



**Booth
Centre**
Creating Thriving Community

IMPACT REPORT

A YEAR IN REVIEW: 2024 - 2025



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THE BOOTH CENTRE IS A REGISTERED CHARITY IN ENGLAND AND WALES (CIO 1205529 & 1062674)

A MESSAGE FROM THE CEO

2025 sees the 30th anniversary of the Booth Centre; 30 years of working with our community to affect systems change and to improve opportunity and quality of life for those who have been impacted by poverty. During this time, we have been a part of the lives of more than 20,000 people across Greater Manchester, and a leading voice in the VCFSE sector, working with politicians and partners and most importantly, the people of the Centre. With more than 350,000 people reported as homeless currently in the UK and more than 8,000 people across GM (at time of writing), it is more important now than ever that we continue this work, responding to the changing needs of our community, and that we continue to care about people first and foremost, making sure they are represented and heard.



2024/25 brought its own challenges, including welfare reform and further immigration restrictions as a result of the change of government. We saw people from more than 140 countries coming through our doors, finding connection and community, opportunities to grow, create and learn together, to establish happy, healthy lives. This document captures some of the work done and the outcomes achieved, though it cannot capture the warmth and joy that we see in the Centre every day; this is something that has to be experienced and it is to the credit of our community that they remain positive, hopeful and upbeat, despite these challenges.

I would like to take this opportunity to thank our volunteers, trustees and staff team for all their hard work and commitment over the year, working together to give people the tools and the environment they need to change their own lives for the better.

We are honoured to be in this privileged position of trust to walk alongside people, sometimes through the most challenging periods of their lives, and often at times of celebration too. I look forward to what the coming year has in store for our Booth Centre community, and I know we will take it on together, always focusing on inclusion, respect and partnership working.

With sincerest best wishes,

Paul

Paul Newcombe, CEO

A MESSAGE FROM THE CHAIR OF TRUSTEES

It's been another busy year for the Booth Centre with visitor numbers averaging 100 every day. We continue to meet the wider needs of the homeless community in Manchester and beyond by working in partnership with a range of statutory and voluntary agencies. The Centre is grateful for the continuing support of our funders so we can deliver our vital services. We've also worked hard to raise donations and in-kind support. Our Sleep Out in the Cathedral last November attracted a lot of people joining in and raised funds for the Centre; as did the Charity Football Match at FC United and the Big Give. Finally, a big shout out to all the staff and volunteers- it couldn't happen without you!



TO OUR COMMUNITY

Our community celebrates diversity and welcomes all. Our team is unique, passionate and dedicated. From volunteers to staff, trustees to people who come to the Centre- we couldn't do this without you. Thank you.



Year in Review

FOOTFALL

**THE BOOTH CENTRE WAS VISITED
23,371 TIMES FROM APRIL '24 TO MARCH '25**

The Booth Centre offers an open-door to all our visitors and we don't require people to be referred to access the service. When people visit the Centre, they don't need to register or sign in to access our Community Cafe.

The aim of our approach is to ensure people are not under pressure to share personal information at a time when they could be experiencing trauma and other hardships.

As people get to know us, we complete the registration with the person to record subsequent activity.

WE WELCOMED 1,081 NEW PEOPLE TO THE CENTRE THIS YEAR

1,728 DIFFERENT PEOPLE ACCESSED OUR ACTIVITIES PROGRAMME AND COMMUNITY HUB SUPPORT

26,155 HEALTHY MEALS WERE SERVED IN OUR FREE COMMUNITY CAFE, THE THREE BEES

WE HAVE WELCOMED PEOPLE FROM 93 DIFFERENT COUNTRIES. FROM UKRAINE, TO MICRONESIA, TO SAINT KITTS & NEVIS.

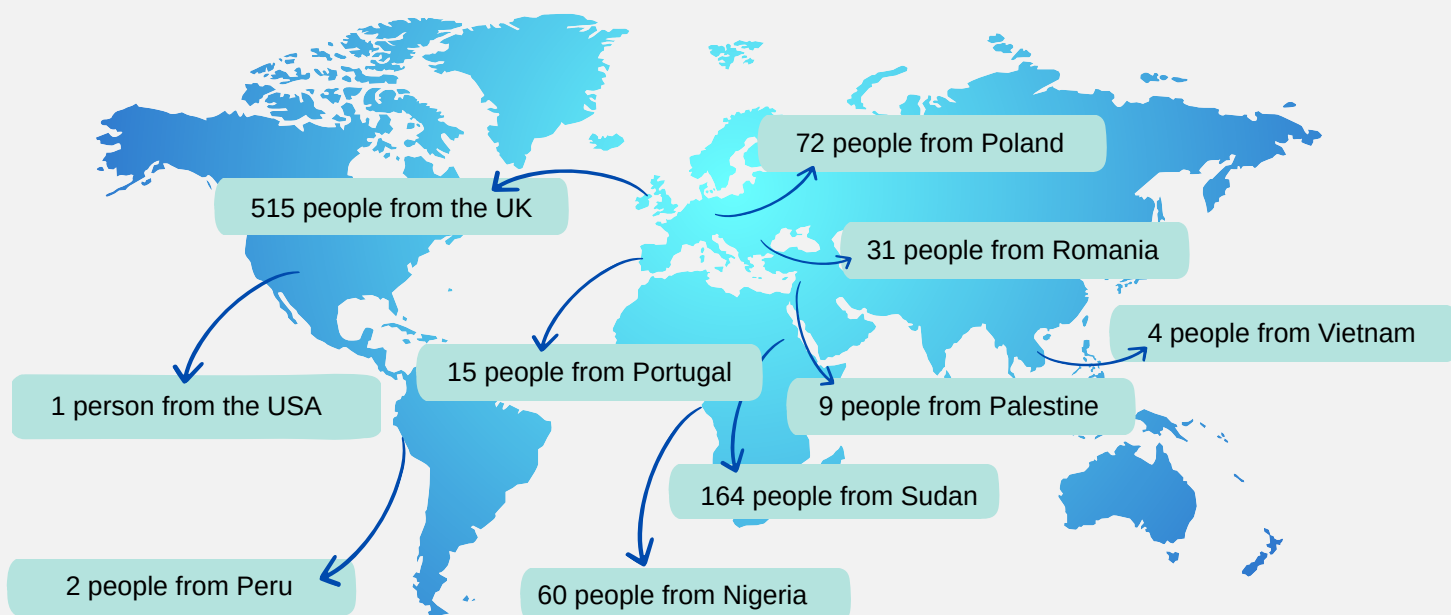


Fig 1. Highlights of the different nationalities we saw at the Booth Centre between April 2024 and March 2025

Year in Review



**“ THE ROUTINE HAS HELPED ME
MANAGE MY ALCOHOL PROBLEM
AND HAS GIVEN ME MORE
STRUCTURE AND A REASON TO
STAY SOBER ”**



**“ I LEARN SOMETHING NEW
EVERY TIME I ATTEND THESE
SESSIONS :-) THANK YOU ”**



Year in Review

OUR VISITORS

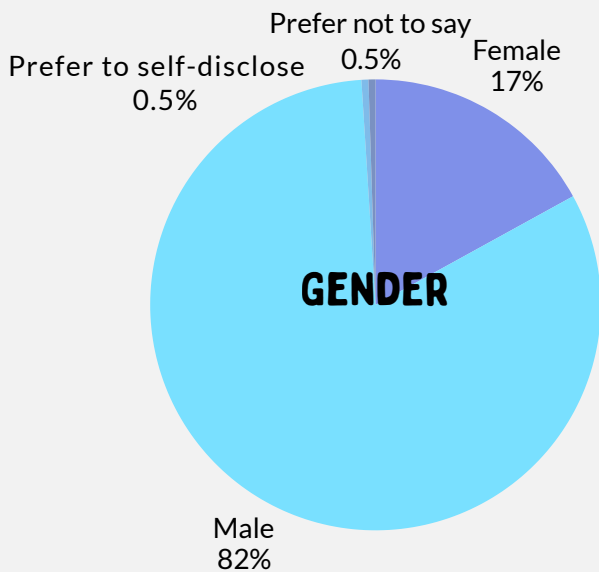


Fig 2. Gender as identified by the person,

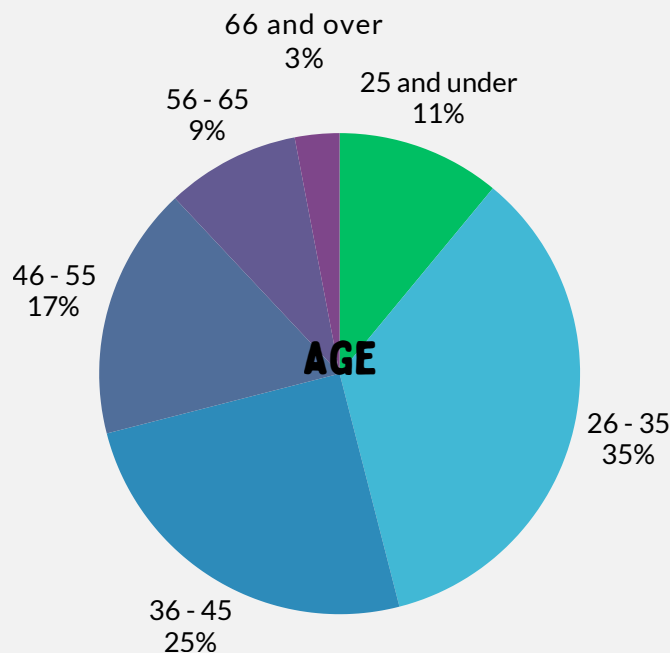


Fig 3. Age as DOB reported by the person.

ACCOMMODATION STATUS AT TIME OF REGISTRATION

55% OF THOSE REGISTERED THIS YEAR WERE ROUGH SLEEPING WHILST **42%** WERE IN SOME FORM OF ACCOMMODATION

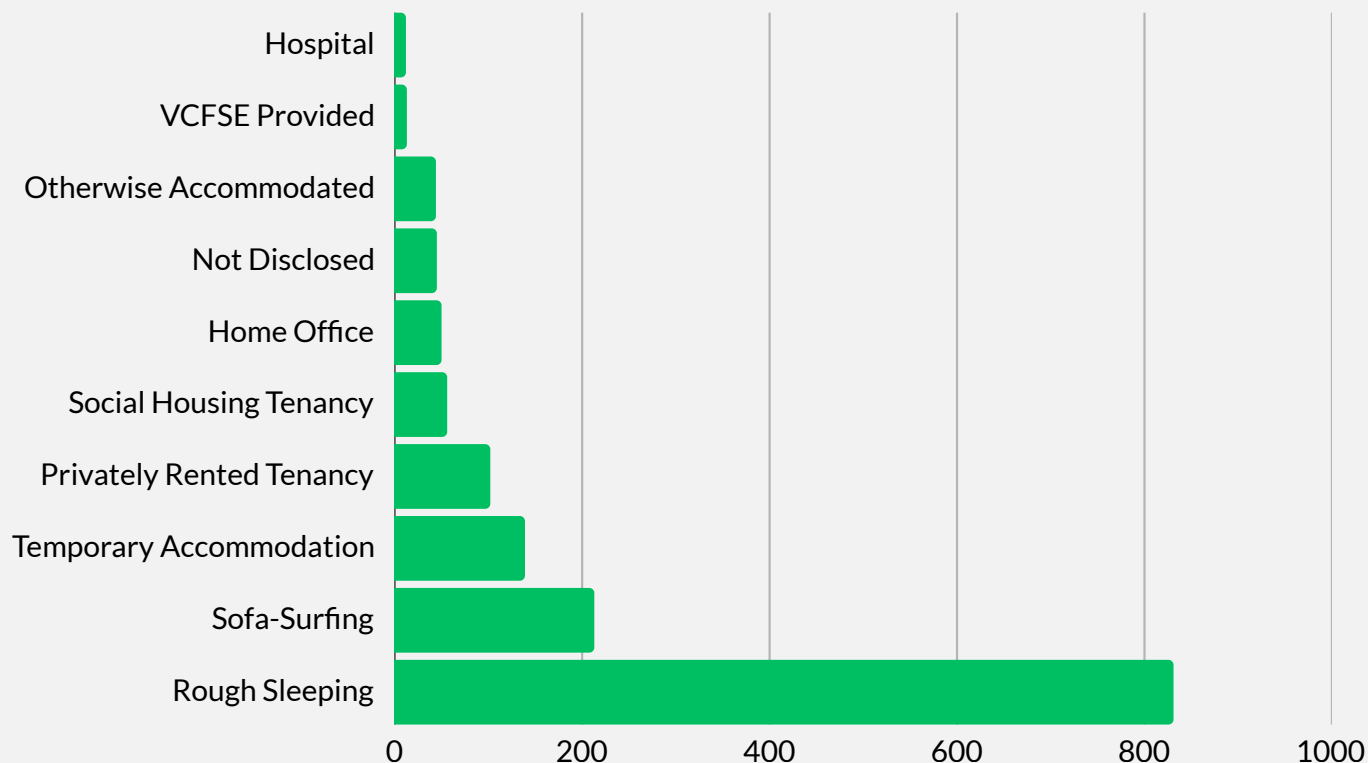


Fig 4. Accommodation status at point of registration as reported by the person. Otherwise accommodated = Probation Provided, Prison, Hosting Scheme etc. Temporary Accommodation = LA Provided, Hostel, Supported Hostel, ABEN. Sofa-Surfing = Friends or family, insecure sofa-surfing. VCFSE Provided = Boaz Trust, Emmaus etc.

Year in Review



“ ALL ACTIVITIES ARE GREAT TO SOCIALISE AND HELP WITH MENTAL HEALTH ”

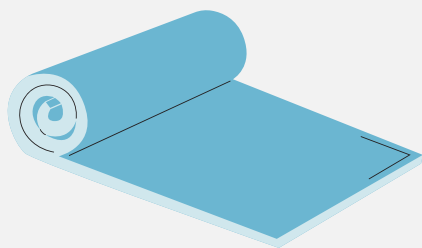


“ IT HAS MADE ME MORE COMPASSIONATE AND OPEN MINDED. IT HAS MADE ME MORE WILLING TO ACCEPT HELP ”



Year in Review

INCLUSIVE ACTIVITIES



SESSIONS INCLUDED: YOGA, MEDITATION, MOVEMENT FOR WELLBEING, TABLE TENNIS, BOWLS, WALKING GROUP & CULTURAL VISITS.

SPORTS & WELLBEING SESSIONS WERE ATTENDED 322 TIMES

DRAMA WAS ATTENDED 311 TIMES

PHILOSOPHY WAS CODELIVERED 5 TIMES

108 PERFORMANCE REHEARSAL ATTENDANCES

AND ATTENDED 281 TIMES

ART WAS CODELIVERED 3 TIMES

GARDENING WAS ATTENDED 130 TIMES

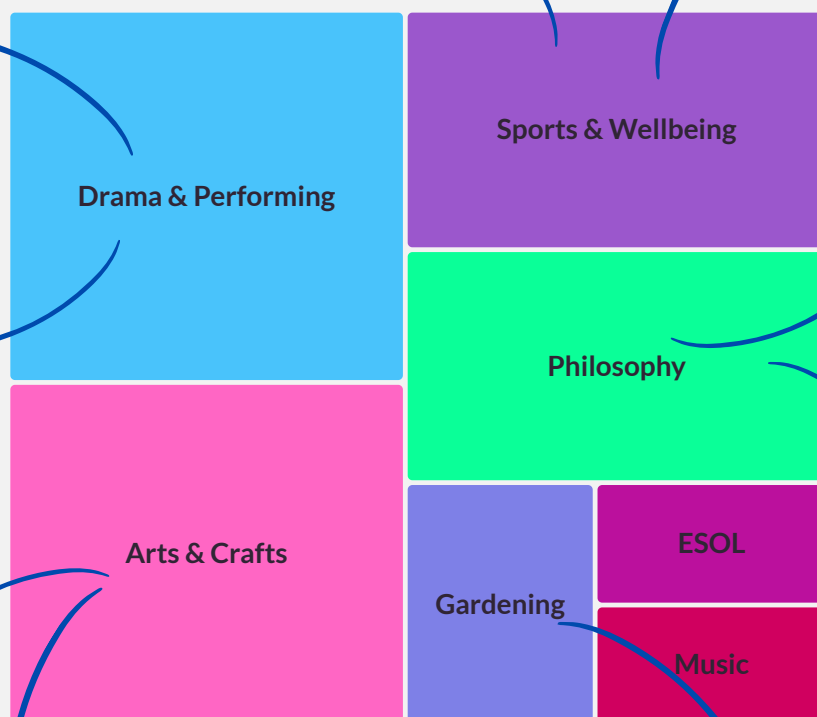


Fig 5. Tree Map of Activity attendance by type

PROJECTS INCLUDED: MOSAIC, CERAMICS, TEXTILES, GRAFFITI & ILLUSTRATION. ATTENDED 384 TIMES

Our activities programme is inclusive and accessible. We facilitate activity projects that are one-offs, a set number of weeks or regular throughout the year. This gives us the opportunity to offer a variety of sessions to our diverse community. Our aim is to ensure all people have the opportunity to get involved and even deliver activity sessions themselves, which we call codelivery, an important aspect of coproducing our service



Year in Review



“BOOTH CENTRE WAS THE SPARK THAT HIS LIT UP EVERYTHING, WITHOUT IT NOTHING WOULD GO FORWARD”



“I ADVISE PEOPLE TO COME TO THE CENTRE. ITS GREAT FOR PEOPLE TO GET A COMMUNITY”



Year in Review

WORK & SKILLS

377 PEOPLE ACCESSED OUR EMPLOYMENT & FINANCIAL INCLUSION OFFER BETWEEN APRIL '24 AND MARCH '25

Through our wider Community Hub support offer, we provide Employment & Financial Inclusion support. This includes supporting people to get closer to the world of work through building experience and skills. For those ready for work, we offer a wide range of pre-employment support such as job search support, budgeting and interview prep.

WE SUPPORTED 40 PEOPLE INTO EMPLOYMENT

30 PEOPLE TOOK PART IN OUR ON-SITE CSCS TRAINING DELIVERED BY WORKING WONDERS

44 PEOPLE GAINED NATIONALLY RECOGNISED QUALIFICATIONS

3 PEOPLE HAVE MOVED INTO PEER MENTORING ROLES AT MANCHESTER BASED CHARITIES

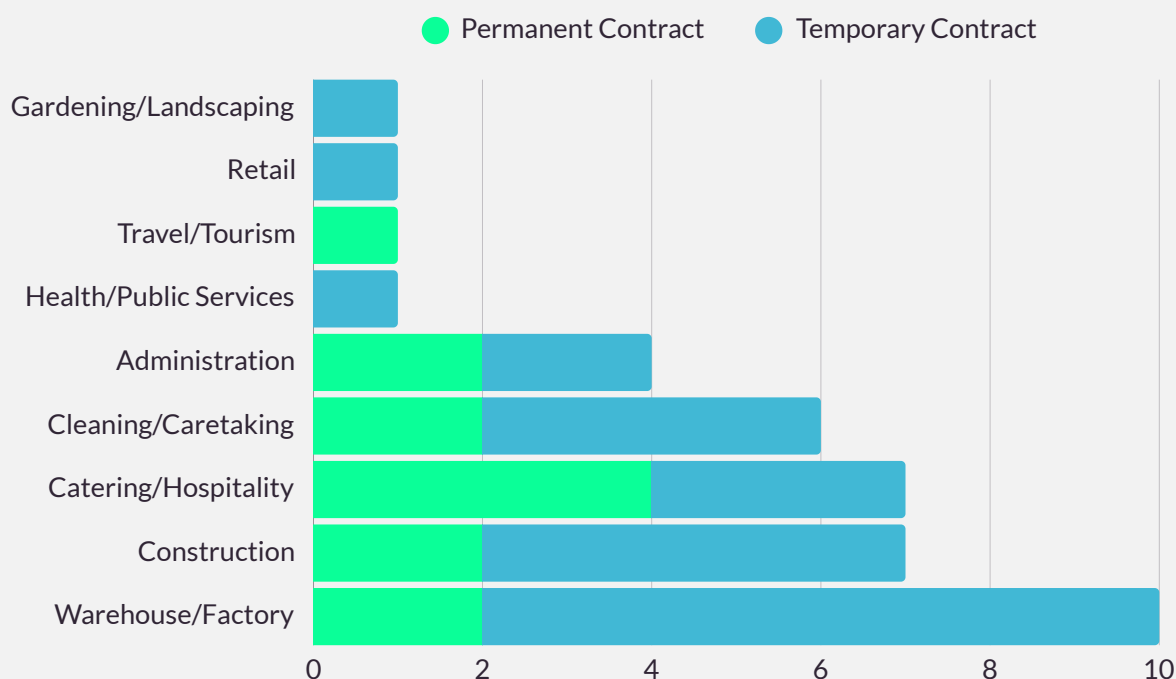


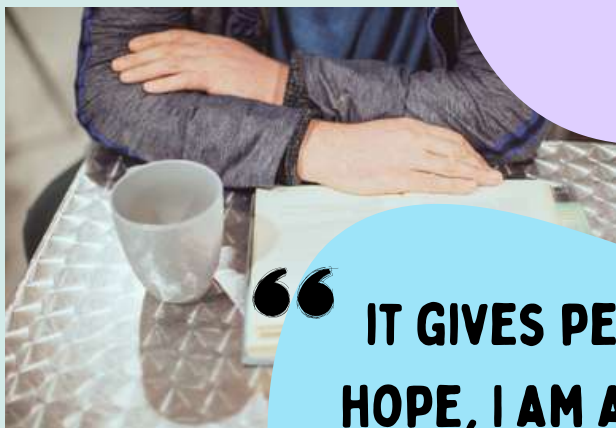
Fig 6. Employment gained by attendees between April 2024 and March 2025 by employment and contract type

We're looking forward to expanding our Employment & Financial Inclusion offer in 2025, with an inclusive ESOL offer for people of all abilities and a suite of new digital technologies to help more people access opportunities, recognise their skills and look to a better future.

Year in Review



“ I LIKE TO BE INVOLVED AND FEEL BETTER FOR IT ”



“ IT GIVES PEOPLE HOPE, I AM A ROLE MODEL FOR OTHERS IN THE CENTRE ”



Year in Review

COMMUNITY HUB: PREVENTING HOMELESSNESS



WE WERE ACTIVELY SUPPORTING 150 PEOPLE TO MAINTAIN THEIR ACCOMMODATION ON 1ST APRIL 2025

Our Community Hub team were regularly seeing 150 individuals throughout this period to help them maintain their accommodation. As we offer non-time limited support, this helps us to make sure people can pop in for some advice or support if they need it at any point during or after the prevention of their homelessness. Action undertaken with people at risk of losing their accommodation includes these interventions:

- Liaising with landlords regarding tenancy issues including rent arrears, property conditions or behavioural problems.
- Challenging illegal evictions.
- Supporting people to maintain relationships with their resettlement workers, social workers or mental health workers.
- Liaising with Local Authorities to advocate for statutory homelessness prevention support.
- Budgeting, debt management and financial maximisation.
- Helping people to access long term housing before they give up on temporary accommodation.

WE HELPED MAXIMISE PEOPLE'S INCOME ON AVERAGE BY £601.03 PER MONTH

Our Community Hub team of staff, students and volunteers have helped people to maximise their income so they can pay their bills and housing costs. We do this through supporting people to access:

- Universal Credit applications
- PIP applications
- Back-payments
- Council Tax deductions
- Pensions
- Tax rebates
- Payment plans
- Debt management
- Grants for Individuals



Year in Review

COMMUNITY HUB: ADVOCACY & RELIEVING ROUGH SLEEPING

WE HELPED 45 PEOPLE SECURE AND MOVE INTO THEIR OWN PERMANENT HOME



7 privately rented tenancies were sourced and secured, with support from the Real Change Manchester fund.



38 social housing tenancies were sourced and secured, using our small resettlement budget.



25 people were rough sleeping the night before they moved into their new permanent home.

WE HELPED 102 PEOPLE ACCESS EMERGENCY OR TEMPORARY ACCOMMODATION FOR ONE NIGHT OR MORE

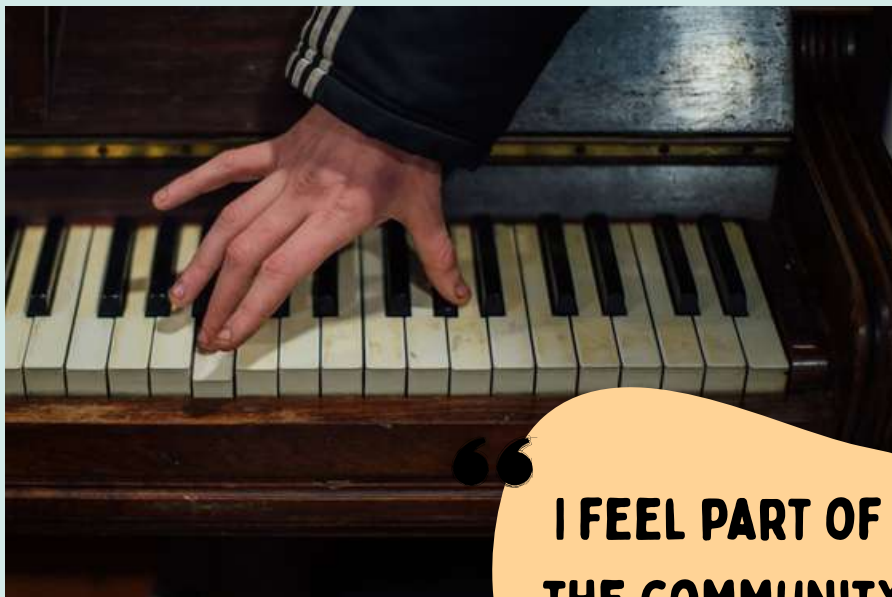
32 PEOPLE WERE ABLE TO ACCESS TEMPORARY ACCOMMODATION AFTER WE ADVOCATED FOR THEIR PRIORITY NEED WITH THEIR LOCAL AUTHORITY

Our Community Hub team have also helped people to travel outside of the Greater Manchester area to relieve their rough sleeping after an offer of accommodation from friends or family. People may also want to return to an area in which they have existing accommodation and support.

9 PEOPLE WERE SUPPORTED TO RECONNECT WITH THEIR FRIENDS, FAMILY OR OTHER OFFER OF ACCOMMODATION OUTSIDE OF GREATER MANCHESTER

15 PEOPLE WERE SUPPORTED TO RECONNECT WITH THEIR FRIENDS, FAMILY OR OTHER OFFER OF ACCOMMODATION IN EUROPE

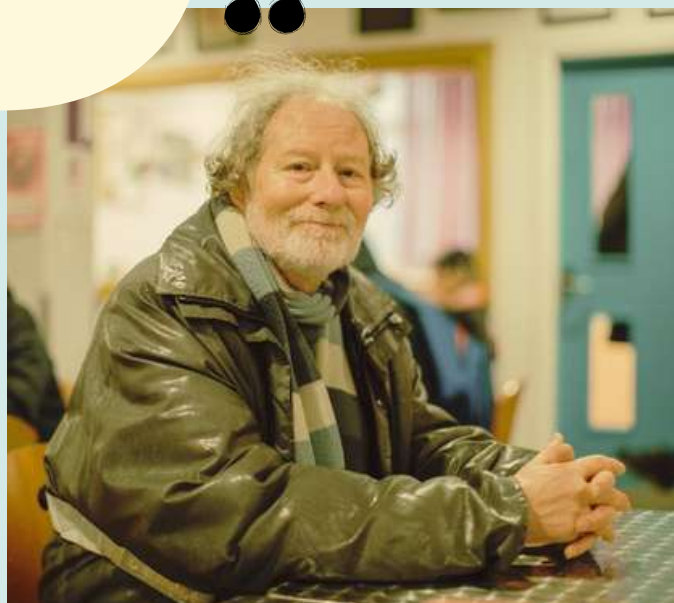
Year in Review



“ I FEEL PART OF THE COMMUNITY ”



“ I FEEL HONOURED AND EXCITED, IT MAKES ME FEEL POSITIVE, I LIKE BEING ABLE TO INSPIRE EACH OTHER, WE ARE ALL A FAMILY AND WORKING TOGETHER ”



Year in Review

SPECIALIST SUPPORT & ADVICE



484 PEOPLE ACCESSED SPECIALIST SUPPORT FROM VISITING AGENCIES

Our Community Hub offers direct access to a range of visiting agencies, all specialists in their field and accessible on-site through the Booth Centre drop-in. From mental health to immigration advice, we have it covered!



PHYSICAL HEALTH SPECIALISTS WERE SEEN 418 TIMES



MENTAL HEALTH SPECIALISTS WERE SEEN 169 TIMES



IMMIGRATION SPECIALISTS WERE SEEN 283 TIMES



WELFARE & HOUSING LEGAL SPECIALISTS WERE SEEN 81 TIMES

WE ACCEPTED 80 FLOATING SUPPORT REFERRALS FOR EUROPEAN NATIONALS EXPERIENCING RESTRICTED ELIGIBILITY THROUGH RESS, WITH 64 INDIVIDUALS BEING ACTIVELY SUPPORTED BY THE RESS TEAM AT THE BOOTH CENTRE AT YEAR END

The Restricted Eligibility Support Service is a project led in partnership, with Booth Centre and Boaz Trust offering floating support and the Greater Manchester Immigration Aid Unit offering immigration advice to people experiencing homelessness and restricted eligibility.



**RESTRICTED ELIGIBILITY
SUPPORT SERVICE**
SUPPORTING NON-UK NATIONALS
FACING HOMELESSNESS

Year in Review



I'VE BEEN ABLE TO LEARN NEW THINGS



THERE IS MUTUAL RESPECT AND UNDERSTANDING AT THE CENTRE



Year in Review

COLLABORATING WITH OUR COMMUNITY



We work together, alongside people who come to the Centre and people in the wider community, to design and deliver our services. We do this by collaborating with different people, groups and organisations.

Advisory Committee: A group of individuals who access the Booth Centre services who advise the board of trustees on internal and external strategic work.

Inclusive Volunteering: People who are accessing Booth Centre support services volunteer on a 30 week programme to recognise their skills and talents whilst helping us to deliver the Community Cafe service, Arts & Wellbeing activities and help with building maintenance.

Community Volunteering: People in our community who want to give back help us to deliver our Community Hub support services and lend their skills and talents to help us advocate for and support the people we see.

Students on Placement: We host Social Work students, PhD Students and Counselling Students who, whilst supporting us to deliver the service, use the experience to contribute to their learning.

34 PEOPLE FROM THE CENTRE HAVE TAKEN PART IN THE INCLUSIVE VOLUNTEERING PROGRAMME

141 PEOPLE FROM THE CENTRE HAVE TAKEN PART IN STRATEGIC CONSULTATION AND DESIGN FOR BOTH INTERNAL AND EXTERNAL STRATEGY

10,200 HOURS OF VOLUNTEERING HAS BEEN CLOCKED BY THE BOOTH CENTRE VOLUNTEER TEAM, SAVING THE CHARITY £116,668

Year in Review

FEEDBACK



We value feedback, evaluation and consultation with people who come to the Centre to make sure we are offering services that people find beneficial and enjoy. One way we do this is by collecting feedback from people accessing different parts of the service. This is just one aspect of designing and delivering services collaboratively.

ACTIVITIES PROGRAMME: HOW PEOPLE FELT BEFORE AND AFTER TAKING PART IN AN ACTIVITY PROJECT

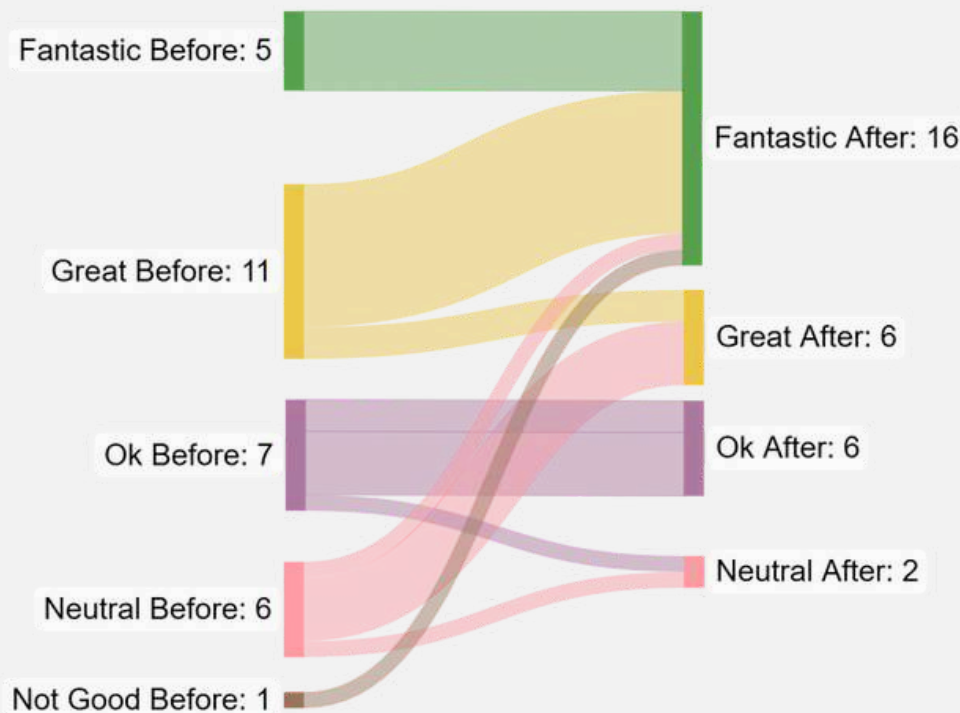


Fig 7. Evaluations from people attending the Booth centre Activities Programme

INCLUSIVE VOLUNTEERING: HOW VOLUNTEERING POSITIVELY IMPACTED PEOPLE ON THE PROGRAMME

