



# Booth Centre

A COMMUNITY CENTRE

RUN WITH PEOPLE AFFECTED BY HOMELESSNESS

## Annual Report 2021



# Vision, mission and values

## 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.

### 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.

### 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.

### Inspiring

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

# A message from our CEO

Amanda Croome, MBE. Booth Centre CEO and Founder

It's been a challenging but also very rewarding year in which we celebrated our 25th birthday in lockdown, and re-designed our service with people at the Centre three times in response to COVID-19. However, our core mission and values remain the same and we are more determined than ever that everyone should have a secure home and the opportunity to have a good quality of life.

Increased Government expenditure during the first COVID-19 lockdown showed that we can end rough sleeping if everyone works together. The pandemic also allowed us to try new ways of working, supporting people remotely as well as keeping the Centre open throughout the year.

Despite lockdown restrictions, we were able to work with more people and enable more people to move off the streets into safe homes. Throughout, we worked in partnership with people who come to the Centre to increase their skills, confidence and sense of purpose as part of the process.

We are looking forward to the future with a new sense of optimism, despite the increased levels of homelessness that we are already seeing as a direct or indirect result of COVID-19.

## We worked with over 1,880 people last year

Over  
**1,180**  
people  
accessed  
free  
meals

Over  
**700**  
people  
accessed  
virtual  
activities

**435**  
people  
moved  
into a  
new home

**371**  
people  
attended  
in-person  
wellbeing  
activities

People  
achieved  
**111**  
nationally  
recognised  
qualifications

**64**  
people  
gained  
employment

# A great place to visit, volunteer and work

We are focused on making sure that the Booth Centre is a great place to be. We are achieving this by ensuring the Centre is:



We remained open throughout the COVID-19 pandemic, making the most of our garden space when the use of indoor areas was restricted. We were able to continue to provide a safe place for people to feel a sense of belonging.

## Last year the Booth Centre:

A purple chevron-shaped icon pointing to the right. Inside the chevron, the text reads: 'Welcomed 1,180 people affected by homelessness in our community'. The number '1,180' is in a larger, bold font.

A purple chevron-shaped icon pointing to the right. Inside the chevron, the text reads: 'Connected with 700 people remotely during lockdown'. The number '700' is in a larger, bold font.

We are looking forward to welcoming more people in person, providing a space for them to socialise and share ideas.

We want to ensure that everyone who visits the Centre gets as much out of it as they can. The pandemic made us slow down and focus on what we are best at - helping people to develop positive relationships and gain a sense of purpose as well as helping people to find safe homes. We will continue to work with people on an individual basis to enable them to move forward with their lives.

**"Just by coming  
here I feel more  
confident and  
loved."**

**Booth Centre visitor**



# People affected by homelessness take a leading role in everything we do

We are continuing to work in partnership with people affected by homelessness, involving them in the evaluation, planning and delivery of our service. We are achieving this through:

**Inclusive recruitment**

**Inclusive volunteering**

**Inclusive planning**

## Last year people who visited the Centre:

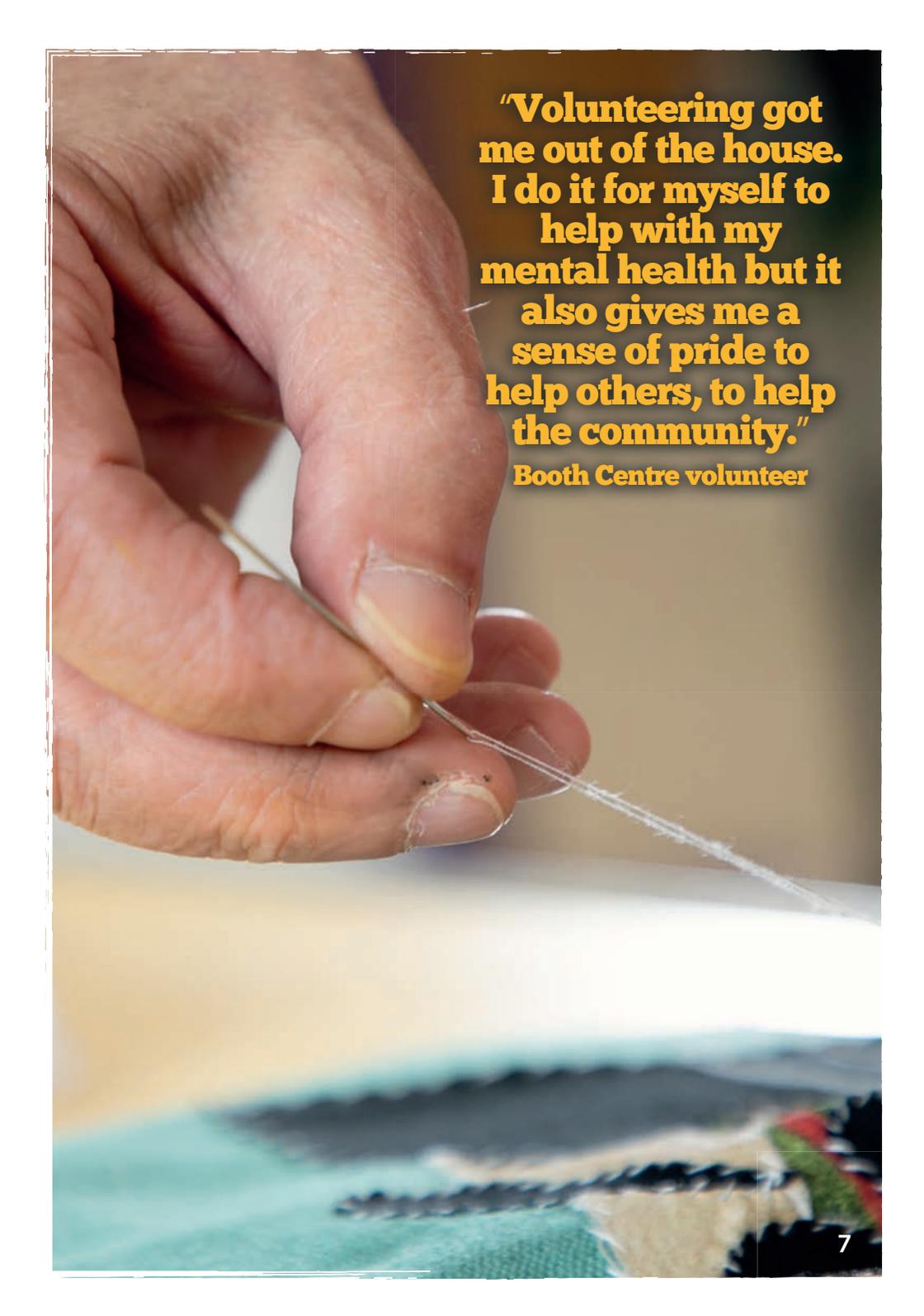
**82** people took part in advisory groups to plan, deliver and evaluate the service

**9** people were centrally involved in the recruitment of new staff

**22** volunteers worked in partnership with us to deliver the service

**15** people co-produced our lockdown activities programme 'Connecting through Activities'

**30** people took part in strategic work to help shape and redesign policies and services for people affected by homelessness, including supporting the work of the Manchester Homelessness Partnership



**“Volunteering got me out of the house. I do it for myself to help with my mental health but it also gives me a sense of pride to help others, to help the community.”**

**Booth Centre volunteer**

# Empowering people to secure a safe home and have a good quality of life

We are working with people to take steps towards a better future, by helping them to: find a safe place to live and call their own, secure employment and gain qualifications, access nutritious food and health professionals, develop positive relationships, and improve their overall wellbeing through high-quality activities and inclusive volunteering.



## Did you know?

We had a particular focus on digital inclusion last year as the world "went online" due to COVID-19.

We provided 145 digital devices, so people could access our online Job Club, make appointments, keep in contact with potential employers and connect to our streamed activities.



## **Safe and secure homes**

We're working with people to address barriers to housing, so they can move into supported accommodation, find a safe place to stay with friends or family or find their own secure home.

## **Employment and qualifications**

We're working with people so they can gain nationally recognised qualifications, work experience and secure employment. This includes a partnership with Business in the Community who help deliver our Job Club and other into work support.



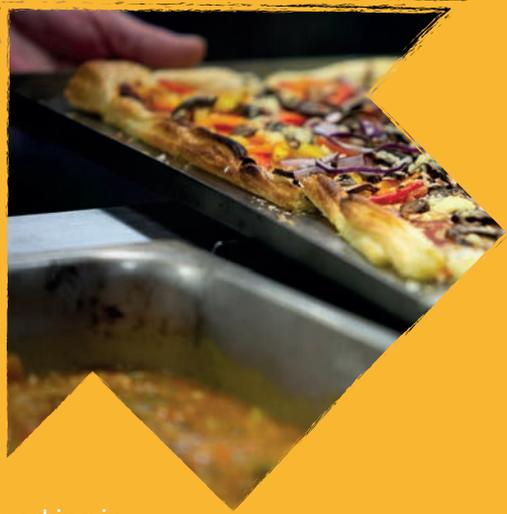
**"Amazing!  
Now I can  
begin my  
life again."**

**Booth Centre visitor**

## Health

We're working with people to protect their health and promote overall wellbeing. This includes access to nutritionally balanced (and tasty!) meals in our community café, support with specific health concerns and access to a range of health professionals.

We are proud to have helped people access flu and COVID-19 vaccinations, working in partnership with Urban Village Medical Practice.



## Purpose, positive relationships and wellbeing



We are committed to providing a positive space where people can socialise and build relationships. We run an inclusive volunteering programme, work alongside people to help them connect with friends and family, and offer high-quality activities through our arts programme. Our arts programme has included art classes, drama, sewing and creative writing workshops.

Our wellbeing programme has concentrated on gardening and walking this year, both outdoor activities to keep people safe.

All of these activities enable people to increase their skills, confidence, self-esteem and wellbeing.

**"Art is a good distraction - you can lose yourself in it, and it's good for your confidence."**

**Booth Centre visitor**



### **Did you know?**

As well as the activities which took place at the Centre or virtually online, we provided over 2,000 free activity packs to people in supported accommodation during lockdown, helping them to feel less socially isolated.

# Influencing local and national policy to affect positive change

Over the last year, we have seen the growing negative impact of the pandemic on people's housing situation, physical and mental health and employment prospects. However, there have also been new opportunities to influence strategic change and ensure that we have a post-pandemic world with less, rather than more, homelessness.

We empower people who are or have been homeless to be involved in strategic change; their perspectives, experiences and skills are crucial to ensuring that positive change can happen for more people.

## Last year we:

Facilitated a webinar series to promote co-production and partnership working in the homelessness sector, aiming to change the way services are delivered

Worked with partners to deliver Winter Provision which saw hundreds of people come off the streets and move into supported accommodation

Worked with partners on the "Everyone In" response to the first COVID-19 lockdown which ensured that everyone sleeping rough was found a safe place to stay

Expanded our partnership to support EU migrants who have been adversely affected by Brexit ensuring they can access accommodation and independent immigration advice. The project has been shortlisted for a Spirit of Manchester Award

Commissioned inclusive volunteering programmes in four partner organisations, increasing volunteering opportunities for people who are homeless across Manchester

# Increasing public awareness about homelessness

Greater public awareness is vital to ending homelessness. We are taking steps to increase people's understanding of the issues faced by people affected by homelessness, by publishing educational content in the media; hosting informative events; and challenging stereotypes.



## Last year we:

Worked alongside people who visit the Centre to develop respectful Media Guidelines, which 25 organisations have signed up to

Produced online resources to highlight issues relating to homelessness

Hosted a virtual Sleepout fundraiser to raise awareness of the issues and to increase public understanding of how they can help

Produced a virtual tour of the Booth Centre to replace our usual corporate team days and in-person events

# 2021 Finances

## Total Income

**£1,019,401**

Donations & Gift Aid: 37%  
Local Authority grants: 21%  
Trusts, Foundations  
& other grants: 40%  
Interest, student fees  
and Covid JRS: 2%

## Total Spending

**£1,138,182**

Direct charitable  
expenditure: 87%  
Fundraising  
& governance: 13%

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

## Thank you to our grant funders for supporting our mission

The Barnabas  
Charitable Trust

The Booth Charities

The Charity Service

Comic Relief

Cotton Industry War  
Memorial Trust

Crisis

Dickanson's Charity

Duchy of Lancaster  
Benevolent Fund

The Edward Holt Trust

Forever Manchester

Gertrude Mackennal Trust

Greater Manchester  
Combined Authority

Homeless Link

JTI

Macc (Big Change Manchester)

Manchester City Council

The Manchester Guardian  
Society Charitable Trust

Manchester Relief in  
Need Charity

Manchester Wellbeing Fund

The Mayor of Greater  
Manchester's Charity

Neighbourly Fund

The Steel Charitable Trust

# Thank you to our partners for helping us to realise a better future

**Andy Burnham  
(Mayor of Greater Manchester)  
and his team**

**arthur & martha CIC**

**Barnabus**

**Boaz**

**Business in the Community**

**Centrepoint**

**CGL**

**Coffee 4 Craig**

**Cornerstone / Caritas**

**The Edward Holt Trust**

**FareShare Greater Manchester**

**Greater Manchester Combined  
and Local Authorities**

**Greater Manchester  
Immigration Aid Unit**

**Greater Together  
Manchester**

**Homeless Link**

**Homeless Mental  
Health Team**

**Khizra Mosque**

**Lifeshare**

**MASH**

**Manchester Cathedral**

**Manchester City Council**

**Manchester Homelessness  
Partnership**

**On The Out**

**Reach Out To The Community**

**Riverside Housing**

**Shelter**

**Supporting People In Need**

**Stop Start Go**

**Stitched Up**

**The Edge Theatre  
and Arts Centre**

**The Growth Company**

**The Men's Room**

**The Mustard Tree**

**The Oasis Centre, Gorton**

**Urban Village Medical Practice**

**The other hostels, day centres and  
support services that work  
alongside us.**

## **Did you know?**

Our building at Pimblett Street is owned by The Edward Holt Trust, who purchased this to provide a home for the Booth Centre. This is provided at a nominal rent.

How  
**YOU**  
can get  
**INVOLVED**

**DONATE**  
**VOLUNTEER**  
**IN YOUR**  
**WORKPLACE**

**Find out more:**  
[boothcentre.org.uk/get-involved](http://boothcentre.org.uk/get-involved)



For email updates:



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

## Keep in touch



**@BoothCentre**

0161 835 2499

[info@boothcentre.org.uk](mailto:info@boothcentre.org.uk)

Edward Holt House,  
Pimblett Street,  
Manchester, M3 1FU

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

Registered Charity No. 1062674

## Booth Centre SLEEPOUT

**12th November 2021  
& 11th November 2022**

Get sponsored to sleep out  
for a night, to support  
others who have to  
night after  
night.

