



Project Report

2012-13

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Introduction

The Folkestone Churches Winter Shelter has now completed its fourth year of operation, continuing to offer shelter in Folkestone for the homeless over the coldest months of the year. This winter it ran for a total of 84 nights from 3rd December 2012 until the morning of 25th February 2013. During this period the Winter Shelter has been supported by 174 volunteers providing 5657 volunteer hours which enabled the running of the shelter for 35 guests. Guests and volunteers sat down together and enjoyed over 1000 hot meals. Aside from those who accessed shelter beds, project staff engaged with a further 3 homeless or vulnerably housed people.

On a personal note I was delighted to be re-appointed as Project Manager of the Folkestone Churches Winter Shelter for 2012/13 and I hope the continuity provided by both this and Karen Griggs returning as a Project worker benefited the shelter. I was also blessed with a very strong team, Theresa Fowler as my administrative assistant and Malcolm Allen and Vikki Woodall as my project workers. Their dedication to the winter shelter and its ethos was unquestionable throughout.

The day-to-day support of Jon Wilson (CEO), Richard Bellamy (Centre Manager) and John Burgess (Project Worker) of the Folkestone Rainbow Centre was invaluable, and along with the Folkestone Churches Winter Shelter Steering Group, they have continued to offer leadership, administration and governance.

An army of volunteers, many volunteering for the fourth time, and new recruits who came forward to offer their services continued to be the real force behind the shelter. The overwhelming generosity given by the churches, their leaders and volunteer coordinators have ensured once again that guests have been welcomed into their halls and offered shelter, warmth and food. It is a joy to see the humanity with which our volunteers have related to our guests. We have also had a fantastic response from the Folkestone community this year in terms of fundraising and volunteering.

It remains my belief that successful winter shelters are judged by how they address the real needs of their guests. To achieve this there has to be positive sustainable progression in their individual circumstances and for some, what we may consider a small step, is a huge progression in their life. I am confident that this year's Winter Shelter has enabled our guests, in most cases, to make positive strides forward.

Each year the Winter shelter operates we can not only learn from the experience but also through dialogue and action improve the service and continue to help those most in need.

I hope that the experience of planning and running the shelter this year has been a rewarding one for all those involved.

Thank you all

Charlie Oakes

Project Manager

The Shelter

What is the Folkestone Churches Winter Shelter?

Folkestone Churches Winter Shelter (FCWS) is a temporary rolling night shelter that provides homeless guests with the following:

- A warm bed
- Shelter from the winter weather
- Hot drinks and meals
- Support in accessing relevant longer term solutions
- Activities to facilitate wellbeing and positive self esteem
- Access to health workers and other agencies

The Folkestone Churches Winter Shelter project was established in 2009 by Churches Together in Folkestone and other local interests and has just completed its fourth successful year in operation. It runs for 12 weeks between early December and late February. This year the first night of operation was 3 December 2012, closing on the morning of 25 February 2013.

FCWS's initial goal is to provide temporary shelter during the three coldest months of the year. Once this is achieved its secondary, but equally important, goal is to assist and support each guest to forward their lives in a sustainable way that meets their particular individual needs. This secondary goal is also progressed with guests that are not staying in the shelter in conjunction with the Folkestone Rainbow Centre.

The Aims of the Shelter

- To provide an evening and night shelter for homeless people in Folkestone using Church buildings and members through the coldest period of the winter 2012–13.
- 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.
- To help homeless people move on to appropriate accommodation, resisting dependency on the shelter.
- To establish the funding and administrative support necessary to enable the provision of such a shelter to continue in future years.

Christian Ethos

“The Bible is alive, it speaks to me; it has feet, it runs after me; it has hands it lays hold of me” – Martin Luther

This now famous quote of Martin Luther sums up the belief of the Folkestone Churches Winter Shelter. We firmly believe that God’s is a living word and the shelter is an outworking of faith in action.

But the needy will not always be forgotten, nor the hope of the afflicted ever perish. - Psalm 9:18

For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me. - Matthew 25:35

Therefore as God’s chosen people, holy and dearly loved, clothe yourselves with compassion, kindness, humility, gentleness and patience. - Colossians 3:12

We seek to follow His example and be a light to the people of Folkestone where seemingly all other lights have gone out.

Give your food to the hungry and care for the homeless. Then your light will shine in the dark; your darkest hour will be like the noonday sun. - Isaiah 58:10



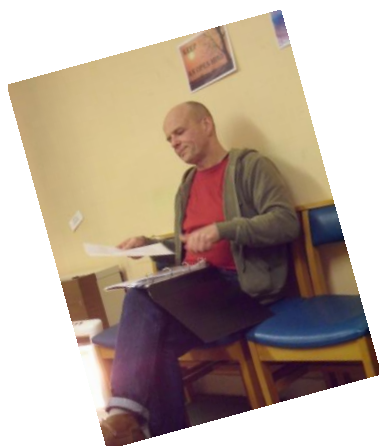
“I am a Muslim and you are Christians and yet you helped me” - Shelter guest 12/13

Governance

The FCWS employs four full time and one part-time staff in the following roles; Project Manager, Administrative Assistant, 2 full-time Project Workers and 1 part-time Project Worker for the duration of the Shelter. The running of the shelter is overseen by the Trustees of the Folkestone Rainbow Centre, with the CEO acting as Project Director and with the guidance and support of a Steering Group. This group is comprised of representatives from the Shepway Homelessness Forum, The Rainbow Centre Trustees, local Christian ministries and participating churches. The current Steering Group is:

Jon Wilson	CEO The Folkestone Rainbow Centre (Chair)
David Ashogbon	Cheriton Pentecostal Church (housing law specialist)
Rupert Bristow	Chair of Trustees of the Folkestone Rainbow Centre
Terry Cooke-Davies	Human Systems International (Project Management Specialist); Lay Preacher, URC
Debbie Fletcher	Foodstop Co-ordinator
Rosemary Siebert	Folkestone Rainbow Centre Trustee, St Saviour's
Kimba Smith	Housing Options – Shepway District Council

Basic Structure



10am – 1pm	Registration and Risk Assessment and Advocacy work with guests regarding housing, healthcare, benefits etc at the Rainbow Centre
6.30pm	Pick up van, travel to venue and unload.
7.00pm	Briefing for Volunteer Co-ordinator and volunteers
7.30pm	Night shelter open – provides a hot meal, evening socialising, a bed for the night and a light breakfast.
9.00pm	Cut-off time for guest arrival.
7.45am	Shelter closes to guests, clear up and load van.

The Venues

The Shelter relies on the goodwill of 7 local churches to provide the nightly venues, which are staffed by a bank of 200 volunteers. We have again had the great privilege of working with the six churches who hosted our guests last year.

We were also fortunate enough to have a new church join us as a venue this year. The Catholic Church of Our Lady Help of Christians became our new Friday night venue. Our thanks go to Fr Stephen Bould for allowing us to use the church hall and huge thanks go to Jamie Houghton for not only taking on the preparation of the hall in what was a reasonably short timescale but also for being courageous enough to take on the role of Venue Co-ordinator.

The venues vary hugely in space, design, amenities and age and it must be remembered that none of these buildings were designed to be slept in. Having said that, all the venues do their very best with what they have available and they do a magnificent job to make this accommodation warm and homely for the guests, albeit once a week.

Even when one church had a break-in the day before their allotted night, they went out of their way to keep us informed and ensured us that the venue would be ready as usual for the shelter – which of course it was!

We would like to thank everyone involved with the venues, such as caretakers, church leaders and property officers who made our process and easy one. Special thanks also go to Bill Regan, who has again this year completed the fire risk assessments for all 7 venues; your hard work is much appreciated.

Mondays	Folkestone Methodist Church
Tuesdays:	South Kent Community Church
Wednesdays:	St Saviour's Church
Thursdays:	Salvation Army
Fridays:	Our Lady Help of Christians
Saturdays:	Harbour Community Church
Sundays:	United Reformed Church



The People

Guests

Each year the dynamics within the shelter may change, however the issues that lead to homelessness remain constant. Guests presented with issues of addiction, mental health problems (often combined), eviction, financial difficulties and relationship breakdowns.

It would be fair to say that this year there has been a palpable atmosphere of despair among our guests which has led to an increase in challenging behaviour and the occasional conflict between guests. Incidents that have led to guests being challenged, warned about their behaviour or banned have significantly increased this year.

Many of our guests have multiple issues besides homelessness, but we saw two particular guests this year who both had a complex variety of issues including homelessness, depression, physical pain, bereavement and anxiety and in both cases this was compounded by their limited understanding of English. The intent of suicide declared by these guests was taken very seriously by shelter staff and professional help was successfully procured for both of them, with encouraging outcomes in each case.

The tightening of shelter rules concerning the admission of over intoxicated guests has been enforced rigorously. The safety of our guests, volunteers and staff is paramount. Inconsistency not only leads to potentially dangerous situations but also can cause conflict among guests and safety concerns for staff and volunteers. Each guest was made aware of the rules and regulations before admission to the shelter and after checking that they were understood, each guest was asked to sign to that effect. All guests who presented at the Shelter were assessed each night by two staff members at the door. Guests were not allowed to bring or store alcohol or drugs in the venue and those who appeared over intoxicated on arrival were challenged as to their presentation and if considered too intoxicated were refused admission, offered a sleeping bag or blankets and asked to speak to a member of the shelter staff the following day.

Shelters should be safe haven for guests and volunteers and if we let in clearly over intoxicated guests there is no incentive for them and others to change their lives around.

The majority of the guests have been a joy to be around. Sad and happy moments were shared in the shelter in an atmosphere where they were not judged but listened to and heard. All who come to the shelter, guests, staff and volunteers, were able to share each other's company in a peaceful environment that, hopefully, aids the removal of the preconceptions and stigma around homelessness.

“People who are homeless are not social inadequates they are people without homes”

Sheila McKechnie

Volunteers



Picture courtesy of the Folkestone Herald

Over the course of the 12 weeks, 174 volunteers gave 5657 hours of their time to ensure the shelter could run on every one of its planned 84 nights. In addition to this, many people gave up their time pre-preparing meals at home and delivering them to the venues. Some 40 volunteers gave over 50 hours each to the shelter with 4 of those giving over 100 hours each and a further 3 volunteers totalling up a massive 150+ hours! We are so lucky, as an organisation, to have so many amazing people supporting us in this work.



The roles volunteers undertook included setting up the venue, helping with the cooking and the serving of meals, engaging with the guests in the evening, staying overnight and clearing up the venue the next morning. As with previous years a large proportion of volunteers came to us through the host churches, but there were also many volunteers from other local churches and the community as a whole.

Each volunteer was asked to complete a volunteer application form whereupon their contact details, availability, experience and skills etc was held on a central database, referees were contacted and CRB documents were checked or a CRB application was made with the help of the Diocese of Canterbury.

It was remarked upon by several of the volunteers, during the registration process, that it seemed pointless taking a reference for people that we already knew. We have taken this feedback on board and it has now been decided that, where volunteers have previously worked with the Winter Shelter, we will no longer need to take a reference for them. References were continued to be taken for the course of this year's shelter in the interest of maintaining a fair and consistent approach.

The CRB check is well embedded in the volunteer application process this year with minimal resistance from volunteers, with the recent cases of celebrity investigations in the media just before the start of the shelter adding to the public consciousness of the real need for rigid safeguarding controls.

Volunteer numbers were slightly down on last year, but volunteer numbers were more than adequate. Although it was noted, by more than one Venue Co-ordinator (VC), that there were too many evening volunteers and too few overnight volunteers. We are looking to re-design the application process to ensure that we alleviate this issue for next year.

Prior to the shelter starting, three 'stand-alone' training evenings were run for our volunteers; the Project Manager gave a general overview of the winter shelter and how it runs and a short session on safeguarding our vulnerable guests and an external trainer ran a session on boundaries. These sessions were attended by 108 volunteers over the three days.



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



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 or playing games. One guest commented "short of a family environment, the atmosphere was very close".

All our volunteers have made the shelter a warm 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 and kindness that everyone deserves and our volunteers have been fantastic at this. In fact one guest wrote on their feedback form that the good thing about their stay in the Shelter was "The respect, being treated as a human being".

The FCWS staff sincerely hope that the volunteers have heard the many heartfelt thanks that are expressed, time and again, by the guests. One guest wrote "...a huge thanks must go to the volunteers, I was really impressed by the network of helpers you have. People who have given up their time and nights for people they've never met."

Venue Co-ordinators



Picture courtesy of the Folkestone Herald

The Shelter is again indebted to its volunteer Venue Co-ordinators (VCs). Each night of the week the Shelter runs at a different venue and has a different VC, whose responsibility it is to make sure the venue is ready to receive guests. The VC is provided with a list of volunteers by the Administration Assistant and it is their role to 'staff' their venue with volunteers including cooks, socialisers and night staff.

This year we have had 3 returning VCs, 3 new VCs and the 7th venue had a mixture of returning and new VCs. They have all done a fantastic job ensuring that their venues ran smoothly for each of the 84 nights the shelter was open. They ensured that the guests, staff and in most cases volunteers, were fed, they disseminated important information such as fire and Health and Safety information to volunteers throughout the shelter and they kept in contact with the Administration Assistant where necessary.

VCs are also instrumental in gelling together teams of Christians of various denominations and non-Christian to work for the good of disadvantaged people in the local area.

Again this year the Shelter has had to strike a balance between lead-in time for the VCs and numbers of volunteers processed. The VCs were given their list of volunteers two weeks before the shelter began and were updated by the Administration Assistant on a weekly basis with any new volunteers and any other information that was needed for the effective completion of their role.

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. We would like to extend our sincere thanks to all those who took on this vital role.

- Bill Regan for United Reformed Church
- Ruth Horton for Folkestone Methodist Church
- Françoise Lloyd, Graham Coombs and Vincent Oliver for South Kent Community Church
- Rev Rosemary Siebert for St Saviour's
- Capt Neil Abbey for Salvation Army
- Jamie Houghton for Our Lady Help of Christians
- Maureen and Howard Palmer for Harbour Community Church

Advocacy

One of the four aims of the winter shelter is:

‘To help homeless people move on to appropriate accommodation resisting dependency on the shelter’

This should not be translated as

‘Finding a homeless person accommodation’

It is so much more than that. It is about supporting and encouraging the winter shelter guests and assisting them in the advancement of their lives in the desired direction and helping them find the right accommodation, ensuring they are equipped with the skills to sustain it.

As may be expected the shelter sees a wide range of guests with a variety issues and concerns, which can include long standing drug and alcohol issues, but there can also be issues with physical health, mental health, financial difficulties, relationship breakdown, bereavement, gambling and upbringing.

During the daytime the Project Workers will support shelter guests in whichever way is most appropriate for them. The guests are individuals and they each need a tailored plan of support and assistance. This may include listening, translating, giving information, form filling, reassurance, explaining procedures, attending appointments, phoning on the guests’ behalf, writing letters, budgeting, procuring a doctor or dentist, liaising with/referring to specialist teams, such as Community Mental Health Team(CMHT), Drug and Alcohol teams, CAB, migrant helpline and whatever else is appropriate.

Referrals

This year referrals have come from a variety of sources such as; The Folkestone Rainbow Centre, Shepway District Council, The Salvation Army, Porchlight, Ashford Gateway, CMHT, Churches, Two Saints Daycentre, Police, individuals and self-referrals.

Referrers were asked to contact the Winter Shelter to check on vacancies before referring a guest, complete a referral form and ensure the guest could attend the shelter offices to be assessed before the cut-off time of 2pm.

In practice referrers contacted the shelter by phone to check availability, referrals were done over the phone where a project worker would complete a basic verbal assessment and the guest would then attend the Rainbow Centre, without guarantee of a bed space, so a detailed risk assessment could be completed by 2pm.

It was felt that the phone referral worked effectively and was more efficient both in terms of time and duplication in risk assessments. After feedback from last year, the cut-off time was extended by 2 hours and in the main this was kept to by referral agencies. The cut-off time is essential to the effective running of the shelter as it allows the shelter team to properly risk assess and register each guest and to give catering numbers to the VC for that night.

Working with non-shelter clients

In previous years the winter shelter team has worked with a reasonable number of non-shelter guests; this year, in addition to the thirteen guests that were registered that did not end up staying in the shelter, the team have worked with an additional 3 guests.

The reasons for this are threefold. The first is that the Rainbow Centre has its own Project Worker this year to assist the Centre Manager which gave them more scope to accommodate the increase in volume of guests visiting the centre.

The second is that the Winter Shelter and the Rainbow Centre have fostered a good working relationship which includes a clear referral process, both from the Rainbow Centre to the Winter Shelter and vice versa. Along with the first point this meant that both the day centre and the winter shelter project workers could concentrate their efforts where they could make the greatest contribution to the guests.

The third reason is that the project team have been clear and consistent with referrers regarding the risk assessment procedures both in terms of guests whose needs are deemed to present too high a risk for a volunteer run Shelter, as well as those whose circumstances mean they would be too vulnerable to stay in the shelter.

The Organisations

The Salvation Army

The Salvation Army has again this year been an integral part of the winter shelter. As well as providing a venue every Thursday night, they also provide a breakfast for all the shelter guests every weekday during the course of the shelter and processed our not inconsiderable amount of bedding through their washing machine and dryer, which is a massive help to us as a team.

The Salvation Army is constantly used by many other groups and organisations from the community and with this in mind it was very important that the winter shelter respected agreed arrangements about how the building was used by us and the guests.

We recognise the 'hidden costs' that are associated with providing these additional services for the winter shelter and would like to thank Capt Neil Abbey, Julie Johnson (Centre Manager) and the rest of the wonderful Salvation Army team for all their help.

Other Venue Churches

The shelter is reliant on the various venue churches being able to commit to hosting us on a regular night of the week for 12 weeks over a very busy time in the church schedule. The shelter is so blessed that amongst all their on-going church and community commitments, the church leaders embrace the winter shelter project and generously allow the Folkestone Churches Winter Shelter to utilise their facilities, for the good of community members that find themselves upon hard times.

Our thanks go to all the churches that have been venues this year; there is no measure for the love and commitment you bring to the project. We also appreciate the hard work that is done behind the scenes, for the venue, raising awareness, fundraising and the hidden cost borne by the venues, such as utilities and food.

The shelter will take on board your feedback and strive to further enhance the running of the shelter in order to have as minimal impact as possible on the host churches, by being as supportive and proactive as possible.

The team would also like to acknowledge all the support we receive from so many other churches and church members in and around Folkestone. Across an amazing 28 churches we have been blessed with support in the form of volunteers, clothing and food donations, fundraising and publicity. Our sincere thanks go to all these churches for their contributions.

The Folkestone Rainbow Centre

The Folkestone Rainbow Centre has for the third year headed up the project, in terms of providing governance, office space, appointment rooms, office services (printing, telephones, accounting, bookkeeping and stationery), payroll and support. The Folkestone Churches Winter Shelter is indebted to the Folkestone Rainbow Centre without whom the smooth running of the Winter Shelter would not be possible.

The Folkestone Churches Winter Shelter has continued to build on good communications, building on experiences of previous years. Good working relationships were established from the start of this winter's project, in order to minimise the impact that the operation of the shelter had on the Rainbow Centre. Regular meetings with the Centre Manager and Project Worker were held to discuss any potential problems ahead and to share information essential to the running of both services.

Potentially divisive issues were addressed by good communication between managers and a communal will to support those who need our help. The Rainbow Centre's extensive general experience and local knowledge of homeless and vulnerable people has been invaluable to the winter shelter staff, both in the day-to-day running of the shelter and in gaining information about local guests with whom we have been working.

Our guests continued to be allowed access to The Rainbow Centre, primarily for access to the shelter staff. Guests were able to use the Rainbow Centre Crisis Drop-in which inevitably put significant extra demands on the space, volunteers and resources. The winter shelter brought an extra dynamic to the normal running of the Crisis Drop-in, with a noticeable increase in numbers attending it. The workload on volunteers increased as extra demands are placed for shower, washing facilities, teas, coffees, clothes and blankets etc.

The volunteers who run the Rainbow Centre reception have been an invaluable 'borrowed' resource that has benefited the winter shelter hugely. The winter shelter team would like to express their thanks for the additional workload they have taken on during the shelter with their usual 'nothing is too much trouble' attitude.

Shepway District Council

In previous years SDC have met with the winter shelter staff on a regular basis taking part in weekly guest review meetings. This year we were scheduled to meet once a fortnight. Pressures on SDC resources however led to some cancelled or rescheduled meetings. That said their housing team were only a telephone call away when we, or our guests, needed any advice or information.

SDC referred two clients to the winter shelter and in turn we referred many of our guests to the housing department for assessment.

It is a fact that many of our guests were geographically 'out of area'. Some referred to us were from other District Councils in Kent and further afield. It is equally well known that many individuals often choose to relocate in order to avoid painful or harmful relationships and to make a fresh start in an area where they have no history or difficult associations. Unfortunately that decision to relocate proved to be negative for a number of our guests; while they satisfied the council's criteria regarding eligibility to financial assistance in accessing accommodation by being homeless, in need and vulnerable, they were unable to evidence any local connection.

KCA

The Winter Shelter was home to several guests who were already known to specialist drug services in Folkestone. KCA proved to be a valuable source of information especially when guests were vague about their previous or current treatment, or were rather evasive with their recollection regarding their levels of commitment.

One guest in particular has benefited from close partnership working. With support, encouragement and advocacy from shelter staff, the guest attended initial interviews, was motivated enough to adhere to the care plan devised for him and has now been offered the opportunity of an in-patient detox with the option of a follow-on residential rehabilitation programme.

CRI

The local alcohol service had provided a weekly service from April 2012 enabling individuals to address their alcohol issues. This however was unable to continue due to CRI staff sickness. This situation did not resolve itself for the duration of the Winter Shelter. Referrals however were made to the Service.

Porchlight

Porchlight, the housing charity that supports the vulnerable and the homeless, have continued to work with us. We have, over the course of the shelter, received eleven referrals from their outreach workers, seven of whom accessed the shelter. Guests who came to the shelter from other agencies, the Rainbow Centre, Shepway District Council or self-referrals were signposted to Porchlight and allocated case workers with extensive links to private landlords and housing projects suitable for our guests' needs.

It should be mentioned, however, that the provision of a drop-in, held weekly with Porchlight at the Rainbow Centre until the spring of last year, has been sorely missed.

Community Mental Health Team (CMHT)

Depression and anxiety were, understandably, commonplace issues among shelter guests, but there were occasions when we recognised that the stresses of homelessness necessitated a more robust intervention than either the GP or we could offer.

On these occasions we sought the expertise of the Community Mental Health Team and Steve Conway in particular, who was always very caring and professional and helped our guests access the services that were appropriate for them.

CAB

The CAB has always been a useful service provider to our guests and although none of our guests required their services this year, close links with them remain and David Ashogbon, CAB Housing Law Specialist, joined the Steering Group this year and has been an invaluable addition.

Carr-Gomm

Carr- Gomm provides sheltered accommodation for people with mental health issues. We referred one guest to their services this year and went through the lengthy process of application and interview. After close consideration it was decided that, for the time being, it was not a suitable option. The Sanctuary Carr-Gomm staff were always extremely helpful, a very useful contact for future shelters.

Folkestone Podiatry Practice



Qualified Podiatrists Michelle Tough and Natasha Kerrigan volunteered their professional services to our clients by having an informal 'clinic' at the shelter venue every Thursday night for its duration. They averagely treated four guests per session "...with everything from simple nail cutting to an acute wound care for a guest who had a condition that could have seriously affected his systemic health."



In their professional opinion the two main issues facing our guests in terms of their feet are:

- **Lack of suitable footwear** – many guests had saturated feet which seriously compromises the condition of the skin, leading to wounds and infection.
- **Lack of easily available access to specialist services** – such as podiatrists

Police

As in previous years, the police were aware of the winter shelter schedule. Thankfully their assistance was only required on a couple of occasions when guests were turned away and were reluctant to leave venues. Their prompt and effective response was very much appreciated by other guests, volunteers and staff alike. Over the past four years the winter shelter has developed a strong relationship with the Police, which has proved essential to the safe running of the Folkestone Churches Winter Shelter. PC Andy Faiers commented "...in general I believe robust enforcement of the rules within the shelter has helped the police deal with daily business in the town".

The Community

The Community has really got behind the Winter Shelter this year and as well as having donations from a great many organisations and individuals, people have also contributed in other ways.



Caitlin Hopkins aged 6 made four batches of cakes during the shelter for our guests



Folkestone Independent Traders Assoc. held 3 events to raise money



Frizbee supplied Logo printed T-Shirts free of charge for our use when fundraising.

David Wilkinson lent us his unused van, free of charge, for the entire course of the shelter



Ruth Horton wrote a song that we are hoping to record for fundraising.



The Vine Bookshop sold the shelter's 'Christmas card vouchers' with all the profits going directly into the shelter.

BlueSky Pie are a promotions organisation who effectively synchronize many not for profit activities with their highly successful events/gig organizing and promotions. They have promoted the Winter Shelter, run events of all types to raise money, staffed events with their own volunteers, run a Facebook page and given much of their personal time and they have done this all without charge.



Their initial goal was to raise £5000 to purchase transport for the winter shelter. To date they have raised a massive £6247.64 for the Shelter as well as being a huge inspiration to us all. A huge thank you goes to Louie and Di Burns who run this organisation.

Employed Staff

Project Manager



This year, for the first time in the Folkestone Churches Winter Shelter history, saw continuity of the Project Management. Charlie Oakes' leadership and established relationships with volunteers and agencies meant that the project benefitted greatly this year. Charlie's extensive experience of working with those who find themselves homeless came to the fore again and enabled the project to develop in areas that were identified last year as requiring improvement.

It is fair to say that Charlie's passion and commitment to the work was extensively recognised and the project has been catapulted into the local community's awareness and has been adopted by the people of Folkestone, more so than ever before. This was demonstrated by the amount of local fundraising events and awareness of the work. Charlie also facilitated wider interest from other locations across Kent and Sussex who came to visit the project and discuss the possibility of setting up their own shelter. Charlie has made a great impact again this year for which the Folkestone Churches Winter Shelter is extremely grateful.

Administrative Assistant



The Administrative Assistant, Theresa Fowler, was employed from the second week in October. Theresa engaged herself straight away in the mammoth task of preparation; helping to finalise venues and venue co-ordinators and also meeting with church leaders to listen to their experiences of previous years and iron out any issues raised. Training dates were also finalised and other preparation tasks undertaken. Theresa dealt with all matters with a great deal of tact and diplomacy ensuring the smooth running of the Winter Shelter.

Criminal Records Bureau (CRB) checks continued to be undertaken this year and the Administrative Assistant was responsible for helping volunteers to fill out the forms and checking supporting documentation. Theresa processed 64 new CRBs and checked the validity of all other volunteers who were in possession of a CRB already.

The information supplied on the volunteer forms was recorded and then disseminated to the venue co-ordinators. Referees given on volunteer forms were followed up. She was able to ensure that all volunteers were either allocated a shift, or were, at least, contacted about available shifts.

Theresa took charge of acknowledging receipt of donations and overseeing the use of various media which has played such an important part in this year's shelter. Her book-keeping skills are exemplary.

Theresa is highly motivated, organised in all aspects of her work and this has not only been noted by the Winter Shelter staff but also by the steering committee where her minute taking, preparation of reports and eagle eye for detail excel.

Theresa's work ethic and compassion was outstanding throughout the project. She is an exceptional person. A true right arm of any Project Manager.

Project Workers

Two full time project and one part-time project workers were employed in the second week and third week of November.



Karen Griggs re-joined the team from last year as a full time project worker. Karen's re-appointment brought continuity to the project fuelled by her experience of the previous year, duly noted by staff and volunteers alike.

Karen brought many skills to the shelter. She was motivated, a team player and her organisational skills were exceptional. Her work ethic was outstanding. She had a great ability to make things happen without having to ask. She was passionate about the work she did and this was reflected in her work with our guests, volunteers, referral agencies and statutory organisations alike.

Karen put all her energy into creating an environment for our vulnerable guests where they received the best possible support to enable them to change their lives around.

Karen conducted herself as being highly confident and a true professional in all that she did. Her hard work enabled our guests to receive advocacy, care and compassion always delivered without judgement.

Karen is a true asset to any team.



Malcolm Allen joined the team as the second full time project worker.

Malcolm, prior to his appointment, had been working as a volunteer for the local drug service KCA. His knowledge of addiction issues and the interventions available was invaluable to the project.

Malcolm embraced the shelter with all his heart. From day one his enthusiasm was infectious and his care and attention to the needs of our guests outstanding. He was hard working, very practical, artistic, and able to deal with situations as they arose without fear or trepidation and was therefore well versed in dealing with people who present with challenging behaviour, such an important skill to have in this role.

He would happily go the extra mile for a guest, accompanying them to local agency interviews, doctor's appointments and the like.

His IT skills were a huge asset to the team. He was instrumental in putting together presentations, pamphlets and flyers not only promoting the winter shelter, but also providing guests with information, timings and locations of venues for the shelter.

Malcolm is a man of ideas, practical and hardworking, compassionate and professional. He maintained good boundaries, essential in his role. Even when frustrated by events Malcolm's sense of humour never failed throughout the shelter.

A consummate Project Worker, van driver, an integral part of any team.



Vikki Woodall joined the team as the part time project worker in the third week in November. Vikki had been part of the winter shelter from its beginnings in 2009, as a volunteer, a VC and a member of the Steering Committee.

Vikki's enthusiasm in her role was apparent from the start of the shelter. She possessed boundless energy and was full of ideas that she was always willing to share.

Her experience, in her previous volunteering roles, gave Vikki a head start and good insight into her new position as a Project Worker and she immersed herself fully into the role.

Vikki, despite being part time, put all her being into the winter shelter. She is hard working, enthusiastic and caring, always acting in the best interests of our guests.

Her compassion for the guests was palpable. Never judgemental, she would take every opportunity to achieve the best possible outcomes for each guest. This advocacy and care for the guests remained constant throughout and was evidenced by her willingness to accompany guests to appointments.

Vikki has a thirst for knowledge around homelessness and how provision can be improved. Her passion for her role was without question and complemented the shelter team in the most positive ways.

Every team should have a Vikki.

Funding and Finance

Financial Review

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 different organisations in addition to over £16,000 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 good quality. Staff wages are always going to be the biggest cost and as can be seen they account for 75% of our total expenditure. On a three month project the wage costs could be dramatically increases 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.

We are grateful to Homeless Link for supporting the part time employment of a member of the 2011/12 project team to provide services to those who had used the shelter, continuity between the projects and assistance on gaining funding for the 2012/13 project. We are happy to announce due to our fund raising success we will be able to provide even better services between the 2012/13 and 2013/14 projects.

FCWS Income and Expenditure 2012/13

Income	2012-13	2011-12
Albert Hunt Trust	£1,000.00	
Beatrice Laing Trust	£2,500.00	£2,500.00
Colyer Fergusson Charitable Trust	£15,000.00	£12,000.00
Copy-Link		£50.00
East Kent Provincial Charities RC		£250.00
Folkestone Lions Club	£200.00	£90.00
Folkestone Rotary Club	£4,080.00	£2,000.00
Folkestone Town Council		£5,000.00
Greggs Foundation	£1,800.00	
Homeless Link	£5,000.00	£5,000.00
KCC Payments Account		£750.00
Lions Club of Hythe and Romney Marsh	£150.00	
Roger De Haan Charitable Trust	£5,000.00	
Rotary Club of Channel		£300.00
Salvation Army		£3,000.00
Shepway District Council	£13,000.00	£10,000.00
Souter Charitable Trust		£7,500.00
The Allen Lane Foundation		£5,900.00
Church Donations	£4,035.47	£2,777.95
Donations from Individuals	£12,318.14	£5,949.81
	£64,083.61	£63,067.76

Church Urban Fund Grant		(Received 2010-11 to fund cover projects gap)	£5,000.00
Salvation Army		(due from 2010-11) (£11,381 includes £3,000 due)	-£3,000.00
Homeless Link	£5,000.00	(Received 2011-12 to fund cover projects gap)	-£5,000.00
Total Income	£69,083.61		£60,067.76
Expenditure			
Recruitment Costs for Staff	£1,095.00		£1,174.19
Staff Wages	£47,459.03		£36,405.94
CRB's and Training	£436.75		£323.80
Insurance			£293.54
Contributions to Rainbow Centre (insurance, gas, elec, rent)	£6,176.00	(For 2011-12 Project)(For 2010-11 Project)	£3,650.00
	£9,155.00	(For 2012-13 Project)	
Contribution to Venue Costs	£800.00	(For 2011-12 Project)	£457.91
	£1,400.00	(For 2012-13 Project)	
Garage Rent (including 2010-11)			£554.50
Vehicle Costs	£320.37		£781.70
Transport	£281.50		£166.10
Printing	£554.60		£46.99
Postage and Carriage	£307.70		£71.46
Telephone	£148.94		£35.00
Bedding and mattresses	£761.70		£232.07
Laundry contributions			£50.86
Cleaning	£26.50		£11.79
Website costs	£126.60		£136.57
Fundraising Expenditure	£2,490.00		
Sundry Expenses not listed	£686.62		£408.48
Total Cash Expenditure in year	£72,226.31		£44,800.90
Contributions to Rainbow Centre (insurance, gas, elec, rent)	-£6,176.00	(For 2011-12 Project)	£6,176.00
Contributions to Rainbow Centre (insurance, gas, elec, rent)			-£3,650.00
Contribution to Venue Costs	-£800.00	(For 2011-12 Project)	£800.00
Total Expenditure for year	£65,250.31		£48,126.90

Hidden Costs

Churches and individuals provided most of the food and refreshments at their venues throughout the 12 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.

Feedback

The Volunteer Experience – Janette Smith



How does it start?

For me, it started with a feeling that I wanted to find out what happened and I wanted to know if I was likely to have anything useful to offer.

The team invite you to a training session, in which they outline the general principles running through the Night Shelter. They are, fundamentally, the safety of guests, volunteers and staff. They also indicate clearly to you that it is imperative that you come into membership of a team, with an attitude which is open to discovery and clear commitment to non-judgementalism.

There are basically two groups of volunteers. The first group is on duty from about seven o'clock until about ten. The second group, commonly referred to as the "night shift" take over about ten, and are on duty all night until breakfast about seven am.

A third "group" are the folk who prepare the meals and bring them in ready for the first shift to make final preparations, and at about seven thirty, serve up. A lovely meal, frequently including seconds, and followed by a comfort-inducing pudding, is enjoyed by guests, staff and sometimes also volunteers. Then the dishes are washed, dried and put away, and tea or coffee is served.



Many of the guests settle down very quickly in their beds. Others play board games or cards with volunteers and staff.

I have learned that playing board games or cards is a great leveller. I have experienced times when guests have been the ones leading, teaching, helping; and often with great patience and commitment and not a little humour.

In fact, good humour and laughter are very much a part of life in the night shelter. This comes, of course, with traumatic, sad moments when you feel the awful need of the guests and the limits of available solutions.

But heartfelt gratitude for a lovely meal, for a comfortable bed, and for people committed to making the evening and night a good experience, is very prevalent among the guests.

Have we anything useful to offer? - We have.

Our time, our caring, ourselves!

The Volunteer Co-ordinator Experience – Jamie Houghton



I found being a centre co-ordinator for the first time is very different from being a volunteer. Establishing and running a new overnight venue at Our Lady Help of Christians Church Hall with the expertise and support of the full time staff was a rewarding experience. It was a steep learning curve from the moment the venue was confirmed. As well as the practical details that needed to be addressed such as the fire risk assessment, cooking and cleaning equipment, crockery, cutlery etc. I had to bring a team of volunteers to work together to make sure all the different jobs and shifts were covered. This was somewhat challenging. Some of the shifts, such as the 'welcomers', are oversubscribed, whilst the night shift was much more difficult to cover. Again, as with any project volunteers, there are a few that can only work occasionally because of shift work patterns or domestic arrangements but rightly want to feel fully included in the Winter Shelter. Illness, baby sitter problems and work demands all mean that shift rotas often have to be changed with little notice. Thankfully volunteers do step in at the last moment if required.

Being there every Friday from opening up and preparing the shelter for the guests' arrival to clearing up after they had left on the Saturday morning enabled me to get to know both the guests and all the marvellous band of volunteers based at Our Lady Help of Christians who gave up their time to make sure the project ran smoothly. Right from the first night there was a genuine sense of community. The evening meal, generously provided, was the focus for the guests to relax and to mix with the volunteers. Because so many of the volunteers had helped at other venues in previous years their experience ensured all went professionally from the first night we opened. Also with their knowledge and the support of Charlie's team the new volunteers quickly settled into the task in hand. For those new volunteers coming from Our Lady Help of Christians it was something they enjoyed doing and were pleased to have their Church Hall used for this important project. There is no doubt at all that they would like to be involved again next winter.



The volunteers that came from the different churches in Folkestone see the Winter Shelter as an outward expression of their faith. (See the Parable of the Last Judgement Matthew 25 v 31-46. "For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was in prison and you came to visit me'.) Importantly the Winter Shelter welcomes all who are in need and the volunteers aim to serve them as Christ has commanded us to do. Not all of the volunteers by any means are from the churches. They are all equal partners in sharing this vision of serving

others in need at this time. What the Folkestone Churches have done is to give the Winter Shelter a firm foundation for us to work with the homeless through providing the different venues and the work of the Rainbow Centre.



Throughout the three months the different guests were appreciative of the work of the volunteers. In their company they relaxed and enjoyed the shared fellowship provided. There were the misfits and behavioural issues which are to be expected but that was nothing to what the guests gave back to the volunteers. Generally there was much sadness when the project closed at the end of February as the volunteers knew that the guests would again be sleeping rough.

It needs to be said that not everything is plain sailing for a volunteer co-ordinator:-

- It's not easy to include all the volunteers as and when they can help.
- Some volunteers are difficult to reach as they do not reply to e-mails, text messages or telephone messages.
- Some volunteers turn up even when they are not on the rota. If you have too many volunteers that can be intimidating for the guests.
- You have to work with the limitations of the venue - kitchen lights not working, men's toilets out of action, leaking sink, fusing lights etc..
- Balancing the needs of the Parish with those of the Winter Shelter.

Finally, nothing would have been possible without the amazing support of all the full time staff who are always there to help as and when needed. They are a good team that works cheerfully together and this enables the volunteers to be ready to welcome the guests properly. There is no doubt that they do much more than is expected of them for the guests. Much of this work is unseen but it is to their credit how much has been achieved with our guests over the last three months. Folkestone is a far better place for those in need.

Would I do it again? Yes!

Post-Implementation Review 2012/13



The Post-Implementation review (feedback meeting) was facilitated by Terry Cooke-Davies and consisted of all attendees putting 'highlights' and 'shadows' on post-it notes and sticking them on the corresponding board – when grouped, each person chose the 2 most important highlights and the 1 most important shadow, each choice gave 1 point to that grouping.

Highlights

Volunteers Experience – 9 points

- Great to have all the churches involved, a good outreach to the town
- Compassion of volunteers
- Lots of positive interaction volunteers/clients
- Wider community support (fundraising events)
- Volunteers' enthusiasm excellent
- Knowing you are helping those that would otherwise be on the streets
- Beds were a big improvement
- Enthusiasm of volunteers
- Very willing volunteers
- It was a joy to do the shelter, as managed well and know you would be supported in every way
- More volunteers from wider range***
- Working together

Wider Community Impact - 7 Points

- The community of the people of Folkestone
- Folkestone community appear to be taking 'ownership' of the project
- Police response excellent, very quick response to incident at Harbour Community Church*
- Fantastic reaction and actions of the people of Folkestone towards the homeless*
- Incidents involving guests from the centres have been fewer

Rule Enforcement – 7 points

- Better vetting/gauging of condition of guest being allowed access allayed possible difficult situations
- Guests knew the rules and abided by them (generally)
- Zero tolerance to unruly behaviour*
- No alcohol rule worked well
- Enforcing rules regarding the non-allowance of alcohol in the shelter
- Zero tolerance brilliant
- A robust drug/alcohol policy
- Good boundaries set right from the beginning

Admin and Staff – 4 points

- Good strong overall leadership by co-ordinator and project workers with lots of support
- Theresa as administrator
- Excellent management team
- Continuity of project workers built and improved
- Admin excellent
- Administration excellent
- Charlie
- Consistency of staff team (Charlie and Karen)
- Running of the shelter, organised, we were always well informed and supported

Transport – 1 point

- Dedicated van
- Van arrival in mornings on time really helped
- Van turned up on time more often

Communication of Info – 0 points

- Lots of good communication
- Communications with the winter shelter staff project
- Good communication
- Excellent communication with Food stop 1) weekly update on bed count and names 2) prompt info on individual clients re problems, concerns etc

Other highlights

- Consistent appreciation from clients
- Good surroundings for guests to relax and meet – warm, welcoming, clean
- Meals better coordinated (unofficial at first) – do it again even better
- Less noise on the whole than in the past – 9.30 period was calmer
- Prompt and effective actions of CMHT (mental health team)

Shadows

Relations with officialdom – 7 points

- Ignorance and arrogance of 'partner' services – most notable SDC housing staff and GP's**
- Who is deemed priority by housing?
- The shelter's inability to by-pass the council re: funding deposits/bonds
- Need to develop stronger links with alcohol support services (CRI) and initiate drop in sessions at the Rainbow Centre twice weekly

Responsiveness to weather – 4 points

- Length of Shelter
- In theory would like Shelter to be one month longer
- Severe weather provision
- The project closed prematurely for the outstanding need
- 4 months rather than 3
- Project should run longer

Overnight issues – 2 points

- Can over-nighters arrive by 9pm?
- 1 or 2 clients made mention of noise from volunteers and other clients who were not sleeping*
- A volunteer felt it would be good to have a project worker on duty all night in most venues
- Cut off time for the evening meal
- Not always easy to get volunteers over night

Volunteer cred or competence – 1 point

- Some volunteers very naïve about substance usage
- It would be good to experience what it's like to live on the streets*

Uptake – 0 points

- Accept that members will fluctuate with some 'no-shows'
- Not all beds filled when clients failed to turn up
- Guests booking and not taking up beds

Out-of-hours facilities – 0 points

- The need for daytime provision for guests
- Access to a warm, dry, social environment for weekday afternoons and the weekend daytimes

Other shadows

- More meetings between staff and churches/VCs
- Find ways of spreading good practice quickly
- Touch of privacy for treatment (feet) – maybe a separate area next year(or screen)
- Craft activities too late, not varied
- Morning volunteers not briefed

IDEAS

- Bursary or other help for guests who have shown good attitude/slipped through system
- Post shelter transition support (into housing ie budgeting organising bills etc)
- Have ex-guests as volunteers in future years
- Volunteers help Rainbow Centre with transition (workload of guests) at end of shelter

The Future

We are constantly considering and planning for the future of the shelter, with improvements and funding applications already underway for the 2013/14 shelter. As well as taking the management of the shelter forward year on year, we also have to consider what bearing outside influences will have on the services we provide, so that we can plan effectively.

Hopes

Befriending Scheme

One of the aspects of a winter shelter that should always be considered is the long-term sustainability of accommodation for the guests that receive our support. We recognise that the transition from being homeless to becoming housed can be a difficult move for those who access the shelter. We are aware of the benefits of befriending support, having conducted a pilot, during the initial months of establishing a home. The shelter would like to initiate a full-time befriending project with one of the key objectives to help the guest maintain their tenancies and reduce the risk of them becoming homeless again.

Health Services

Having for the first year conducted a health needs audit of our guests we are keen to feed this information to relevant health professionals with the aim of identifying the common health problems. Building relationships with GPs, Dentists and other health professionals will enable us to address the needs that arise and provide easy access to services. We recognise that for someone that finds themselves homeless, they often see their individual health needs as a low priority, but this can be a very important factor in their overall wellbeing.

Concerns

According to the housing and homelessness charity Shelter, ‘...homelessness is caused by a complex interplay between a person's individual circumstances and adverse 'structural' factors outside their direct control’¹. It is the latter of these that will potentially have a huge impact on our services next, and in subsequent, winters.

Having already seen a housing benefit cap over the last year, the additional concerns for next year's shelter will be twofold: ‘Universal Credit’ being brought into force in October 2013 and the ‘bedroom tax’ that comes into effect in April 2013.

Universal Credit

Universal credit is an amalgamation of all benefits currently received including job seekers allowance, employment and support allowance, council tax benefit and housing benefit; it will be applied for online and it will be paid directly to the claimant in one lump sum on a monthly basis. This could potentially cause several issues for some of our guests including difficulty with:

- The application process – online availability/I.T. skills/understanding/concentration
- Budgeting and prioritising – meeting food costs and bills over the month
- Renting a home – paying rent to landlord/finding a home to rent

In a pilot scheme in 6 areas of the country where housing benefit was paid directly to tenants 'there was a big rise in rent arrears as some tenants failed to pass that money on... figures obtained by the BBC suggest arrears rose from about 2% to 11%'ⁱⁱ.

One landlord that was interviewed also commented '...the uncertainty is making him wonder whether he will want to rent to universal credit claimants'ⁱⁱⁱ.

Bedroom Tax

The so-called bedroom tax will see a 14% cut in Housing benefit entitlement to anyone renting who has 1 spare bedroom and a 25% cut if they have two spare bedrooms. The two routes of solution are to move to a smaller property or to find the extra money and neither of these may be available. Mike Barratt, CEO of Porchlight refers to the 'bedroom tax' as '...just another driver for homelessness and an attack on the poor...'^{iv}

Universal credit could have a huge impact on the ability of our guests to attain and sustain accommodation. Along with the bedroom tax it may also see a huge rise in need for the services we provide and from a wider range of backgrounds.

Other recent developments

In a recent BBC article the following was reported:

'Downing Street said David Cameron would say on Monday that councils would have to introduce a residency test to stop immigrants gaining immediate access....A social housing applicant would have to live in an area for between two and five years before going on the waiting list.'^v

Speaking on Sky News, immigration minister Mark Harper said: "...the government was also looking at immigrants' access to benefits, healthcare and education as well as housing.'^{vi}

We don't yet know how this will impact the services we provide to this 'client group' but we will need to keep a close eye on developments.

Acknowledgements

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. We would like to acknowledge that our heartfelt thanks go to the following people and organisations:

- Venue Churches
- Venue Co-ordinators
- Volunteers
- The churches of Folkestone and surrounding areas

Professional Services

- Folkestone Rainbow Centre
- Salvation Army
- Shepway District Council
- Folkestone Podiatry Service
- Eleanor Jones – Folkestone Herald
- Sam Lennon – Folkestone Express
- CAB
- KCA
- CRI
- Porchlight
- CMHT
- Carr Gomm
- Homeless Link
- Housing Justice
- The Diocese of Canterbury
- The Police and CSOs
- Millfield Drop-in
- Foodstop
- Candice Watson

Funders and Fundraisers

- Beatrice Laing Trust
- Colyer Fergusson Charitable Trust
- The Allen Lane Foundation
- Coutts Charitable Trust

- The Roger De Haan Charitable Trust
- The Vine Bookshop
- Frizbee
- Mulberry Scouts – New Romney
- FITA (Folkestone Independent Traders Association)
- Asda Folkestone
- Sainsburys Folkestone
- Bluesky Pie
- Rotary Club of Folkestone Channel
- Rotary Club of Folkestone
- Folkestone Lions Club
- Googies Art Café
- The Creative Quarter

And So Many More

- Bill Regan
- Carole Avery
- Sandra Janman
- Judith New
- John Simpson
- David Wilkinson and the parishioners of St Oswald's Paddlesworth
- Melissa Jacob
- Dom Pillai
- Alan Duncan
- Darren Ellis
- Terry Cooke-Davies

ⁱhttp://england.shelter.org.uk/campaigns/why_we_campaign/tackling_homelessness/What_causes_homelessness#_edn2

ⁱⁱ Eviction fears over universal credit housing changes – Richard Moss - BBC online 15/03/13

ⁱⁱⁱ Eviction fears over universal credit housing changes – Richard Moss - BBC online 15/03/13

^{iv} <http://www.porchlight.org.uk/media-centre/press-releases/over-17000-people-in-kent-and-medway-to-fall-foul-of-bedroom-tax/> 07/03/13

^v <http://www.bbc.co.uk/news/uk-politics-21914540> 25/3/13

^{vi} <http://www.bbc.co.uk/news/uk-politics-21914540> 25/3/13