



# Annual Report **2012/13**

[boothcentre.org.uk](http://boothcentre.org.uk)

# Staff

Amanda Croome ..... CEO  
Emily Hurley ..... Project Worker (Eastern Europeans)  
Matt Petrie ..... Project Worker (Day Centres)  
Harriet Pendlebury ..... Project Worker (Volunteers and Activities)  
Kate McSweeney ..... Project Worker (Activities and Employment)  
Heidi McIntyre ..... Advice Worker  
Peter Rycroft ..... Finance  
Tony Ndebo and Kate Shannon ..... Social Work Students

# Trustees

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Elaine Concannon ..... Treasurer  
Chris Counce  
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Rogers Govender ..... Dean of Manchester Cathedral  
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# Volunteers

Will Aindow, Pawel Adamkiewicz, Stephen Atherton, Jill Barrett, Peter Calderwood, John Carter, Francisco Carreno, Kush Chottera, Paul Clarke, Antonia Cozma, Andy Crossley, Rytis Daunaravicius, Harry Davis, Keith Deans, Kathryn De Belle, John Drake, Irina Dubinska, Jurijus Dycenka, Wendy Foran, Jake Goodman, Ray Goodwin, Vadimas Gruzdzevicius, Lee Henderson, Wendy Hewitt, David Howell, Lee Jarvis, Yvonne Johnson, Alex Kaome, Piotr Karlinski, James Lancaster, Ryszard Ligurdinski, Brian Lynch, Igoris Lytkinas, Ambrose McCarron, Jimmy McGonagle, Paul Mellings, Maureen Murray, Olegas Nikolaiciuk, Alan Newton, Tony Owens, Mike Pawson, Dave Pilkington, Viktoras Pilipavicius, Ugis Ratnieks, Allan Roberts, Patrick Reilly, Fearghus Roulston, Barry Selby, Derek Smith, Darren Smith, Karin Stamp, Lee Stubbs, David Sugden, Steve Surridge, Dominika Szostak, Guntars Teteris, Istvan Toth, Jenny Train, Joe Trickett, Steve Watkins, Krystian Wisniewski, Estaban Zalazar, Martina Zavodska, Joanna Zyszkiewicz + all the Salford University Community Interpreters.

# Aims & Forward

We believe that everyone should have a home where they feel safe, that no one should have to live on the streets and that we can help to achieve this by providing the right information, advice, support and opportunities to empower people to tackle the problems which led to their homelessness and to rebuild a positive, productive lives in new homes.

This year we have set ourselves the new challenge of trying to prevent more people becoming homeless and getting people off the streets the same day wherever possible. However, we have seen an increase in demand for our services and we expect this to increase further with on-going welfare reform, cuts in services and hostel closures.

We have risen to the challenge by developing new services and creating new opportunities to ensure that people who are homeless can make a new start, find a new home, gain new qualifications, secure new jobs and turn their lives around.

We have secured a new future for the Booth Centre thanks to the generosity of the Edward Holt Trust who have purchased a building for us which we are currently refurbishing.

This will ensure that in the coming years we will be able to help more people find new homes, tackle the underlying problems which have resulted in their homelessness, gain new skills and successfully resettle in the community.

**Amanda Croome - CEO**

# Who Uses The Centre

Over 170 people come to the Booth Centre each week, this is an increase of 52% on last year. During a week in February 2013, we asked 172 people using the Centre a few questions.

These are the results of the survey:



## Housing

Rough sleeping	30%
B+B or Hostel	24%
Friends	13%
Supported Acc	3%
Own Flat	27%

## Age

16-25	21%
26-35	24%
36-49	45%
50+	21%

## Ethnicity

White/British	50%
Black/Asian	4%
Eastern European	40%



Have alcohol problems



Have drug problems



Have mental health problems

Many people have a combination of problems, which makes finding help more difficult.

# New Hope New Start

We open the doors of our Café at 9am each weekday morning welcoming people in straight off the streets.



What do you need when you've spent the night on the streets? Somewhere to warm up and feel safe; a hot drink; something to eat; some toiletries so you can get a wash; a dry pair of socks; access to a phone so you can contact your family and a computer so you can register for benefits and rehousing; advice about what to do next or just someone to talk to, who won't judge you? Our café advice sessions provide all this and more, giving homeless people new hope that they can get their lives back on track.

Our team of trained volunteers ensure that we speak to everyone who comes to the Centre each day and encourage people to do things to improve their lives. They are supported by our Advice and Project Workers who ensure that people get accurate information about their options and help to move forward.



A range of specialist outreach workers visit the centre on a weekly basis to make it quicker and easier for people to access housing and health services.

Our garden won recognition in the Manchester in Bloom garden competition again this year. Designed and looked after by street drinkers, it provides a place where people can relax, feed the fish, enjoy the flowers and talk through their problems. This is where people often take the decision to make a new start.



## Case Study

# Joanna

I worked as a quality checker in a factory. When the Job finished I couldn't pay my rent, I got depressed and started drinking. My problems mounted up and I just ran away and came to Manchester. I met people and we lived in a squat. There was no electricity or water. It was very smelly because there was no toilet but when I drank I didn't care about it and so I drank more. Someone told me about the Booth Centre. I came to get something to eat but they also helped me to make a benefit claim and to get into a hostel. They encouraged me to get help with my drinking and got me into detox.

Now I'm living in a nice place with a clean room and good food but it's not a real home because I can't have my boyfriend to stay. While I'm looking for a job I'm filling my time by volunteering at the Booth Centre, helping other people to use the computers, it's good to keep busy. Now I have new hope that my dream of a flat and a job as an interpreter (as I speak several languages) will happen soon. I would like my daughter to be able to come and stay with me when she finishes university, she is proud of me for starting a new life.

# New Homes

This year 730 people were helped by our advice service and 248 secured a new place to live.



Operating weekdays from 9am to 1pm, our advice service aims to prevent people from becoming homeless and when this has already happened, to get them into new homes as quickly as possible. It is not just about referring people to hostels, although we do plenty of this. We help with everything from benefit and debt problems to issues relating to drugs, alcohol and mental health. All of these, if unresolved can lead to a cycle of homelessness.

In the last 12 months we helped 217 people get the replacement ID that they need to start a benefit claim and get into a hostel. We assisted 67 people to register with a GP and supported 30 to access alcohol treatment services.

## European Migrants

EEA citizens can legally come to the UK for work but when things go wrong and they lose their jobs, they can find themselves destitute on the streets. The best option is often for them to go home. We helped 68 destitute migrants return home this year, 32 needing replacement passports or travel documents.





## Case Study

# Ray

I slept rough in Manchester for 3 years. I had separated from my wife and had problems claiming benefits and I was drinking too much. One thing led to another and I ended up on the streets.

Sleeping rough was frightening, lonely and dangerous. I got stabbed and ended up in hospital. In a funny way it was a good thing because the Booth Centre arranged for me to go from hospital to a dry house. I started taking part in the activities.

I liked the drama and opera singing best. They increased my confidence and helped me to believe in myself again. We performed at the Opera House in Covent Garden and at the BFI on the South Bank. I wore a suit and sang in front of a huge audience – it was magic.

My life has really turned around. I met my girlfriend at the Booth Centre and we've set a date to get married next year, so it's a new start for me.

# New Opportunities

This year 421 people took part in our Activities Programme, gaining new skills and confidence.



This year we have seen an 11% increase in the number of people taking part in our Activities Programme, a fantastic achievement given the space restraints of our current building.

The Activities programme combines education, creative arts and healthy activities. It aims to increase people's skills, confidence and self-esteem. It helps them to reduce their dependence on drugs and alcohol, tackles social isolation and improves people's mental health. This increases the prospect of breaking the cycle of homelessness. We use a qualitative tool to assess people's progress and recognise their achievements through an awards scheme.

Our Arts programme includes Opera Singing run by the award winning Streetwise Opera and drama run by the Royal Exchange Theatre. In July we performed at the Royal Opera House in London as part of the Cultural Olympiad and in March we performed at the Royal Exchange Theatre.

With our support 30% of people who took part in our Activities Programme during the year moved onto employment or education, training or voluntary works in the community. As most were rough sleeping when they first came to us this is a remarkable achievement.



## Case Study

# Francisco

I am 53 years old and I am a trained chef. I worked for 20 years learning my trade but I lost my job and had to move around looking for work. I was homeless in Manchester for 3 months. I slept at the train station or sometimes a church let me stay the night. My bag was stolen with all my clothes in it, including my chef whites. When my friend brought me to the Booth Centre everything changed. They gave me good advice and helped me to get into a hostel. They showed me how to use the computer

to look for a job and helped me to write a CV. I did a work placement in the Booth Centre kitchen then I got a part time job as a cleaner and have started a college course. Now I have my own flat and a job, it's a new start for me.

God has helped me by putting amazing people in my life who have supported me and now my dream is to have my own restaurant in Manchester and to live with my wife and daughter again.

# New Skills New Jobs



This year we helped 37 people to get back into work and 91 to gain a nationally recognised qualification.

## Daily Job Club

Over 50 people a week get support through our job club, where we help people to create CVs, search for jobs, fill in applications, prepare for interviews and buy suitable interview and work clothes.

## Training

Our training programme saw 30% more people gain a qualification this year. It focuses on really practical, work based qualifications in areas such as First Aid, Food Safety, Manual Handling and Building Site Health and Safety (CSCS). We are an accredited centre for delivering nationally recognised Open Awards.

## Work placements

We run a programme of work placements at the Centre to give people experience in catering, gardening, cleaning, painting and decorating. This gets people back into the routine of working, builds up their confidence and provides them with a work reference. 33 people completed a work placement at the Centre this year.



# New Centre New Partners

We are delighted to have been chosen by the Edward Holt Trust to receive a large investment enabling us to move to a wonderful new building, Edward Holt House. This will have far more space and better facilities and is less than 10 minutes' walk from our current home at the Cathedral.

This year has been spent finding the building, obtaining planning permission and completing the purchase. We are now working on the re-fit with the architects, Buttress Fuller Alsop Williams, and the central involvement of people from the Centre. We are grateful for the pro-bono support we have had from GVA and Shoosmiths without whose support it would have been impossible.

## Our new address will be

Edward Holt House  
Pimblett Street  
Manchester, M3 1FU

Partnerships and close working relationships ensure that we can provide the highest quality service and best possible opportunities for people to transform their lives. We continue to chair the Manchester Multi Agency Homeless Forum to promote multi agency working.

## Thanks to all our fantastic partners - we couldn't do it without you:

The Royal Exchange Theatre, Streetwise Opera, Opera North, Salford University, JVC, Business in the Community, Mustard Tree, Manchester Council (BASH), Urban Village Medical Practice, Homeless Mental Health Team, Counted In, NSNO, Manchester Rise, Arthur + Martha, Connecting Threads, WEA, Y-Club, Fairshare, Manchester Cathedral and all the hostels and other services with whom we work.

## Day Centre Forum

This year we have established a new forum to promote closer working between all the day centres in Manchester and Salford, see all the details on the new website [homelessinmanchester.org](http://homelessinmanchester.org)

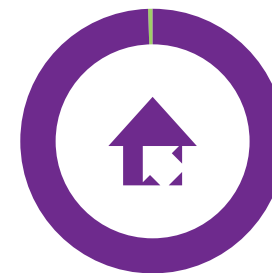
# The Booth Centre Finances

Our policy is simple, we keep our costs as low as possible but we never compromise on the quality of our service.

Total Income	
Year ending 31st march 2013.....	£389,046
Local Authority grants.....	35%
The Big Lottery .....	25%
Charitable Trusts .....	21%
Donations + gift aid .....	18%
Interest .....	0.1%
Student placement fees .....	0.9%



Total Expenditure .....	£274,029
Direct Charitable .....	98.5%
Fundraising .....	1%
Governance .....	0.4%



Our surplus income is due to the delay in moving into our new building and has been designated for this purpose; it will help cover the costs of the fit out, new equipment, increased running costs and expanded services.

Our full accounts will be available on our website from November 2013.

# Thank You All For Your Support

Thanks to the generosity of our supporters and funders we have been able to respond to the increasing number of homeless people with an expansion of our services.

## Thank you to all our supporters

Once again this year hundreds of schools, churches, companies and individuals have given donations of money, goods and time. Thank you all.

We have had huge support for our Harvest Festival, Christmas and Coffee Break appeals and an increasing number of regular donations. There is more information about our appeals on our website and you can subscribe to our e-newsletter to get regular updates.

## The Manchester Sleepout

Our 2012 Manchester Sleepout raised over £22,000 for the Booth Centre – congratulations to everyone who took part. We hope to top this on 8th November 2013 when we repeat the event. Why not take part? More details about how to register are on our website.



## Thank you to our grant funders

Arts Council, Barnabas Trust, The Big Lottery Fund, The Booth Charities, The Charity of George Pilkington, Co-Op, Crossland Fund, Dickenson's Charity, DWP, Homeless Transition Fund, Manchester City Council, Mustard Tree (Flexible Support Grant) and Streetsmart.

# How You Can Help

We provide all our services free of charge, including breakfast, lunch and thousands of hot drinks every week - we can only maintain this as long as we continue to receive your donations.

24% of people who come to the Centre have had their benefits stopped or sanctioned in the last 12 months, making them dependent on charity for food.

You can give securely, on line at [boothcentre.org.uk](http://boothcentre.org.uk) or send a cheque payable to "The Booth Centre"

## We are always in need of:

- Coffee, tea, sugar and hot chocolate
- Tinned soup and 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 [boothcentre.org.uk](http://boothcentre.org.uk)

## Interested in Volunteering?

We have a small team of dedicated volunteers who work regular shifts, during the daytime Monday to Friday. Volunteers need to be good listeners and have a non-judgemental attitude. Induction, training and travel expenses are provided.

Our website has more details or phone the Centre to have a chat about what is involved.





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**LOTTERY FUNDED**