



### Social activities

There are numerous recreational facilities for residents including a fully-equipped I.T suite with internet connection, street league football, pool, table football and table-tennis. A number of social events are arranged for the benefit of the residents to encourage inclusion. These include barbeques, quiz nights, games mornings and day-trips.



### Referral procedure

The centre is suitable for clients with low to medium support needs who have a history of rough sleeping and are willing to work towards independent living.

Vacancies are publicised on Hostels-on-Line and notified to relevant agencies working with rough sleepers throughout London. 75% of admissions are allocated to London based street outreach teams for clients with CHAIN numbers. Priority is given to referrals from the local area. A copy of our full admission policy is available upon request.

Referral agencies will be asked to submit an approved referral form. We can accept referrals by fax, post or e-mail. Accepted referrals are subject to an interview where an initial assessment will be undertaken to assess the client's suitability for admission.

Initial admission is made into one of 80 half board single rooms that have a wash hand basin. These rooms are arranged in clusters of no more than 10 and have access to communal bathrooms and toilets and a communal lounge with kitchenette facilities.

Booth House is on the busy Whitechapel Road in the East End close to the City of London. The two nearest tube stations are Aldgate East and Whitechapel. Bus routes 25, 106, 205, 254, N106, N25 stop outside the centre.



Booth House centre manager  
Captain Howard Russell

# Booth House

## Resettlement centre



153-175 Whitechapel Road London E1 1DN

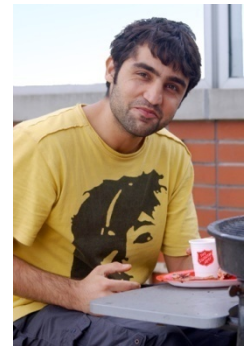
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🌐 www.salvationarmy.org.uk/boothhouse



Rebuilding lives...  
restoring hope



Booth House is one of the largest centres working with homeless men in London and is the largest Salvation Army centre in the country. The property is owned by the Salvation Army Housing Association and managed by The Salvation Army Social Services

- Modern purpose-built centre
- 24-hour access
- 24-hour staff availability
- Focused on resident involvement
- No fixed-term stay
- Individual support plans for customised service
- Programme guides clients through resettlement process to independent or supported housing
- Equal opportunities access policy
- In-house training and leisure facilities

Did you know that The Salvation Army started its work in Whitechapel in 1865 and now works in over 110 Countries around the world speaking 175 different languages?





## Aims

- To provide quality supported accommodation, facilities and resources that enables individuals to live with privacy, dignity and equality of opportunity.
- To work with service users to enhance and advance their personal living skills. This includes practical advice and assistance on budgeting, cleaning, cooking and other important life skills.
- To support clients into a range of move-on options including independent living within a period of 2 years (shorter where appropriate) through a package of positive training, employment, health and social outcomes.
- To provide a flexible service responding to the resident's individual needs, promoting client involvement, consultation and choice.
- To form and maintain effective working relationships with statutory and other voluntary service providers.

**MISSION STATEMENT:**  
 Within a Christian caring environment we will provide assistance to homeless men on an individual basis. We will offer advice and support to empower and enable residents to make positive choices in all aspects of their future

## Modern and purpose-built

The primary purpose of Booth House is to accommodate single homeless men aged over 18 years who have a history of rough sleeping. The centre engages with clients in the process of preparing them for and leading them to independent or minimal supported housing.

The centre provides quality supported accommodation with 24-hour staff cover and will work with service users to enhance and advance their personal living skills. Resettlement programmes will be made available to all clients to prepare them for permanent independent accommodation or suitable alternatives.

## Facilities

- 150 bed spaces in a variety of accommodation types on five floors
- 106 rooms provided on a half-board basis, some with en-suite bathrooms
- Cluster lounges with television & hot drink making facilities
- Fully equipped kitchen and dining room providing a choice of menu (*including halal & vegetarian options*)
- 27 self-catering single rooms with en-suite shower rooms, shared kitchen and lounge
- 17 self-contained flats
- 3 places available for clients with dogs
- 3 lifts accessing accommodation areas

Communal areas available to all residents include a fully-equipped I.T. suite with internet connection, games room, training suites, two laundry rooms, large screen cable television and a roof garden.



## Programme

The centre programme is focused on resident involvement so that clients are encouraged to participate in the running of the Centre, as well as to acquire training and skills that will eventually allow them to live independently.

Each new resident is assigned a keyworker who develops an individual support programme setting goals and an action plan with the client. Where appropriate, other support agencies working with the client are encouraged to input into the support plan. Each support plan is reviewed regularly.

There is no fixed term stay and before transfer to self-catering accommodation a resettlement assessment takes place to ensure the resident has the necessary skills required.

Support is given in identifying long-term accommodation options as well as treatment, counselling, training, education and employment opportunities. Narcotics and Alcoholics Anonymous run groups within the centre.

The centre also has a pastoral care team which provides spiritual support to those of any faith. Christian fellowship is available within the centre.

Once a client is successfully resettled, we will continue to offer help and advice for up to three months so that a continuum of support is given.

**ANTI-DISCRIMINATORY PRACTICE**  
 SAHA and The Salvation Army have comprehensive equal opportunities, diversity and protection from abuse policies, which are publicly available. The Centre is committed to ensuring that no form of discrimination, intolerance, harassment or abuse is tolerated.



## Complaints

The Salvation Army sees complaints as a positive tool for improving standards. There is a clear procedure for complaints which is displayed within the centre, can be found in the residents handbook and is also made clear to clients at interview.

## Monitoring and review

The Salvation Army regularly reviews the performance of the centre and receives monthly monitoring visits from The Salvation Army and SAHA.

The Salvation Army has a Quality Assurance System, which is internally audited on an annual basis. The centre is committed to working within Housing Corporation Regulations.



The painting 'Bridges' donated to Booth House by the artist Rosa Branson in 2004