



BOOTH CENTRE IMPACT REPORT

2022-23



TABLE OF CONTENTS



- 03 Welcome from Chair & CEO
 - 04 Supporting people out of homelessness
 - 05 Employment & skills
 - 06 Well-being & activities programme
 - 07 Other services
 - 08 Co-production in action
 - 09 Our amazing Community Volunteers
 - 10 Wider impact
 - 11 The finances
 - 12 Thank you to our partners
- 
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WELCOME

03

FROM OUR CHAIR & CEO

Another year of challenges for the people who access the Booth Centre; the cost-of-living crisis, the housing crisis, a government-sponsored hostile environment for non-UK nationals to name a few. The Booth Centre is needed now more than ever, borne out in the increased footfall of around 40% in the past year.

The world faces great uncertainty, with far too many people in Manchester feeling hungry and cold, living under the threat of homelessness, making our work with our partners and supporters more important than ever.

I am proud to continue my association with the Booth Centre and of the outstanding work carried out each day. Everyone who comes to the Centre is assured of a warm welcome, a safe and inclusive environment where they know they are a valued and respected individual.

On behalf of all the Trustees I would like to thank our tireless, dedicated team and volunteers who are the heart of the service, along with all our supporters who have helped us to continue delivering our essential service through another difficult time, working to improve the lives of people experiencing poverty in Greater Manchester.



Elena Fowler
Chair of Trustees



Paul Newcombe
CEO

The time goes so quickly and there is always more work to be done. I am proud of the progress we have made over the past year and of the positive outcomes we have helped people experiencing homelessness to achieve.

The next 12 months will continue to present challenges, no doubt, and we will continue to work hand in hand with the people who come into the Centre, to remove barriers and affect systems change so that the lives of people affected by homelessness and poverty in Greater Manchester continue to improve.

Our co-produced Strategic Aims will guide us as we continue to work closely with our partners across GM, making sure the voice of the marginalised citizens is amplified and heard.

SUPPORTING PEOPLE OUT OF HOMELESSNESS

Booth Centre's seeks to support people out of homelessness and to prevent homelessness amongst those who are at risk. In 22/23, the number of people accessing our services increased by 35%.

1,313 people accessed Booth Centre in 22/23

942 of these individuals were new to Booth Centre

397 people moved into temporary accommodation

70 people moved into permanent accommodation



22 people were reconnected to friends or family in the UK

19 people were reconnected to friends or family in Europe



EMPLOYMENT & SKILLS

Booth Centre offers a range of employment and skills development opportunities with a person-centred focus that seeks to build on the talents of each individual.

Whether through our Job Club or by signing up to our structured 30-week Centre Volunteer training programme, we aim to support people to develop the skills they need to pursue their career ambitions.

65 people attended pre-employment coaching

65 people gained a Nationally-recognised qualification

65 people gained employment

51 people participated in our Centre Volunteer programme

Matthew* came to the Centre because he had no ID, which made it hard for him to get benefits and to find employment. With the support of one of our Job Club volunteers, Matthew was able to open a bank account and complete his CV, so he could finally apply for work. He now has his dream job as a chef.

* Name changed for anonymity

WELL-BEING & ACTIVITIES PROGRAMME

Booth Centre not only seeks to support to people out of homelessness but also to **address the underlying causes** to give people the best possible chance of retaining their tenancies in the long-term. A key part of this is Booth Centre's diverse and vibrant activities programme that plays a pivotal role in transforming lives.

Our range of creative workshops allow participants to **channel their emotions, tell their stories, and connect** with others. The resulting art is showcased around the building to celebrate to often hidden talents or our amazing community.

Regular sports and fitness sessions help participants stay active, boost their physical health, and improve their overall well-being. Whether it's a game of football, yoga, or a guided walk, these activities not only **promote a healthy lifestyle but also create a sense of camaraderie** among participants.

Booth Centre's activities programme goes far beyond the provision of basic necessities. It is a testament to the **organisation's commitment to fostering personal growth**, empowerment, and a strong sense of community among its participants. By providing empowering workshops, Booth Centre plays a vital role in helping individuals facing homelessness rebuild their lives.

Through this multifaceted approach, the Booth Centre empowers its participants to regain their independence, heal from past traumas, and develop the skills needed to lead fulfilling lives.

440

people participated in
our Well-being
Activities & Sports
programme in 22/23



OTHER SERVICES

07



216

people accessed health services

109

people received immigration advice or support

51

people obtain ID documents needed to apply for benefits and employment

187

people received financial inclusion support (from Aug 22)

£290.49

average amount saved per person per month amongst those who received financial inclusion support

Josh* started attending the Centre for practical support to maintain his accommodation and quickly become a kitchen volunteer. He now has his Level 2 Food Hygiene & Safety qualification and volunteers 3-4 times a week.

* Name changed for anonymity

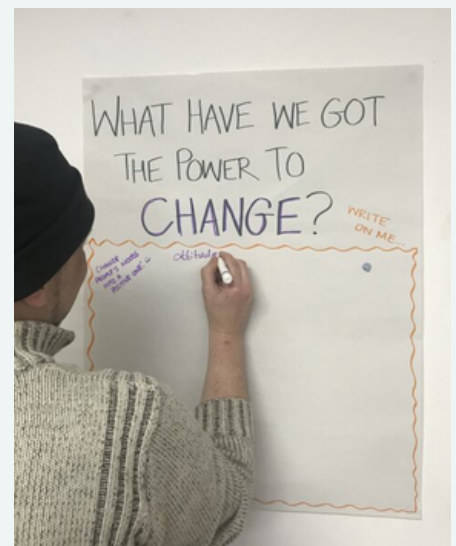


CO-PRODUCTION IN ACTION

08

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 of partnership working is at the heart of what we do and forms one of our most important values.

Our annual service was a chance for people who access the Centre to shape our programme and inform our strategic values. And we were particularly excited this year to establish **a new Advisory Subcommittee**, a direct conduit with board of Trustees through which members of the wider Booth Centre community can provide advice and guidance on proposals and changes to our service. This further cements Booth Centre's commitment to ensuring those with lived experience have a seat at the decision-making table.



One of the first items for consideration by the subcommittee was a review of Booth Centre's **image consent policy**. Until recently, Booth Centre chose to use only non-identifiable photographs. With input from the Advisory Subcommittee, the new policy permits use images of people at the Centre subject to the necessary consent and consideration of any wider safeguarding issues. It was only with the new policy in place that we were able to welcome BBC cameras in that resulted in extensive coverage across this year's Red Nose Day, raising greater awareness of our work to a wider television audience.



118

people who use our
services also took part in
internal strategic
meetings in 22/23

OUR AMAZING COMMUNITY VOLUNTEERS

09

Our Community Volunteers play an indispensable role in the organisation's mission to combat homelessness.

This team of dedicated individuals selflessly commit their time and expertise to **create a safe and welcoming environment** for those facing homelessness.

The friendly face of a Community Volunteer is the first thing to greet anyone arriving at Booth Centre. Together our Community Volunteers manage the admin office, signpost to other agencies and **provide vital support to all Booth Centre guests.**

Some Community Volunteers use their specialist knowledge to support service delivery, e.g. benefits advice; others use their expertise to help run activities, or to assist the kitchen team. Several have been with us for 10+ years.



The team has evolved into a **thriving and valued part of our service.** They face the challenges of peak service periods with a calm resourcefulness and patience that in turn make an enormous difference to the frontline staff.

Booth Centre prides itself on being an inclusive and open place for everyone. Community Volunteers are proudly committed to this ethos and **make every single person that they meet feel appreciated, heard and unique.**

'The best thing about volunteering at Booth Centre is how much I have been able to learn and how welcoming everyone is. I feel that I am able to make a small difference to people's lives and experience Manchester in a way I might not otherwise have done as a student.'

- Student volunteer

3,744

Community Volunteer hours
were completed in 22/23



WIDER IMPACT



The Booth Centre is a well-established, influential leader in the sector and throughout Greater Manchester.

In 2022/23 we have connected with like-minded services across the country to build a national network of progressive thinking organisations with members (to date) from Leeds, Birmingham, London and Manchester. The network will come together to discuss ideas, campaigns and lobbying opportunities on issues which directly and significantly affect the people we are here to support.

Locally, we have built a lobbying and campaigning partnership with Shelter, Stepping Stones and the Mustard Tree to challenge the government on the housing crisis. We also play a central part in the Manchester Homelessness Partnership which was relaunched in October 2022, and have representation on all MHP subgroups.

As part of our Strategic Aims review, the people of the Centre identified that they would like the voice of the Booth Centre to be used, in their names, to continue to advance systems change. With this in mind, we have now formally adopted Campaigning and Lobbying in our aims and whilst we have a lot of work to do, we look forward to the challenge.

58

people took part in
external strategic
meetings in 22/23



'Working in the cafe space has helped me build my self esteem. I have also found that I am becoming more empathetic, feel like I am more patient with other people and understand/respect their different issues. I feel calmer and feel like I am more level. I feel I belong here and it has changed me for the better.'

-Booth Centre visitor

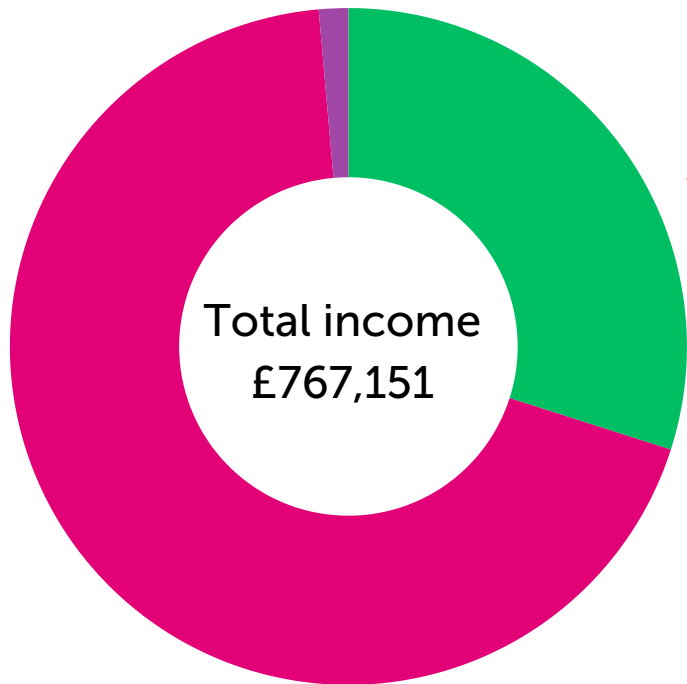
THE FINANCES



As an independent charity, we rely on the generosity of our community.

Thank you to the many supporters, volunteers, funders and partner organisations that make our work possible. You're the best!

- Donations & Gift Aid - 29.9%
- Charitable activities/grants - 68.6%
- student placement fees & interest - 1.4%

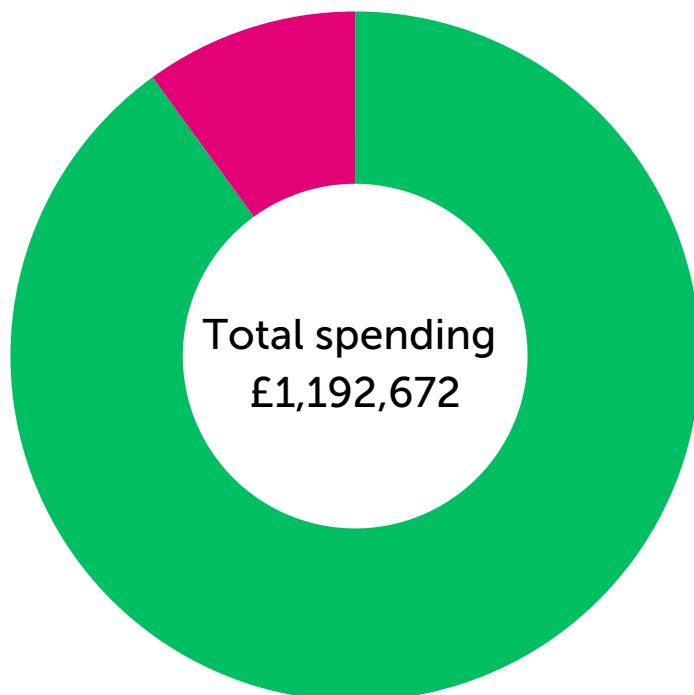


[To make a donation visit boothcentre.org.uk/donate](https://boothcentre.org.uk/donate)

THANK YOU SO MUCH FOR YOUR SUPPORT:

- Albert Hunt Trust
- The Barnabas Charitable Trust
- The Booth Charities
- Chiesi
- Comic Relief
- Cotton Industry War Memorial Trust
- Dickanson's Charity
- Duchy of Lancaster
- Edward Holt Charitable Trust
- Greater Manchester Combined Authority
- Greater Manchester High Sheriff's Police Trust
- J Sainsbury
- JPS & AK Sahni Trust
- JTI
- Manchester City Council
- National Lottery Awards for All
- Places for People Foundation
- Manchester Relief in Need Charity
- Social Bite Fund
- The Big Give Trust
- The Distributors Christmas Fund
- Transport for Greater Manchester
- UKH Foundation
- Young Manchester

- Direct charitable expenditure - 90%
- Fundraising & other costs - 10%



In 22/23 we reallocated some funds from reserves to direct charitable expenditure. This makes up the shortfall in income above.

OUR PARTNERS

12

We are grateful to the many partners who work with Booth Centre to support people experiencing homelessness across our community:

Amnesty International
Andy Burnham (Mayor of Greater Manchester) and his team
arthur & martha CIC
Back on Track
Barnabus
Big Life
Boaz Trust
Bolton Council
Bury Council
Business in the Community
Central Hall Manchester
Centrepont
Change Grow Live (CGL)
Coffee4Craig
Crisis
The Edward Holt Trust
Europia
FareShare Greater Manchester
Forgotten Feet Chiropody Greater Manchester
Combined Authority Greater Manchester
Immigration Aid Unit

Greater Manchester Law Centre
Greater Manchester Police
Greater Together Manchester
Hope House (Revolving Doors)
Homeless Link
Homeless Mental Health Team
Hulme Garden Centre
Justlife
Khizra Mosque
Liberty
Lifeshare
MACC
Manchester Action on Street Health (MASH)
Manchester Cathedral
Manchester City Council
Manchester Homelessness Partnership
Manchester Mind
Mayday Trust
Mustard Tree
Network Rail
Oasis
Oldham Council
On The Out
The Passage

Reach Out to the Community
Riverside Housing
Rochdale Borough Council
Salford Job Centre
Salford Loaves & Fishes Shelter
St Martin-in-the-Fields
Supporting People in Need
Stepping Stones
Stop Start Go
Stitched Up
Street Support
Talking Therapies
Tameside Metropolitan Borough Council
The Edge Theatre and Arts Centre
The Growth Company
The Men's Room
The Oasis Centre Gorton
Trafford Council
Urban Village Medical Practice
Wigan Council
Women MATTA
Women's Aid

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? They provide this inspiring space for a nominal rent.

Find out how to get involved

To donate, volunteer or get involved with events or in your workplace, visit

boothcentre.org.uk/get-involved

Booth Centre (charity reg. no. 1062674)

Edward Holt House, Pimblett Street, Manchester M3 1FU

t: 0161 835 2499 e: info@boothcentre.org.uk