



Impact Report 2022-23

Caritas

Diocese of Salford



Registered number: 06594417
Charity number: 1125808

*“ We saw it as an end to suffering and poverty
by coming to a country that was safe.
When I go to bed at night, I know that my
children are safe - and that
was our purpose.”*

Mother, resettled

Contents



Welcome

4

An introduction

5

Our Caritas
vision, mission,
values and
objectives

6

Did you know...?

7

Our work
and impact:
School service

8

Our young
parents'
accommodation
and support
services

13

Supporting
homeless people

15

Supporting
refugees

26

Caritas Charity
Shop and
Community
Drop-In

30

Formation and
animation

36

Fundraising

38

Where we're
going... our
vision for 2030
and beyond?

39

Our Impact

40

Thank you!

43



Welcome

Without question, Caritas Diocese of Salford has not been in any way immune from the economic and social challenges of these times. For those in poverty or social need, these must have been very testing times, and this has reflected on the activities and expectations of our Caritas work and activities. Coming out of the pandemic into a cost-of-living crisis has meant significant disturbance and anxiety for many families and individuals who were already faced with varying degrees of poverty and deprivation or mental or physical needs.

It is precisely these growing needs that have challenged Caritas in its work which, arguably, has never been more important with its singular purpose of coming to the aid of those in need. Whilst demands on Caritas have grown, so the costs of services and staffing have also increased.

During the last year we have been particularly challenged by the need to assist, in whatever way possible, the refugees from Ukraine who have substantially added to the number of refugees from elsewhere who have arrived in the Greater Manchester area. Bringing no more than they can carry, they are often traumatised by the events that have caused them to flee from their homes in fear for their lives and the lives of their children. Providing accommodation and essential food and provisions has been a priority in our work. We have greatly benefitted from the generosity of families willing to receive refugees but Caritas must also provide ongoing assistance wherever possible.

The economic crisis continues to mean that even hard-working families are finding it hard to make ends meet; people are facing isolation; having to choose between eating and heating their homes; are unable to provide for their children in the ways in which they would like. A recent report estimated that 42% of all children in Greater Manchester are living in poverty and many of them have both parents or guardians in employment. This stands in stark contrast to the

claim that we are the fifth most prosperous nation in the world. This poverty must be understood as linked closely to matters of the environment and the need to insulate housing, provide adequate public transport and provide the means by which all people may live with dignity in a sustainable way.

The Gospel imperative to put love into action includes helping those in need and playing an active part in securing justice and building up communities of compassion. Caritas' work over the last year has continued to ensure that we are upholding the human dignity of individuals and working alongside them to help them transform their lives with dignity.

Our work is only made possible by the generosity of supporters, grant funders, volunteers, parishes and schools. Without their contributions in many and varied ways, we would not be able to continue the work. It is with their continuing assistance that good work is being done for the benefit of people in need.

**Rt Rev John Arnold,
Bishop of Salford**



An Introduction

I'm pleased to introduce our Impact Report for 2022-2023. While it's impossible to capture all of the hard work that has gone on across Caritas Salford over the last twelve months in a document of this size, this report hopefully captures some of the highlights from what has been another positive year of developments, change and progress against our strategic aims.

This progress has been made against a significantly challenging backdrop of social upheaval as the communities we work alongside have continued to face the difficulties brought about by the cost-of-living crisis, covid-19 pandemic and the turmoil of the political, social, health and economic landscapes both in the UK and around the rest of the world too.

It has arguably never been a more complex time for charities like ours to operate. Demand for

our services has continued to increase as people feel the deep impact of the cost-of-living crisis, and it's a crisis that we're not immune to either. Our costs have continued to rise, whether to deliver those services which are needed now more than ever, to pay our utility bills, or to ensure that we're able to meet the needs of local communities now and into the future too.

I'm incredibly proud of our hardworking team of staff and volunteers who have - despite the numerous challenges we've faced - continued to uphold human dignity at a local level and accompanied and supported people as they've changed their lives for the better.

Every day we see families who, despite going out to work hard, still have to make difficult choices about whether they're able to feed or clothe their children; individuals who have suddenly become homeless due to forced evictions, changes in their family or employment life or unexpected illness; people who live alone and without our support would not see another human being from one month to the next. But, thanks to our teams working in the community in Greater Manchester and Lancashire, we're privileged to have supported thousands of people at a time they've needed us most.

There's still a lot to do and we're not complacent. We've had to make difficult decisions around our service provision and what we're able to deliver and will have to make further tough choices in

the future. We have had to continue to work hard to increase our fundraising income to meet the growing demand for those services too and we are incredibly appreciative of everyone who has supported us this year, and who will go on to support us in the coming months and years too. We simply couldn't carry on working in the local community without that kindness and generosity and we never take it for granted.

We know that we need to continue to adapt and evolve, being fleet of foot to respond to the changing needs of the people who need our support and to ensure that Caritas Salford can continue to work in communities in Greater Manchester and Lancashire for many years to come. It's a big responsibility, but we're proud to have so many people across the diocese who join us as we call for - and take - action to bring equity and justice for everyone.

Those people we work alongside will continue to remain at the heart of all the decisions we make and I hope you enjoy reading this report and discovering more about some of the ways we've worked alongside them to help them change their lives with dignity.

Huge thanks to everyone who has been part of our journey over the last twelve months. We couldn't do what we do without you.

A handwritten signature in black ink, appearing to read 'Patrick O'Dowd'.

Patrick O'Dowd,
Director, Caritas Diocese of Salford

Our Caritas vision, mission, values and objectives

We're the principal domestic social action charity of the Catholic Diocese of Salford and we work alongside people of all faiths and none. Our services span Greater Manchester and Lancashire.

Our vision:

Our vision is for a society where there is justice and equality, and where the voices of people experiencing poverty, disadvantage and/or discrimination are heard, valued and acted upon so that all people can live in peace and dignity.

Our mission:

- **Love in Action:** our mission is to help people across the Diocese of Salford experiencing poverty, disadvantage and discrimination to transform their lives with dignity.
- We provide a practical response to those in crisis, suffering hardship or who are at risk. We rebuild lives for the long-term, enabling people to live in a safe, healthy and secure environment.
- We call for a better, more just world, where the voices of people experiencing poverty are heard and acted upon and we positively influence the systems, decisions and resources that affect those in need.

Our values:

Inspired by Catholic Social Teaching, our values shape our work and underpin everything we do:

- **Respect:** valuing the worth of people; colleagues, volunteers and the people in our communities we work alongside.
- **Integrity:** honesty, truthfulness, straightforwardness and forthrightness.
- **Ambition:** positive desire to achieve things for the common good.
- **Collaboration:** exploring opportunities for partnership and mutual cooperation while remaining faithful to our core mission.

Our objectives:

- Reduce poverty, disadvantage and discrimination in our diocese to enable people to 'live life to the full'.
- Increase awareness and understanding of Catholic Social Teaching and animate the diocesan community to take practical action.
- Become the voice for those who cannot speak for themselves, empowering people and advocating for justice and social change.
- Become a sustainable - and more visible and effective - catalyst for change.

Did you know...?

Caritas Salford was created in 2008, and has since incorporated the work of Catholic Children's Rescue Service, Catholic Welfare Societies, St Joseph's Mission to Deaf People, Justice and Peace, Racial Justice and Catholic Family Care to bring together work of individual charities created over more than a century.



Our reach spans

620

square miles
across the area.



We support **thousands**
of people every year with our range
of community based services.

We run **12** services across
the Diocese of Salford.



We are proud
to be supported by



103

staff



We also have



263

amazing volunteers.



We couldn't do what we do without them.

We support people from
vulnerable communities,
empowering them
and seeking to reduce
poverty, disadvantage
and discrimination.

Don't just take our word for it. Here's what just a few of the people who have accessed our services, our volunteers, and local professionals have said:

“People showed us humanity between friends and neighbours...Life was harder before, here there is safety, humanity, support.”

“Cornerstone means a lot to me, it gives me a sense of purpose and something to look forward to.”

“My Caritas social worker is amazing, so helpful and full of compassion. She is a gem.”

“If it wasn't for St Joseph's I would have had no help in this crisis. They are the only ones that have knocked on my door.”

“When you see that your children are happy you forget that you are far from your family, in exile...You feel that you have achieved something for them.”

Our work this year has continued in line with our four strategic pillars **Service, Formation and Animation, Advocacy and Sustainability**, which underpin everything we do.

Our work and impact

Supporting children, young adults and families:

We support children, young people and families in a range of ways, assisting them with difficulties, providing safe accommodation, and managing opportunities to support development and improve quality of life.

Our work in schools:

Our schools' service aims to remove barriers to learning and participation, nurturing emotional and spiritual development of children and their families and enabling and empowering them to develop new skills and knowledge. The support we provide is tailored to the needs of each individual, providing a bespoke package which can address a range of areas, including behaviour, supporting bereavement, emotional wellbeing, anxiety and confidence.

This year our schools' service has continued to reach thousands of children across the North West, with a combination of specialist group interventions, one-to-one direct work with children, and family support sessions and interventions.

We currently work with 41 primary and high schools within the diocese, a number slightly reduced compared with the same time last year. Schools who have not been able to continue the service have cited budget pressures, and our current offering to schools we work with has been

adapted to provide more flexible patterns of work to better meet budgetary requirements alongside the support needs of the organisations.

The service has continued to support schools in maintaining their focus on education through providing targeted interventions and additional help where a child is struggling emotionally or behaviourally. We support children to overcome barriers to fuller participation and learning in school, to give a greater sense of achievement and enjoyment in all aspects of school life. Building their confidence also enables them to develop their social and communication skills, through a variety of one-to-one sessions, group work and/or family support work as required.

We also support school staff with assessing the needs of children and young people who may need ongoing support in place, or who may be at risk of abuse or safeguarding issues.

Feedback that we receive highlights the positive impact that our interventions have on the children and young people we work alongside. Whether based within small groups or within

individual one-to-one sessions, the provision of a skilled and qualified social worker, counsellor or art therapist is highly valued. In relations to promoting empowerment and shared solutions to difficulties around behaviours, self-harm, early emotional and mental health problems and many other issues that children and young people can present with, the interventions can improve the way those young people can feel about themselves. It has also been felt and feedback by school - and often by the family at home too - that they have opened themselves up to more opportunities and possibilities.

The service collectively responds to many safeguarding issues and supports children, young people, schools and families around clarifying issues, finding the right services, and supporting schools with processes and access to additional resources needed. Team Around the Family meetings, for example, can be invaluable when making a plan and enabling school, family and Caritas to work together to improve circumstances.

Where we have received, or suspect, concerns or allegations about the welfare of a child or vulnerable adult, these are always referred to the appropriate statutory agency, in line with our safeguarding policies and procedures.

This year we have also seen a higher demand for group work around friendships and social skills, in addition to supporting children and young people with coping strategies around anxiety, self-esteem and their sense of identity or loss and bereavement. This may reflect the gaps in school attendance as the norm, in broader routines and in social opportunities informed by lockdowns and the pandemic and further compounded by the additional stresses of the cost-of-living

crisis. Super Skills for Life, Relax Kids, Friendship Groups, Healthy Mindsets and Lego Therapy continue to be very popular.

Groups have also been delivered to parents, carers and families in the form of courses around managing children's behaviour and parenting approaches, Multi Family Groups and courses which are more specialist such as Riding the Rapids are also regularly requested.

Larger workshops and assemblies such as the NSPCC PANTS session have also been delivered throughout the year, as well as transitions workshops as young people prepare for high school.



“ We have used the Caritas team to cover welcome home visits for children and their families who are new to school and coming into nursery and reception. This is really helpful in preparing the children for school and sharing the worker's views and experience too. ”

Headteacher



Some of this year's school service / children and families service headlines in numbers:

New referrals:

472

2,703

children and young people supported



1,321

family support sessions delivered



118

adults supported



1,583

group sessions delivered to children and young people



More than

7,000

young people reached in sessions with our team



1,727

toy sacks delivered to children at Christmas



41

schools supported



97

safeguarding consultations and referrals



Our school service in action:

Supporting 'A'

'A' was referred to the Caritas Schools' Service due to worries about her poor attendance at school. 'A' was often late and found it very difficult to engage with her learning, becoming inattentive in class. During the initial assessment sessions, her mum shared that she had recently left a violent and abusive relationship and 'A' and her sister had witnessed many of the incidents. This relationship had had a major impact on her own and her daughter's mental health and emotional wellbeing. The difficulties were further compounded by the family's tenancy being at risk due to antisocial behaviour from her ex-partner.

Home conditions were also poor with very little furniture, with 'A' stating she felt uncomfortable and afraid in her home as the conditions reminded her of her mum's ex-partner. This atmosphere also informed a heightened anxiety about leaving the home and being in school away from her mum.

A plan was worked out in order to improve the issues around housing, finance, debt and emotional wellbeing. Caritas obtained permission from 'A's mum in order to work with the housing support officer and we opened an Early Help Assessment to develop a plan to address the unmet needs and secure the tenancy again. Following this, Team Around the Family (TAF) meetings were held and led by Caritas, progressing actions to improve outcomes around finance and debt, housing, emotional wellbeing and mental health. Our team also were awarded two grants for the family via Buttle Trust and Bishops Fund, which were predominately used to clear up and brighten the home and provide more furnishings.

'A's Mum is working alongside a mental health support worker with a plan to improve and manage her wellbeing as well as working towards improved financial stability. She has said that Caritas' involvement and the enrolment of other support services has improved their situation, and the whole family

have reported that their home conditions are much improved.

'A' now likes her home and feels comfortable, she enjoys the makeover on her bedroom, and her attendance at school has also significantly improved.

'A' and her Mum both report that they are in a better routine and 'A' is having a much more positive start to the school days.



Our work supporting people who have been adopted:

Through 2022, our Adoption Support Service continued to work with adopted adults and birth relatives, supporting them to access adoption records, reunite with family members, or provide intermediary work.

In the reporting period, they continued to receive and provide support from people seeking access to their adoption records, supporting with family reunions and providing intermediary support services.

Following the closure of our adoption service several years ago, our trustees have been reflecting on the wider challenges experienced by many adoption services in the sector and in

particular on the ongoing support available to adopted adults. While deeply mindful of their commitment to support people who had been adopted by Catholic Children's Rescue Society, the declining numbers of people seeking assistance coupled with the absence of sustainable funding, wider economic pressures including the need to address long-standing pension commitments, they took the difficult decision to close this service with effect from September 2022. This included taking the necessary steps to de-register the service with the regulator Ofsted and ensure the effective transfer of information about people who were adopted

or supported through the agency to Salford City Council, the appropriate local authority duty holder.

Those adopted are still able to access their documents and we have committed to continuing to provide signposting information on how to do this.

The Trustees would like to recognise and thank all those who have been involved in creating, developing and nurturing the service over many years and reassure them that our commitment to children and families needing support will continue in new ways to meet alternative demands.



Our young parents' accommodation and support services:

Our young parents' accommodation in Bolton and Blackburn provide support, safety, security and a period of stability to young parents and their children at a time when they have experienced crisis or distress in their lives. While our work predominantly supports young women aged 16-25 years and their babies up to the age of two years, we have also been able to provide a safe refuge for single fathers and for young couples in our family room.

The support we provide enables the young people to prepare for independent living, supporting their immediate and longer-term needs with a safe, supportive temporary place for their family to live. We support them to develop their confidence and abilities in order for them to have a greater choice and make necessary changes to transform their lives. We also regularly contribute to local authority safeguarding assessments to ensure children are protected, working alongside social workers and early help and support services. The services work closely with statutory Children's Services and the service in Blackburn is contracted through Blackburn with Darwen Council.

Over the last year we have continued to equip parents with independent living skills, including how to manage their finances. Grants have also been secured for our residents to help them to set up their own homes in the community when they are ready for independent living.

We have made significant improvements to the service this year, including changing to providing 24/7 support. We have invested in staff training and a new case management system which have supported our strengths-based, trauma-informed approach that maximises the involvement of and benefits to our families.

We have a strong multi-agency approach and work collaboratively with a range of statutory and voluntary sector partners to ensure we are delivering a joined up, comprehensive, safe and effective service for young people and their families.

In the coming year we plan to further develop our service provision. In particular to introducing a wider

range of in-house parenting classes, activities and training to further increase the skills and

confidence of our young parents. We are looking closely at the potential to redevelop the accommodation in our Blackburn property which is owned by Caritas and are in discussions with the landlord of the property we use in Bolton about the long-term use of that building. Our hope is to be able to expand this further, subject to dialogue with Bolton Local Authority and other partners in the area as we believe there is a continued demand for support in this area.

Some of this year's service headlines include:

- **61** adults and children safely accommodated in the accommodation with a support plan in place.
- **95.5%** overall occupancy
- **5,579** nights of accommodation provided
- 11 families supported to move on to their own independent tenancies having received help to register for rehousing, bid on properties, sign up for their tenancies, find furniture and move in.
- 12 babies have been born to mothers staying in our service this year with staff able to provide support through their pregnancy and then support the mothers when they bring their new babies home.

Supporting 'B' and her family

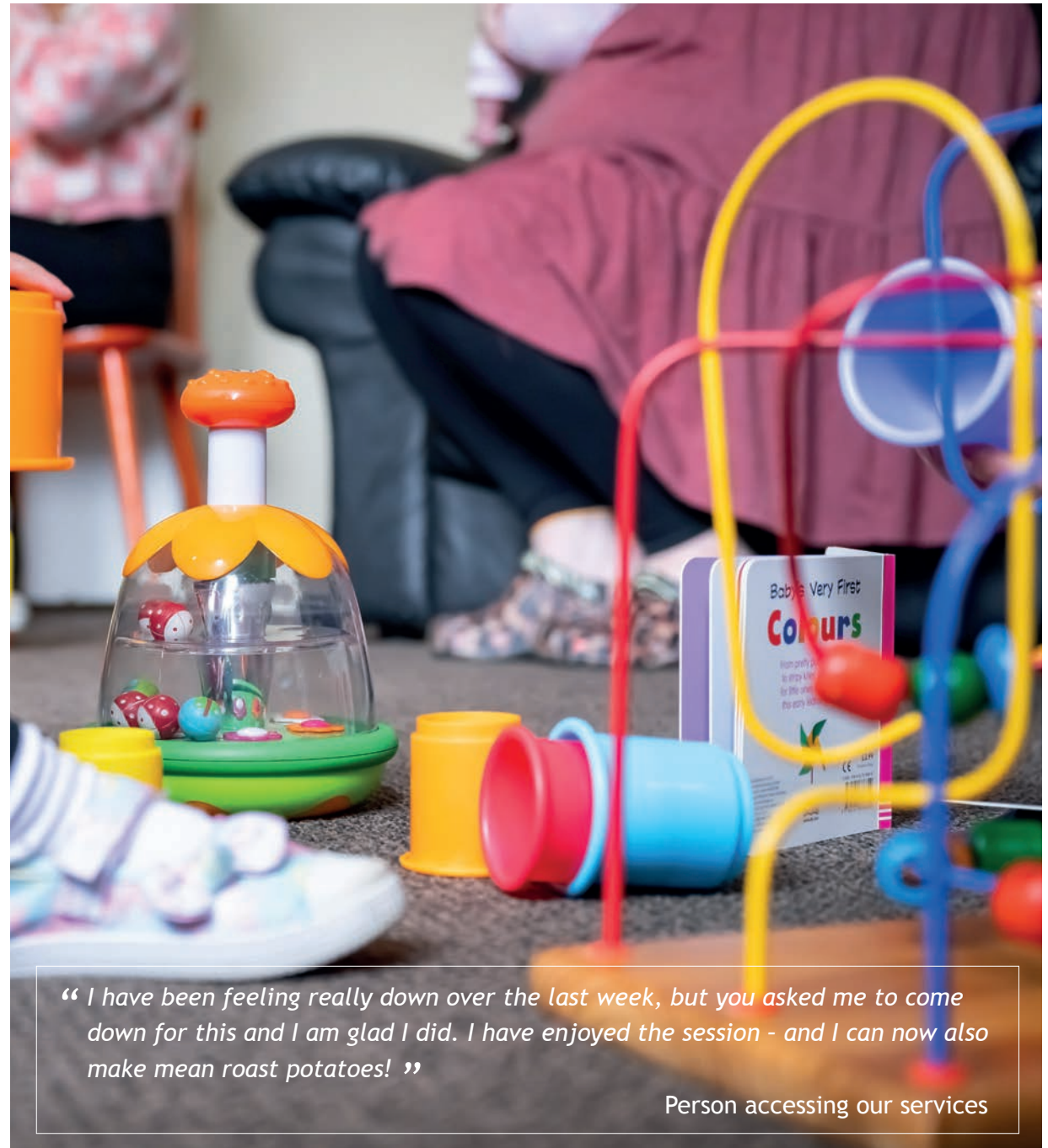
'B' moved into our accommodation as an emergency referral - a vulnerable, pregnant young person, fleeing an abusive relationship, and facing homelessness on her own.

She arrived with few belongings and was very nervous and overwhelmed. Staff immediately made her feel at ease and supported her to settle into her new accommodation.

Due to the support and encouragement of staff, her confidence grew and she engaged fully in key worker sessions, accessing all support offered and gaining the knowledge and skills required for effective parenting.

The team continued to support her holistically with budgeting, mental and physical health support, positive relationship building and healthy eating, and the impact of this support enabled her to retain custody of her baby. She is now looking forward to bringing up her family in a new home. She recently said to staff:

"I would not have got through this without all your help. Thank you."



" I have been feeling really down over the last week, but you asked me to come down for this and I am glad I did. I have enjoyed the session - and I can now also make mean roast potatoes! "

Person accessing our services

Supporting homeless people:

The cost of living crisis and the lasting impacts of the covid-19 pandemic have led to increasing numbers of people facing homelessness. This year we have been able to help more than 1,200 people through our five homeless services.

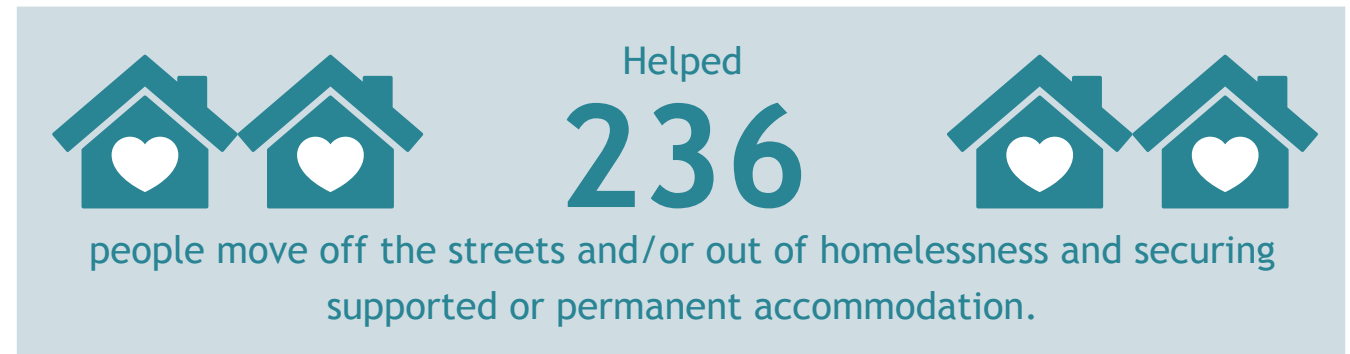
With more people becoming or facing the threat of homelessness, our teams needed to be responsive and adapt to changing needs to help families and individuals in need of urgent support.

The aim of our homelessness services remains the same - to ensure that people in our community have the support they need to prevent them from becoming homeless, and that people who do become homeless are helped to secure, safe accommodation with the help they need to make a new home. We want a world where no-one has to sleep rough.

In parallel with delivering these direct housing outcomes, we also aim to enable people who are experiencing homelessness or at risk of homelessness to improve their wellbeing, providing services which meet their immediate basic needs, promote mental health and wellbeing, enable people to access health and other support services, and to take up education, training, volunteering opportunities and employment as a means of sustaining positive housing outcomes.

The teams across our homelessness services work with people to design, deliver and evaluate what we do to ensure we are meeting their needs and will enable people in our services to have a voice in advocating for policy change where it's needed. We also work in partnership with other organisations in the statutory, voluntary and faith-based sectors to deliver work and maximise impact on the people in our local communities.

Some of this year's homelessness service headlines in numbers:



Cornerstone:

At Cornerstone, our day centre facility in Manchester, a holistic approach to supporting the whole person and assisting people to have their voice heard remained key.

The people who come to Cornerstone are like all of us - they aspire to have a good quality and safe place to live, friendships, good health and a purpose in life. We're proud that the majority of people who visit feel we help them with all or some of these aims.

This year our primary objective was to completely transform the service delivered, to create a community centre which is truly run in partnership with the people who visit. We continued to focus on improving our recording of data - both qualitative and quantitative - to help to further shape and develop our offering, and raising the profile of the service to increase our influence and partnership working also continued.

During the last twelve months, 42 people who are or have been homeless joined our new Community Volunteering Programme. This has given them a new purpose, as well as increasing skills, confidence and self-esteem and has helped improve our services.

We have also been supported by the generosity of corporate volunteers, including teams from NatWest, Kellogg's, Welspun, Bruntwood Scitech and BT. These corporate team days enable up to



ten individuals from a company to experience working with our Cornerstone team for a day and many continue to support our charity in other ways throughout the year. We're hugely grateful to everyone who supports our work and enables us to continue working alongside local people.

We have developed our activities timetable with the input of people who use the service and now have a new outdoor gym, garden area and games. We run weekly gym sessions where people can access the outdoor gym equipment, badminton or basketball. We also run our own gardening group where we are growing fruit and vegetables, are composting food waste from the kitchen, and using other recyclable waste to make bee hotels. Our aim is to create an environment where people can feel a sense of ownership over the space and improve their wellbeing.

One individual, speaking about our games session, said: "I saw people playing dominoes yesterday but I didn't feel confident enough to play. My mental health was a lot better today so I had the courage to join and I really enjoyed it. I will definitely play again now that I feel confident."

Creativity has played a big part in our work this year too. We were involved in Streetwise Opera's project, which included a performance at Bridgewater Hall, and have also delivered art and poetry workshops. We plan to expand our arts programme, providing people with

the opportunity to learn new skills, express themselves, improve their confidence and wellbeing and have some fun together.

In a session to plan a new food project, one of our attendees said: "When you're homeless you live off junk. If you teach people to expect better, then you're challenging the things that keep them homeless. Life revolves around food, you're going back to the basics of why we live and find pleasure. It should be a lot of fun for people to play with this, mixing cooking and creative writing and gardening. Growing things is creating too, after all."

From October 2022, the centre was also a registered warm space from Monday to Friday between 12noon and 1.30pm. The team provided a free, safe space for people to access throughout the winter and served hot three-course lunches daily. Need for this service has grown significantly due to the cost-of-living crisis, with many visitors reporting that they are unable to afford heating for showers or gas for cooking. We regularly support 90-110 people per day.

Our health support provision has also increased with Cornbrook GP running a drop-in and chronic disease screening weekly, Urban Village Medical Practice van visiting once a week, a monthly podiatrist, weekly optician and a mental health worker attending the centre two days a week too. We also have partnerships with the DWP,

Manchester Homeless Assessment Team, Shelter and Boaz who run regular drop-ins on site to help people with benefits, housing and immigration advice.

Some headlines from Cornerstone this year include:

- **72** health drop-in sessions supporting **150** people
- **42** people experiencing homelessness became community volunteers at Cornerstone
- **847** people used the service
- More than **23,000** hot lunches provided
- More than **1,400 showers** for over 200 individuals
- **134** individuals supported with a food parcel or food bank referral





Morning Star:

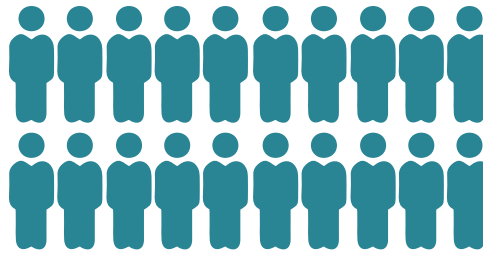
Morning Star, adjacent to our Cornerstone centre in central Manchester, provides high quality, safe, supported accommodation for 20 single men. They each have their own bedroom, access to a shared kitchen and living room and a support worker. The team provides the time for people to build the confidence and skills for independent living and supports the re-establishment of relationships with those closest to them if possible.

This year saw a focus on redesigning Morning Star as a supported alternative to unsupported bed and breakfast provision and creates a new pathway off the streets. The team aims to support individuals to move on to more permanent accommodation, using a multi-agency approach to ensure a holistic support package.

We invested significantly improvements to the Morning Star building, upgrading the bedrooms with new carpets, furniture, curtains and bedding funding through room sponsorship donations. We've also upgraded the living room, laundry facilities, support rooms and garden. We also provided two additional single rooms for emergencies which provided a safe space for people sleeping rough during severe cold weather. Improvements to the facility will continue to be made in the next year, including creating more en-suite bathrooms.

A new staff team was recruited and trained to provide 24/7 support with a psychologically-informed, strengths based approach which promotes recovery from the trauma of homelessness.

This year Morning Star:



Provided **103** people with safe, supported accommodation



45 people supported to move into longer term or permanent accommodation

The average length of stay was just **50** days, significantly less than the average stay in alternative unsupported bed and breakfast accommodation.



Our Morning Star Hostel service in action:

Supporting 'E':

'E' had become homeless due to a relationship breakdown and due to his poor health was accommodated by the council but placed in bed and breakfast accommodation. He had been in the bed and breakfast with no support for over 12 months when he came to the Cornerstone Day Centre.

Staff helped him with practical things including laundry, food parcels and hot meals. He had lost weight due to his living conditions, which had also adversely affected both his physical and mental health. Cornerstone staff asked him if he would like to transfer to the Morning Star - he was shown the vacant room and was very keen to move, which we were able to organise with the council the same day.

While at Morning Star he was supported to register with the on-site GP and saw the visiting nurse and mental health worker. He also joined in various activities and reported an improvement in his mental health. He met regularly with his support worker and together they applied for longer term supported housing for him.

He has now successfully moved on but still comes back to access activities and support, which has provided a continuity of support that he has found very beneficial and which will continue when he moves to his own tenancy.



“I have been in and out of prison for fifteen years and this is the first time I have had any support.”

Person accessing our service

Red Door Day Centre:

Caritas Red Door is our day centre for people who are homeless or at risk of homelessness in Bury. We provide a warm welcome to anyone over 18 and provide holistic support including helping with housing, finance/benefits and health issues with a big focus on wellbeing. We also provide free nutritious meals and a warm hub where people can socialise.

The team supports a wide range of people from the local community including people sleeping rough or sofa surfing and people struggling to maintain their tenancy, those struggling with finances or living in social isolation, people experiencing mental health difficulties, those with drug and alcohol dependency and individuals with no recourse to public funds.

This year, we have transformed and expanded the service and now operate five days a week, with a full range of timetabled activities and support sessions. We have partnered with other organisations including Bury Council's Rough Sleeper Team and the Achieve Drug and Alcohol Service, to increase the range of support on offer.

We have co-produced our new service and also introduced a Community Volunteer Programme which has seen 17 people who use the service taking part in volunteering sessions such as decorating and gardening. Through these sessions, people have gained new skills, improved

their confidence and built greater resilience, with a number of the volunteers also moving on to education and secure employment as a result.

Some headlines from Red Door this year include:

- **217** individuals supported
- **30** people helped into temporary or permanent secure accommodation
- **40** people have attended activity sessions, improving their wellbeing
- **27** individuals helped into education, volunteering or employment

“ You’ve helped me sort this payment plan out now, I know exactly how much I need each month and now I’m actually a month ahead on my payments. It feels like a massive weight has been lifted. I used to proper stress about this stuff. ”

Person accessing our service

“ You know what, to look past everything I have done in my past and look at me, the person I am today and ask me to volunteer is massive. To put your trust in me, I can’t tell me how much it means. You know I won’t let you down. Thank you. ”

Community Programme Volunteer



The Lalley centre and community allotment:

Our Lalley centre and community allotment in Collyhurst supports people on low incomes with practical needs in health, housing, family and employment.

Staff and volunteers assist people who are unemployed or receiving benefits, families facing homelessness, those struggling with addictions, mental health issues or conditions that prevent them from working. The community allotment offers the chance for local people to learn new skills whilst also providing fresh produce as part of a healthy-eating scheme, which also supplies our community pantry at the centre.

For part of the reporting period - from September 2022 to February 2023 - it was necessary to temporarily suspend part of the 1-2-1 support work due to limitations on staffing, however, food support and assistance continued to be provided. We took the opportunity to redevelop the service provision and, since February 2023 have expanded the support available along with wellbeing sessions to support local communities and people impacted by the cost-of-living crisis.

The newly reopened allotment is also more community-focused, with individuals visiting helping out across the whole site and learning about all aspects of gardening. The resulting harvest will also help to supply the community

pantry with fresh produce for local people to enjoy.

Partnership working has been key for both the Lalley Centre and community allotment, with local police community support officers holding surgeries on site and a debt advice service also launched to help local people.

The allotment is also part of the Good to Grow partnership of community gardens and Green Social Prescribing, whereby patients can be referred by a doctor to undertake a course of outdoor-based activities at designated sites.

The allotment also welcomed adults in recovery who are supported by Manchester charity Back on Track as they enjoyed some peaceful time outside in the fresh air. Our own Aspire Education group also began visiting the allotment once a month as part of their English language programme, learning through conversation while working in the garden.

The Saviour Primary School's nurture and forest school groups also used our allotment this year for sessions under the guidance of our allotment coordinator, with children learning about how to grow food and getting directly involved - from seed growing to harvest.

The team also hosted a free training day in partnership with Lancashire Wildlife Trust and Sow the City which focussed on Therapeutic Horticulture. The session brought together the

theory behind maximising the wellbeing benefits of gardening and group work on designing sessions for people with particular needs, as well as practical activities outside on the allotment.

The Lalley Community Allotment in action:

Supporting 'J':

'J' started volunteering at our community allotment while she recovered from a breakdown in her marriage, losing her job and custody of her children.

She has found learning to grow plants to be a peaceful and therapeutic activity which brings her a little closer to the clarity of mind which she said she had lost since her breakdown.

She has attended a training day on Mental Health in Nature, delivered by Manchester Mind at the Lalley Centre, and is keen to continue learning about gardening and mental health in the hope of potentially finding a new career based on something that improves both her own and others' mental health.

Some key headlines around the service provided by the Lalley Centre this year include:



653 emergency food parcels given out to individuals and families



246 adults and children accessed the services



130 toiletry parcels provided to local people



One-to-one sessions delivered to support debt management and benefits help

15 local primary school visits to the allotment teaching children how to grow food from seed



59kg of food produced on the allotment equivalent to **739** meals



Caritas Connecting Older People (formerly St Joseph's Welfare):

In North Manchester we run our Caritas Connecting Older People services supporting people over 65 years old in the community. These services reach out to those individuals who may be experiencing loneliness and isolation, and offer friendship and support to help them to remain independent in their own home for as long as possible. The team also provides practical services such as support with shopping, helping with letters or professional phone calls and runs weekly group sessions, day trips and special events to bring people together to socialise and enjoy some peer companionship.

Over the last year the service received a high number of new referrals, who were all offered the option to attend a Wednesday group where people took part in activities, built confidence and socialised with others.

Celebratory and themed events were well attended, including 97 people taking part in our Easter celebrations and the Jubilee for the Queen. 61 people also attended a trip to York markets at Christmas. These activities supported our aim of reducing isolation in older people and were carried out in partnership with other organisations such as Rainbow Surprise, NEPHRA and Obado.

The team's partnership working also led to the nomination and subsequent win of the Connecting Older People service in the annual Spirit of

Manchester Awards. Linking with partnership organisations and our Caritas St Joseph's Mission to Deaf People has meant the group has also celebrated culture from the UK and beyond - from being taught crochet from people using British Sign Language, to dressing, cooking, eating and dancing in cultures from South Asia.

A Digital Inclusion course was also delivered with Northwards, supporting people to improve their digital skills such as emailing, making safe purchases online and better incorporating of a modern digital world into their day-to-day lives. These new ways to connect have also meant a reduction in isolation, more independence and increased confidence.

Over the last year the service has:

- Supported **166** people
- Provided **48** activity sessions
- Provided **4** special trips, meals and celebration activities to further reduce isolation

Knowing of the acute (and growing) need for local people to be supported, we were disappointed to learn that the Our Manchester funding for the Connecting Older People Service was not to be continued - ending on 31 March 2023. Despite significant efforts to secure another source of funding for the service, which has been funded by

Our Manchester since 2017 and has been operating in various forms for over 20 years, unfortunately we have been unable to do so.

As a charity we were able to commit to continuing the service for three months following the funding ending, to enable us to appropriately wrap up and ensure individuals are signposted to other organisations where they may find support.

This has been a difficult situation and we are extremely grateful to everyone who has supported the service over almost two decades of its operation.

“ I think it's marvellous what you do for people, thank you so much for all your help. ”

Person accessing our service

“ 'A' said that she can't wait to come to the group session each week - it's all she talks about to her family and she always asks if it's Wednesday yet. ”

Person accessing our service

St Joseph's Mission to Deaf People:

St Joseph's Mission to Deaf People recognises the rights and needs of Deaf people. We believe and acknowledge that Deaf People are a cultural and linguistic (Sign Language users) minority group.

Our team at the St Joseph's Mission to Deaf People works to break down the barriers of isolation experienced by members of the local Deaf community. The team ensures that access to services and pastoral support is available and delivered in language suitable to a D/deaf audience, many of whom use British Sign Language or Sign Supported English as a primary communication method.

The service is available to all people who identify as Deaf, deaf, deafened, hard of hearing and their family members. We also welcome those with dual-sensory differences and any use of assistance technology.

Additionally, the team also seeks to raise awareness in the wider community and among people who are hearing of the life, culture and experiences of the D/deaf community.

This year the service has been invaluable in bringing those who are D/deaf into Caritas projects, not only for them to utilise the services but for the awareness, presence and learning from D/deaf people and their culture.

British Sign Language taster sessions have also been delivered and these have encouraged and given confidence to hearing non-signers to use sign language in basic conversations with D/deaf people. This has also helped D/deaf people feel more confident in approaching other services across Caritas.

The team has also continued to create video resources which have been provided to the community via the Caritas website and social media accounts. These have proven a popular way for individuals to engage and receive information.

We have provided a signed Mass (with Canon Paul Daly) every Sunday at 11.30am at St Patrick's Church (Livesey St, M4 5HF), which is followed by a social environment in the church. Signed Mass is also available at St John's, Ivy Street, Burnley every last Sunday of the month at 3pm. The signed Masses are open to all.

Some key headlines from the service this year include:

- **52** people regularly using the service
- **52** people attending weekly Sunday services of signed Mass
- **31** attendees of British Sign Language taster sessions



Supporting Refugees:

Our services to refugees and people seeking asylum, which have been supporting the welcoming, protecting, promoting and integration of refugees into life in the UK since their foundation in 2016, have assisted hundreds of people fleeing war, famine and poverty. We support parishes and communities in joining practical action, aiming to improve the lives of families and help them to resettle locally.

Aspire Education (formerly Refugee Education):

Caritas Aspire Education offers English classes, mentoring and wellbeing services to refugees in Greater Manchester. Integral to our service is the offering of a welcoming and aspirational community in which refugees can pursue their aspirations, integrate into their new communities, and rebuild their lives. This is achieved through English language tuition, coaching into higher education and employment, and wrap-around wellbeing support.

The people accessing the service include refugees and people seeking asylum from around the globe, including large cohorts from East Africa, the Middle East and Iran as well as Afghanistan, Hong Kong and Ukraine. Students often have aspirations to progress into professional employment, many wishing to restart careers that have been cut short due to conflict. Our support enables them to rebuild their lives and give back to their new community.

This year we have also seen our learners improve their confidence through participation in social activities and conversation clubs, as well as

through their English classes. There has also been improved knowledge about employment, higher education and volunteering pathways among our learners due to one-to-one support being offered by our Student Advisor. Our work to support people to gain an increased level of personal control and new opportunities to rebuild has also been key, improving outcomes for both those direct beneficiaries, but also more widely by helping tackle intergenerational unemployment by boosting the socio-economic prospects of their families and wider community.

We have also seen our learners build their social networks through mentoring, wellbeing classes and lessons. The increase in learners from Hong Kong, Ukraine and central America has also seen the diversity of our learner cohort increase and has led to more intercultural and interfaith exchange in our project.

Partnerships have also remained key this year, with a contract to deliver ESOL courses with Manchester Adult Education Services continuing. We also worked with Northwest Regional Strategic

Migration Hub to offer ESOL courses and wrap-around support to BN (O) visa holders from Hong Kong.

We work with Mustard Tree in central Manchester including their Freedom Project, which offers people volunteering opportunities with a view to finding full-time employment. So far more than 30 Caritas Aspire learners have joined the project.

Individuals from Deloitte Manchester office volunteer in conversation clubs with people accessing our service, and also offer monthly employability workshops to further support development.

Over the last year, some headlines from the Aspire Education service include:

- **160** people accessing the service
- **240** wellbeing interventions and referrals made
- More than **50** refugees and people seeking asylum given one-to-one support to access education, careers or volunteering.
- Twice-monthly wellbeing sessions attended by **52** individuals

Aspire Business:

Aspire Business supports entrepreneurs from a refugee background who strive to establish successful business across Manchester and Lancashire. It is a project which is partly funded by the Home Office RTOF (Refugee Transition Outcome Fund), Ben and Jerry's and TERN (The Entrepreneurial Refugee Network).

People who access Aspire learn about the principles of business and are supported to develop their ideas, services and products to become a step closer to achieving their entrepreneurial aspirations.

As well as providing practical support and training, the team also provides mentoring and coaching to help build confidence, whilst also broadening people's networks to help them reach new markets.

Our team provides a tailored, flexible approach, in an environment which allows aspiring entrepreneurs to test their ideas and interact with real customers. This approach empowers people as they endeavour to establish thriving businesses that positively impact both them and wider communities across Greater Manchester and Lancashire too.

In the coming year the team will also be broadening their reach to increase the numbers of people benefiting from the service, engaging with local authority referrals and continuing to

broaden and further improve training content for aspiring entrepreneurs. We will also be building further partnerships with companies and businesses locally who can provide both practical and financial support to the start-ups that are created as a result of our Aspire Business programme.

Some headlines from Aspire Business this year include:

- **13** individuals completed the 12-week basic business training course, Up Collective
- **12** individuals supported via the On Demand programme which supports those nearer to the launch of their business
- **52** people attended a special marketplace event for refugees to showcase their businesses



Supporting 'M':

'M' is an artist and an entrepreneur who joined the Aspire programme after she nearly gave up on her Idea DIPACT which is an art cafe/ collective run by local artists and managed by her and her partner.

She learned new skills during this programme, and especially through the one-to-one support provided by her mentor who is a business owner and an investor.

Her mentor helped her to shift her focus from the creative side of her business (which is her main passion and strength) to thinking about her business planning, pitching to investors, doing market research and getting to know her competition. He has also agreed to continue working with her beyond this programme.

'M' tested her prototype via video presentation and with the feedback received was able to create a more refined business plan. She pitched her final idea to around 100 guests at the Aspire graduation event - an event where she was also approached by a retired account manager who said that she would like to help her with managing the accounts for her company.

'M' has been referred to an advanced programme that is helping her with vital steps for the creation of her company and she will continue working with her mentor to pitch her idea to more investors and connections provided by the network of her mentor and the network she built through Aspire.



Supporting people from Ukraine: Community Sponsorship Scheme:

The war in Ukraine has led to significant displacement and challenges for many families who have come to our diocese to seek support. Through appeals and applications for grant funding, we have appointed our Ukrainian link worker who seeks to establish links with people from Ukraine, filling the gaps in support, linking and signposting to help them to integrate in the local community. We have supported individuals and parishes to participate in the Homes for Ukraine scheme as hosts and been able to match families to particular hosts enabling Ukrainians to arrive in the UK to safe accommodation, access education for children and young people in local schools, providing funds for uniform and transport. We have been able to provide support to the Ukrainian Catholic church in Manchester with the development of creche space within the church to support the number of infants and children that have arrived and are seeking to expand further our work with the Homes for Ukraine hosting scheme by partnering with the St John of God Hospitaler services and the CSAN co-ordination team.

Finally, we are particularly grateful to partners in Caritas Krakow for their support with matching and referral of people who need resettlement assistance and with providing up-to-date on the ground knowledge and experience.

Through our Community Sponsorship Scheme, Caritas Salford enables a group of volunteers to safely resettle, welcome and support a family of refugees in their community for two years. As the lead sponsor, we provide capacity and professional supervision, acting as guarantor of the scheme and providing the framework for safeguarding, training, mentoring, and evaluating the programme. This enables a family to pursue their aspirations, and allows parishioners to live faith through action.

The programme is rooted in mutual collaboration and empowerment, working alongside refugees, and throughout the pandemic we have adapted and developed the processes and policies based on learning and improved understanding of the social, psychological and environmental challenges resettled families experience.

This year the team has continued to work in partnership with organisations locally and nationally to support the resettlement of families and improve experiences and best-practice, including the Home Office, Local Authorities, North West Regional Strategic Migration Partnership, Reset, Caritas Diocese of Shrewsbury, Caritas Social Action Network, University of London, City of Sanctuary, Greater Manchester Sanctuary Seekers community response, and the European Council on Refugees and Exiles.

Some headlines from our Community Sponsorship Scheme this year include:

- **160** people including volunteers used our service
- **4** families (or 15 individuals defined as vulnerable by the UNHCR) were safely resettled in the UK
- **4** newly resettled families (or 15 individuals) signed a tenancy agreement for housing that was secured for two years
- The families were supported to find GPs, open bank accounts and access other local services
- **6** children were successfully registered in school or college
- Families were supported at **303** appointments this year



Caritas Charity Shop and Community Drop-In

Our volunteer-led and run charity shop near Bolton town centre provides more than just access to quality, affordable products - also offering the much-needed opportunity for people in the community to drop-in and socialise with others.

The shop also hosts a Community Café style area in which people can get refreshments with toast, and a warm smile.

Regrettably the shop and community drop-in have continued to struggle again this year, following the reduction of pandemic restrictions and an increase in the cost-of-living for people in the local community. However, despite the challenges, changes in the local area, including to the bus station, have meant increased footfall and the shop has managed to achieve a profit supporting other projects in Caritas.

The shop has sadly been broken into twice in the past year, meaning an increase in insurance premiums and significant outlays for excess charges and other associated expenses. Despite these challenges, the team of dedicated volunteers have worked incredibly hard to ensure that the shop has been able to stay open as much as possible, meeting the needs of local people.

The items sold in the shop are of noticeably good quality and are all checked, cleaned and laundered ready for public sale.

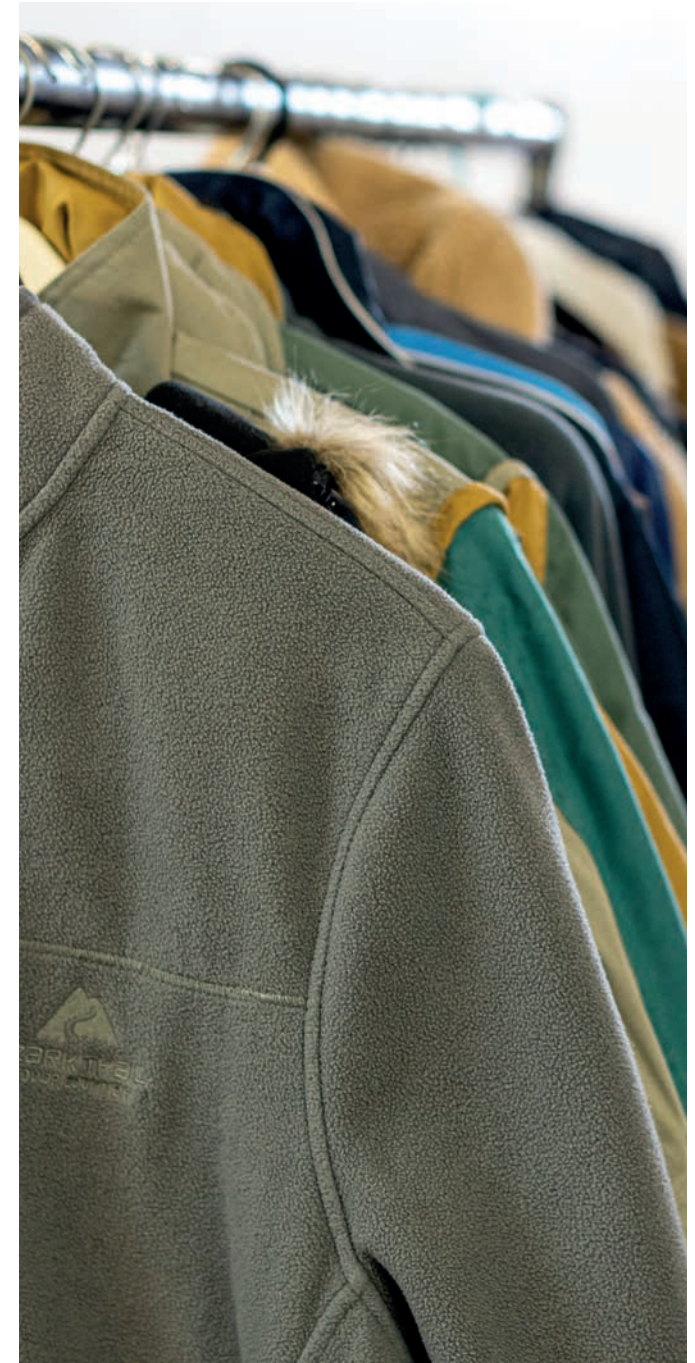
While the community benefit of the shop, particularly the drop-in, is significant, the trading circumstances and wider funding pressures continue to present challenges to operating and sustaining the service financially. Working together as a team of volunteers and employees, Caritas is continually looking for ways to improve income and reduce cost so the charity shop remains a Bolton presence and a funding benefit to our much-needed projects.



John Roddy, RIP

It was with great sadness that we learned that John, a long-time volunteer and supporter at our shop, died in April 2023.

John was integral to the formation and day-to-day operation of our shop and he is greatly missed by our volunteer led service.





Accessibility:

At Caritas, we believe that everyone should have opportunity to participate in all activities. This includes people who use our services, employees and volunteers. We seek to welcome, integrate, and support the participation of all people by making our projects accessible. If people do face barriers because of a physical, mental, emotional, learning, sensory and/or communications need we strive to work alongside individuals to find inclusive ways of working that suit people best.

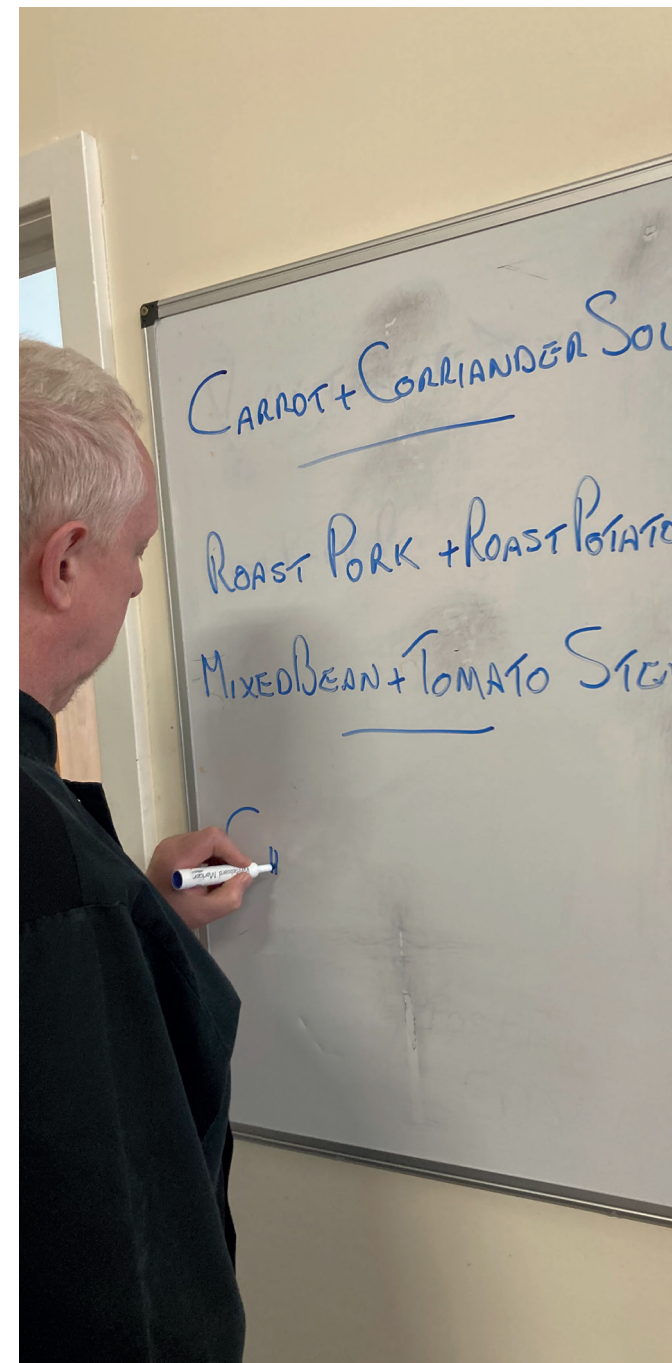
From June 2022 Caritas employed an Accessibility Coordinator to begin the work of ensuring that we are accessible to all who want to attend our projects and join in our activities. The Catholic Fellowship funded 50% of this role and act as a valuable link within the diocese. During this period, people have been supported to increase their knowledge and understanding of what constitutes accessibility needs and our responsibilities to support them.

Caritas is working to ask all people if there are any support needs that need addressing so that they can access our services. By doing this, we are striving to co-produce solutions by involving, asking, acting and then reviewing. We have been carrying out reviews of our projects to understand how well we function as an organisation. Talking about disability and accessibility has helped to reduce the taboo that some people feel. This in turn helps people feel safe to disclose their needs

and be confident that we will work with people to find positive outcomes.

We have also been working with parishes and clergy in the Diocese of Salford to improve awareness and accessibility for people in parishes. Part of this has involved identifying training needs, developing best practise guidelines, and highlighting good practise to replicate.

To be as accessible as possible, Caritas is promoting the concept of “Universal Design” to try and reduce the need for adjustments by removing as many barriers as possible that could affect people from the design of project delivery. One such example of this that now is standard in both Caritas and the Diocese of Salford is releasing videos with captions of the spoken word.



Some headlines from our accessibility work this year include:

- **10** accessibility awareness sessions delivered to **118** people
- **26** individuals attended an initial Hate Crime Awareness Community Shared Lunch event, with **20** attending a second event
- **4** clergy supported in improving sign language access within the diocese
- **9** Masses and other celebrations have been signed
- BSL interpreters have been co-ordinated for **4** large events in the Diocese of Salford to support and highlight the needs and inclusion of D/deaf people in events.
- **25** others have also been supported to improve sign language access
- Visits have also been carried out to local parishes and services
- **3** volunteer accessibility advocates have been appointed as part of a pilot scheme and supported in their role



“ In the few short months that we have been in place as volunteer accessibility advocate, we have seen a real culture shift within the parish. Parishioners are open in discussing their accessibility needs and seem more comfortable using (and being seen using) accessibility aids. We’re excited to see how our parish continues to evolve in the future. ”

Volunteer accessibility advocate

“ I learnt so much about how deafness affects a person and how important it is for us to become inclusive and have sign language as part of our parish, community and life. ”

Accessibility session attendee

Caritas Bishop's Fund:

The Caritas Bishop's Fund is for families across the diocese facing challenge or crisis. This may be for various reasons due to illness or unemployment, job insecurity and the rising costs of energy and food. The O'Halloran fund is for Manchester residents only.

The purpose of the funds is to provide immediate support to families or individuals, those facing a crisis or those disadvantaged who cannot by their own means access money for specific things such as beds, whitegoods, school uniform and food.

Demand for the fund has increased this year due to the cost-of-living crisis as more people locally have found themselves in poverty or facing disadvantage and isolation.

This year **90** people - **25** adults and **65** children - have used the service, with **49** accessing the Bishops Fund. This year we have also supported with travel costs such as bus passes for families in need.



“The family is struggling financially. School have been able to provide food vouchers and school shoes but unfortunately the oven broke in the family home a few weeks ago. They have tried to replace it, but mum has shared that it is a struggle and there is no way she can save for this. Her youngest two children suffer with asthma and have to sleep with the windows open to ventilate the air flow as the house has damp. As a result of this, the heating bill has risen, they need to keep the youngest two warm, but also need cleaner air otherwise the children suffer with their chests. Mum has sought support from her landlord and has made them aware of the situation, but no help has been given so far. This grant will help the family to buy an oven and have warm cooked meals which mum would like to provide for her family.”

Person requesting support from our Bishops Fund



Formation, animation and advocacy:

Caritas works to form and animate our parishes and school communities with the necessary tools to help them put the Church's commitment into practice, in accordance with the principles of Catholic Social Teaching. Our aim is for a positive, transformative impact on the lives of people experiencing poverty, discrimination and disadvantage across the diocese, and within the wider community.

We have continued to build relationships, visibility and credibility across the diocese through mutually collaborative engagement in shared projects and initiatives, and have reconnected with - and accompanied - our diocesan school community at their own pace as they have begun to emerge through the pandemic.

Our team has provided school staff with an opportunity to refresh their knowledge and understanding of Catholic Social Teaching, how it links to the mission of their school, and supported them as they identify where the gaps may be and how they might bridge them.

Many of our parishes have also continued to accept the invitation to appoint a Caritas representative, allowing us to continue to keep in touch with local practical social action projects and provide additional support as required. We would like to thank all of our parish representatives for their dedication and are working to further grow this important network in the coming year.

In response to the cost-of-living crisis, we have created a range of resources for parishes and other local communities to use to help support people in their area. Our how-to guide for setting up a Warm Space was used, for example, by a parish in Eccles to develop a warm welcome prior to Sunday Mass. The project ran from February until late April and visitors included one family from Nigeria who had moved to the UK in 2022. The parents and their three young children benefitted from the project by having time to relax together in a warm and welcoming environment, with the parents enjoying hot refreshments whilst the children played with toys from the parish hall. The feedback received from this parish has also been used by our team to enhance the resource for use by other parishes.

Another example of our team supporting local parishes to put their love into action is a Caritas Parish Rep who has been leading alongside other organisations on the development of their parish presbytery into accommodation for those seeking asylum who are destitute. The Rep liaised with Caritas who supported in linking the Rep and

wider group in with the relevant diocesan teams, and the project will mean that emergency accommodation will be able to be provided to four people seeking asylum who have No Recourse to Public Funds.

The team also signposts parish priests to other Caritas services to support those in need in their community.

We work in partnership with others locally and nationally to help us achieve our strategic aims, including GM Citizens, the diocesan Departments of Formation, Education, and CPDF and Environment. We also convene four annual face to face meetings of DiSAN members (Catholic charities and organisations operating within the Diocese of Salford).

Our advocacy work has also continued to build in strength, with additional investment made in capacity to enable our strategic ambitions to be better delivered by our Advocacy, Policy and Research Coordinator.

Through our advocacy work, we aim to call for a more just world where the voices of people

experiencing poverty, disadvantage and isolation are listened to, acted upon and empowered to positively influence the policies, structures, decisions and resources that affect them.

By using 'see, judge/discern, act' principles we research, gather and share information and knowledge in a manner which protects human dignity - especially from the lived experiences of the people we work alongside, and on the underlying causes and effects of social problems in our communities. We also lead appropriate campaigning activities to act upon these to achieve tangible positive outcomes.

Research of local need across the diocese has taken place and is ongoing, helping us to shape and develop areas for policy work and advocacy. Local data has been collected which will be used to inform ongoing work and we have also contributed to a call for evidence from the Commission on the Integration of Refugees regarding the experiences of the integration of people who are refugees and asylum seekers. We researched and reported on the lived experience of individuals who access our services and the commission aims to inform and advise key policy makers on some of the current barriers to positive integration, a wider understanding on the impacts of this, and provide suggestions and a compelling case for change on a national level.

Partnership working has continued to be of paramount importance this year, and we have

joined several high-profile campaigns such as Homeless Link's 'Keep Our Doors Open' and Asylum Matters 'Lift the Ban'. We are key supporters of Greater Manchester Poverty Action.

Being involved in this way, during the early stages of our advocacy development, has allowed us to begin to engage in campaigning, establish our priority areas and increase wider understanding, awareness and agreement of our advocacy aims.

Despite current challenges and uncertainty, our role on the leadership team of GM Citizens provides many opportunities for networking and collaboration and potential for effecting meaningful positive change at a local grass roots level.

We have also continued to create campaigns throughout the year to tie in to key moments such as the Living Wage Campaign, World Day of the Poor, and World Day of Migrants and Refugees, to continue to raise awareness and encourage positive action across our parishes and communities.

“ Our staff session from Caritas gave us lots of ideas to move forward and help support our children with CST...it has created scaffolding for lesson planning and cross curricular delivery.”

Headteacher

Some headlines from this year also include:

- Delivered an introduction to Caritas and Catholic Social Teaching sessions to **420** school staff
- **302** new Caritas Ambassadors trained
- Collaborated with the diocesan and other teams to support Hope in the Future events locally
- **4** DiSAN meetings convened
- **4** Caritas in Practice staff and volunteer induction days delivered
- **12** diocesan CPDF sessions co-delivered
- **15** Universal Synod conversations facilitated across our services
- **365** thought for the day social media posts created and published including input from pupils at our diocesan schools.



Fundraising

The ongoing post-pandemic landscape and cost-of-living crisis have not only significantly increased the number of people who require support from our services, as well as the complexity of their needs, but has also continued to impact fundraising activity.

We have continued to evolve and transform our approach, mitigating risks and maximising opportunities in order to remain financially viable, but it remains a challenging time as we face increased costs alongside a significant uplift in demand for our services.

Individual giving campaigns performed well this year, with all appeals raising more compared to the previous period.

Legacy income this year had a significant impact on total voluntary income, down from £195,809 in 2021-2022 to just £80,479 in this reporting period. This reflects a wider trend in the sector, caused by delays in probate following the pandemic, which saw some exceptional items in the previous year. Our response to this has been to ensure legacy giving is given a significant focus, alongside creatively maintaining and growing our supporter base.

We are continuing to invest in ambitious, visible fundraising campaigns that attract both our loyal supporters from parishes and schools but also seek to expand our influence to other demographics to promote long-term sustainability.

Our income from grants in this reporting period increased from £697,603 to more than £1million, and we are proud to have continued to retain, develop and expand relationships with grant funders and supporters.

Corporate relationship building continues to develop across the charity. Through our involvement in the networking group Freshwalks, we were offered a pro-bono partnership by a creative agency in Manchester called Doodledo. They worked with us on our campaign for Advent 2022, spending time in our day centre and chatting to staff, volunteers and people accessing help. They then created and helped to fund a short animation film at a fifth of the cost to us as it cost them in professional time.

We continue to make significant inroads into developing new income streams, whilst ensuring income from existing ones is maximised. We are developing and enhancing approaches that will convert donors from giving once to giving monthly, and promoting opportunities for people to remember their loved ones through an in-memory giving page.

Telling the stories of people accessing our services and communicating them to help support our fundraising and other work has also been vital during the last year. Our new marketing and communications strategy has supported this work in improving recognition and understanding of our charity and our work, as well as beginning to broaden our reach to new audiences across Greater Manchester and Lancashire.

We are extremely and sincerely grateful to all of our supporters for their continued support - especially during the cost-of-living crisis.



Where we're going... our vision for 2030 and beyond?

In 2021 following the impact of Covid-19, we began the implementation of a three-year strategic plan to restructure our services, expand and develop our work to support parishes, schools and increase our advocacy and campaigning activity. In spite of uncertainty and volatility in the environment caused by the pandemic and the subsequent economic turmoil we are on target to achieve our goals of ensuring Caritas Salford remains a safe place for people in crisis seeking support.

As we approach the end of that cycle the Trustees and Senior Leadership Team have begun a process of looking towards the future vision and mission for the charity. At a time of great complexity and ambiguity, the Trustees are eager to continue to explore the issues that face communities across Salford Diocese and ensure that they are suitably equipped to deliver credible and sustainable support. This will continue during the current year with a new strategy plan to be launched in 2024.

Part of this has included the Trustees and Senior Leadership examining their current services and particularly the buildings and properties where they are delivered. Such developments will be vital in ensuring we can continue to offer services in an environment which is welcoming and safe, sustainable and reflects the values of human dignity afforded to all. We are especially grateful

to the team from Muse Developments and OMI architects for their corporate support and who have been assisting in examining and shaping our capital planning on a pro bono basis. This activity will continue to be developed in the coming year.

“ For me, it's the isolation, that's what gets me down. I come here and you are all kind to me, I meet my friends, play games, do some art and crafts and have a great time. Honestly it's the best bit of my week. I love coming here. ”

Person accessing our services

“ I can't tell you how much this means to have support. Things are so hard at the moment and I'm really grateful for everything you do. My boys don't know where the food comes from, but they know they will be fed. ”

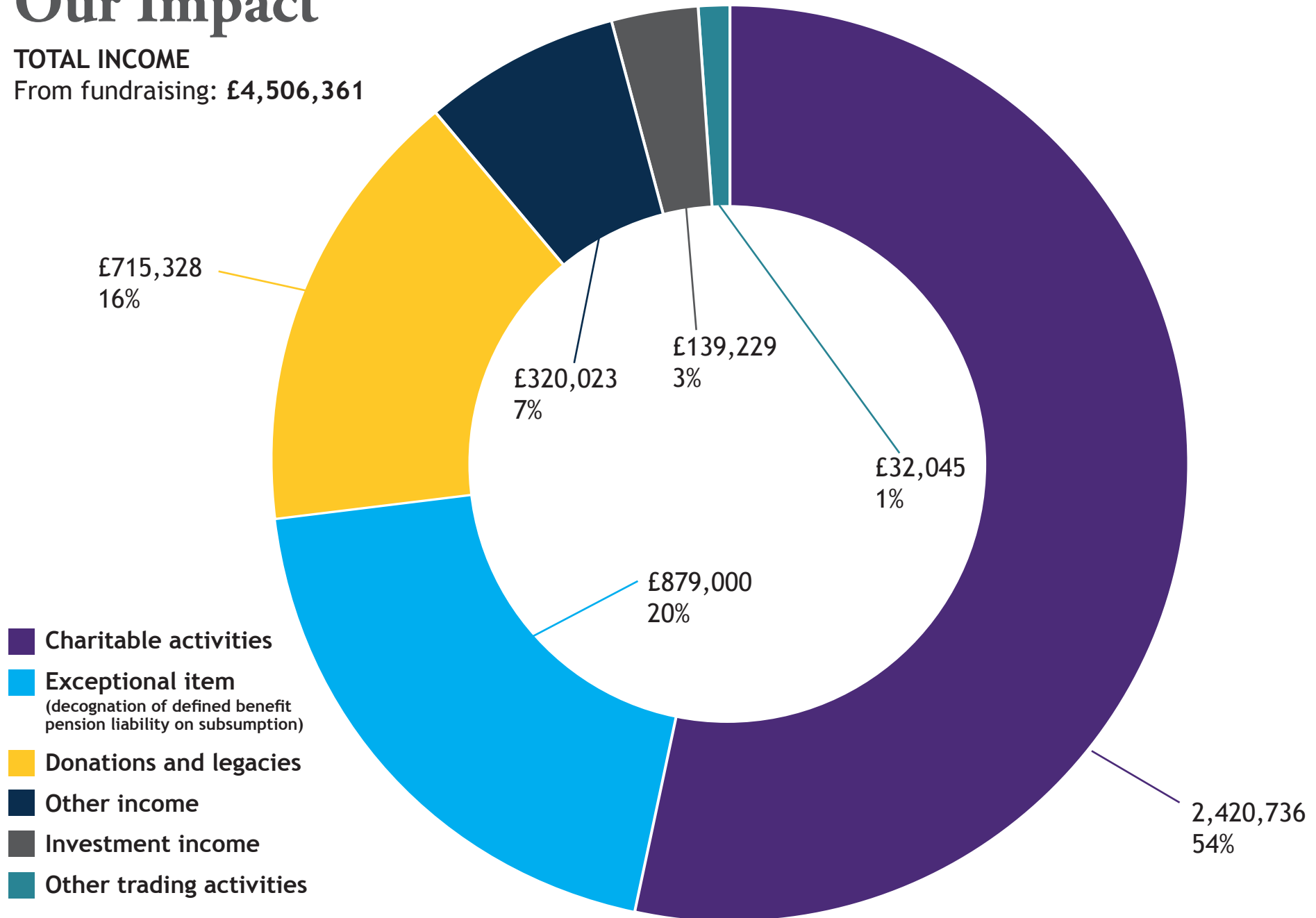
Person accessing our services



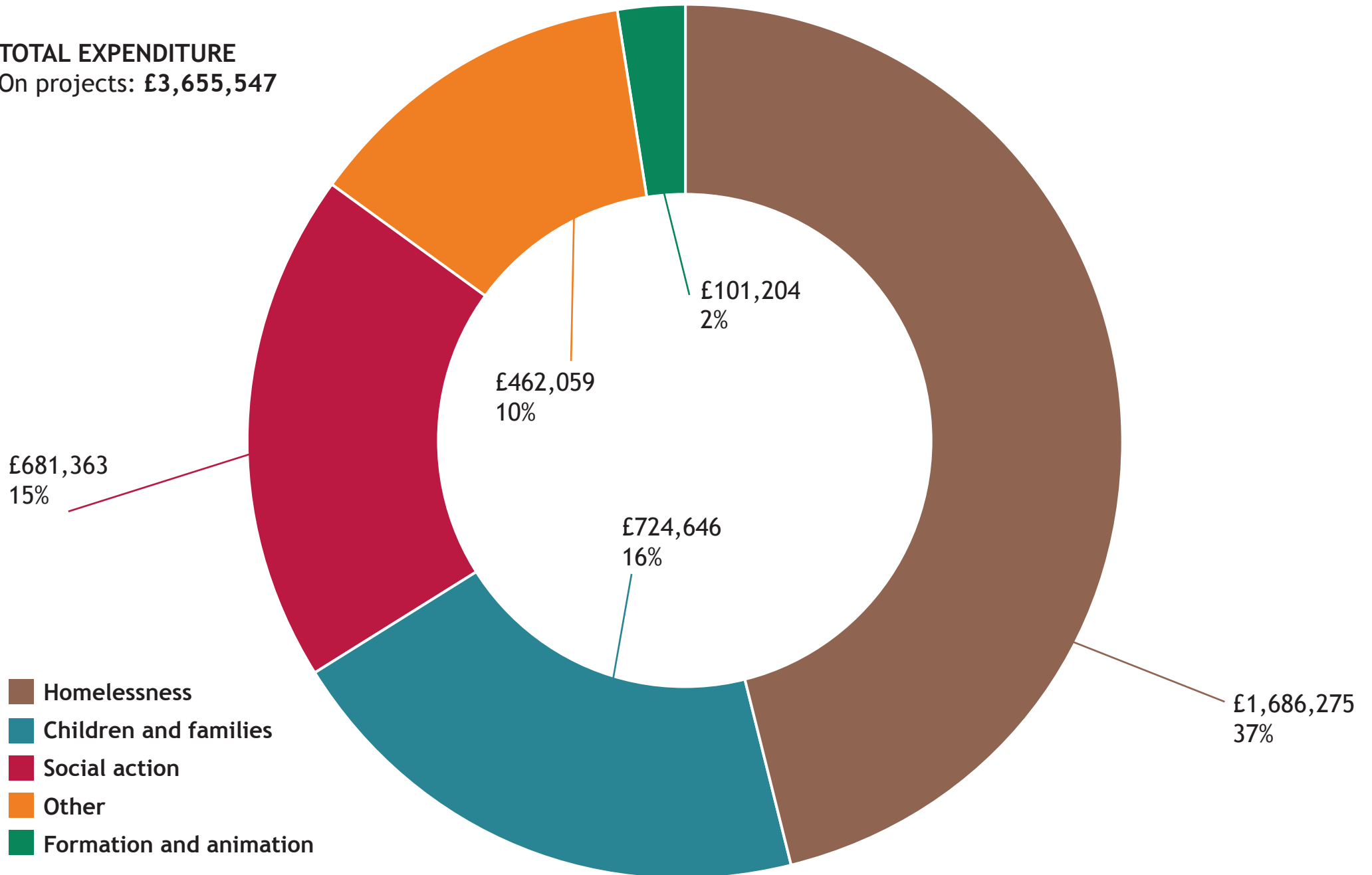
Our Impact

TOTAL INCOME

From fundraising: £4,506,361



TOTAL EXPENDITURE
On projects: £3,655,547



- Homelessness
- Children and families
- Social action
- Other
- Formation and animation



Thank you!



Huge thanks to everyone who has supported Caritas Salford and been part of our charity's community over the last twelve months. Whether that's the amazing individuals and organisations that donate so we can continue our work; the staff and volunteers who have worked hard to improve the lives of people in our local communities; the professionals we've collaborated with across the region and nationally; or, most importantly, the people who access our services and work alongside us as we develop them further - thank you all.

We simply couldn't carry on our work to reduce the impact of poverty, disadvantage and isolation without everyone who makes up that wider community, and we're extremely grateful for your ongoing support.



CARITAS DIOCESE OF SALFORD

☎ 0161-817 2250

✉ info@caritassalford.org.uk