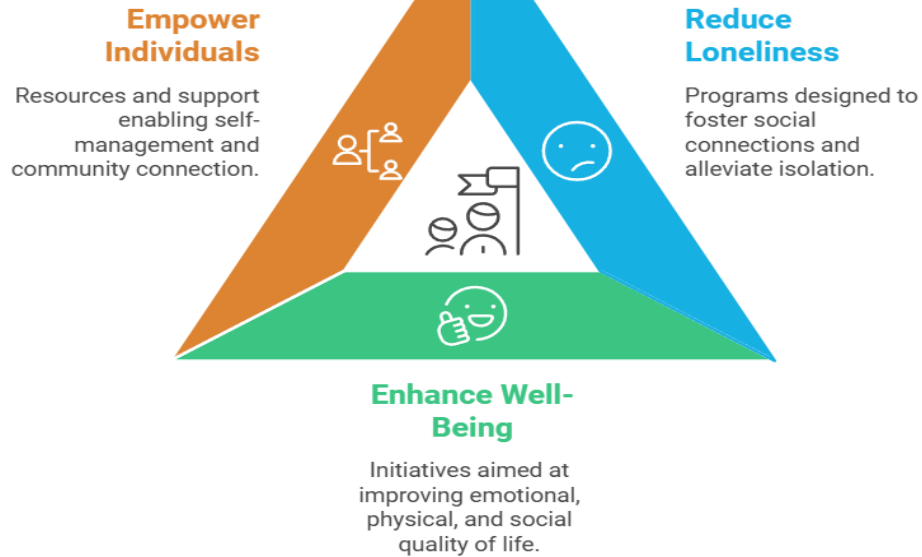


### Our Mission



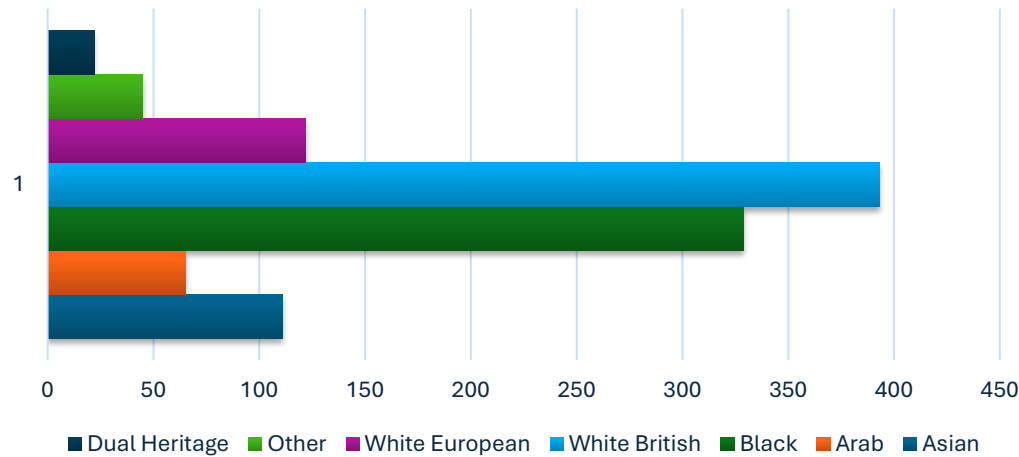
The Centre Project received funding from the BCF fund to provide an open-access, warm & welcoming space for people facing loneliness, mental ill health, homelessness, food insecurity, poverty, and new arrivals to the city. The aim is to enable people to get support at a time of crisis or critical moment and reduce the need to access emergency or other services.

The current funding covers the cost of opening the Centre for 1 day a week for one year.

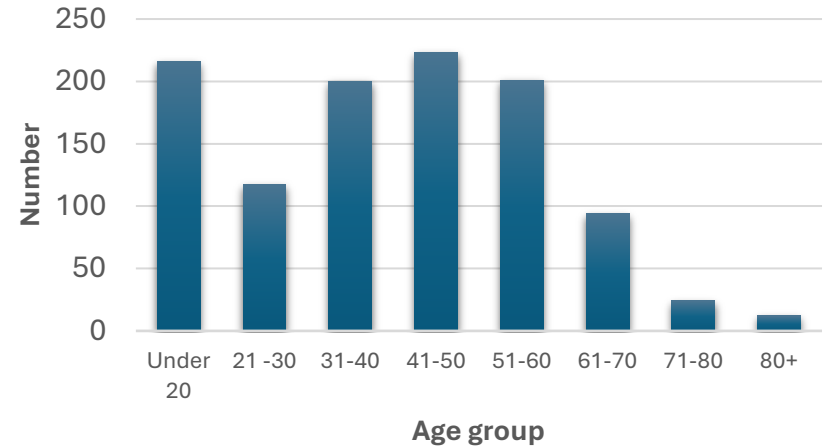
**Number of unique Individuals supported – 1,085.**  
**Number of visits to the Centre Project – 10,426**

♀ **78%**    ♂ **22%**

**Ethnicity**



**Age Profile**



**Support/service provided**

- Appointments with external agencies (at the Centre Project)
- Bus pass applications
- Debt/money management – help with budgeting and managing debts
- Digital support – access Wi-Fi, creating email accounts, scanning documents
- Energy issues – fuel top-up vouchers, warm home discounts, meter readings
- Homelessness – preventing evictions and accessing emergency accommodation
- Housing issues – dealing with complaints, repairs, finding suitable place to live
- Signposting & referrals to other agencies e.g. Adult social care, emergency food
- Small grant applications – for household items e.g. cooker, fridge, washing machine
- Telephone Access – to reach other services e.g. Housing options, DWP
- Welfare benefits – application, dealing with sanctions, late payments

**Attendees**

- 75
- 25
- 78
- 158
- 35
- 45
- 199
- 120
- 18
- 1,024
- 95

**Client feedback**

*Thank you for everything you have done for me, I can always rely on you guys when I need anything 'I really appreciate it.*  
*Thankyou*  
*MR*

Our team addresses a wide range of support needs for our clients. Those seeking our help often have multiple needs, and our goal is to ensure they feel safe, supported, empowered, and satisfied when engaging with other services. We take a person-centred approach – placing the individual at the core of our efforts – and ensure that the support provided achieves the right outcomes, manages any risks, and delivers high client satisfaction.

### **Case Study: EH**

*EH is a 43-year-old man with a history of non-engagement with the LCC Housing team, despite multiple attempts to engage him. This led to rent arrears of over £2,000 and a possession order by the LCC. We facilitated a meeting between EH and the LCC housing support officer at The Centre, where he felt comfortable, and supported him during the meetings. We also assisted him in attending Leicester Crown Court. With our support, EH developed a rapport with his LCC Housing Support Officer and Rent Officer. They supported him to apply for PIP and a Charity Link grant for furniture items. EH continued to access the foodbank while making regular payments towards his rent. Consequently, EH's LCC Housing Support Officer helped him to apply for a Discretionary Housing Payment (DHP). EH adhered to the payment arrangement and maintained engagement, resulting in the DHP being honoured and his housing arrears being wiped out.*

### **Case study: RV**

*RV, a 54-year-old woman, has struggled with anxiety, low self-esteem, depression, and drug addiction. She regularly visited the Centre Project to talk to our Mental Health Support Worker. Her issues stem from various environments, family problems, physical health issues, and domestic abuse. RV expressed a desire to address her drug and alcohol problems. She was referred to local services for the necessary support and encouraged to keep attending meetings. She also joined the drama and creative writing groups, which she enjoyed, rarely missing creative writing classes except for appointments.*

### **Case Study: PS**

*PS accessed the day centre in severe dental pain, contemplating extracting his teeth himself due to the discomfort. Recognising the urgency, we supported PS to find a dentist who was accepting NHS patients. With our assistance, he successfully registered and received the necessary treatment.*

### **Case Study: MR**

*MR had isolated himself due to his mental health, which led to his Engage account with Clockwise being transferred to a new provider without his knowledge. During this period, he did not notify the DWP and, as a result, did not receive his monthly payment. We supported MR in obtaining the new account details and liaised with Universal Credit. An appointment was set with the local jobcentre, and within 48 hours, a payment was made into his new account.*