



**Moving
forward together
to end homelessness**

Annual Report 2018

boothcentre.org.uk

Vision

Our vision is for everyone to have a secure home and the opportunity to have a good quality of life.

Mission

Our mission is to bring about positive change in the lives of people who are homeless or at risk of homelessness, and help them plan for and realise a better future.

Values

Inclusive

We are welcoming and supportive. We provide the opportunity for people to socialise, share their experiences and learn from one another. We have an open door policy and all our services are provided free of charge. We don't judge people and we never give up on anyone.

Empowering

We encourage people to take personal responsibility for making positive changes in their lives by providing opportunities, developing their talents, and helping to build their confidence and self esteem.

Inspiring

We all inspire one another to discover our purpose and reach our full potential, celebrating our achievements and positive steps forward.

Respectful

We respect each other and celebrate diversity so that everyone can give their best. We recognise the importance of providing a friendly environment where people can feel safe.

Partnership

We recognise the importance of working collaboratively with people who come to the centre to design, deliver and evaluate our services. We work jointly with other organisations to achieve the best outcomes.



A Message from our CEO

The Booth Centre is committed to tackling homelessness by working alongside each and every individual who comes to the centre. We work with them to build on their skills and strengths to enable them to move off the streets, to develop a purpose – be that employment, education or positive social activities – and to develop friendships which will support them in rebuilding their lives. This year it has been a pleasure to see so many individuals transform their lives and flourish.

However, homelessness is still a huge problem in our cities, so we are working harder than ever to tackle the problem at a structural level, to help prevent people from becoming homeless, to make any homelessness experience as brief as possible and to ensure that people can build new lives, in secure homes in the community. A key part of this, for us, is to ensure that people who are or have been homeless can use their personal experience to help us to design and run better services which really work for people.

This year we have been delighted to win the National Excellence Award for Co-production in Homelessness Services, which recognises the Booth Centre's unique way of working in partnership with the people who come to the centre to bring about change at an individual and strategic level, as well as involving them in every aspect of running their Booth Centre.

Our successful approach to partnership working also extends to supporters, funders, corporate partners, individual donors, community/faith based groups and to other organisations in the statutory and voluntary sector. We are pleased to have been able to build on existing partnerships and develop new ones this year in order to increase the effectiveness of our service and help more people to exit homelessness forever.

Amanda Croome

Amanda Croome, MBE
Booth Centre CEO and Founder

Individual support

for hundreds of people

Age

18 – 25 years	11%
26 – 35 years	31%
36 – 49 years	32%
Over 50 years	26%

Ethnicity

53% White British
23% White Other (from 9 different European countries)
24% Black British/Asian/Black African

47% grew up in Greater Manchester

Accommodation

Rough sleeping	33%
Squatting	4%
Hostel or B&B	18%
Stay with family or friends	14%
Own tenancy with support	12%
Own tenancy without support	19%

Health

Have alcohol problems	42%
Have drug problems	36%
Have mental health problems	65%

over
200
people visit the
Booth Centre each week

40%
of people who
visit the centre
do not have any
income at all

56%
have slept rough
in the last year



10%
are female

90%
are male



**“It’s our centre.
We have
an input
on how the place is run”**

At the Booth Centre we recognise the importance of working collaboratively with people who come to the centre to design, deliver and evaluate our services. This concept is at the heart of what we do and forms one of our most important values.

People with experience of homelessness are encouraged and supported to get involved in the day to day running of the centre, evaluating impact, planning for the centre’s future, and making sure their voices are heard by policy makers locally, regionally and nationally.

Though our supported volunteering programme and peer mentoring scheme, we help people to build their skills and confidence so that they can fully participate and are empowered to help manage and make changes to their lives and our services.



**“
We’re valued.
We’re involved
in everything.
”**



**“
That’s what it’s all about.
Moving forward together
and sharing experiences.
”**

**Winner of National
Excellence Award
for Co-Production
in Homelessness
Services 2018**

“A welcoming, open door”

The Booth Centre’s drop-in café and wellbeing hub is open every week day from 9am for people to visit. Everyone is welcome, and can have a free, nutritious cooked breakfast and lunch. Everyone has access to a hot shower and free toiletries, socks and essential hygiene items.

Our staff, volunteers and peer mentors offer friendly advice and support for people to improve their housing situation, finances and their physical and mental health. Staff from other specialist partner organisations such as health professionals, drug and alcohol support workers, mental health professionals, podiatrists, dentists and hairdressers are also available on a regular basis to offer their services from the Booth Centre.

In the last

12 months 110 people

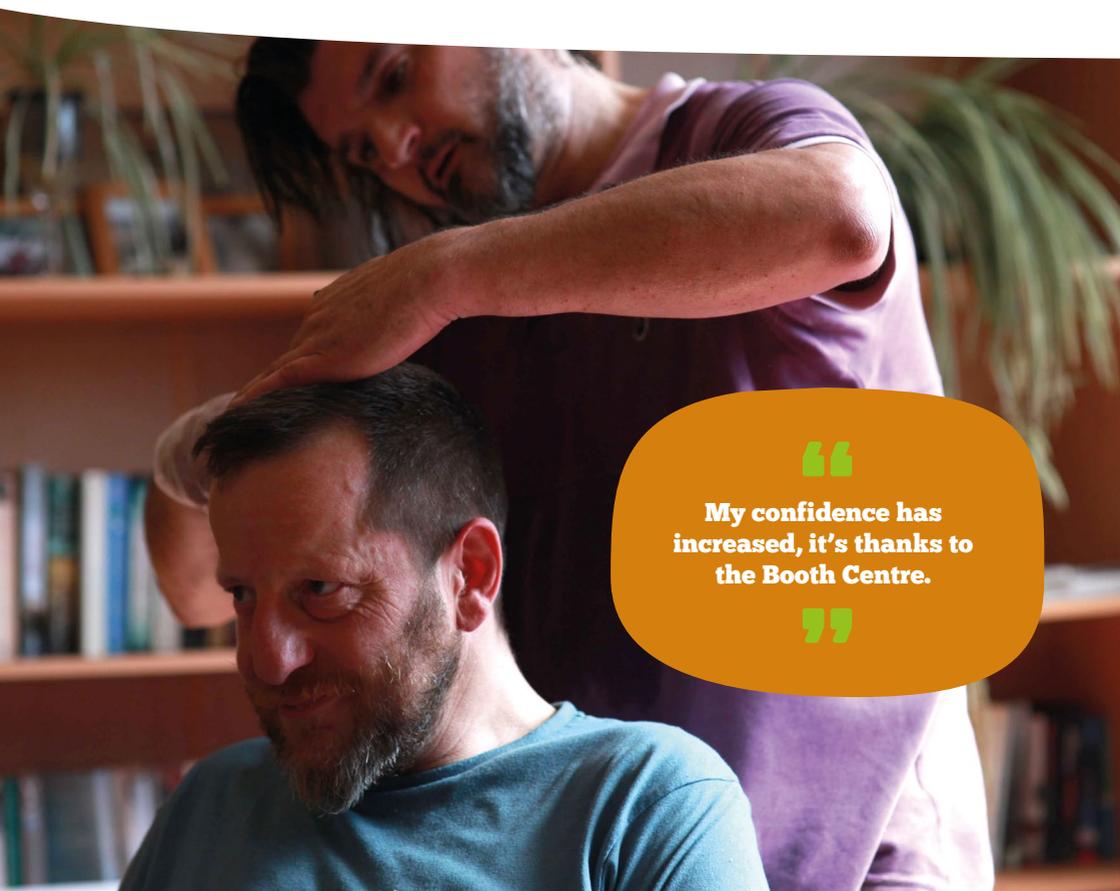
were supported to return home or
reconnect with friends or family.

99

people were referred
to health services
(new GP registrations,
dentists, opticians,
mental health
services etc.)

“
The people give me
encouragement here. They
know where I’ve been and
where I want to go. They
make me feel welcome.
”

“
My confidence has
increased, it’s thanks to
the Booth Centre.
”



“The Booth Centre, for me, is about new opportunities.”

Over the last 12 months we have developed new partnerships to increase both the quantity and the quality of accommodation in the city. We have helped establish the Edward Holt Homeless Partnership, funded by the Edward Holt Trust, to bring together emergency accommodation providers to speed up the process of helping people to move off the streets and into new homes.

We helped to establish a new hostel, SSG in Cheetham Hill, providing 15 new rooms for people sleeping rough, including some affordable rooms for people who are working.

We have worked in partnership with Manchester City Council to help them to design the new Longford Centre with 38 rooms in Chorlton. These new partnerships have improved the pathway to enable people to move off the streets, into emergency accommodation in the Greater Together Manchester emergency winter night shelter, then into supported hostels and onto their own tenancies, at the same time as helping them to build their skills, tackle any problems they may have, gain qualifications and move into work.

“

When I got out of prison I was homeless and had nowhere to go. I was introduced to the Booth Centre. I was terrified, dead nervous. I'd sit in the corner with my back against the wall, I wouldn't talk to anyone. Now I've been coming a few months, my confidence has increased and it's thanks to the Booth Centre. They helped me find accommodation, and helped me buy my new glasses. The centre helped me with my doctors and sorted out my medical stuff. Now, as a volunteer, I feel part of a team. It feels like I've got something to get up for.

”



In the last

12 months

we have supported

315 people

to move into temporary or permanent accommodation.

**“I know I’ve got the ability
to get on
and do it.”**

Our inclusive employment and training programme offers people a free and easily accessible way of developing new skills and getting back into work. The Booth Centre runs regular employment support workshops, digital skills training and offers courses to gain nationally recognised qualifications.

In the last

12 months

we have supported

92 people

to get into employment

79

people have gained nationally recognised qualifications

72

people have undertaken work placements in the centre

Booth Centre
Activities, advice and support for homeless people

**New
hope**

**New
home
&
Live**



“

They’ve helped me develop computer skills so I can search for jobs online.

”

“

It gives me stability and a sense of direction.

”

“

The Booth Centre, for me, is about new opportunities.

”

**“It’s the sense of community
that’s
amazing.”**



“
Being able to help run and take part in sports activities like table tennis, boxing and running at the Booth Centre has been so beneficial for me personally. It’s not only improved my physical fitness, but also my mental health and confidence, and I’ve been able to develop some new skills. The sessions are free so it takes the cost away for people, which makes it all more accessible. The centre has helped me get involved in sports that I otherwise wouldn’t have tried, and at my age it’s really important to keep a healthy body and mind.
”

In the last

**12 months
500 people**

have taken part in our activities programme

“
The centre has helped me to get accommodation and sort a doctor out. I started to get involved in the arts activities and drama. Now I’ve developed into my role as a peer mentor volunteer helping other people who were in my situation.
”

To truly end homelessness within our community, and the cycle of homelessness that individuals can often experience, it takes more than just helping someone to find accommodation and a new job. To support people to move off the streets, and to sustain a life away from the streets, the Booth Centre offers a varied programme of fun, sociable activities to help people build their skills, confidence and self-esteem.

Our activities programme includes art, music, drama, gardening, sports, woodwork, IT, sewing and much more. We aim to offer something for everyone, so that people who need support can visit the centre every day and get involved in a supportive and inclusive environment.



2017-18 finances

Total income:

£741,261

Donations & Gift Aid:	55%
Local Authority Grants:	29%
Restricted Income from Trusts & Foundations:	14%
Interest & Student Fees:	2%

Total spending:

£762,477

Direct Charitable Expenditure:	87%
Fundraising and Governance:	13%

Thank you

As an independent charity, the Booth Centre is only able to continue to support people with experience of homelessness thanks to the generosity of our many supporters, volunteers, Trustees, funders and partner organisations.

Thank you to everyone who offers support for our work including vital funds, volunteer time, specialist services and essential donated items such as food and toiletries.

Thank you to our grant funders

Arts Council England
 Barnabas Trust
 Big Change Manchester
 Booth Charities
 Comic Relief
 Dickensens's Charity
 Duchy of Lancaster Benevolent Fund
 Edward Holt Charitable Trust
 Foodinate
 Greater Manchester Local Authorities
 JTI
 Manchester City Council
 Manchester Cathedral Development Trust
 Shop Direct
 Streetsmart

Thank you to our partners

for working alongside us

Andy Burnham (Mayor of Greater Manchester) and his team
 arthur & martha CIC
 Big Change
 Business in the Community
 Centrepoint
 Change4Good
 City Hearts
 Comfy Quilts
 CGL
 Cornerstone Safe Haven
 Edward Holt Charitable Trust
 Equality FC
 FareShare Greater Manchester
 Fighting Fit Gym
 Fork Off Manchester
 GCS
 Greater Manchester Local Authorities
 Greater Together Manchester
 HOME
 Homes of Hope
 Homeless Link
 Homeless Mental Health Team
 Hope for Justice
 Khizra Mosque
 Manchester Art Gallery
 Manchester Central Library
 Manchester City Council
 Manchester Homelessness Partnership
 MC2
 Motiv8
 On The Out
 Pret-A-Manger

Presbar Diecastings
 Revive Dental Practice
 Riverside
 Salford City Council
 Salvation Army
 Shelter
 SPIN
 SSG
 Street Support Manchester
 Streetwise Opera and With1Voice
 Stretch Charity
 Stitched Up
 Talk English
 The Edge Theatre and Arts Centre
 The Growth Company
 The Scafell Hotel
 The Welcome Centre
 Urban Village Medical Practice
 Vincentian Volunteers
 Workers Educational Association
 The hostels, day centres and support services that work alongside us

Special thanks also to the many local companies and organisations who donate their time, funds and essential items to support our services.

Want to
help?

Collect
essential
items

Fundraise

Volunteer



Offer
employment
opportunities

Follow us on social media

   @boothcentre

Donate at

boothcentre.org.uk

 **Booth Centre**

The 2018 **Manchester Sleepout**
Manchester Cathedral
Fri 9th Nov

At the Booth Centre, we're working to end homelessness. Join us in our mission.

Sleep out once so that others don't have to.

Register at
boothcentre.org.uk

#McrSleepout

Sponsored by



safe • clean • personal



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ARTS COUNCIL ENGLAND

