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WINTER SHELTER

Venue Manager's Handbook

2019

November 2018



*"...for I was hungry and you gave me food, I was thirsty and you gave me drink, I was a stranger and you welcomed me" **Matthew Chapter 25 (NIV)***

*"Keep on loving one another as brothers and sisters. Do not forget to show hospitality to strangers, for by so doing some people have shown hospitality to angels without knowing it." **Hebrews Chapter 13 (NIV)***

The Dartford Churches Winter Shelter is a shelter run by volunteers and provides a hot meal, warm place to sleep and breakfast to people who are experiencing homelessness in our community during the cold winter nights. The shelter is a partnership of churches in Dartford who have come together and pooled resources to provide this compassion ministry to our community. All volunteers are expected to respect the Christian ethos of the Dartford Churches Winter Shelter.

This document includes information provided in the Volunteer Handbook

Welcome

Thank you for volunteering to act as Manager at one of the venues. Although Dartford Churches Winter Shelter will provide shelter at more than one venue over the days the shelter is open, please regard the different venues as one shelter at work. The shelter is an opportunity to be outward focussed, and to share God's love, compassion and practical care with adults who might otherwise have to spend the night in the cold without shelter, a hot meal and in some cases company.

We hope that your experience of volunteering this winter will be rewarding and that all Dartford Churches Winter Shelter venues will be safe and welcoming for those who use them whether as guests, volunteers or visitors.

Background and Context

Throughout this handbook we refer to the Dartford Churches Winter Shelter as the Shelter, and the users of the Shelter as guests. The Guests will be a minimum age of 18 years of old.

There are many cold weather/night shelters now operating in England and their collective experiences, and the guidance from the "Shelter in a Pack" from Housing Justice, and the successful pilot providing a winter shelter in Dartford (winter 2013- 2014) are the founding of the careful planning the Dartford Churches Winter Shelter Steering Group pursued to inaugurate this winter shelter for Dartford.

In 2018, the Shelter became part of the *New Avenues* Charity, a charitable incorporated organisation (charity no. 1160597) established to work for the prevention or relief of homelessness and poverty in Dartford, by the provision of accommodation, advice, information, support, activities, grants, food, and other items and services to individuals in need by reason of poverty, homelessness or deprivation.



The Shelter has been introduced to help the homeless people of Dartford stay warm and safe during the winter's freezing nights, and from there, find a home of their own. The project will provide shelter this winter from January through March 2019.

It is good to recognise that some of the guests who use the shelter have complex needs. Volunteers however need to remember always that the shelter has limited objectives, which are to provide food and shelter. Other local charities and statutory service providers have the expertise and resources to support with other needs for marginalised individuals. So whilst, as a venue manager or volunteer, you may feel a call to assist a guest in other ways, please keep in mind that you are here to assist the guest within the limited objectives of the winter shelter.

Wherever possible, guests will be assisted or sign-posted by the shelter to the right agencies and organisations that can help them address the problem. The project has employed two workers to support the guests through this process. Volunteers should be sympathetic listeners to guests, but should not be drawn into giving advice. If you feel that you are getting into conversations that you cannot deal with, please let the Project Coordinator and/or the Project Administrator know. Under no circumstances should you feel obliged to do anything asked of you by a guest, nor should you put yourself in a situation where you agree to keep secrets that you are not comfortable with.

The Charter, which is the basis of the Shelter, is attached as Annex 1 and the various policies developed by the project can be found on our website:

www.dartfordchurcheswintershelter.com

General

The shelter will operate from Thursday 3rd January to Sunday 31st March 2019. The shelter is supported by the churches in Dartford with resources, food, volunteers and venues to provide food and a place to sleep for 12 guests.

The shelter operates a referrals & registration process for guests who wish to access the shelter and guests will be notified if they have been offered a place for the night. A list of guests accessing the shelter and those on the waiting list will be available to the venue manager before the shelter opens for the night. The shelter does not operate a drop-in system. This is to ensure the health and safety of all our guests and volunteers.

The shelter is operated by the Dartford Churches Winter Shelter Steering Group. The Steering Group has overall responsibility for the shelter via the Shelter Project Administrator, who oversees the smooth running of the shelter, liaises with the venue managers and works the project coordinator and guests to identify more secure accommodation.

Each venue has a team of volunteers led by the Venue Manager. Each venue should also have a deputy manager who deputises for the venue manager if they are not available. In previous years this role was called Venue Coordinator, but the Steering Group feels that the term Venue Manager more closely reflects what the role entails.

The venue managers (and their deputies when standing in) are responsible for their church venue by ensuring that:

- Ensuring all shifts and roles are adequately covered, preparing rotas well in advance
- Allocating duties to volunteers
- Purchasing food and other provisions for the Shelter
- Volunteer induction at venues
- Health and safety of all individuals at the venue while the shelter is in operation
- Ensuring venues are cleared up following shelter in time for other activities in the church venue
- Supporting volunteers in their roles and providing feedback on their performance
- Recording shift activity and incidents in the Shelter Log Book
- Notification of next venue of numbers for next night
- Passing on the log book
- Supporting Project Administrator with registration of guests
- Supporting the Project Coordinator in their work with the guests
- Providing pastoral care and support to guests and to volunteers
- Day to day decision-making for the individual venues
- Supporting the Administrator as part of the senior management team for the shelter
- Liaising and updating their Church leadership on Shelter activities
- Supporting the other Venue Managers from each of the 7 venues offering accommodation
- Each venue manager has responsibility for the Log Book and mobile phone, and for booking in guests at the beginning of the evening.

The Log Book is important as it is the main vehicle of communication between volunteers in the venue teams taking part in the Shelter. It should be used to note any incidents that take place, to keep a record of attendance and monitoring statistics which can be used for future fundraising.

In addition to the Log Book a WhatsApp group has been established for the Venue Managers, as means whereby information on shelter numbers, attendance and particular guest problems can be quickly and securely shared.

Although the list of responsibilities looks daunting, the information contained in this document and provided by the project administrator should make the role a rewarding rather than burdensome activity.

The Venue Manager is *not* expected to be on duty all the time! When not on duty, a team leader should be appointed.

The Team/Shift Leader is a volunteer in charge of any shift at one of the Dartford Churches Winter Shelter venues. He or she is responsible for:

- His or her team of volunteers and the guests during that shift.
- He or she liaises with the Church/Venue Manager & the Shelter Project Administrator.

What is required of the volunteer?

- A heart for the vulnerable, poor and needy and a willingness to be challenged and changed.
- Sensitivity to issues relating to homelessness, including mental health issues and substance misuse.
- Ability to respond calmly but quickly in an emergency.
- Judgement of when to call for help.
- Basic knowledge of the venue especially the location of fire exits.
- Willingness to follow instructions from the Shift Leader and work as part of a team.
- Familiarity and ability to work within the Dartford Churches Winter Shelter policies.

General Guidelines

- Treat guests with respect.
- Make guests feel welcome.
- Address guests and volunteers by their first names only.
- Do not give or lend money to guests.
- Do not give out personal information especially street addresses, telephone numbers or email addresses. You may think there will be no problems but volunteers elsewhere have been pestered long after a shelter has closed with requests which are hard to refuse.
- Arrangements should not be made to meet with guests outside the Shelter unless it is an activity arranged by the Dartford Winter Shelter Project Administrator. If you think a guest may need spiritual advice discuss that with the Shelter Project Administrator with a view to making an appointment with a pastor.
- Make sure you are not left alone with a guest or leave a colleague alone. This is not only for your own safety but so that if anyone alleges an impropriety against you, there is a witness.
- When speaking to guests it is best not to make promises; people can feel very let down by a promise not kept. We need to build trust in order to be effective in finding appropriate help for guests. Broken promises can undermine this work.
- Do not take guests to your home.
- For your own safety do not wear or bring valuables to the Shelter.
- There should be at least two volunteers in the Shelter at all times.

Guest Assessment & Registration

Assessment and registration of guests will be carried out by the members of the Steering Group, assisted by volunteer mental health professionals wherever possible. Assessments will be carried out by two assessors.

Set assessment times will be agreed, but additional training will be provided for the venue managers, as required, to allow for unexpected guests.

Once an individual has been assessed and registered to be offered accommodation at the shelter, the guest's details will be held by the Project Administrator and circulated to all the Venue Managers.

The Steering Group will prepare information for guests explaining the requirement for pre registration and assessment.

A register will also be kept of any individuals who have been assessed and not found suitable to register.

Guest Lists

The first list of potential guests would be prepared by the Project Administrator and updated by the Venue Manager of the first venue that will be offering hospitality when the shelter becomes operational.

Subsequent guest lists will be compiled by the Manager at the last venue and circulated to the next Manager.

Equipment & food

The Administrator will maintain a list of equipment required for the shelter. This equipment includes beds & bedding. The Project Administrator will liaise with venue managers to identify equipment to be purchased, where equipment is to be purchased from and who will purchase the equipment. The acquisition of the equipment is the responsibility of the venue managers.

Replacement of damaged equipment will also be the responsibility of the individual venue managers. Venue managers will check all equipment at clear-up of venues when guests have left, identify any equipment that requires replacement, and facilitate replacement. Each venue will have spare beds on site, one of which will be used for volunteers on night shift.

Venue managers will be responsible for food for their venue. They will organise volunteers to purchase and prepare food for their individual venues.

Remember that good food hygiene practices must be maintained at all times. While there is no requirement for any specific qualification for those involved in preparing the food for the guests, the Steering Group recommends that each venue has at least one member of the team who has the Level 2 Food Hygiene qualification (which can be obtained on-line – for example at www.food-safety.org.uk)

Guest & Volunteer conduct

Venue managers will discuss and make decisions on any conduct from guests that is in breach of the guest agreement. If a guest is going to be issued with a ban following a breach in the guest agreement, the decision should be made by the venue manager where the breach occurred in consultation with the venue manager from the next venue offering accommodation, the Project Administrator and the chair of the steering committee.

Volunteer conduct that is not consistent with expected conduct from guests will be managed by the venue manager responsible for the venue where the issue has occurred. The venue manager will communicate the event and actions taken with the Project

Administrator, which must also be recorded in the log book. This communication is very important as some individuals volunteer at more than one venue.

All venues must abide by the project rules, especially in relation to conduct.

The Guest Rules are summarised later and a copy of the full details, which is provided to each guest, is attached – Annex 1.

Training

Training of volunteers will be carried out by the Project Administrator. However, it may be necessary for a venue manager to work through the volunteer handbook with new volunteers who have not been able to attend one of the primary training evenings.

Referral to agencies for advice on housing, welfare benefits & healthcare services

Referrals will co-ordinated by the Project Coordinator in consultation with the venue managers, Administrator and steering committee chair. All situations are unique and therefore the activity will be contingent on the specific issues being addressed at the time, and at the discretion and judgement of the Project Workers and Administrator, following consultation with the steering committee chair.

Police

If police assistance is required during the shelter opening hours, venue managers should contact police on telephone number 101, or 999 in an emergency, stressing the urgency of the situation.

The Steering Group Chair & Project Administrator are responsible for police liaison.

First Aid

It is assumed that most venues will have a first aid kit of some sort on site and the venue manager and shift leaders need to know where this is. It is also useful for each team to know if any of the volunteers on duty in that shift have any sort of First Aid qualification or experience. There is no requirement for each shift to have a qualified First Aider.

If an injury occurs which cannot be easily handled, then an ambulance should be summoned by dialling 999.

Fire

All volunteers must be made aware of the location of all fire exits on arrival at the venue. Fire exits must be kept unlocked and clear at all times. There are no acceptable reasons for this not to be done. All exits which might need to be used in the event of an emergency must be capable of being opened without the use of a key.

The location of any fire extinguishers should be noted, but they should only be used in an emergency by someone who has been trained in their use.



In the event of a fire, evacuate the building immediately and call 999 for the Fire Brigade. The Project Administrator should be notified as soon as possible of this.

Other Emergencies

In the event of any other emergency, it is assumed that the venue manager will initiate appropriate action, calling upon support from the Project Administrator by phone, as required.

SWEP

SWEP is the Severe Weather Emergency Protocol which will be triggered by Dartford Borough Council to ensure that all known rough sleepers have the opportunity to have access to shelter if it is believed that they are at risk due to sleeping rough during severe cold weather.

SWEP arrangements are triggered when the night time temperature is predicted to be zero degrees Celsius or below for three consecutive nights. When the protocol is triggered, the Council will contact its voluntary and statutory sector partners by email to advise that the SWEP is in place, with details of who to contact if they identify any rough sleepers. The Council's website will be updated immediately to include details of who to contact if the public comes across someone who is sleeping rough during the severe weather.

To be eligible, an individual concerned need only be at risk if they continue to sleep rough during the course of the severe weather, have nowhere to sleep indoors during the course of the severe weather. (Indoors does not include cars, sheds or garages) and agrees to the assistance offered by the Council.

The Council is aware that many entrenched rough sleepers may be wary of services and less likely to engage. The extreme cold weather increases the risk of death or serious illness to people who sleep rough. Given this, a refusal to accept assistance during this time may give the Council grounds to trigger referrals to other services, such as for mental health assessments.

Insurance

It is the responsibility of each venue to notify their insurers that they are participating in the shelter project. It is highly unlikely that an additional premium will be required, but the insurers may impose specific conditions on the venue.

A sheet of answers to questions that your insurers may ask are attached at Annex 2.

Risk Assessments

Under health and safety legislation, a risk assessment is required for all activities. It is assumed that each venue will already have in place generic and fire risk assessments. If this is not the case, please refer to the Health & Safety Executive's website (www.HSE.gov.uk), which contains a large amount of useful information, including an example risk assessment for a village or church hall or ask someone to contact your insurers for advice.

In addition to these generic assessments, an assessment is required for the project itself. A pro forma risk assessment is attached as Annex 3 of this handbook. Please complete and sign a copy of this before the project starts.

You should show the Risk Assessment to the member of your church leadership team who handles health, safety and insurance issues.

Money & Expenses

Expense claims will be through the project treasurer, using the shelter claim forms (Annex 5).

Confidentiality

When talking to guests it is important not to push for information. Please acknowledge that some guests may feel hurt or let down by some experiences and may not wish to talk about them. Others will like nothing better than to tell you their story. Please respect a guest's confidentiality and do not allow your conversation to become common gossip especially with other guests or volunteers.

Confidentiality is important for building trust; however it is not about keeping secrets and this should be made clear to guests. You may keep a conversation in confidence so long as you do not feel burdened or uncomfortable about what has been shared. If things become too demanding, volunteers should tell the guest that they may have to tell the venue manager what is being said in order to get appropriate help. It is then up to the guest as to whether they want to continue.

If you feel there is a threat to another person or to the safety of the Shelter you should contact the Project Administrator immediately.

Gifts

From time to time guests may wish to give gifts to staff or volunteers. Small gifts may be accepted particularly if they can be shared. The general rule is that all gifts should be shared with the team and the guest should be told that this is the policy. In any case all gifts should be reported to the venue manager and recorded in the Log Book. Any gift deemed to be too expensive or in some way inappropriate should be gently returned to the guest. You should not encourage guests to give gifts.

Rules For Guests

We keep the rules to a minimum, but for everyone's comfort and safety please note the following:

- No alcohol or controlled drugs to be consumed in or around the premises.
- No violent, threatening, racist, sexist or other anti-social behaviour or language
- No offensive weapons
- No smoking inside the building. Provision will be made outside close to the premises but this may be on the basis of periodic controlled sessions. The use of e-cigarettes is also prohibited.

- Smoking is not allowed between 11.00pm and 7.00 am the next morning.
- No pets
- Accredited place is forfeited if not taken up by 8.00pm.
- The Shelter is for those aged 18 years and above.
- Maximum stay normally limited to 28 nights.
- No guests to sleep together regardless of gender or relationship.

Failure to meet the above conditions will result in a first warning, which may be in the form of a one night ban from the shelter. Two warnings or a serious incident will result in a permanent ban from the shelter in the current year. Such action will be taken by the Project Administrator in consultation with the venue managers. Guests agree to observe these rules prior to being offered a place at the Shelter.

Timetable Of Shifts

6.00 pm- 10.15 pm EVENING SHIFT (15 minute overlap for briefing between shifts)

This shift can be split - (1) 6.00pm – 8.15pm and (2) 8.00pm – 10.15pm for volunteers unable to cover the full session, when convenient to the venue setting

- Venue Manager opens up.
- Venue Manager & Shift Leader check the physical security of the premises regarding doors to be locked and opened.
- Venue Manager and Shift Leader assemble the volunteer team, introduce and induct new volunteers, and allocate duties for the shift. They also check that volunteers have a copy of the handbook and have read it.
- The Venue Manager and Shift Leader will ensure that all volunteers are aware of the fire exits and the evacuation procedure.
- Duties for this shift include preparing hot meal, setting up tables and chairs, and serving the hot meal; setting up sleeping area (male & female if we have guests of both genders; setting out relaxation area, including newspapers, board games & DVD; serve hot drinks throughout the evening; ensure toilets are clean and have toilet paper and soap.
- Doors open at 7pm. Guests on the principal list booked in for the night by the Shift Leader.
- New guests will be shown around and shown fire exits.
- At 8pm applicants on the reserve list are admitted to places not taken up by those on the principal list. Show reserve list guests toilets and fire exits.
- 8.15pm Begin to serve the evening meal.
- Wash up and tidy up after the meal.
- Organise social activities for the guests
- Record any incidents in the Log Book

10.00 pm- 7.00 am Night Shift (15 minute overlap for briefing between shifts)

- Doors opened and welcomed, logged in and shown layout of the venue noting particularly fire exits. Shift Leaders confer about any matters arising during the Evening Shift and the log book and mobile phone are handed over to the Shift Leader of the Night Shift.

- Evening Shift Volunteers leave the venue and the building is secured.
- Make sure everyone is comfortable and settled in for the night.
- 11pm Lights out. All guests should adhere to lights out and quiet.
- At least two volunteers should be awake at any given time.
- Record any incidents in the Log Book.
- Shift mobile phone to be held and kept at hand by active volunteers.
- Shelter Administrator can be contacted in emergencies and for advice.

6.45 am – 9.00 am MORNING SHIFT (15 minute overlap for briefing between shifts)

- Doors opened and welcomed, logged in and shown layout of the venue noting particularly fire exits.
- Night Shift Leader gives Morning Shift verbal handover from the previous night. The Night Shift Leader will hand-over the Log Book and mobile phone to the Morning Shift Leader.
- Night Shift Volunteers leave the venue and the doors are secured.
- Morning shift make tea & coffee, and will prepare breakfast.
- Wake up guests. Note - do not touch guest.
- Guests should be encouraged to clear up their own bedding and store it in their allocated bag.
- Serve hot drinks and breakfast.
- 7.55am guest leave
- 8.00am Clear up. Washing up and tidying up. It is advised that volunteers who handle used bedding should wear rubber gloves.

Transporting of any items between venues will be arranged by Venue Managers with the Project Administrator.

A Reminder On Personal Safety

- Never give your home/mobile phone number or address to a guest, or invite a guest into your home.
- Avoid being alone with a guest, especially one of the opposite sex.
- Leave your valuables at home. If there is a necessity to bring a valuable item (eg mobile phone) ensure this is kept on your person.
- Do not give money to guests – if you are concerned about their financial situation, refer them to the Project Administrator.
- When dealing with lost property, never put your hand into a bag or pocket. Tip contents onto a flat surface so you can see what you are handling.

Volunteers should act safely and not put themselves or other volunteers or guests in any danger. If they feel intimidated at any time during the shift, they should inform the Venue Manager or Shift Leader and take direction from them at all times, especially with regard to matters of personal safety.

Dartford Churches Winter Shelter
PO Box 438, Dartford. DA1 9NJ
e-mail: office.dartfordwintershelter@gmail.com

PROJECT ADMINISTRATOR: Michael Smith - 07340 982925

Annex 1

CHARTER

We are a Christian organisation providing a service for people who are homeless. This charter has been put together to encourage an integration between best practice in the services we offer to homeless people and a confident expression of Christian ethos.

We acknowledge:

- The physical, mental and emotional vulnerability of many of those we serve through our work.
- The need for all services to be transparent and open in the way they operate and to avoid any 'hidden agenda' or 'strings attached' to the practical care we offer.
- The way that some work for homeless people undertaken by Christian organisations has been coercive e.g. insisting people listen to a talk or participate in a worship service before they can receive the practical help they are seeking. We reject this kind of practice as inappropriate and potentially harmful.

We affirm:

- That the Christian faith is at the heart of the ethos and motivations of our organisation and remains the central reason for why we offer the services we do.
- That being openly and positively Christian is not the same as being coercive or inappropriate.
- The validity and relevance of offering opportunities for those we serve to explore the Christian faith and the belief that this can be done in a transparent and non-coercive way.

We commit to:

- Providing an inclusive service to people affected by homelessness and associated issues.
- Serving and respecting all people regardless of their gender, age, marital status, sexual orientation, race, ethnic origin, religion, or physical and mental capability.
- Acknowledging the freedom of people of all faiths or none, to hold and to express their beliefs and convictions respectfully and freely, within the limits of UK law.
- Never imposing our Christian faith or belief on others.
- Developing partnerships with other churches, voluntary groups, statutory agencies and local government wherever appropriate in order to create an effective, integrated service for our clients.

CONTACT US:

Please do get in touch if you have any questions.

E-mail: office.dartfordwintershelter@gmail.com

Phone: 07340 982925

Annex 2

Guest Rules

1. No Anti-Social Behaviour & Offensive Language

At Dartford Churches Winter Shelter the dignity & safety of our guests and volunteers is very important to us. If there are any doubts about whether a person might be violent, aggressive or disruptive we will not allow them into the shelter; even if they have been booked into a bed.

2. No Controlled Drugs

Dartford Churches Winter Shelter operates a no controlled drugs policy. Drug usage or possession will result in a permanent ban. We cannot at any time of your stay take responsibility for prescription drugs.

3. No Alcohol

Dartford Churches Winter Shelter is **NOT** a wet shelter. Bringing alcohol onto the premises of some venues is against the law. You cannot consume alcohol within or in the immediate locality of shelter venues. Drinking in or around the location of the shelter will result in an immediate warning or a ban. You will not be allowed in to the shelter if you are obviously drunk or stoned.

4. No Smoking Inside The Church Buildings

Smoking (inc. e-cigarettes) inside the church venues is not permitted. Guests will be able to have a cigarette outside of the shelter doors or the allocated smoking area. Smoking is NOT permitted between 11.00pm and 7.00am

5. No Offensive Weapons

6. No Pets Allowed

7. Entry Time

You are expected to arrive between 7pm and 8pm. If you are going to be late you must let us know as soon as possible. If you arrive after 8pm you may not be allowed in and your bed may be offered to someone else.

8. Searches

The project reserves the right to require a consensual search of guests before they are admitted to the shelter if the Venue Manager or Project Coordinator considers it likely that the guest is trying to conceal drugs or alcohol.

9. Lights Out

Between 11.00pm and 7.00am you are expected to stay in your own bed and keep quiet so as to allow others to sleep. You must not visit the opposite gender sleeping area during this time.

10. No guests to sleep together regardless of gender or relationship

Separate sleeping areas will be available to male and female guests.

11. The shelter is only for those aged 18 years and above

FAILURE TO MEET THE ABOVE CONDITIONS WILL RESULT IN:

- 1. A first warning, which may be in the form of a one night ban from the shelter.**
- 2. Two warnings or a serious incident will result in a permanent ban from the shelter in the current year.**

Such action will be taken by the Project Administrator in consultation with the Venue Managers

The Project Administrator & Venue Managers will be responsible for any bans from Dartford Churches Winter Shelter. It is not our intention to exclude anyone from Dartford Churches Winter Shelter. This is a last resort. However, if guests cannot respect these above conditions we will have to take appropriate action. The above conditions exist in order to maintain a safe environment for both volunteers and guests. Where guests choose not to conform to any of the above conditions we will act in line with what we describe in this commitment. We will endeavour to do so in an open, accountable and reasonable manner. This process will include an opportunity for subsequent appeal.

Annex 3 Insurance Questions & Answers

- Who is responsible for the running and organisation of the shelter? If not the church, does the organising body hold their own insurance?

The shelter is being managed by a Steering Group, comprising of senior members of the churches involved in the project. The shelter has appointed a volunteer Project Administrator who has operational oversight. The shelter is being hosted by different churches on different nights. Each of the participating churches adjust their insurance to cover the night they host the shelter. This model was also employed last winter so a single over-riding insurance policy is not appropriate.

- Who employs the volunteers and trains them?

The volunteers are being registered, approved and trained by a member of the Steering Group. Training is on the function of the shelter, volunteer expectations and roles & health and safety awareness.

- Are the users being referred? Where from and how?

Guests will access the shelter through a referral system which involves an interview to assess the individuals who will access the shelter. Referrals are received from Monday Drop-in & Food Bank (All compassion ministries run by churches in Dartford). Referrals also come through partner agencies; Porchlight, Dartford Borough Council, Dartford churches, KASH & Dartford YMCA.

- When will the shelter run? How often?

The shelter will run between 3rd January and 31st March 2019. Shelter opens admits guests at 7pm and guests leave by 8am the following morning. At the moment, it will be hosted as follows:

*Friday night: St Vincents Roman Catholic Church, Temple Hill, Dartford
Saturday night: Brent Methodist Church, Dartford
Sunday night: NET Church, Dartford
Monday night: RCCG City of David, Dartford
Tuesday night: Christ Church, Dartford
Wednesday night: Spital Street Methodist Church, Dartford
Thursday night: St Edmunds Church, Temple Hill, Dartford*

- Have the relevant risk assessments and health and safety checks been done?

Yes

- Have the local fire and police authorities been notified?

Yes. Shelter administrator maintain regular contact with the community police liaison officer and Kent Fire Service

- Will food be provided? Will this be cooked and prepared on site? Will Deep Fat Fryers be used and are staff food safety trained?

Existing cooking facilities will be employed by the individual participating to prepare a hot meal on site. Cereals will be offered in the morning for breakfast.

- The maximum number of users attending each evening?
Up to 12 guests maximum
- Age and sex of users? Will there be separate areas for men and women?
Minimum age of guests is 18 years old. Guests sleep on air beds in one big hall. Female guests are separated from male guests using a screen. Volunteers on site to support and periodically observe guests overnight.
- Are the volunteers appropriate for the number and type of users?
Yes
- How many users will be at the shelter at different times?
Guests will be on site during shelter opening times. Maximum of 12 guests.
- Have volunteers been trained in the handling of 'sharps' and how to 'handle' users?
Sharps are on the contraband list. Shelter is a dry shelter. Guests sign agreement around drugs and alcohol possession and consumption at shelter
- Will any of the users be classed as vulnerable? Will volunteers be CRB checked?
Guests are not classed as vulnerable adults. Shelter Co-ordinator is will undergo DBS. Volunteers do not need DBS as they will not and are not expected to be alone with guests.
- What procedures will be in place to protect users and volunteers?
The operational policy for the shelter covers policies and protocols for equal opportunities, health and safety, complaints and grievance & food safety
- What time will the shelter open and close?
6pm (guests admitted at 7pm) to 8am
- Are you aware of attendance figures prior to the event?
Access to the shelter is agreed and confirmed by the shelter administrator by 2pm. The shelter has a principal guest list of up to 12 individuals and a waiting list which will be activated at 8pm for 15 minutes. No guests can access the shelter after 8:15pm. Shelter access is by prior arrangement and does not operate a drop-in.
- Will the users be 'dry' and drug free? Are there procedures in place?
Yes. The venue managers have authority to refuse access to any guest who they consider to be unfit.
- Is there evacuation escapes in place?
Yes
- Are the facilities at the premises suitable for use?
Yes



**Annex 4
Pro Forma Risk Assessment**

Dartford Churches Winter Shelter

Church Name

Address
.....
.....

To be used on which night? (please circle)

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Venue Manager

Name

Address.....
.....
.....

Mobile Phone number

Email address

Significant Hazards	People likely to be affected	Control measures in place	Practical upshots	Additional Actions, if any
Violent behaviour (possibly aggravated by alcohol, drugs, mental health etc)	Volunteers, guests, emergency services, members of the public	Organisational structure to ensure shelters are "dry". If guest arrives and is aggressive appropriate procedure in place. Volunteers to be trained in how to manage potentially aggressive situations Volunteer to have mobile phones with quick-dial 999. Liaison with	It may be necessary to provide locked storage for any bottles/cans being brought onto the premises. These should be checked in and out.	

		<p>the police as appropriate.</p> <p>First aid kits available at each site</p> <p>No volunteer to be alone with a guest at any time.</p> <p>Procedure for recording incidents and communicating to others involved with the shelter.</p>		
Weapons and needlestick injuries	Volunteers, guests, emergency services, members of the public	<p>Organisational structure to ensure shelters are drug and syringe-free</p> <p>Sharps bins to be available and disposed of appropriately</p> <p>Should supervised searches be necessary, volunteers must not empty clients' bags.</p>		
Fire	Volunteers, guests, emergency services, members of the public	<p>All exits checked to be openable without the use of a key.</p> <p>All emergency exits clearly identified.</p> <p>Means of sounding alarm in place.</p> <p>Mobile phone available to call emergency services, if required.</p>		

		<p>No smoking throughout the premises.</p> <p>Procedure for allowing guests to smoke outside the premises</p>		
Hygiene and contamination issues (bedding)	Volunteers and guests	<p>Check bedding materials when getting out and putting away</p> <p>Store each set of bedding in separate sack after each use</p> <p>Laundry arrangements</p> <p>Appropriate use of personal protective equipment (gloves, aprons)</p>		
Biological hazards e.g. vomit, blood etc.		<p>Disinfectant and cleaning supplies available.</p> <p>Appropriate use of personal protective equipment (gloves, aprons)</p>		
Food Hygiene	Volunteers and guests	Code of conduct in place regarding food hygiene.	Suitably qualified person advising the shelter on these matters.	
Security of stored items	Volunteers and guests	All items required for the shelter to be stored safely		
Security of Church area	Volunteers and guests	Volunteers to be aware of accessible areas of the Church and inform guests		



<p>Volunteer safety on arriving and leaving the shelter</p>	<p>Volunteers</p>	<p>Lighting to be suitable outside the Church Building</p> <p>Agreement with volunteers on where to park.</p>		
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Risk Assessment completed on:.....(date)

Completed by:.....(name and role)

.....(name and role)

