

St Luke's Winter Night Shelter – Training Session 20 November 2015

Enfield Churches Winter Night Shelter Project

- Before last winter – although church shelter schemes in most boroughs in London, nothing in Enfield
- Last winter – joint Haringey and Enfield scheme, including 3 Enfield churches
- This winter – separate Enfield scheme: All Saints Edmonton (Sunday), St John's Palmers Green (Monday), Lancaster Road URC (Tuesday), currently vacant (Wednesday), Enfield Baptist (Thursday), St Luke's Clay Hill (Friday), St Alphege Edmonton (Saturday)
- Shelter starts 2 January, so first night at St Luke's is Friday 8 January and last night will be Friday 11 March
- Guests: up to 12 guests referred to the shelter each night by All People All Places (APAP). Only guests with low support needs are referred as the project operates with volunteers rather than trained professionals. People with medium or high support needs will not be referred to shelters.

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.
- The shelter should have a calm and trusting environment, avoiding chaos with volunteers working as a team.
- 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.
- 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.
- Guests and volunteers sit down together to eat meals, not at separate tables.
- 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. They can smoke outside. If they break any of the rules they should be asked to leave.
- Under 18s helping at the shelter – policy last year was children <18 should be out of the shelter before guests arrive. However awareness of homelessness is important, so children <18 can be involved but they have to be supervised at all times. Younger children could help with setting up but leave before guests arrive.

Set up at St Luke's

- Plan of fire safety equipment and layout of shelter (on website and available each shelter night)
- Areas for beds arranged using pews and chairs to create individual areas; 2 toilets (1 heated) including wash basins; shelter storage for cooking equipment, dishes and cutlery, toiletries, towels, clothes, underwear, etc; area for tables and chairs, fire exit

Cooking arrangements

- We provide evening meal and breakfast for approximately 20 people, with 2 volunteers cooking each shift.
- We have approached local stores for food donations – update
- Cooking equipment at St Luke's: 4 stockpots (2 x 11 litre, 2 x 9 litre), large ceramic frying pan with lid, 2 baking trays, set of 5 knives, various utensils (serving spoons, ladles, slicers, masher, peeler, tongs, can opener). Electric oven with induction hob; 6 slice toaster
- Information in Volunteer Handbook on food hygiene. Also Edward produced a note on Food Health and Safety Instructions from an on-line Level 2 Food Safety course, which is on our website.
- Although new regulation on food allergy and intolerance is aimed at food businesses, we should be mindful that guests and volunteers may have allergies. APAP to let us know beforehand if guests have specific allergy, and suggest we identify if any food contains any of the 14 allergens

- Have a menu board, so guests know what food there is, and indicate if they contain any of the allergens
- What to cook – evening meal: (need to provide vegetarian option) three courses starting with home-made soup, then main dish, and pudding. Experience suggests no need to have a hot pudding – a bowl of fruit and cake went well
- What to cook – breakfast: guests tend to get up and have breakfast at different times, so provide breakfast to order rather than trying to prepare cooked food in advance. Not many have cooked breakfast, some have porridge, some have cereals, and some have toast and jam.
- We tend to get plenty of bread from bakery so we could offer guests to make up sandwiches, so need fillings such as cheese and ham

Evening shift preparation checklist

- Put heating on, including in Lady Chapel
- Put hot water on in kitchen
- Set up and make beds, in side aisles with pews between beds. Women's beds in Lady Chapel between chairs. Shift leader will be informed of names of guests before setting up, so we'll know how many in the Lady Chapel
- Provide towel for each guest
- Put up table next to column in church where electric socket is, set up urn and put water on so it is hot when guests arrive at 7.30
- Get cups, tea, coffee, milk, sugar and biscuits ready next to urn
- Set up soup tureen near urn, so guests can be offered soup when they arrive.
- Set up table and chairs in church with newspapers, games, etc
- Get dishes and utensils from storage and put in kitchen
- Get cutlery and glasses from storage and lay the tables. Condiments and sauces.
- Prepare name badges guests and volunteers – first names only, with green sticker on top left for volunteers and blue sticker on top right for guests
- Check toilets are ready (ensure there is soap, toilet paper, hand towels, deodorant. Remove bleach and cleaners)
- Get some of the toiletries out ready for guests if they want them
- Get the underwear, socks and clothes out ready for guests if they want them
- Get hot water bottles out ready
- Check all doors and that fire exits are clear
- Allocate jobs for volunteers for when guests arrive: giving out name badges; showing new guests around – to their bed, the toilets, the fire exits; giving tea

and coffee, and soup; checking if guests need toiletries and underwear/socks; chatting to guests

- Volunteer briefing at 7.15 – provide layout of shelter including fire and safety
- Let guests in from 7.30 to 8.30. Shift leader to greet and let in guests at the door, and mark attendance in Daybook. Volunteers also recorded in Daybook. Any incidents are also recorded in the Daybook.
- Check with cooks if help is needed in kitchen
- Dinner at 8.30 – or earlier if all guests have arrived and food is ready
- Serve food to guests and volunteers at the tables
- As each course is finished, take dirty dishes to kitchen area. One or two volunteers wash up and dry dishes

Night shift

- Set up jugs of water and glasses on table in church for guests to use overnight
- When guests go to sleeping area, boil kettles and offer hot water bottles
- When guests have gone to bed turn off lights in church, check doors are secure
- Tables in the refectory can be set up for breakfast
- At about 6.30am fill up urn using jugs and turn on
- Set up tea, coffee and cups next to urn

Morning shift

- Most work for volunteers is clearing up, so no need for everyone to arrive early
- Get breakfast ready, including cereal, porridge, jams, juices from storage area
- By 7.15 turn on lights and wake guests
- Serve breakfast as required
- Ask if guests want sandwiches to take away
- Clear beds and bedding, but don't intrude in their area before they are ready. Guests usually clear up their own bedding. Advisable to wear disposable gloves (from storage area) when handling used bedding. Put dirty washing – sheets, pillow cases, towels – into laundry bags
- Wash up breakfast things.
- Return clean cutlery, dishes, cooking equipment, etc to storage area.
- Put tables away
- Clean church areas including toilets
- Shift leader to ensure Daybook is completed and taken to St Alphege's Coordinator
- Shift leader to ensure dirty washing is taken to launderette