

Folkestone Churches Winter Shelter



Project Report
2014-15

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Introduction

The Folkestone Churches Winter Shelter has now completed its sixth year, providing food and an emergency bed space for individuals who find themselves homeless in Shepway.

Unlike the previous 5 years, a decision was made to extend the shelter by one extra week, taking us up to 13 weeks. This meant we were able to continue working with a very full shelter and several new late comers, ensuring we got as many people into accommodation as possible by our final day. We were even able to accommodate an additional 3 people with no other alternative during this extension week.

We have once again had a fantastic number of active volunteers (183 to be precise!) this winter to step up and take ownership of each venue, giving 5747 hours of their own time, providing a welcoming and safe place for our guests to come and rest. For the 91 days we've been in operation 785 meals have been served – and that's not even including seconds!

This is my first year managing the project; I'd like to say a big thank you to the volunteers and church leaders for their support and encouragement. During trying times, you have lifted my team and me with your cheer, wisdom and prayer. You are all remarkable and make this project what it is.

The staff team this winter have been an absolute joy to work alongside.

Theresa Fowler has continued in her post as administrator and has done a terrific job. I stand in awe at Theresa's superb level of organisation and patience! Theresa has completely immersed herself into the shelter's fabric and is a huge part of why it runs so efficiently and effectively.

Katie Janman returned as a full time project worker following a time of teaching English in Thailand. Katie's attention to detail, enthusiasm and zest for life shone out of her for all to see. She made guests smile and worked incredibly hard to ensure they got the best support possible to move on.

Eric Brooks also returned as a full time project worker. His passion for our guests was clear from the start along with his heart of gold. Eric's firm boundaries, mixed with a gentle nature and previous experience of working in the Rainbow Centre made him a real asset. His dry humour and witty comebacks were an essential survival skill for being the only male on the team!

The Rainbow Centre and its staff, Jon Wilson (CEO), Richard Bellamy (Centre Manager), John Burgess (Project Worker) and Jana Earnest (Migrant Support Worker) have been an invaluable support, providing assistance and expertise frequently, as have the Steering Group who continue to deliver excellent leadership and direction.

Thank you all
Vikki Moran
Project Manager

Shelter Culture

A

To provide an evening and night shelter for homeless people in Folkestone using Church buildings and members through the coldest period of the winter.

I

To help homeless people move on to appropriate accommodation, resisting dependency on the shelter.

M

To engage church members and local people with some of the most vulnerable people in Folkestone without discrimination, expressing Christian compassion in building supportive relationships.

S

To establish the funding and administrative support necessary to enable the provision of such a shelter to continue in future years.

Christian Ethos

The Winter Shelter is one of the many Christian led community inclusive projects of the Folkestone Rainbow Centre:



Matt 25:35-36

'For I was hungry and you gave me food, I was thirsty and you gave me something to drink, I was a stranger and you welcomed me, I was naked and you gave me clothing, I was sick and you took care of me, I was in prison and you visited me.'

Housing Justice Quality Mark

We are extremely proud and happy to announce that we have been awarded an Excellent Practice Housing Justice Quality Mark for Church and Community Night Shelters.

The Housing Justice Quality Mark (HJQM) is a set of quality standards designed to support and recognise Church and Community Night Shelters which achieve safe and effective practice.

HJQM accreditation provides benefits to homeless shelter guests, staff and volunteers. It also enables the local community, local authorities, funders and insurers to be confident that the shelter operates to a good standard in all that it does.



Housing Justice Chief Executive, Alison Gelder said: “We are delighted to welcome FCWS to the network of Housing Justice Quality Mark accredited Night Shelters...Church and Community Night Shelters are proving an effective response to homelessness in many parts of the country, providing shelter to people who might otherwise be forced to sleep on the street or sofa surf with friends or family.”

Some quotes from our final report:

“The excellent briefing to volunteers at the start of the shift ensured that any more vulnerable or difficult guests were well supported or managed.”

“The level of passion, genuine care and interest in the guests and their well-being shown by the project manager was outstanding, and permeates throughout the project.”

“The support and move-on provided to the guests is extremely effective due to: the attendance of the project manager or case worker at the Shelter every evening; their co-location with the Rainbow Day Centre (another project under the same management); the regular weekly liaison meetings between the Shelter and Rainbow staff; and their effective engagement with other local agencies.”

“The effective team-working, both within the Shelter project and across the range of Rainbow Centre projects, and the determination and enthusiasm for joined-up working with other agencies is very evident from all the various staff I encountered and is a real strength of this project and for the guests they provide hospitality to.”

“Guests are actively empowered to have a voice within the Shelter, both to express any personal frustration or anger, and also to give feedback about the Shelter in the multi-agency Post-Shelter Review, which volunteers are also invited to attend.”

“The venue and the guest interaction felt very welcoming, reassuring and safe.”

“The project administrator was very capable and clearly involved in the project; all the paperwork was very well organised and the data well collated and analysed, which enabled it to contribute to more effective use of project resources.”

FCWS Income & Expenditure 14-15

Income

David Pickford Charitable Foundation	£1,000.00
Folkestone Rotary Club	£3,000.00
Garfield Western Foundation	£3,000.00
Don Hanson Charitable Foundation	£2,000.00
Kent Community Foundation	£2,000.00
Lions Club of Hythe & Romney Marsh	£100.00
Shepway District Council	£11,292.00
Church Donations	£4,944.82
Donations from Individuals	£7,095.94
Fundraising Events	£6,731.98
Total Income	£41,164.74

Expenditure

Recruitment Costs for Staff	£307.20
Staff Wages	£49,217.17
DBS's and Training	£1,268.24
Vehicle Costs	£569.71
Postage and Carriage	£106.00
Beds and Bedding	£223.50
Fundraising Expenditure	£1,046.39
Housing Justice Accreditation	£375.00
Sundry Expenses not listed	£307.83
Total Expenditure for year	£53,421.04

Funding & Finance

At a time when money is tight for many individuals and organisations it is important that the way FCWS spends the generously donated money is clearly explained. We have been successful this year in gaining substantial grants from ten difference organisations in addition to £18,662 being received from individuals and churches connected with Folkestone.

From the beginning we set out to spend money in a responsible way, seeking the best value whilst trying to get products that were durable and of a good quality. Staff wages are always going to be the biggest cost and as can be seen they account for 92% of our total expenditure. On a three month project the wage costs could be dramatically increased or decreased by the amount of lead in you give to staff, which in turn affects the amount of training that staff can do. If the shelter is to be safe, well led and provide a high quality service then fund raising must reflect the need to pay for appropriate lead in periods to enable staff to be trained for the task.

Due to good stewardship of last year's funds we were able to support the part time employment of a member of the 2013-14 project team to provide services to those who had used the shelter, continuity between the projects and assistance on gaining funding for the 2014-15 project. We are happy to announce that due to our fund raising success we will be able to provide even better services between the 2014-15 and 2015-16 projects.

Hidden Funding

Churches and individuals provided most of the food and refreshments at their venues throughout the 13 weeks, an impressive commitment to the project. A vast amount of toiletries, socks and other items were directly given to the staff at the Rainbow Centre in support of the shelter and were incredibly useful for guests who arrived with virtually the 'shirts' on their backs.

We are also very blessed to receive donated services from the following local organisations:



Folkestone Podiatry Practice



What Makes a Winter Shelter?

There are so many elements to a successful Winter Shelter both tangible and intangible but all are equally important to our guests.



We would like to thank all those we have had the privilege of personally working with, from caretakers to church leaders, and everyone that has played a part in the Winter Shelter this year, all of whom have helped make the process of running the shelter an easier one.

The Churches

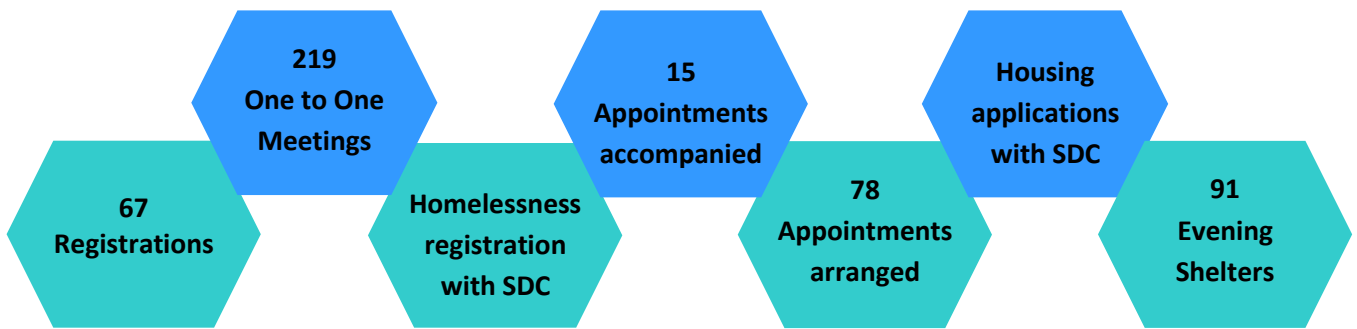
Great appreciation goes to all the venues who have lent us their church buildings on a weekly basis, as well as to all the churches that supported these venues.



Special thanks also go to Harbour Church who lent us a second venue at short notice when another church had to pull out at the last minute.



A Day in the Life of a Project Worker



A Project worker's day does not start and end with attending the shelter each night. Project workers (PWs) actually work split-shifts each day from 9am-2pm and 6.30-9pm.

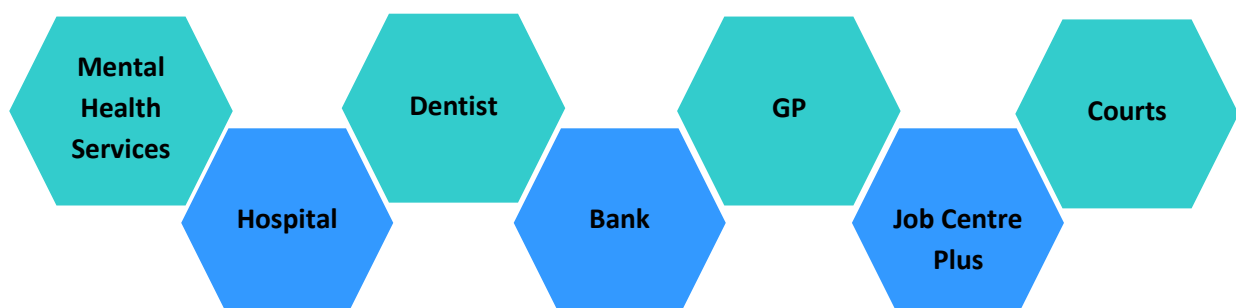
During the morning shift PWs work from the 'Drop-in' at the Rainbow Centre where they can have one-to-one meetings in a private room. These meetings take place for several reasons including registration and risk assessment of new guests, identifying guests' needs, advocating, encouraging and supporting guests to transform their lives by addressing their housing issues, addictions, mental health issues, relationships, life skills, social activities.

Through sign-posting and partnership working, PWs aid our guests in accessing help from relevant external agencies in order for them to turn their lives around. Guests are also helped with registering with housing, local doctors, dentists, mental health professionals, life skill services, volunteering organisations and drug & alcohol agencies or whatever else may help them with their needs. PWs will also support our guests by physically attending some of these meetings with them where that is deemed necessary and/or appropriate, but empowering our guests to help themselves will always be our first intention where this is possible.

During the evening shift PWs work alongside volunteers to build relationships & trust with the guests. This is achieved through socialising, conversation, sharing a meal and playing games together, a hugely important part of the process that enables us to support the guests.

The work of a PW is varied and individualised to each guest, it requires being pro-active and on many occasions thinking outside the box.

Project Workers also liaise with...



Guests

Dynamics throughout the duration of the shelter can change dramatically on a daily basis; however the issues that lead to homelessness remain the same.

The most common reason for homelessness this winter has been due to relationship breakdown. We see a high proportion of guests who have addiction issues and who are experiencing poor mental health, often a combination of the two. We have also seen a number of guests with poor physical health.

Each guest that presents to us comes with their unique story and circumstances and due to this we individually tailor the way we respond to their needs.

Walking into the shelter for the first time as a guest can be very daunting. Guests have to share a communal sleeping space with complete strangers and rely upon the direction of volunteers; all whilst struggling with their immediate crisis of being homeless.

Some of the things our guests felt before coming to the shelter....

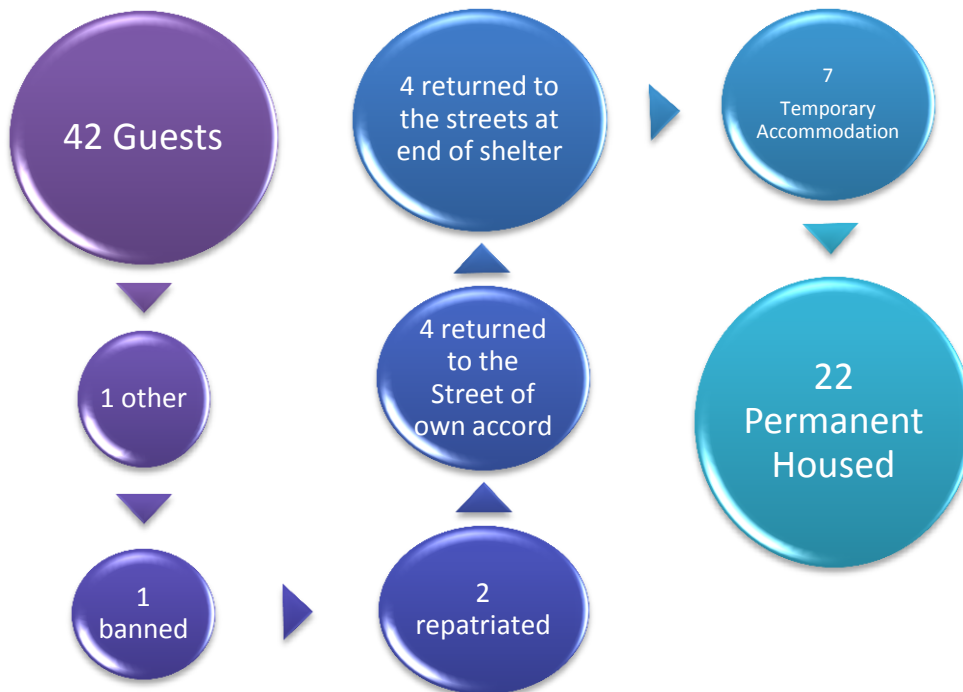


Once again, the feeling of 'welcome' and 'safety' featured heavily in our guest feedback. For someone who's been living on the streets, this may be something they haven't experienced for a long time. Feeling wanted and part of a community can have a hugely positive effect on guests' self-esteem and self-worth.

We have few but firm boundaries at the shelter: the safety of our guests, volunteers and staff remains our number one priority. Any inconsistencies on our part can lead not only to potentially dangerous situations, but also to conflict amongst guests and safety concerns for staff and volunteers. The boundaries not only help to make our guests feel safe, they can also provide an important first step back into societal norms for entrenched rough sleepers.

Guest Outcomes & Distance Travelled

The tangible elements (hard facts) of the shelter can be measured by 'Outcomes Achieved', but it is not the only measure we must take account of.



"I found the centre and the night shelter a great comfort, with kind volunteers and nutritious food. It makes it possible to get back on your feet."

"They helped me with housing, benefits, doctors and to get work – maybe it wasn't possible without their help"

[We can] "Forget about our problems even for a short moment"

"I'm back and it feels great."

The intangible elements (soft facts) can be measured by 'Distance Travelled' by each guest from the time of entering the shelter to the time of leaving and taking into account their individual difficulties. These are obviously much harder to express and report on but can be seen from some of the things the guests said they felt before and after coming to the shelter and through other things they told us such as confidence and self-worth.

Some of the things our guests thought were good about the shelter....



Coordinators & Volunteers

183
Volunteers

Our many volunteers took on a variety of roles for our guests, from coordinating, setting up, socialising, cooking, and staying overnight to preparing breakfast, cleaning the venue, packing away the shelter and driving the van.

5747
Volunteer
Hours

Coordinators

Heading up the seven nights this year we have again been blessed to have our wonderful Venue Co-ordinators (VCs) who take on the responsibility to make sure the venue is ready to receive guests. This includes scheduling the right amount of volunteers on the appropriate shifts, liaising with cooks, overseeing, or delegating, the set-up of the venue and completing the Fire & Safety checks nightly. Venue Co-ordinators are instrumental in gelling together the team of volunteers and are also the main communication link between the venue and the project team.

Venue Coordinators

Ruth Horton
Francoise Lloyd
Jamie Houghton
Nick Buckley
Howard & Maureen Palmer
Caroline Camp

It is recognised by shelter staff that a huge amount of time and effort has been put in by the VCs to ensure the effective running of the shelter and that without this huge undertaking the shelter would simply not be able to run.

Driver Coordinator

Luke Moran

The new volunteer role of 'Driver' was created this year, which involved loading the shelter into the van each morning with the help of the packing down volunteers and then driving it to a pre-arranged location and dropping the log book and venue folder into the Rainbow Centre. This was scheduled and overseen by our Driver Co-ordinator and proved to be a very successful role saving 35hrs of Project Worker time allowing them to spend this time supporting the guests.

Prayer Coordinator

Francoise Lloyd

As a Christian charity we are passionate about the work we do and although we are careful not to impose our faith on our guests, we feel it is extremely important for that work to be covered by prayer. Our Prayer Coordinator visited the Shelter on most evenings before the guests arrived, and led prayer for those who wanted to join in. She also prayed for our guests, volunteers and staff as she felt necessary and provided a prayer calendar for our Volunteer Booklet.



We would like to extend our sincere thanks to all those who took on these vital coordinator roles.



Volunteers

The volunteers have each brought different skills and life experiences to the shelter and have served some of the more vulnerable members of our community, whether that be by cooking, serving, listening, chatting, playing games, hairdressing or podiatry. The volunteers also sat down to dinner along with the guests and staff. Eating together is such a good leveller and really helps build relationships.

The generous heart of the Folkestone community, both Christian and secular, and their willingness to volunteer should not be underestimated in the overall success of the shelter. There have been brand new and returning volunteers, some of whom have been involved since the first shelter six years ago.

"It has been a real privilege to be a very small part of a great team and I have really enjoyed the nights spent serving the homeless."

"We have had an amazing thirteen weeks of being part of this year's Winter Shelter. The guests have been delightful and we have spent lots of fun evenings with them all."

Our wonderful volunteers, in whatever role they undertook, have embraced the Shelter culture and made it a safe and welcoming place for our guests during a difficult time in their lives. It is a very important part of the guests' experience to be treated with the respect, dignity and kindness that everyone deserves and our volunteers have been fantastic at this.

"It has been the most rewarding thing I've done in a long time and was my pleasure to work hard and give my all."

In addition to this work our coordinators and volunteers always had a word of praise and or an uplifting comment. They are truly inspirational and we wanted to let them all know this support was much appreciated.

Hours given	Volunteers
150 +	3
100-149.75	9
50-99.75	24
20-49.75	53
0.25-19.75	94
Total	183

As you can see, our volunteers gave a differing number of hours depending on their own circumstances and availability. Hours given ranged between 1 and 183 hrs per person over the 13 weeks, with the average being 31.4hrs.

However many hours you volunteered for, you have been a very valuable member of the team and we would like to extend our heartfelt thanks on behalf of our guests and ourselves for all your hard work.

"It was such a pleasure to be a part of something as amazing as the shelter!"

"I learned a lot and enjoyed myself very much."

"We were all very sad to see the Winter Shelter come to an end."

Our volunteers & coordinators are simply amazing!





Feedback



How it Works

The Post-Implementation Review (feedback meeting) was attended by a cross section of people including: guests, staff, steering group, Shepway District Council (SDC), Porchlight, Kent Advice Service for Single Homeless (KASSH), church leaders, venue coordinators and volunteers. The meeting consisted of all attendees putting 'highlights' and 'shadows' on post-it notes and sticking them on the corresponding board, which were then grouped under headings.

Highlights

Atmosphere

- Brilliant atmosphere and community spirit
- Opportunity for guests to support each other
- Excellent atmosphere, tensions quickly diffused
- Engagement between guests and volunteers
- Welcoming atmosphere for guests
- The way the guests got on with each other, supported each other and showed tolerance
- Amazing support from guests towards each other & us [volunteers]
- Guests' high spirits
- Friendship
- The guests
- Courtesy of guests
- Amazing camaraderie between the guests
- Friendly, not too authoritative
- Great Experience for 'new' volunteers
- Sense of security & belonging
- Contact, Good company
- Atmosphere: caring, open, trusting, empowering for guests & volunteers

"Very friendly and warm, non-judgemental atmosphere. Like having a second family."

"Was made to feel very comfortable and staff were very welcoming and the guys made me feel welcome"

Partnership Working

- The working of the support Services
- Great links with agencies (ie Porchlight, KASSH & SDC)
- Amazing links with agencies & SDC
- Partnership working
- Relationships between Shelter and SDC, KASSH, Porchlight
- Communication with agencies
- Excellent co-operation with Porchlight

"I wanted to say how impressed I was with the welcome and support offered not only to my client but myself too."

18+ support worker
Kent County Council

Soft/intangible Outcomes

- Excellent food
- Wonderful food
- Good food and plenty of it
- Gives us [guests] time
- Support
- Fantastic experience meeting all the guests and volunteers
- Good seeing guests become less stressed out over a couple of weeks
- All eating together at a set time around a 'family' table
- Meeting new people, volunteers and guests. Working as a team, not everyone Christian but had a beautiful heart for the homeless.
- I stood outside my comfort zone and took on new things: cooking with lots of slow cookers and no oven

"Support in difficult times. Wonderful volunteers."

Volunteers

- Enthusiastic Volunteers
- Van driver role, a big improvement
- Volunteer drivers
- Volunteers
- Willingness of volunteers to adapt
- Caroline (URC) was amazing, stood in when we were short staffed

“Warmth and friendliness of complete strangers.”

Project Team

- EXCELLENCE! Quality Mark, Housing Justice
- The Project Team
- The Quality Mark
- Good channels of communication
- Information distribution
- Staff staying later because they were enjoying themselves
- Better staff hours – prevents ‘burn-out’
- Working hours of project staff much better
- Office professionalism and great care
- Project Leadership
- Continuity
- Dedication

“You and the Team have worked so hard to get so many guests housed you are to be congratulated.”

Systems & Processes

- When it was possible to extend the Shelter for a week
- New reserve guest list
- Identifying only 1 venue (no confusion) [for each volunteer to work at]
- Good system for packing up in the mornings
- Use of Foodbank surplus
- Good system for finding homes for homeless persons
- Training
- Ease of unpacking/packing van

“Incredible that all 183 volunteers spent so much time and effort working to make us comfortable and welcome.”

Other Highlights

- A lot of people have been housed and everyone being treated on a personal level and cared for
- The commitment of the local community
- Prayer which provided an undergirding support
- Excellent support & funding from churches
- The care and support of all the churches
- Meeting all the guests and to be able to look after them at a vulnerable time
- Amazing how for 13 weeks the guests were able to have shelter and a meal and protected from the outside elements – good team work
- A good Christian witness to Folkestone



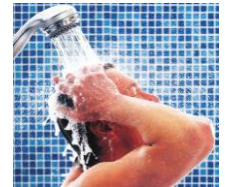
Shadows & Responses

Late comers unable to get assessed that day – We would really love to be able to give a bed to anyone that needs it when they present to us, however there are some constraints that prevent us from being able to do this. Each guest must be registered, it is important to do this before the guest stays with us for safety, security, health and general well-being purposes. Project Workers work split shifts, allowing the hours of 9am-2pm for case working, advocacy and registrations, and 6.30-9pm for setting up, assessing guests and actively socialising. These are the hours when we can make the most difference to the guests and therefore after 2pm it is not possible to complete this registration process. There is also a need to let Venue Coordinators know how many to expect for a meal and any dietary requirements before they shop and prepare the food.



Privacy for female guests - We would of course ideally like a more suitable and private arrangement for female (and male) guests, this is however not always an option with some of our venue layouts. We will be looking at possible solutions during the summer in balance with the need not to isolate female guests to the point where they are actually more vulnerable.

Lack of Showers in venues - Unfortunately this is something completely outside of our control as most venues are not purpose built and don't have shower facilities. The Rainbow Centre has a shower for guests to use. There were some maintenance issues with that recently and the Salvation Army very kindly stepped in and allowed guests in to use theirs during the afternoons.



Sometimes felt guests were treated with too little trust... e.g. being watched while smoking. – Although accompanying guests to smoke may at first seem like too little trust, there are very good reasons why this is done. It deters attempts to stash banned substances outside prior to shelter admittance or the temptation to use substances which are not permitted, it can also deter unregistered potential guests or associates of guests from showing up and stops potential bullying or abuse amongst guests. The safety of our volunteers and guests remains a top priority.

More independence to guests to make breakfast – tea – coffee so they maintain their skill – we agree whole heartedly that independence should be promoted wherever possible and this is something we are already looking into for the next shelter. Our venues have food hygiene standards they must be adhered to so we ask that only kitchen volunteers enter the kitchen and wear appropriate aprons etc. therefore we are unable to give guests independence in the preparation of meals.

One venue had stainless steel hot water pumps out so that guests could help themselves to beverages which certainly set a more relaxed, homely tone whilst maintaining independence and this is something we would like to replicate in all venues.



Somewhere for the guests to go on Christmas Day & New Year's Day as there was nowhere from 2pm to 6pm. No toilets, No library, No laundry open for them to go - Absolutely agree! Unfortunately this is something that we do not have the ability to undertake ourselves but it would be wonderful if some of the churches in Folkestone felt they could arrange some form of provision during the afternoons, this is something we could suggest to local churches. The Salvation Army already provide Christmas Day meal which finishes early afternoon and FoodStop provides a Boxing Day meal.



Later training for volunteers – The issues here are twofold. Firstly we need to get as many volunteers signed up before the start of the shelter as possible to allow them to attend the training. Secondly for those that sign up after the start of the shelter we have volunteer booklets with basic knowledge in them and from next winter will be implementing a signed training document so that everyone has some knowledge of rules, safeguarding, data protection etc.

Training needed for van drivers – packing of van, remembering to pack everything - Volunteer driving is a new role. After a little trial & error, it was decided some logistical training will be offered next winter.

Earlier start in recruiting volunteers so that everybody is recruited in time, maybe: Sept-Oct – start reminding, early Nov – start recruiting. – We completely agree that this needs to start early and we start the recruitment for volunteers at the beginning of October. Emails and letters go out to all previous volunteers with an application form, with a request to return it ASAP for processing. Ahead of the next Shelter we plan on using social media to raise early awareness and attract potential new volunteers. We will also be contacting church leaders, asking for them to start getting the message out early.



An even distribution of volunteers among venues (some had plenty: others less so) – this is something we are always striving to improve, volunteers offer the evenings/nights that they can do and where shortages are highlighted specific requests are put out through social media and CTF (Churches Together in Folkestone). This will be looked at over the summer to see if there any other ways this can be improved.

Sometimes handover for overnight left me a little confused as to who the vulnerable clients were... worried about possible problems – we realise that this is a particularly difficult element to manage. The handover will raise volunteer awareness to guests' individual issues and hope that through conversation and getting to know the guests as individuals you will be able to put names to faces. The use of photographs has been suggested in the past but we feel it would not only encroach on their human rights, but may adversely affect the ability to build a trusting relationship.



Morning packing of the van – more checks by shift leader to ensure all items are packed – we have learned a lot from this trial role this year and next shelter we promise to provide a full check list (Also see answer to 'Training need for van drivers' above)

What's Next?

The Winter Shelter is under constant review. A steering committee of individuals with a variety of backgrounds, finely balancing expertise and passion, meet quarterly to discuss improvements, funding and links with other agencies.

After last year's Shelter, a long-range review of its activities was initiated. Originally intended to be a review of the first five years of the Shelter, it now has the benefit of a sixth year of excellent service. It will be completed before the start of next year's Shelter so as to provide guidance for the longer-term development of the Shelter's activities.



The Shelter project team are all on short term contracts. It has been agreed that Theresa Fowler will stay on throughout the summer months, as in previous years, as Administrator and Funding Co-ordinator. Theresa has extensive knowledge of writing funding applications and continues to be a huge asset to the Winter Shelter ensuring necessary funds are in place to run a 2015/16 Winter Shelter Project.

Our Big Sleep Out will be taking place again in September to raise funds for the next Shelter. If you would like to take part contact Theresa info@wintershelter.org.uk or keep an eye out on our website, Facebook and Twitter (see back cover for details).

Project Manager, Vikki Moran, will be starting a new role within the Crisis Drop-in at the Rainbow Centre as a Homeless Support Worker. The purpose of this role is to assist the Homeless Crisis Drop-in service after the Winter Shelter has finished, supporting any guests not yet in accommodation and carrying out close case working with rough sleepers who present at the Drop-in when the shelter is closed. This role will also allow the freedom of continued liaison with local church leaders and volunteer coordinators ahead of the start of the 2015/16 Winter Shelter Project.

Our Thanks

The Folkestone Churches Winter Shelter is extremely blessed that it receives so much help and support from a wide variety of organisations and individuals including: paid professionals in their line of work, professionals who volunteer their services in their own time, charitable trusts, fundraisers (both individual and organisations) and so many more people who contribute to the shelter.

Keeping up with the 'Jameses'

Amongst the really successful partnership working this year, some of the finest has been with James Moorhouse from Porchlight and James Finn from KASSH (Kent Advice Service for Single Homeless). Both James & James have worked hand in hand with the shelter team, making it possible for us to accommodate as many guests as we have into housing. Thank you both for your hard work, support and positivity.

Housing options

Shepway District Council has once again designated a housing options liaison officer to the Winter Shelter, so that we can meet regularly and discuss cases, which simplifies our lines of communication and saves a lot of time. Thank you to Bev Jackson and her team, particularly Sarah Field, for your ongoing hard work and continued support of the Shelter.

We would like to acknowledge that our heartfelt thanks go to all the supporters already mentioned in our report and also to the following people and organisations:

- The Churches of Folkestone (and surrounding areas)
- Folkestone Herald
- Folkestone Express
- Housing Justice
- Catching Lives
- The Police and CSOs
- Millfield Drop-in
- Foodstop
- Rotary Club of Folkestone
- David Pickford Charitable Foundation
- Garfield Western Foundation
- Don Hanson Charitable Foundation
- Lions Club of Hythe & Romney Marsh
- Shepway District Council
- Kent Community Trust
- Mark Lamb
- John Bird and St Mary's Primary Academy
- Neil Gibson of Go Go Espresso
- Terry Cooke-Davies
- Bill Regan
- Neil Abbey
- Candice Watson
- Clare & Iain Grove
- Michaela Luff
- Emily Goldsack
- Robert Showan
- Lyn Osbourne
- Dawn Kellers
- All the Drop-in volunteers
- And everyone who has fundraised for us this year!



Register your interest



Big Sleep Out 2015

Taking place in September by emailing info@wintershelter.org.uk and we will send you an application pack in July



Web www.wintershelter.org.uk
Facebook Folkestone Rainbow Centre
Twitter @rainbowcentre01