



Clay Hill Winter Night Shelter - 2014/2015
Briefing - 9 October 2014

Many thanks to everyone volunteering or being involved in any way with the Winter Night Shelter in Clay Hill this winter. Together we can give a loving, warm and welcoming environment for our guests. This is very much a team effort and everyone has much to offer. It's not just your time but also your skills, knowledge, experience and know-how that will contribute to making the shelter work at St Luke's.

A two page information leaflet has previously been produced giving an overview of the Winter Shelter and asking for volunteers and donations. The purpose of this note is to provide people with further, more detailed information about what is happening. It shows how you can help, be involved or contribute to the setting up and running of the shelter.

This is a new project for Clay Hill and we certainly don't claim to know everything. We recognise there is a lot of experience out there and welcome any comments, suggestions or advice - it is much appreciated.

This note covers the following:

- **Update of current situation** - explaining where we've got so far in getting the shelter set up
- **Donations** - how donations can be made
- **Volunteer roles** - explaining the various roles that need to be covered
- **The Shifts** - explaining what's involved in each of the three shifts
- **Protocols and practice** - giving some of the dos and don'ts of running the shelter
- Finally, further information on the **Enfield Churches Winter Night Shelter Project** is provided in Appendix A, giving the context of our shelter in Clay Hill

UPDATE OF CURRENT SITUATION

- Lia Leonis, Director of All People All Places (APAP) has assessed St Luke's and considers the church to be a suitable venue for the Winter Night Shelter. We have signed an agreement with APAP to run the shelter on Friday nights.
- Start date is to be agreed but should begin early December and run for three months (not including Christmas).
- Beds and bedding will be provided by APAP, we will store them in the church.
- We are looking to get a shower installed in the toilet, and seeking funding for the work.
- There are limited cooking facilities in the church, but we have been offered the loan of a hob and six-slice toaster. Some of the preparation and cooking will have to be done off-site.
- Arrangements have been made for bedding and towels to be service-washed at the local launderette.

DONATIONS

- Donations are welcome to help run the shelter. Beds and bedding are provided by APAP, and Mothers' Union will provide toiletries, but there are many other things that could usefully be donated including towels, hot water bottles, socks and boxer shorts. The loan of equipment such as vacuum flasks and hostess trollies may also be useful as there are limited cooking facilities at St Luke's. There may be further items that could be usefully donated or loaned for the shelter.
- Cash donations are also welcome as there are costs to setting up and running the shelter. Donations may be made by cash, cheque (made out to PCC St John & St Luke) or Fund Transfer (bank details - sort code: 20-29-77, account number: 00694878).
- We encourage all donations to be Gift Aided as this will enable us to reclaim tax and increase the value of the donation by 25p for every £1. Please use either a yellow gift aid envelope from the church or complete a Donations Gift Aid Form (copy at the end of this note in Appendix B) and mark them "Night Shelter". If a donation is made by Fund Transfer, the payee should add a reference to the Night Shelter.

VOLUNTEER ROLES

- **Volunteers** are crucial to making the shelter work. What does it take to be a volunteer? Key requirements are anyone who can smile!; has experience of face-to-face work; is non-judgmental; can deal with situations calmly; is willing to take instructions; is responsible; and, most importantly, is reliable - must not be late! Knowledge of first aid is helpful, as is knowledge of homelessness.
- Anyone wishing to volunteer in any capacity should sign up giving your details on the form or contacting Peter Livermore (email peter@plivermore.freeseve.co.uk) and giving your name, email address and telephone number (home/mobile). Peter will contact everyone in due course to find out what volunteer roles you are interested in, preferred shifts, your skills, any relevant training you may have (for example, in first aid and food hygiene). He will also keep you up to date with information such as training, start dates, etc.
- APAP will provide volunteers with training and a volunteer handbook.
- There are a number of roles for volunteers in the Winter Night Shelter. Each site requires a **co-ordinator** who liaises with Lia Leonis, Director of APAP. The co-ordinator is the main person for each church and responsibilities include: ensuring there are enough volunteers and drawing up rotas; ensuring someone provides meals for evening and breakfast; and getting a team leader for each shift. Peter Livermore is co-ordinator for the Clay Hill shelter.
- **Shift team leaders** are required for each of the evening, overnight and morning shifts. Responsibilities include: allocating tasks to volunteers (to avoid duplication - guests don't want to be asked the same things by every volunteer); taking key decisions on the day (important that there is no contradiction from others in front of guests); supporting volunteers; ensuring the bedding and towels get taken to the launderette; the communication book and ensuring it gets taken to the next church. The communication book includes names of guests and volunteers on each shift, and any problems such as illness. It is not used for grievances or disagreements. Issues requiring action are referred to the co-ordinator, who contacts Lia.
- **Teams of volunteers** are needed for each shift and tasks include welcoming the guests and providing a friendly environment; setting up and clearing away the beds, tables and chairs; serving food.
- Teams of **cooking volunteers** are needed to prepare and cook three-course evening meals and breakfasts. Much of the preparation and cooking will have to be done off-site. A hob and six-slice toaster is being loaned to the

shelter. We will contact the local authority to ensure we comply with food hygiene regulations and it would be useful to know if volunteers have experience and food hygiene certificates. It is proposed to have a session soon with all who will be involved with preparing and cooking food so we can run through everything that is required.

THE SHIFTS

- There are three shifts for volunteers.

Evening shift (7.00pm to 10.00pm)

- Minimum of six volunteers, plus two responsible for the food who should arrive between 6.00 and 6.30pm, either bringing in food already cooked or prepare on site. There are three courses - soup, main and pudding and small veggie option should also be provided. Cook enough for 25 people as volunteers will be eating with the guests.
- Before guests arrive, set up tables and chairs for dining in the refectory, and dress tables appropriately to make it feel homely - table cloths, cutlery, glasses and flowers if possible. Have a separate table for tea and coffee.
- Also before guests arrive, set up beds in the side aisles between the heaters, with pews between beds to help define personal space and make it cosier. The pews can also be used by guests for their belongings. It is important to be sensitive and not intrude in the guests' personal space. If there are women guests, beds can be set up in the Lady Chapel.
- Beds should be made up as follows: sheet - sheet - blanket - sleeping bag, and guests should be asked to sleep between the sheets as it is much easier to wash and dry sheets rather than blankets and sleeping bags.
- Towels are provided on each bed and toiletries are available for guests. This includes BIC razors, toothbrush and deodorant. Toothpaste and soap can be shared.
- Sanitary towels and plasters should also be available.
- A jug of water and glasses are set up in the sleeping area for guests to use overnight.
- Two beds are also set up for volunteers on the night shift, which can be in a separate area.
- Create areas for social circles including, for example, draughts, cards, etc.
- Shift leader should keep an eye on the time so the shelter can be opened at 8.00 (but not before!) and ensure no one comes in after 8.30.

- As guests arrive, volunteers should have specific roles to avoid potential chaos and confusion. For example, one volunteer can be responsible for preparing and giving the name badges, another can do the tea and coffee, another can show them around, etc.
- Dinner should be served at 8.45pm and everyone, including volunteers, sit and eat together for the duration of the meal - i.e. don't separate volunteers from guests, and no getting up for a cigarette!
- It is suggested that guests are served at tables (otherwise it could end up being a free-for-all) with one or two volunteers per table serving. Make sure get orders right (write down if necessary), so guests get what they ask for.
- Food can be served buffet-style but need to have someone overlooking serving dishes - so everyone gets a fair share!
- After the meal, guests go to the sleeping area. They can chill out, chat with volunteers, play games, and wash or shower. Most will be very tired so will probably go to sleep quickly. We have asked for hot water bottles to be donated so these should be filled and offered to guests.
- The crockery and cutlery should be washed up and the eating area cleaned and tidied ready for breakfast.

Night shift (9.45pm to 7.00am)

- This shift that can be the most difficult to fill, although it only needs three or four volunteers. Useful for night owls as it is very quiet so time can be used to do work, read, etc! The main role is for safety and security, and to ensure the wellbeing of guests.
- Men must be included on the shift, and the team can be split to take it in turns to sleep.
- At 11.00pm outer doors are closed - no one is allowed out including smokers. No re-admittance after 11.00pm. Church lights turned off.
- Volunteers need to keep quiet whilst the guests are sleeping - even a 'quiet' conversation is amplified in the still of the night.
- The aim is to provide guests with warm accommodation so, if possible, heating should be on overnight, depending on circumstances. It should be on a timer so heating comes on before guests get up.

Morning shift (6.30am to 8.30am)

- Four or five volunteers needed (night shift may cover this sometimes), including two responsible for preparing breakfast, which could be either cooked or continental. Preparation should start at 6.30.

- Wake guests at approximately 7.00 serve breakfast at 7.15am.
- As well as providing breakfast, the main role for this shift is to clear up.
- Some guests may help to clear their bed after breakfast, and all guests leave by 8.00am
- Be sensitive to guests' personal space around their bed before they have left.
- Laundry (sheets and towels) should be bagged up ready for the laundrette.
- Breakfast things are washed up, and tables, chairs and beds are put away and areas swept clean so church is left clean and tidy straight away - i.e. not later.
- Shift team leader to ensure communication book is completed and arrange for it to be passed onto next venue. Also arrange for laundry to be taken to laundrette.

PROTOCOLS AND PRACTICE

- The aim is to create a friendly welcoming environment for guests who may have little trust of others. It is important to be fair and equal to all guests and avoid creating 'us and them' situations.
- Shelters should have a calm and trusting environment - avoid chaos, work as a team with clear roles.
- Name badges are used for guests and volunteers, using first name or 'street' name only. This helps people to know each other quickly without repeatedly being asked their name. Badges should be different colours to delineate between guests and volunteers - suggest volunteers in green and guests in blue (subtle difference of colour to avoid creating 'us and them').
- Refer to guests as 'guests', don't use other language such as 'the homeless group' or 'them'
- Body language is also important when welcoming guests - crossed arms is not very inviting.
- Don't ask personal questions or give personal information, keep conversations generic - useful to have newspapers around to talk about current news. Make sure conversations don't become common gossip.
- Respect the guests' confidentiality - don't push for information. Don't overdo it, they're not your best friend.
- Do not lend money - if you do it for one you have to do it for all, there should be no favouritism, there needs to be a trusted environment.
- If there are any gifts, it should be shared with everyone.

- Make no promises - at all!
- Do NOT give out any medicine, prescribed or otherwise.
- Volunteers should not be left alone with a guest.
- No relationships between guests and volunteers!
- For personal safety, don't wear valuables - keep your 'bling' at home! Most guests have nothing and have often lost or had things stolen.
- There are rules for guests and they sign a guest agreement to ensure their comfort and safety, which is paramount. This includes no pets, no drugs, no alcohol, no violence, no disruptive behaviour, no offensive weapons and no smoking. A bucket can be provided outside the shelter so they can smoke outside. If they break any of the rules they should be asked to leave.
- The shelters open at 8.00pm not before, so guests should not be allowed in earlier. Equally, the cut-off for guests coming into the shelter is 8.30pm, so they cannot be let in after this time - not even 5 minutes later. The aim is to give some order and routine for the guests. If guests decide to leave the shelter early they cannot be allowed to return that night.
- Children <18 need to be out of the shelter before starting.

BACKGROUND TO ENFIELD CHURCHES WINTER NIGHT SHELTER PROJECT

About Homelessness

Rough sleeping has risen. Government street counts and estimates give a snapshot of the national situation. In 2013 they estimated around 2,414 people sleep rough on any one night across England, a rise of 37 per cent on 2010. But this is only a snapshot, the actual figures are likely to be much higher.

6,508 people slept rough at some point in London during 2013/14. A 77 per cent rise on 2010 (this has doubled over the last 6 years).¹ A rough sleepers count undertaken by the Combined Homeless and Information Network (CHAIN) in 2012/13 reported 62 rough sleepers in Enfield.²

There are many reasons why people end up homeless - redundancy, a relationship breakdown, poor mental health, alcohol/substance addiction, domestic abuse. The streets are a dangerous place to be - homeless people are 13 times more likely to be a victim of violent crime than the general public and 47 times more likely to be a victim of theft.

Homelessness affects many more people than simply those sleeping rough. There are around 400,000 'hidden homeless' in the UK, living out of sight in hostels, B&Bs, 'sofa-surfing' or squatting.³

The Council's plans for tackling homelessness in the borough, in collaboration with other partners, are set out in Enfield's Homelessness Strategy 2013 - 2018.⁴

About Winter Shelters

A range of Winter Shelters (or Cold Weather Shelters) operate in London each winter. Last winter there were shelters in 25 of London's 32 boroughs. This

¹ www.crisis.org.uk

² Summary of Enfield's Review of Homelessness 2013

³ www.streetsoflondon.org.uk

⁴ Enfield's Homelessness Strategy 2013 - 2018, and Enfield's Housing Strategy 2012 - 2027 and Delivery Plan

included the neighbouring boroughs of Barnet, Haringey and Waltham Forest, but not in Enfield. Some open for just a week over Christmas, others are open for several months. They vary in size from about 10 to 30 spaces, although Crisis at Christmas accommodates several hundred people.

Most shelters are organised by local church groups and operate in a different church hall each night on a rota basis. Details of the venue for the night are given when someone is offered a place. The shelters are usually staffed by volunteers, offer basic accommodation in communal sleeping areas, and provide breakfast and an evening meal. There is not usually a charge for staying in the shelter.

Referrals into a winter shelter are usually co-ordinated by one local organisation. Although they may take referrals directly from homeless individuals or from an agency, there is often an expectation that a referring agency will be responsible for providing ongoing support to the person and helping with their move on.⁵

About All People All Places

APAP is a Christian registered charity that has been set up specifically to help those most vulnerable in society with a focus on relieving poverty, rough sleepers and people who are homeless. They have no statutory funding and have to raise every penny to operate their services. Their aim is simple - they wish to give people who are homeless the tools and help they need to **move from being on the margins of society to being a valued community member.**

They have three specific strands of work:-

1. **Winter Night Shelter:** to provide co-ordination and support during the harshest winter months in churches across North London and providing specialist support to promote independent living
2. **Health and Wellbeing:** this includes the provision of Mentoring and Advocacy to provide a practical service to help keep people on track and navigate services, sign posting and referring as needed, including family mediation and outreach health services. They engage professional services to advise the guests and provide services such as: podiatry, osteopathy, smoking cessation and access to Health Checks for over 40s.
3. **Day Centre provision:** to provide a welcoming place to go to during the day to provide respite and offer ongoing services that are the catalyst to sustainable, independent living.

⁵ www.housingjustice.org.uk

They are also developing an **Education and Training** provision for the future to assist those who are homeless or in the early stages of independent living to gain employment and training.

About the APAP Winter Shelter

The first Winter Shelter was set up in Haringey by APAP in 2009 in response to a lack of provision in the area. Churches in Haringey have joined with APAP over the last 5 years operating a volunteer-run Winter Shelter housing up to 12 guests per night over the coldest winter months. Volunteers are the pillars of this work.

APAP has designed and developed the model of the Winter Shelter with the help of other professionals. Over time the initial Shelter project has expanded to incorporate a range of other supportive services, which include Day Centre Provision where guests can go, relax, have lunch and also avail of the health and wellbeing services. APAP's experience shows that Advocacy and Health services are vital as guests work towards achieving their personal goals.

How the APAP Winter Shelter works

- APAP professional staff take referrals from statutory and other agencies and accepts up to 12 people per night. There are NO self-referrals. Strictly Agency referral only. If guests turn up and are not given access it compounds their feelings of exclusion.
- APAP only accept referral for guests whose needs can be realistically supported given present limitations and that the project operates with volunteers rather than trained professionals. APAP rigorously assesses risk.
- APAP provides volunteers with training and a volunteer handbook. All policies and procedures are available upon request.
- APAP takes seriously the safety and health of volunteers and is mindful that people's capacity to volunteer their time, energy and skills and experience may be limited. They seek to work with volunteers' strengths.
- Each church appoints a co-ordinator and hosts a shelter on one night of the week for a 12/13 week period. Each evening comprises of 3 shifts: -
 - **Evening Shift: 7- 9.45/10pm**
Beds are made up and a three course meal is provided. Guests arrive between 8 and 8:30pm **only**. The guests are welcomed with a hot drink and then guests and volunteers eat together, at

8.45pm.

6 people required + cooks /servers.

- **Night Shift 9.45pm - 6.30/7am**

This requires 4 volunteers who take it in turns to stay awake for a couple of hours each just in case a guest needs help. So long as at least one person is awake at any one time, volunteers can alter this arrangement to suit themselves.

- **Morning shift 6.30 - 9am (at the latest)**

4 people arrive (sometimes the night shift cover this) at 6.30 am, cook breakfast, wake guests at approximately 7am, serve breakfast 7.15am, clear away beds, collect used bedding to be washed and leave the church clean and tidy, ready for its usual business. Guests depart at 8am.

- Each night of the week the guests are hosted by a different church. Except over Christmas where APAP arrange and negotiate access to Crisis at Christmas for guests).
- APAP alone gives guests details of where the shelter is held the next day and deals with which guests go where and liaises with referral agencies.
- The Shelter dates for Enfield's first year are to be confirmed.
- In addition, APAP professional workers are working all the time to find sustainable housing for the guests and have an amazing track record of 81% of guests being rehoused.

The Parish of CLAY HILL - St. John's & St. Luke's

Clay Hill Vicarage, 92 Browning Road, Enfield, Middlesex, EN2 0HG. Tel: 020 8363 6055
Registered Charity number 1151418

GIFT AID DECLARATION

**If you are a UK Tax payer, we can reclaim 25p from the government
For every £1 that you donate. Please tick the box below.**

I wish Gift Aid to apply to the enclosed donation and I confirm I will pay in this tax year an amount of Income Tax and/or Capital Gains Tax at least equal to the amount that all charities and Community Amateur Sports Clubs to which I give will reclaim for this year (25p for each £1 given). I understand that other taxes such as Council Tax and VAT do not qualify.

Forename:.....Surname:.....

Address:.....

.....

.....Postcode:.....

Donation amount: £.....

(Please make cheques payable to "St John's and St Luke's PCC")

Signed:.....Date:.....