

# BOAZ SUPPORTER REVIEW

housing • support • advocacy

2023-24 Report





# A welcome letter from our Chief Executive and Chair

## IN THIS REPORT

- 3 WELCOME LETTER**  
A letter from our Chief Exec and Chair of Trustees
- 4-5 NOAH'S STORY**  
More than accommodation or food: hope
- 6-7 SUPPORTING PEOPLE REFUSED ASYLUM**  
The impact of safe housing and holistic support
- 8 THE NEED FOR LEGAL ADVICE**  
An interview with GMIAU
- 9 OUR IMPACT**  
2023-24 in figures
- 10-11 SUPPORTING PEOPLE WITH REFUGEE STATUS**  
Support that empowers
- 12-13 FLOATING SUPPORT**  
Supporting people with restricted eligibility
- 14-15 ADVOCACY**  
Standing up for human rights
- 16 WE'RE STILL HERE**  
Boaz at 20
- 17 OUR VISION & MISSION**  
Who we are and what we do
- 18 FINANCES**  
An overview of our income and expenditure
- 19 LEAVE A LEGACY**  
Plant a seed with Boaz

Thank you for picking up a copy of our annual Supporter Review! It means a lot to us that you're reading about our work providing housing and support to people seeking safety in Greater Manchester.

In this report you'll find updates on key areas of our work, stories of people who have been supported by Boaz, and information about our impact over the past financial year (1st April 2023 - 31st March 2024).

We hope that this publication offers some encouraging and informative insights into the work that we do and the policy environment in which we operate, as well as giving you ways to get involved and take action.

As we mark our 20th anniversary as an organisation, we'd love for you to be part of seeing our vision become more of a reality so that people who seek safety in the UK are welcomed here and free to live life in all its fullness.



Despite significant challenges caused by the cost of living crisis and the hostility of the policy environment (demonstrated so starkly in the Illegal Migration Act, the Safety of Rwanda Act and 7-day evictions of newly-granted refugees), in 2023-24 we have continued to provide stable accommodation and person-centred support to people seeking safety in Greater Manchester.

In this report, we hope to share with you the journey we have been on during the past 12 months.

It is twenty years since the very first Boaz trustees met to plan and dream together, and it is sobering to acknowledge that 2023-24 has been one of the most challenging years we have faced as an organisation.

The cost of living crisis impacted both income and expenditure, and these significant financial challenges led to us taking the difficult decision to make some savings and reductions across different parts of

our work. We also had to navigate a rapidly changing, toxic political climate, all while seeking to respond to a major increase in demand for our services.

In this report you can read more about our work this year and the difference it has made in the lives of people seeking safety. You will also be able to read stories from people supported by Boaz and hear more about our plans for the year ahead.

We are incredibly grateful for the dedication of our staff team and also for the generosity of so many people who support our work in different ways. The commitment and faithfulness of so many individuals and organisations is what makes our work possible and we have felt that more deeply than ever this year.

As we reflect on the road we have taken over the past 12 months and all that lies ahead, we are thankful for the strength, resilience and generosity we have seen across our community, and we remain committed to continuing our work in the years ahead so that

people seeking safety truly can feel welcomed in our communities, and are able to thrive, flourish and experience life in all its fullness.

With thanks to you all for standing with us,

**Ros Holland** Chief Executive    **Phil Rawlings** Chair of Trustees



P.S. What happens to this report after you've finished reading it? Instead of consigning it to the recycling bin, why not pass it on to someone you know and help raise awareness of the issues facing people seeking safety in the UK.

# Noah's story

Noah\* first came to Boaz after receiving a negative decision on his asylum claim. He initially stayed in the Boaz night shelter that was in operation at the time, before moving into a Boaz house for people who have been refused asylum.

During his time with us, Noah was able to make a further application to the Home Office and was granted refugee status. After receiving this life-changing news, he moved into one of our houses for people with refugee status and then later moved on from Boaz into his own accommodation.



In 2023, we worked with Noah and Stone Barrell, a creative communications agency, to produce a short film sharing Noah's story. The video went on to be shortlisted for the Charity Film Awards and formed an integral part of our 2023 'Open the Doors' Christmas appeal.

This is Noah's story, told in his own words:

"I left my country because I was persecuted by the government and by my society. I thought the government here [in the UK] would give me refugee status to stay here. But unfortunately, I found out things here are much more difficult than I imagined.

My asylum claim was refused and I became destitute and homeless. I was very depressed and I was very hopeless. I moved from friend's sofa to friend's floor to the streets. It was very, very, very tough because I lost the government support. And because I was homeless and destitute I didn't have any financial support. I didn't have any accommodation. And the life for me was hell.

You feel like a prisoner in a big prison. You can't travel, you don't have the right to work, to get benefits, you don't have the right to get accommodation. At that time I was stressed, depressed. I lost trust in people. I lost trust in God. I was very pessimistic about the future. But now everything has changed. Yes, my life now has changed completely.

Boaz is like a rescue boat for many people. Boaz

encouraged me. They try their best to give me everything I want to help me with everything financially and also they gave me accommodation and also even, emotionally. Always they encouraged me and they took me to events, they took me to the cinema, they took me to the theatre and they took me to the museum and yes, they have done excellent things for me.

**Boaz is like a rescue boat for many people.**

They helped me to submit my fresh claim. They also spoke to me about bringing new documents to support my claim. And they referred me to solicitors to help me in arranging my claim. Yes, that helped me because, you know at that time I didn't know the procedures on how to submit a fresh claim. You have to bring new evidence, new documents to support your claim and for the first



Noah\* with a Boaz support worker

interview, I didn't take any supporting documents. That is why they reject my first claim. But for the fresh claim, I took the evidence. I took documents and letters from many people and that supported my claim. And my claim was, my fresh claim was successful.

My life now is beautiful. Yeah, I am settled. I got a job and everything now is going in the right direction and I'm very optimistic about the future of myself and my family also. When I compare my life in the past with my life now, sometimes for me, it's something unbelievable. I can't believe it. I can't believe this big shift. This is a big change in my life. Now I'm very happy, very optimistic. I have got a job, I

am the Assistant Manager at my work. And now my life is going in the right direction.

**When I compare my life in the past with my life now, sometimes for me, it's something unbelievable. I can't believe it. I can't believe this big shift.**

When you give your money to Boaz, that means you give life to other people, that means you give hope to other people, that means you save lives, that means you encourage people and that means you save people from going in a bad direction.

I think Boaz is more than accommodation or food. Boaz is like a paradise for people like me, and other people who are homeless and destitute. It is about

giving people hope. It makes people believe in humanity. They have given me trust in people."

\*Name changed

Since moving on from Boaz, Noah has found stable employment in Manchester and remains an active and valued member of his church community. In 2023 we heard the wonderful news that following a successful family reunion application, Noah's family was able to join him here in the UK.

You can watch the film of Noah's story by visiting [boaztrust.org.uk/noah](https://boaztrust.org.uk/noah) or scanning the QR code below.



# Supporting people refused asylum

Following the refusal of an asylum claim, people usually lose their entitlement to asylum support (accommodation and finances provided by the Home Office) after 21 days and are left with no recourse to public funds (NRPF).

Many of the people we work with are terrified of returning to their home country, for fear of what they might face there. Most want to re-engage with the asylum process to help them resolve their insecure immigration status.

During 2023-24 we received 58 new referrals for people facing homelessness after their asylum claim had been refused. This is a decrease of 31% compared to the previous year. We believe this reduction in referrals is primarily due to the general slowdown in decision making during 2023-24, which meant that referring partners were seeing fewer people who had received a negative decision. We also had to temporarily close our waiting

list in February 2024 after the difficult decision to reduce our bed spaces due to our financial circumstances.

In 2023-24 we provided safe accommodation in 9 shared houses for 43 people whose asylum applications had been refused (14 women and 29 men).

This year, 21 people moved on from Boaz to alternative accommodation, usually after a minimum of 12 months of support. These move-on pathways include Section 4 accommodation from the Home Office following the submission of a fresh claim or moving on to stay with friends or family.

*Before I came I walked looking down, now I am walking with my head up [...] There is a poem in Arabic that says if you do your best nothing is wasted – you showed me this.*

Hussain\*, who was supported by Boaz in 2023-24

## HOLISTIC SUPPORT

This has been a challenging year. We have supported people practically and emotionally as they have faced detention and in one case, removal from the UK, and then stood in solidarity and listened as people expressed their fears over the threat of flights to Rwanda.

We have also supported people to register with their local NHS GP surgery, access emergency medical care when needed, and referred people for mental health support and other specialist services. We have visited people in hospital and walked alongside them as they have received difficult and life-limiting medical diagnoses.

As well as referring people to specialist support where needed, we also aim to deliver our support work in a trauma-informed way, mindful of the range of traumatic experiences that people we work with may have survived in their home countries, on their journeys to safety, as well as in the UK.

## WELLBEING

Wellbeing is an important part of the support offered to people within Boaz accommodation. We offer the opportunity to engage in a range of wellbeing activities, but also keep wellbeing as a focus in individual support meetings and conversations.

Boaz support workers have worked hard to develop our Boaz Life programme and this year we were able to offer regular wellbeing sessions, as well as one-off activities, trips and events:

- Monthly women's wellbeing sessions (including a local walk, in partnership with another organisation; a trip to Chester; a trip to the Pankhurst Centre; workshops on mental health, including one focusing on strengthening resilience, led by a psychotherapist and a visit to Hulme Garden Centre to plant seeds)
- The launch of monthly men's wellbeing sessions, with initial sessions including a trip to Manchester Museum, Hulme Community Garden and a local park,

with all sessions having a focus on the 5 ways to wellbeing

- Day trips to Lyme Park, Ainsdale Beach and Bramhall Hall
- Group visits to local exhibitions or events, including: Manchester Animation Festival; an International Women's Day event and a 'Colours Festival' exhibition
- Three women's wellbeing walks
- Weekly art therapy sessions (a 12-week programme for people accessing floating support)

It was also great to be able to run three social drop ins throughout the year - in the summer, at harvest and at Christmas. We offered fresh fruit and vegetables, tinned and dry goods, toiletries, clothing, gifts at Christmas, and other one-off items. We are so thankful to everyone who donated food and items to make these drop ins possible.

The Boaz Life programme, and our approach to wellbeing more broadly, aims to develop relationships,

provide meaningful activities and help build resilience. We want people who seek safety in Greater Manchester to feel empowered and able to participate fully in their communities and wider society.

## FINANCIAL SUPPORT

After someone's asylum claim is refused, they are unable to work or claim mainstream welfare benefits. Boaz therefore provides money each week so that people are able to meet their basic needs.

We continued to use pre-payment cards for people living in Boaz housing and, thanks to support from generous funders and individuals, we were able to increase the amount provided each week to £25 per person.

Travel costs were also reimbursed for certain appointments (e.g. medical or legal). We also covered costs related to progressing legal cases (e.g. travel within the UK to meetings and ensuring appropriate translation of documents).

\*Name changed



# The need for legal advice

Shakhura Dawood is a Senior Caseworker at GMIAU (Greater Manchester Immigration Aid Unit). She has over two decades of experience providing legal advice relating to immigration and asylum cases. We interviewed Shakhura about her work and the longstanding partnership between our two organisations.

**You often support people we work with who have been refused asylum. What are some of the reasons someone's asylum claim might be refused?**

How long have you got for me to answer this! It could be that in the initial stages all the information has not been presented to the Home Office. Clients might be badly advised or do not meet the criteria of the 1951 Refugee Convention.

They might lack legal representation. For example, their case might not meet the merit test for them to continue to be eligible for legal aid at an appeal stage and therefore they go unrepresented at a hearing.

Other reasons could include nationality or age disputes. Similarly, the facts of the case could be disputed -

for example, cases based on sexuality or religious conversion might not be accepted.

**For someone facing destitution, how easy is it for them to engage in the process of regularising their immigration status? What are some of the barriers to them accessing legal advice?**

The number of providers offering good quality legal advice is much reduced and so it is very difficult to refer clients to other providers. Fresh claims work can also be seen as demanding, given that the clients have been refused once already. Providers can therefore be unwilling to take on such cases.

Gathering evidence to support a fresh claim can be difficult because in some instances there is a lack of knowledge around the fresh claims test or even understanding of why their cases were refused in the first instance.

If clients are experiencing homelessness, it can be difficult to gain access to their previous files. Sometimes lack of money can make it difficult to gather the evidence they need - for example, arranging appointments, contacting supporting witnesses or

contacting family and friends abroad to help gather evidence. Lack of IT knowledge, access to a mobile phone or a quiet space with internet for remote meetings to take place can also be a barrier for people.

**What difference does having safe, stable accommodation make for the people you work with?**

It makes a massive difference - the individual is supported, they are attending an appointment that they know about and have been prepared for and they know what the purpose of the appointment is.

Very often, clients living in Boaz accommodation are supported to appointments by members of staff which makes the meetings run smoothly and any action plans agreed are known to all involved.

Having a safe place to stay means that people don't have to constantly think about where their next place of shelter is going to be. It has a positive impact on wellbeing, meaning they are more able to engage with their asylum case. Practically, having an address means that receiving post and storing immigration papers is much easier.

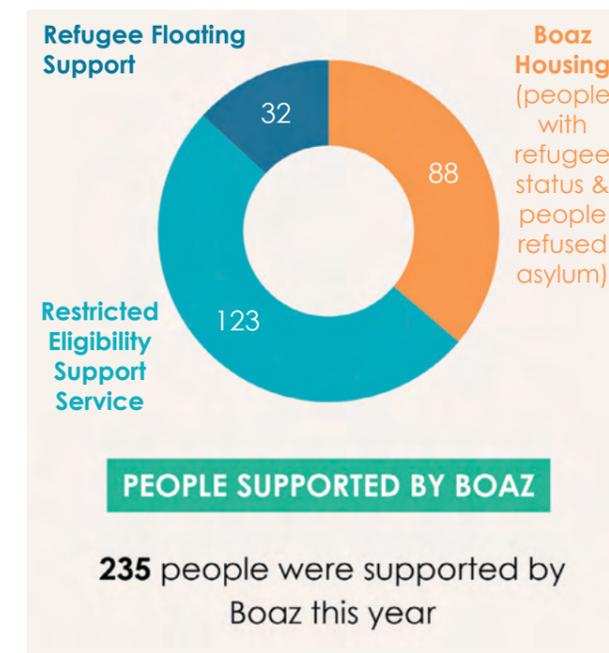
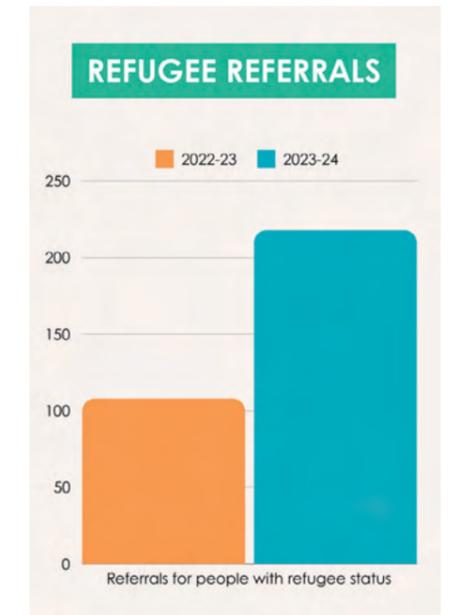
# Our impact

## 235

People supported by Boaz this year

## 24,207

Nights of accommodation provided for 88 people



## 11

People currently/previously supported by Boaz were granted **leave to remain**

## 276

Referrals were received for shared accommodation this year

# Supporting people with refugee status

When a person is granted refugee status, they are typically given 28 days - known as a 'move on' period - in which to apply for Universal Credit, secure employment and find housing. At the end of this 28-day period, a person must leave their Home Office accommodation and any financial support stops.

We have long argued that 28 days is not nearly enough time for a person to find housing and employment, or complete administrative necessities such as opening a UK bank account. Furthermore, with the UK in the midst of a housing crisis, it is near impossible for the people we support to access either social housing or private rented accommodation.

In late summer 2023, as the Government sought to clear the backlog of asylum applications, refugee charities warned that without proper housing provisions in place, thousands of people with newly granted refugee status would be at risk of homelessness when evicted from their Home Office accommodation.

Unfortunately, the situation became far worse than anyone had imagined when a new process was implemented which led to people losing their asylum accommodation and support with just 7 days' formal notice.

It is therefore not surprising that in 2023-24 we received 218 referrals for people with refugee status (168 men, 50 women). This is more than double last year's referrals (108). The majority of people had received their status in the preceding 6 months.

In 2023-24 we provided accommodation for 45 people with refugee status through our shared houses (26 men, and 19 women).

During the year 14 people with refugee status were supported to move on from Boaz, to: their own tenancies with housing associations, other temporary accommodation (either a hostel, or emergency temporary accommodation through the council), or to stay with friends and family either locally or after relocating within the UK.

The support we offer for individuals granted refugee status has continued to

grow this year. As with all our support work, we have a holistic approach, addressing each person's unique needs and circumstances. This begins with initial advice and signposting when someone is referred to the waiting list, continuing as they transition into and eventually move on from Boaz accommodation.

Once someone has moved into one of our shared houses, they are offered support with individual goal-setting, health service registration, accessing benefits, specialist referrals, and exploring education, training, volunteering, and employment opportunities. The support also includes budgeting and financial management assistance. Our refugee support workers maintain regular contact through calls and house visits to ensure the physical and mental wellbeing of residents.

This year we re-launched Renting Ready training sessions for people in Boaz houses who are interested in moving into private rented accommodation, or who have applied for social

housing. The training covers the basics of tenancies and how to sustain them, rights and responsibilities of tenants and landlords, how to search for houses, and how to find local organisations that provide ongoing housing advice and support. We were also able to offer a new financial wellbeing training workshop in partnership with The Money Charity.

During 2023-24, 19 people started, or continued, paid employment (an increase on last year), and 21 people were able to access college, higher education, training or ESOL provision.

*I don't have words to describe how I feel to be able to live in this house. I know a lot of people suffering with homelessness and it is particularly difficult and dangerous for women to have to sleep on the streets. This house is the best place. It is quiet and secure and nobody can disturb us here.*

Mariam\*, who lives in one of our houses for people with refugee status

## REFUGEE FLOATING SUPPORT

Thanks to additional funding related to the cost of living crisis, and the flexibility of our staff team, we were also able to offer one day per week of extra support time to people who have refugee status, by working with those on our waiting list for shared housing.

This work was developed in direct response to a rise in referrals initially relating to the cost of living crisis, where we saw an increasing number of people who were struggling to cope. The situation worsened due to the change in Home Office practice which saw people granted refugee status being evicted from their asylum accommodation after just 7 days. This led to thousands of people facing homelessness across the country.

From 1st December 2023 – 31st March 2024, we worked with 32 people. Most of this support offer had a housing focus and included supporting people to understand their housing options, for example when deemed non-priority following a homelessness assessment at their local council, or when they had moved from out of area and were not offered housing assistance by the council in their new location in Greater Manchester.

We worked with people after they had received a homelessness assessment from their local council, particularly where people had additional health needs and were believed to be entitled to more support. We also referred people for specialist advice in cases where they wanted to challenge housing and homelessness decisions.

In addition to housing-related support, we helped with access to healthcare, education, employment, and benefits. Our holistic approach is tailored to each individual's specific needs, offering personalised support based on their own priorities and areas of concern.

\*Name changed

# Floating Support

Floating Support refers to our work with people not currently living in Boaz houses. This support is for people living in unstable accommodation who are at risk of destitution, or those who are already experiencing homelessness because of their immigration status.

While floating support encompasses the work we've mentioned previously with people on the waiting list for our refugee housing, the majority of our floating support is delivered through RESS (Restricted Eligibility Support Service).

## RESTRICTED ELIGIBILITY SUPPORT SERVICE (RESS)

Commissioned by Greater Manchester Combined Authority (GMCA) in 2023, RESS is an innovative homelessness prevention and support service. The service supports people by offering immigration advice through Greater Manchester Immigration Aid Unit (GMIAU) and 1:1 practical casework through Boaz and the Booth Centre.

As part of RESS, Boaz works with people with restricted eligibility from non-EU countries. The term 'restricted eligibility' includes people who have conditions attached to their immigration status that restrict their entitlements to claim benefits and access housing assistance (this can include those referred to as having No Recourse to Public Funds).

During 2023-24, a total of 123 people accessed floating support from Boaz through RESS. These were people from non-EU backgrounds, which means that we have worked with people with a range of different immigration histories in the UK. A significant proportion of successful referrals were for people who had been refused asylum. We worked with:

- 18 people seeking asylum (open claim, and all entitled to asylum support)
- 71 people who had been refused asylum

- 2 people with refugee status (or other forms of leave to remain/indefinite leave to remain)
- 32 people with other (or unknown) immigration backgrounds

Accommodation is, understandably, usually the main priority for people accessing RESS so support workers explored any accommodation options that people may have been eligible for and supported them to access it where possible. However, these options were very limited and often nonexistent. Despite that, we were able to enable the following positive outcomes:

- 14 people moved into asylum support
- 7 people moved into Boaz houses
- 9 people moved to other voluntary sector accommodation
- 11 people moved to emergency, temporary or other accommodation provided by the local authority



As well as a focus on accommodation, the RESS team offered holistic floating support to help address other needs identified by individuals. We've seen the following non-accommodation based outcomes in the past year:

- 37 people received financial support, including grants from the Migrant Destitution Fund and supermarket vouchers from Boaz
- 19 people had support with health and wellbeing, including registering with GPs, support to attend appointments, referrals to mental health services, and accessing art therapy sessions at Boaz
- 52 people received support relating to their immigration cases, including: making Subject Access Requests to agencies such as the Home Office; practical help including travel costs and ticket booking to attend crucial legal appointments; support with collecting further evidence for fresh claims and more.

Our team were also able to offer other forms of person-centred support such as social support (e.g. finding local faith and community groups, or activities to prevent isolation), and we were so pleased to hear repeated feedback that the approach taken by the RESS team was one that people hadn't experienced often: where people were given time, and felt listened to and understood.

Our RESS support workers met with people in multiple sites across Greater Manchester, including community and public spaces such as libraries. We also continued regular

drop ins at partner organisations in Manchester (Booth Centre, Cornerstone and Mustard Tree).

## SALMA'S STORY

Salma\* has lived in the UK for over 20 years with an unresolved immigration status. Her journey began with a move from Pakistan after getting married, but soon turned into a nightmare of domestic abuse, where her immigration status became a tool of control. In 2014, with assistance from police and social services, Salma left the abusive situation. However, she faced ongoing instability, shifting between refuges and relying on sofa surfing for a place to stay.

During this tough time, Salma relied on her Boaz support worker to advocate with and for her in all aspects of her life as she became isolated from the outside world. Finding it hard to talk about her past, Salma struggled to engage in matters concerning her case. Her support worker helped her access medical appointments and psychological therapy.

With advice from GMIAU, Salma started the process of putting together a written statement and a late domestic abuse application.

Through a combination of legal aid and floating support, Salma received the life-changing news after over two decades of uncertainty: indefinite leave to remain in the UK. This milestone not only grants Salma the right to work, claim benefits, and access housing, but also provides her with the long-awaited security to move forward in life.

\*Name changed

# Advocacy

At Boaz, our primary focus has always been to provide safe and secure accommodation and holistic support for people who have been refused asylum, as well as those with refugee status. However, we cannot and will not ignore the systemic failures and injustices that lead to individuals becoming destitute. As such, advocacy is a central part of our work.

Since our earliest days as an organisation, campaigning has been an important focus and in more recent years we have felt compelled to speak out against the growing hostility towards people seeking sanctuary, most notably through the Illegal Migration Act (2023) and associated legislation and actions.

We are working hard to bring about meaningful change at local, regional and national level, with and for people seeking safety. In 2023, with news of the proposed Illegal Migration Act, staff, people we support and many friends and partners stood together in solidarity and to speak out in St Peter's Square, Manchester, about the Act. Later that same year we were encouraged as Manchester City Council

took the first steps (following Salford City Council) to become a Local Authority of Sanctuary. Yet before the celebrations had ended, we were devastated to hear that the Illegal Migration Act was passed into law.

Following a change in government in July 2024, it is not clear how the Act will be implemented and there are many more questions than answers. We do know that people whose claims were previously deemed inadmissible as a result of the Illegal Migration Act will now be considered, but we don't yet have a sense of whether the Act itself will be repealed.

Throughout 2023-24 we have spoken out against the Illegal Migration Act, removals to Rwanda, the hostile and demeaning language used to describe people seeking sanctuary, and more.

Despite such a challenging year, there have been many signs of hope. As well as the positive progress around the City of Sanctuary movement in our region, we've seen ordinary people speaking out and making a difference in their local communities across the UK as plans to accommodate people seeking asylum on barges or in barracks were frequently

halted after communities spoke out against them.

During 2023-24 we worked in partnership with Greater Manchester Immigration Aid Unit (GMIAU) to carry out research into destitution in Greater Manchester. The research was centred on the lived experiences of five individuals, including three people previously supported by Boaz, who had faced destitution due to the slow violence of immigration control. The resulting report was produced and launched in the first quarter of 2024-25, and contains recommendations which will inform our advocacy strategy and priorities in the year ahead.

We know that we cannot do this work on our own, and looking beyond the Boaz community, we have continued to work intentionally and strategically alongside partners through various local and national networks.

These include the refugee sector and homelessness networks here in Manchester and Greater Manchester, and NACCOM (the National No Accommodation Network), of which we are a



Discussions at the launch event for the Slow Violence report in May 2024

member. We are also proud to be part of the Together With Refugees movement, calling for a fair new plan for refugees. We continue to encourage our supporters and community to speak out and get involved with campaign actions and opportunities.

These networks have once again been invaluable in what has been an increasingly challenging year. We have valued being able to share experience and resources, develop materials together, speak out and learn from each other, including with and alongside friends and colleagues who have lived experience of the UK asylum system.

In 2024-25, with a new government and an ever-important need to speak out with and for people seeking

sanctuary, we remain as committed now as when we began to advocate for a fair and compassionate asylum system, and an end to asylum destitution.



## A SLOW VIOLENCE New report by Boaz & GMIAU

In May 2024 a joint report was published by the Boaz Trust and Greater Manchester Immigration Aid Unit (GMIAU), which found that people in the city-region of Greater Manchester are forced into destitution for years, sometimes decades, as a result of their immigration status. One woman interviewed spent 16 years in immigration limbo.

The report, which was based on in-depth interviews with Greater Manchester residents, found that destitution is used as a form of slow and racialised violence, embedded within immigration law, which damages people's physical and mental health, pushing some people towards self-harm and thoughts of suicide.

As well as making a series of recommendations to national government, the report also laid out what can be done to design destitution out of our city-region, building on positive regional developments in recent years. You can read the report by **scanning the QR code** on this page.

# We're still here | Boaz at 20

This year marks our 20th anniversary. It was in June 2004 when our founder, Dave Smith, and a group of friends gathered together in what would be our first ever trustees meeting. A year on from that meeting, the Boaz Trust became a registered charity.

What began as a small way to respond to the accommodation needs that Dave witnessed among people seeking asylum in Manchester has grown over the years to include a hosting scheme, an emergency winter night shelter and shared houses – both for people who have been refused asylum and those with refugee status. Recognising the deeply negative impact that being in the asylum system has on a person, our work also includes holistic, person-centred and trauma-informed support from a dedicated support worker.

In so many ways there is little to celebrate about the fact that we are still here. Twenty years after our founding, we wish that there was not a need for our existence and that we could have seen an end to asylum destitution before now. Yet at the same time, we are proud of the work that has been done and thankful for the lives that have been impacted over the past twenty years through our housing and support.

While accommodation and support are at the heart of what we have done at Boaz during the last twenty years, so too is our desire to challenge and change the unjust systems that cause people to experience destitution in the first place. As our advocacy work has developed in recent years, we've engaged more in campaigning, media work, research and new partnerships with key decision-makers.

The ever-changing, and often hostile, nature of the policy environment in which we operate has meant that there have constantly been fresh injustices or new legislation that we have felt compelled to speak out against. This has also led us into new activities and projects as we've responded practically.

It is clear that we live with a lot of uncertainty and suffering in our world, and that the challenges of today and of the future will require us to show the same compassion, tenacity and faith in the belief that things can be different that compelled Dave and his friends to respond to the injustices that they witnessed twenty years ago.

As we mark our anniversary year over the course of the next 12 months, find ways you can get involved at [boaztrust.org.uk/20-years](https://boaztrust.org.uk/20-years)

# Our vision & mission

In July 2023, we came to the end of a 10-month process of strategic planning, supported by Pilotlight, an organisation that connects business experts with charity leaders. This support came as a result of being selected as one of the winners of the 2022 Weston Charity Awards.

As part of the Pilotlight process, we revisited our organisational vision and mission. This involved lots of thinking and listening as we spoke with a range of people connected to Boaz, including:

- People we support (or have supported previously) through informal conversations and more structured interviews
- The Boaz staff team through away days, discussion in our regular team meeting and surveys
- Our supporters through surveys
- Our trustees through regular meetings
- Our partners through informal discussions and feedback about what they value about Boaz

Following this consultation, we emerged with a new vision that **people who seek safety in the UK are welcomed here and are free to live life in all its fullness.**

Our vision is what we ultimately want to achieve through our work. It describes a state of affairs in which Boaz would no longer need to exist. At the point when our vision becomes reality, we will have gladly put ourselves out of business.



Although it might feel far off, this vision is also motivating and it's what we fight to see become a little bit more of a reality every day. This leads us into our mission - the concrete actions we will take to achieve our vision.

Coming to the end of the Pilotlight process, we identified our mission as:

- To provide accommodation and support for people seeking sanctuary in Greater Manchester and the surrounding areas
- To use what we learn through our work to challenge and change the unjust systems that cause destitution, both locally and nationally

The first part of our mission centres the accommodation and support we provide as the most important practical elements of our work.

The second part of our mission reflects our desire to bring about systemic change through our advocacy work. At Boaz, advocacy manifests in two main ways - firstly we advocate with and for the people we support on a daily basis. Then we use what we learn through this work to engage in campaigning, research, consultations, media work and partnerships with decision makers.

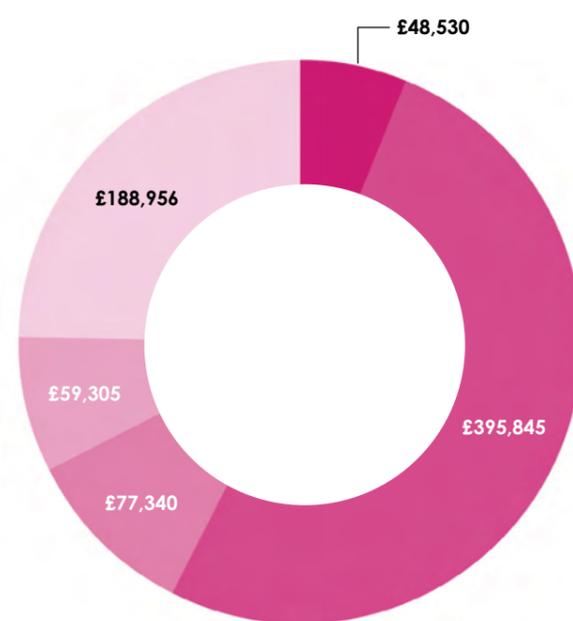
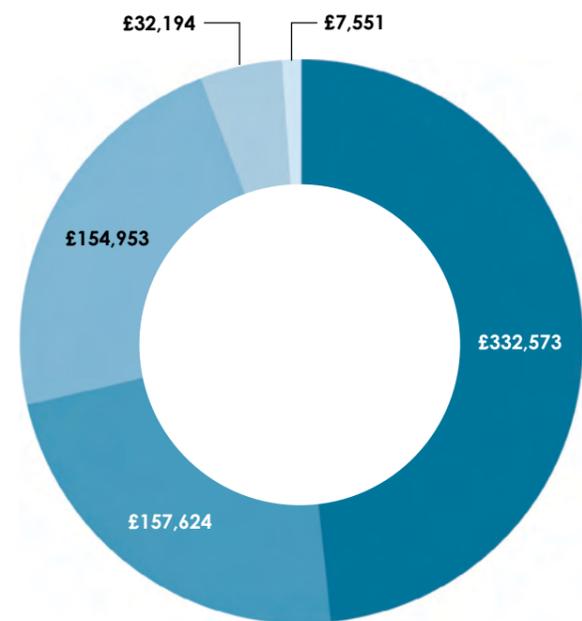
If you'd like to partner with us in the long term to see people who seek safety here welcomed, and able to access the stable accommodation that we all need, you can find out more about giving regularly at [boaztrust.org.uk/give](https://boaztrust.org.uk/give)



# Finances

**Income** | £684,895

**Expenditure** | £769,976



- Grants
- Individual donations (including Gift Aid)
- Rental income from houses for people with refugee status
- Organisations and churches
- Other

- Fundraising (staff and other costs)
- Other staff costs (including frontline support staff)
- Running costs (e.g. office, travel, training)
- Direct support costs
- Housing costs



## Leave a legacy

As we look back over the past 20 years, we've seen the seeds that were planted by our founder, Dave Smith, grow into an organisation that now supports hundreds of people seeking safety each year.

Seeds are planted in hope of growth that we might not necessarily be around to see. Despite small beginnings, through the generosity of faithful supporters over many years, Boaz has been able to flourish, as well as weather the storms of the past 20 years.

We hope for the day when we are no longer needed, and people who seek safety

in the UK are welcomed here and free to live their lives without fear. But we're not there yet. It is our hope that we can be here to support people for as long as we are needed.

Leaving a legacy is one of the most powerful ways to support the work Boaz does with people who have been forced into destitution by a system that has been broken for years. It's an opportunity to ensure that the housing and support we provide is still there to help many more people who will need it in years to come.

After you've remembered your family and loved ones in your will, if you are in a position to also remember

Boaz, we would be so grateful. Together, we can build a future characterised by hospitality instead of hostility.

To find out more about leaving a legacy, or giving in memory of a loved one, visit [boaztrust.org.uk/legacy](https://boaztrust.org.uk/legacy)





## Stay in touch

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Registered charity in England and Wales no. 1110344

