Resources</b>			
Voluntary Income	47,346	232,162	279,508
Activities for generating funds	1,180	—	1,180
Investment Income	635	—	635
<b>Total Incoming Resources</b>	<b>49,161</b>	<b>232,162</b>	<b>281,323</b>
<b>Resources Expended</b>			
Charitable activities	18,254	220,559	238,813
Cost of generating funds	818	2,353	3,171
Corporate governance	1,005	—	1,005
<b>Total Resources Expended</b>	<b>20,077</b>	<b>222,912</b>	<b>242,989</b>
<b>Net (Outgoing/Incoming) Resources</b>	<b>29,084</b>	<b>9,251</b>	<b>38,335</b>
Fund Balances b/f	201,228	22,458	223,686
<b>Fund Balances carried forward</b>	<b>230,312</b>	<b>31,709</b>	<b>262,021</b>

### — Thank you to all our supporters —

This year we have had tremendous support from Schools, Churches, Companies and individuals. These donations, of cash, goods and time, are the lifeblood of the Booth Centre. Thank you to everyone who has made a donation, it is greatly appreciated, particularly as demand on our services is increasing.

### — Thank you to our Grant Funders —

Arts Council, Barnabas Trust, Beal Trust, The Booth Charities, Church Urban Fund, Crash, Crossland Fund, Department for Communities and Local Government, Dickenson's Charity, Help the Homeless, Landaid, Lloyds TSB Foundation for England and Wales, Local Food, Manchester City Council (Homelessness+ Drug and Alcohol Strategy Team), Streetsmart



**Gardening at our allotment**

# We need your help

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WE DEPEND ON public donations to enable us to provide all our services, including food, free of charge, to the 100+ homeless people each week who visit the Centre.

**You can give securely, on line at  
[www.boothcentre.org.uk](http://www.boothcentre.org.uk)  
or send a cheque made out to “The Booth Centre”**

## We are always in need of

- Tinned ham, corned beef and tuna
- Coffee, sugar and hot chocolate
- Cup-a-soups
- Tinned meat and sauces (for pasta and stews)
- Tinned potatoes and vegetables
- Tinned fruit, rice pudding and custard
- Fresh Fruit, biscuits and cakes
- Men’s toiletries
- Men’s socks, gloves and hats

There is an up to date “wish list” of things we need on our website [www.boothcentre.org.uk](http://www.boothcentre.org.uk)

## Interested in Volunteering?

We have a small team of dedicated volunteers who work regular shifts ensuring that we are able to give individual attention to everyone who visits the Centre.

Volunteers need to be good listeners and have a non-judgemental attitude. Induction, training and travel expenses are provided.

**Our website has more details, to request an application form  
send an email or phone the Centre and ask for Harriet**



*Photograph by Joel Fildes from the Royal Exchange*

## **Our drama group performing at the Manchester Art Gallery**

# Staff

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Amanda Croome - Centre Co-ordinator  
Chris Boutall – Project Worker (Moving On/Over 50's)  
Emily Dabolina – Project Worker (Eastern Europeans)  
Matt Petrie – Project Worker (Dual Diagnosis)  
Dave Lovatt – Project Worker until November 2010  
Harriet Whitehead – Project Worker from January 2011  
Kate McSweeney – Project Worker from April 2011  
Ben Jones – Assistant Project Worker (June to December)  
Peter Hurley – Assistant Project Worker (December to May)  
Sylvester Majewski – Cleaner (May to December)  
Peter Rycroft - Finance  
Paul Devereaux - Arts Tutor - Giants  
Ibrahim Sesay and Francis Aweso - Social Work Students

# Trustees

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John Garrard – Chair	Dave Wraxall
Elaine Concannon – Treasurer	Alan Newton
Judy White - Secretary – (Retired November)	James Openshaw
Rogers Govender – Dean of Manchester	David Dennehy
Joe Gravett	

# Volunteers

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Marian Baleja, Mike Borodinsky, John Carter, Marec Czarkowski, Kathryn De Belle, David Dennehy, Steve Deurden, Steve Dillon, Sylvia Dixon, Marie Earles, John Grieve, Carmel Henry, Jacky Jones, Hugh Martin, Alastair McElhoney, Tom McGarva, Antony Messenger, Alan Newton, Adele Ngomedje, Kelly Oakes, Peter Pelak, Ann Platt, Allan Roberts, Mandy Royle, Martin Smith, Karin Stamp, David Sugden, Joan Thacker, Jurate Trainyte, Mark Ward, Zbiginiev Wasilek, Grzegorz Wiktorek, Martina Zavodska

# Help us to transform more lives Make a donation today

Text **HOME16** and the amount you wish to donate  
(**£1, £2, £3, £5 or £10**) to **70070**

The whole amount comes to the Booth Centre  
and you don't get charged for sending the text message



## The Booth Centre

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