

# BOOTH CENTRE



Booth Centre, based in Manchester, supports people who are homeless or who have experience of homelessness. Peer mentors act as a co-pro 'bridge' between those new to the Booth Centre and the activities available.

## CO-PRO RECRUITMENT

- Everyone who comes to the Booth Centre has access to a peer mentor.
- Peer mentors are volunteers with experience of the Booth Centre and work to support people to access the activities, advice and services available.
- People who use the Centre are involved in the planning, delivery and evaluation of the service. This happens through committees, activity groups and daily volunteer meetings.

***“Staff members and volunteers all co-produce together. Not one of them is out of place”*** (Peer Mentor)

***“It’s that holistic way of looking at things. About relationships and that family vibe. I feel like that’s where the co-production is”*** (Staff)

## CO-PRO IMPLEMENTATION



- The ethos of co-pro underpins everything that the Booth Centre does.
- Complementary skills and experience between staff and peer mentors support the design and delivery of activities.
- Communication is vital. Volunteers and staff meet daily and 6-monthly meetings with people help to plan the schedule of activities. Feedback is continuous from e.g. meetings, suggestion boxes, phone calls and e-mail.

## BENEFITS OF CO-PRO

### TO ORGANISATION

- The types and schedule of activities are decided by the people that come to them.
- Feedback from people that come to the Centre is constantly informing service improvement.
- The skills and experience of the peer mentors builds trust with people and develops a supportive and safe environment.
- Co-pro utilises the skills and resources of volunteers to enable the Booth Centre to achieve everyone’s goals.
- ***“I think what the peer mentors bring to the table is priceless. I wouldn’t be able to do my job without them.”*** (Staff)

### TO PEOPLE THAT COME TO THE CENTRE

- Involving those coming to the Centre in important decisions ensures that everyone feels valued.
- Co-producing all activities means that they are appropriate and useful.
- Everyone learns from each other. ***“It’s not just me supporting others, it’s them supporting me too.”*** (Peer Mentor)
- The peer mentors act as a ‘bridge’ encouraging new people to try the activities on offer and signposting additional relevant services.