

Caritas Red Door – Management and Operations Statement

December 2025

Caritas Red Door
St Joseph's Presbytery
Peter Street
Bury BL9 6AD
(Entrance at the car park on Bold Street)

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1. Summary

Caritas Salford is committed to working with the Council and other partners to help to end homelessness in Bury. To further this objective Caritas Salford proposes to build a new Day Centre to accommodate its Red Door homelessness service, on land of the existing car park of St Joseph's Church in Bury. Red Door is currently located in the former presbytery (priest's house) on the same site.

This scheme will provide more suitable accommodation for this vital service that is helping to reduce levels of homelessness and rough sleeping in Bury and supporting some of the most vulnerable people in the community. The new building will be fully accessible, low carbon, and will provide a high-quality environment which will help facilitate a strengths-based, trauma informed, high-quality service that will produce positive outcomes and help reduce levels of homelessness and poverty in Bury.

2. Background Information - Caritas Diocese of Salford (Caritas Salford)

Caritas Diocese of Salford (Caritas Salford) is a registered charity (registration number 1125808) that works across Greater Manchester and Lancashire. Our mission is to help people experiencing poverty, disadvantage, and discrimination to transform their lives with dignity. We rebuild lives for the long-term, enabling people to live in a safe, healthy, and secure environment.

Caritas Salford has a long history of supporting people who are homeless or at risk of homelessness in Bury. Caritas integrated the Red Door service in 2013 at the request of the previous operators. Since then, it has developed and expanded the service. The service operates Monday to Friday from the former St Joseph's Presbytery and in 2024/5 supported over 450 Bury residents.

Caritas Salford has a track record of providing high-quality services for homeless people across Greater Manchester and Lancashire, including the Cornerstone Day Centre in Manchester which has been operating for over 30 years and supported accommodation services in Manchester and Blackburn which are commissioned by the local authorities.

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

Our mission is to help those across Greater Manchester and east Lancashire, 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.

Our Services include a social work schools service, social action projects supporting older people, refugees and the deaf community and homelessness services including day centres and supported accommodation projects.

3. The aims and principles of our Red Door Service

Red Door aims to ensure that:

- People in our community in Bury have the support they need to prevent them from becoming homeless.
- People who do become homeless are helped to secure safe accommodation with the support they need to make a new home
- No one has to sleep rough

What Red Door delivers

- Provides a safe environment where people can socialise
- Provides services such as food, showers and clothing to meet immediate needs
- Supports people to access and maintain safe accommodation
- Enables people to access the services that they need to ensure a good quality of life.
- Delivers education, training, and positive recreational activities aimed at enabling people to connect, be active, learn and improve their health and wellbeing

How we deliver our services in partnership

- We work with people in our community to design, deliver and evaluate our services to ensure that they are meeting their needs and will enable them to have a voice in advocating for policy change where this is needed.
- We work with other organisations in the statutory, voluntary and faith-based sectors to deliver work in partnership to maximise the impact on the community.

4. Supporting local and national strategic aims

This project supports the vision of '**Let's Do It - Bury 2030**', which is Bury's strategy that commits to prevention, early intervention and the co-design of solutions with communities.

This project also supports the **Bury's Homelessness Strategy for 2021-2025**. Caritas Red Door was actively involved in co-producing this strategy with the council and other partners and is involved in overseeing this strategy, that sets out how homelessness and rough sleeping in Bury will be prevented and managed, through the multi-agency partnership. It sets out a vision for how the strategic objective to eliminate rough sleeping and prevent homelessness will be achieved and how outcomes for these vulnerable people will be secured through a proactive, multi-agency approach.

The Red Door manager, Mike Holmes, co-chairs the Bury Homeless Partnership and we work closely with the Homeless Team and other statutory and voluntary sector partners to help deliver the strategy.

This new project is supported Bury Council's Homelessness service. We have consulted with Amanda Mullen the Manager - Homelessness & Housing Options Service who is fully supportive of the project plans.

The Homelessness Strategy also commits to involving people with lived experience of homelessness and this aligns with Caritas' Co-production ethos, where we work with people who have experience of homelessness to help us to design, deliver and evaluate our services.

This project also supports Bury's **Housing Strategy**, and it's aims of ensuring that Bury can provide:

- Support that enables people to live well in their own community.
- Alignment with Government's objective to eliminate rough sleeping by 2024, through an evidenced approach to preventing homelessness, increasing supply of affordable new homes, supporting accessibility and 'enabling support' towards independence.

The new Caritas Red Door building has been designed to be a psychologically informed environment which is welcoming and accessible and supports us to deliver a strengths-based service that helps people to recover from trauma. This aligns with Bury's support of **Trauma Responsive Greater Manchester**. Caritas delivers Its services in a trauma informed way – recognising the trauma that people have experienced and designing services which best meet the needs of people who have experienced trauma.

5. Needs Analysis

There is a strong need for this project:

Homelessness in Bury is too high:

- Bury's official rough sleeper count in September 2025 was 33 people and this doesn't include people who are sofa surfing or at risk of homelessness.
- The number of households in temporary accommodation (April to June 2025) was 202.

Red Door visitor numbers demonstrate the demand for the service

- In 2024/5 455 different individuals were supported by the service
- 283 people received specialist advice from one of the 12 organisations that run regular drop-in advice sessions at Red Door.
- 139 people took part in our Activities Programme which improves people's skills, confidence and wellbeing. These activities include art, gardening, cookery and health walks.

Limitations of our existing building

The St Joseph's Presbytery, which currently accommodates the Red Door service, is no longer fit for purpose. For example:

- Limited accessibility – people with mobility access needs can't access the building which is based over 2 floors and has no lift.
- Structural issues/maintenance - St Joseph's Presbytery is an old building that has some structural and damp problems that require significant investment as well as costly ongoing maintenance due to the age and condition of the building.
- Carbon footprint – the existing building is not energy efficient and retrofitting energy efficiency measures would be difficult and costly.
- Layout of the building – the presbytery consists of several small rooms which are difficult to provide adequate supervision for, which makes it difficult to operate safely.

The kitchen is so small that it is difficult to cater for the number of people needing hot meals and is too small to use as a training kitchen, so there isn't the opportunity to train people in catering skills.

6. Who will attend Caritas Red Door?

Over the last 12 months over 450 Bury residents have sought the support of Red Door.

The service is open to any adult who is homeless or at risk of homelessness. This includes people who are struggling in tenancies, those who are sofa surfing or living in temporary accommodation and people who are sleeping rough. Unfortunately, this is an increasing number of people due to cost-of-living pressures and shortages of affordable housing.

Facing homelessness is one of the most damaging experiences that can happen to anyone, affecting people's employment, health and wellbeing and the trauma can leave long lasting damage. Red Door works with people for as long as they need our help to rebuild their lives and successfully resettle in the community.

The admission criteria for the new building would be the same as it is for the current service where we require people not to be causing any anti-social behaviour in the local area. The staff reserve the right to ask people to leave or to refuse admission if people are involved in any violence, threatening behaviour, discriminatory behaviour or any anti-social behaviour in the local area and will work closely with the local police to address any issues. As people are invested in and value the service it is very rare that there are any issues of this nature.

7. The New Red Door Building

The new building would be owned and operated by Caritas Salford.

It has been designed to provide a psychologically informed, high-quality environment which promotes wellbeing and creates a space where people can start to recover from the trauma they have experienced. It includes a welcoming cafe space where people can socialise and meeting rooms which provide private space where people can get individual support, an activity room which will enable group activities and an outdoor space where people can relax.

The facilities include;

- A cafe space with seating for 20 people
- A kitchen where we can prepare meals and train people in catering skills
- Offices where people can meet with workers to get advice and support
- A shower and laundry room
- An activity room where we can run training courses and creative activities
- An enclosed outside space where people can smoke to ensure they are not congregating outside the building
- Green planting which will be maintained by our gardening group
- A bike rack to encourage cycling
- Disabled parking

The building would be fully accessible and low carbon.

8. Service model

The Red Door service in the new building will mirror what is already provided in the existing service, catering for the same number/type of people.

The service would operate Monday to Friday and will include;

- A community cafe which welcomes people who are homeless or at risk of homelessness and provides a free breakfast and hot cooked lunch.
- Access to a shower and laundry facilities for those that need this.
- An advice service provided by our own staff which include an Energy Advice Worker and a Health Link Worker.
- Specialist Advice from visiting agencies including;
 - Bury Council Rough Sleepers Team
 - Bury Live Well
 - Bury Adult Learning
 - Achieve – drug and alcohol support
 - Bar Doc – Flu/Covid jabs
 - Ribblesdale Medical Practice – nurse drop-in
 - Bury Samaritans
 - Calico Housing Association (floating tenancy support)
 - Project Free
 - Citizens Advice Bureau
- An Activities Programme including art and crafts, gardening, IT and education classes
- A Volunteering Programme, where people can help to prepare and service food while learning catering and hospitality skills, with support to get back into employment.

Our staff are trained and supported to deliver a service that is trauma-informed, strengths-based and co-produced with the people who attend providing the support and encouragement that will enable people move forward in their lives. We have a focus on improving health and wellbeing and on supporting people towards independence.

Outcomes and Impact

The outcomes that the service achieves for people who are homeless or at risk of homelessness includes;

- People moving off the streets and into supported accommodation.
- People moving into their own independent tenancies.
- Enabling people to sustain their tenancies and preventing people from becoming homeless.
- Improved health and wellbeing.
- Gaining independent living skills.
- Gaining financial management skills.
- Increased skills and confidence
- Gaining work-based qualifications
- Taking up education, training, voluntary work, and employment.

The Impact of the service is a reduction in homelessness and an improved health and wellbeing for some of the most vulnerable and disadvantaged people in Bury.

Referrals

The service operates an open-door policy, to reduce any barriers caused by referral processes, application forms and waiting lists. The service is advertised by Bury Council's Rough Sleepers Team, local police who work with people sleeping rough and by other services such as Calico Housing Association who work with people who are struggling in their tenancies.

Behaviour Management

Red Door is a service that is valued and appreciated by those that use it. It is therefore very rare that any problems arise. However, we operate strict rules around not tolerating any anti-social behaviour, abusive or threatening behaviour or violence. People know that this type of behaviour will lead to them being asked to leave and this acts as a strong deterrent.

Staffing and Management

The new building will be staffed by our existing, experienced staff team including:

- A full-time service manager
- A full-time project worker
- A full-time Health Link worker

These staff work 8 am to 4 pm Monday to Friday

The service is supported by a team of local volunteers. Volunteers from the general community are recruited through safe recruitment practices, are DBS checked and undergo safeguarding and other relevant training. We also receive help from people who use the service who can join our Supported Volunteering Programme and undertake work experience and gain work-based qualifications.

The project is overseen by our Head of Homelessness, Director and Trustees with support from the Caritas Finance, Fundraising, Comms and HR teams.

Funding

The funding for the capital project and for the ongoing running costs will be met by Charitable Trusts and Foundations and through public fundraising. Caritas receives considerable support from the local community and from local businesses and schools.

This project is cost-neutral to the local authority.

9. Social Value

This project will deliver social value and support “Let’s Do It Bury” through:

- **Improved quality of life**
 - This project will help reduce the health inequalities experienced by people who are homeless in Bury. We employ a health link worker who supports people to access health services and runs health promotion sessions. It will also provide meeting room space for Achieve – drug and alcohol services and other health providers, so that they can target their services at people who are homeless or at risk of homelessness and who can otherwise be hard to reach.
- **Improved early years development**
 - Caritas runs a Schools Service which operates in a number of schools in Bury, helping to ensure that Bury’s children get the best start in life.
- **Increased adult skill levels and employability**
 - This project would secure employment for 3 full time staff.
 - Caritas is a Real Living Wage employer and provides comprehensive training for all our staff.
 - Caritas helps train social work students and provides placement opportunities for local students at Red Door.
 - Caritas uses local suppliers/contractors wherever possible, and all our suppliers are required to sign up to pay the Real Living Wage and take steps to prevent modern slavery in their supply chain.
 - The Red Door Activities and Volunteering programmes provides opportunities for local people to gain skills, qualifications and work experience and we support and enable people to get back into work, education and training.
- **Aim of Carbon neutrality by 2038**
 - Caritas is part of the wider initiatives of the Catholic Diocese to reduce our carbon footprint and has been involved in mapping our current footprint and identifying means to mitigate and reduce impact.
 - We procure utilities that are considered as "green" as possible.
 - We promote recycling.
 - We operate an allotment garden at St Joseph’s presbytery that includes a composter, activities to grow food and reduce food waste.
 - We encourage re-use through our clothing banks.
 - We encourage volunteers to use public transport and provide bus passes.
 - We also run an Energy Advice Service which advises Bury residents about ways to reduce their energy use/costs.
 - Any reserves are deposited through ethical investment arrangements with a nationally recognised scheme for charities that support measures to improve the environment.
 - We use an electric van for maintenance and deliveries.
 - We do not use single-use plastics.