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Volunteer Induction 2018/19

Dartford Churches Winter Shelter



Who Are We?

The Dartford Churches Winter Shelter started in 2014

- It is run by a Steering Group with representatives from all the interested and involved churches throughout Dartford
- It has a voluntary Chairman, Treasurer and Project Administrator
- And employs a Project Coordinator (30 hours a week, starting in December and working until the end of March.)
- Each venue has its own voluntary Venue Manager (previously called Venue Coordinators)
- Each venue is covered by the insurance of the host organisation.



Who Are We?

The Dartford Churches Winter Shelter, along with the Dartford Food Bank, are now part of **New Avenues**, a charitable incorporated organisation (CIO*) - charity no. 1160597

New Avenues has been 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.

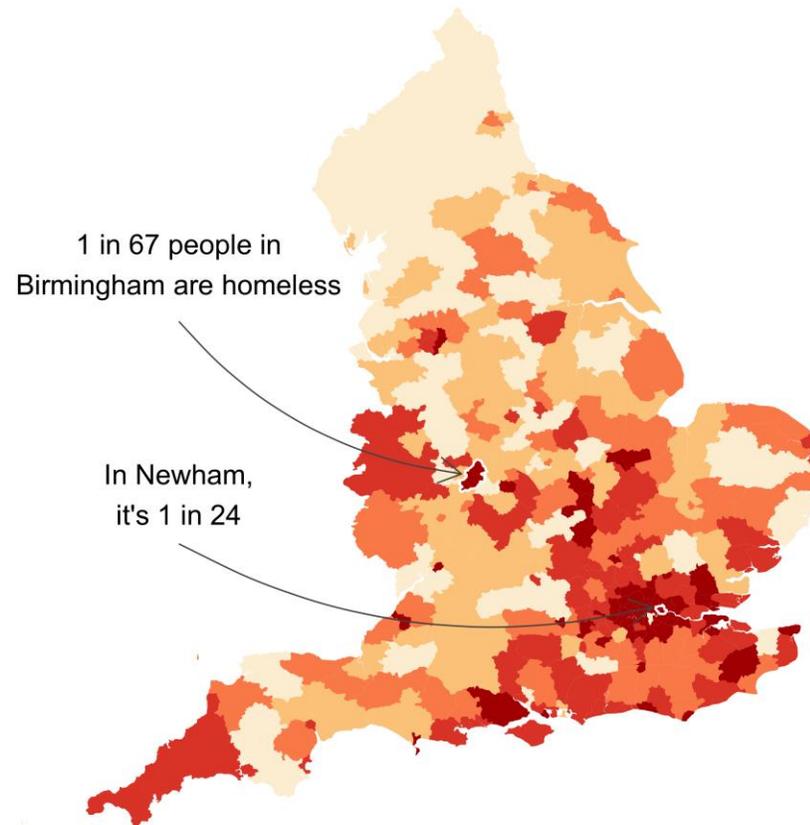
Trustees - John Atkins, Michael Smith & Alistair Gregory.

* CIO is a form of legal entity designed for non-profit organisations whereby it has legal personality, the ability to conduct business in its own name, and limited liability so that its members and trustees will not have to contribute in the event of financial loss.

Why Do We Need a Shelter?

Homelessness highest in London and south-east England

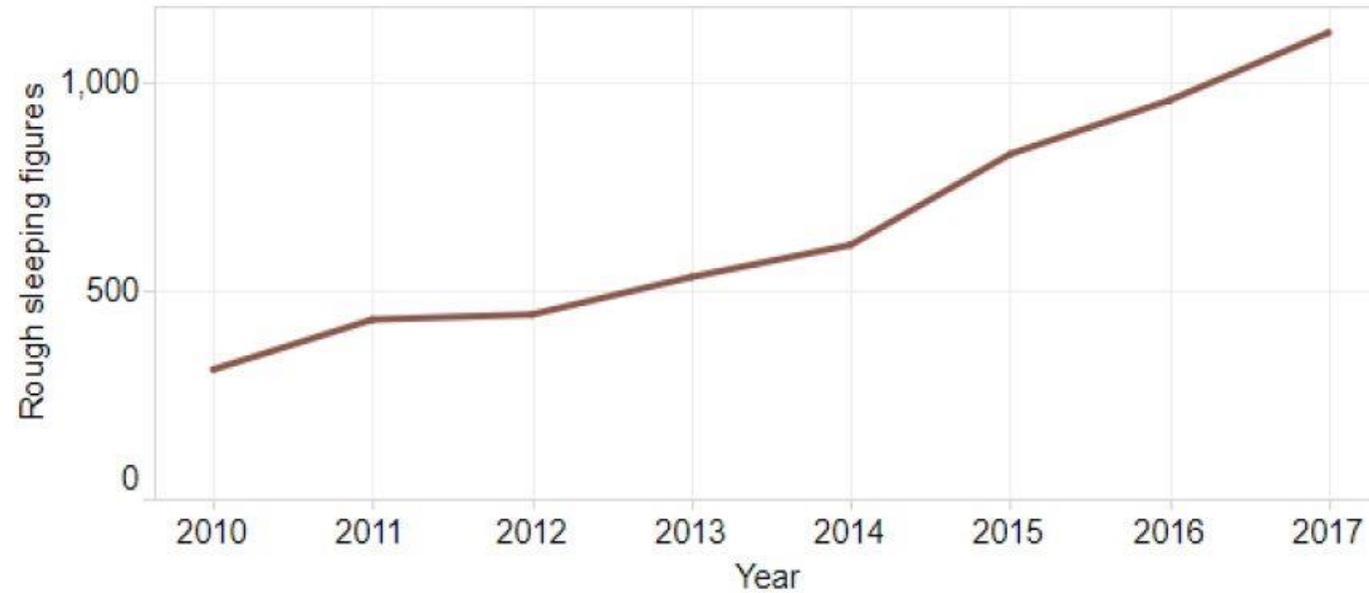
More homeless people ■■■ Fewer



Why Do We Need a Shelter?



Rough sleeping 2010-2017 for SOUTH EAST ENGLAND region(s)



Why Do We Need a Shelter?



One in every 200 Britons is either sleeping rough or living in temporary accommodation, such as hostels and B&Bs. The charity Shelter says this amounts to 320,000 people recorded as homeless in 2018. It warns that's likely to be a conservative estimate, as it doesn't include people unknown to the authorities. Those who sleep rough inside derelict buildings, for example, rather than more visibly in shop doorways.

Shelter is sure, though, that the number is on the rise - up by 13,000 on last year and equivalent to 36 new people becoming homeless every day. People like Telli Afrik, his wife and two young children, who live in one room in a hostel after losing their home. Or **people like these, forced onto the streets**. Or like AD, who the BBC met recently, **living in a shed**.

At least '320,000 people homeless in Britain'

By Hannah Richardson
BBC News education and social affairs reporter

🕒 22 November 2018 | 📄 172

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This year, 320,000 people were recorded as homeless in Britain, analysis from housing charity Shelter suggests.

Why Do We Need a Shelter?

- Most people who seek help from shelters do not meet the criteria for much of the voluntary and statutory accommodation available and so fall through the gaps in provision.
- The current legal framework on homelessness is not designed to assist single homeless people, who have no apparent support needs.
- Even those who are eligible for support from the local Council may find themselves without anywhere to sleep while they are “processed” by the system.

Who Needs the Shelter?

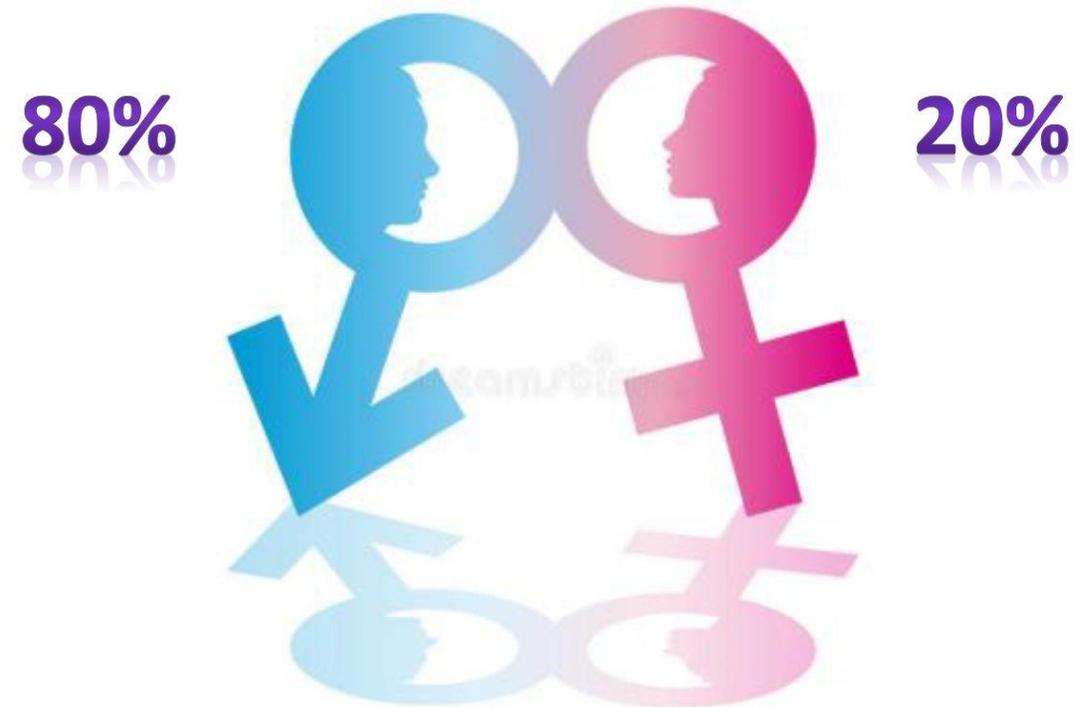
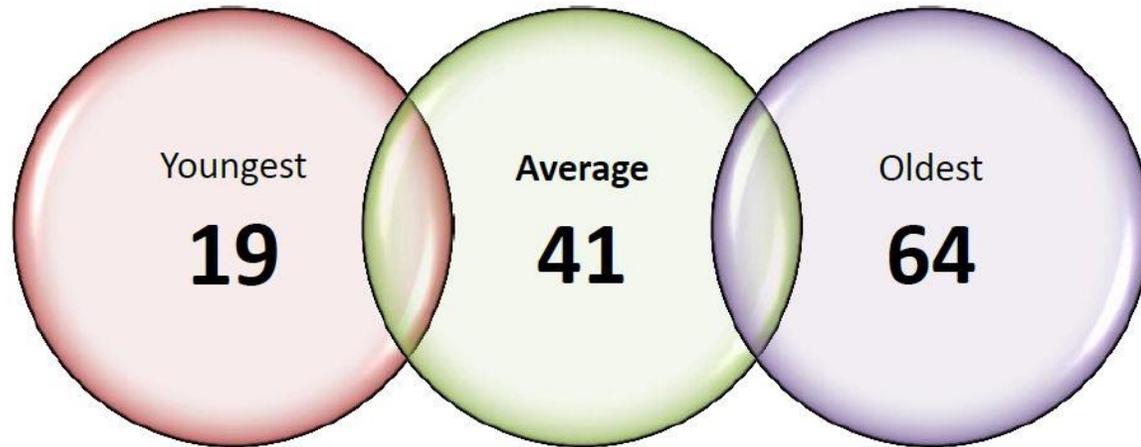
All guests of shelters come with their own personal circumstances. However, guests of shelters usually fall into the following categories.

- **Hidden homeless** - those who live in hostels, squats and b&b accommodation or stay with friends or family. Changes in their situation or an argument with their host may result in such a person becoming street homeless.
- **Temporary homeless** are those who do not necessarily have high support needs but have ended up without accommodation possibly due to relationship break up, one partner may very suddenly find themselves without a place to stay.
- **Those sleeping rough** who have been barred from hostels.

Who Needs the Shelter?

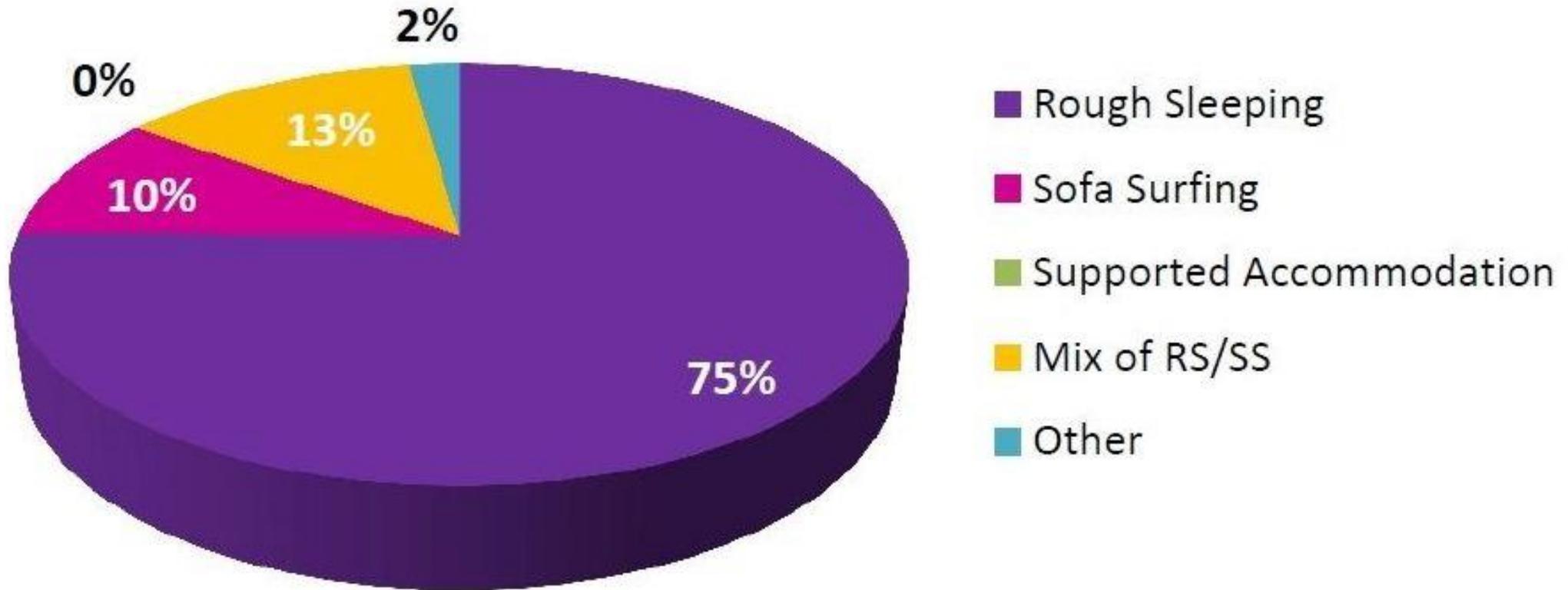
- **Economic migrants** are a distinct group of people, often single men, from the extended European Union who are not entitled to welfare benefits but are legally allowed to work. If they lose their jobs they often face homelessness with no resources to get back to their home countries or to pay for accommodation.
- **Low paid workers** who cannot afford to rent accommodation, even though they are employed.
- **Other guests**, on grounds of principle do not want to be recipients of welfare benefits as it may reinforce their sense of failure. Some people on the streets often want to remain 'outsiders' outside the system as a way of restoring self-respect and dignity.

Who Needs the Shelter?



Based on data for South East England for Winter 2017-18, provided by CampaignKent

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Who is the Shelter for?



The Shelter will accommodate 12 homeless people from Dartford

- People who are sleeping out in the street, who are sofa-surfing and people who find themselves unexpectedly homeless
- Minimum age - 18 years old, men and women
- We can't host anyone straight from prison or hospital

What does the shelter do?

- Refreshments throughout the evening
 - Hot meal
 - Evening entertainment (More games and music please!)
 - Warm bed
 - Breakfast
-
- Sign-posting to and assistance accessing accommodation and/or healthcare through engagement with Project Coordinator

Where will the shelter be?

- Monday- City of David RCCG (Lowfield Strret)
- Tuesday- Christ Church
- Wednesday- Spital Street Methodist Church
- Thursday- St Edmunds Church Living Well
- Friday- St Vincent RC Church (*to be confirmed*)
- Saturday- Brent Methodist Church
- Sunday- Net Church (Spital Street)

When does the shelter open?

- Thursday 3rd January 2019
- Doors open at 7pm. First guests will be admitted
- Guests will be admitted at 7pm (except Mondays 6.30pm Meal at Salvation Army and then 7.30pm at City of David RCCG)
- Shelter will be provided for 3 months until Sunday 31st March 2019

Admission Process

- Referrals from Churches, Porchlight, Dartford Foodbank, Monday Evening Drop-in & Dartford Borough Council
- Assessment Interview at set times by two people – usually one member of the Steering committee and the Project Coordinator
- Principle Guest & Waiting Lists agreed by 2pm & given to Church Manager &/or Shift Leader for Evening Shift
- Guests on Principle List allowed in at 7pm
- Guests on waiting list allowed in at 8pm if there are places not taken

Volunteer Shifts

Evening Shift: 6pm to 10.30pm

- Preparing drinks & hot meal
- Set up dining area
- Set up sleeping area
- Welcome, register & ensure guests feel welcome
- Serve Meals
- Wash & tidy up after meal
- Organise social activities, interact through games, DVDs etc.

Volunteer Shifts

Night Shift: 10.15 pm to 7am

- Make sure everyone is comfortable and settled in for the night.
- 11pm Lights out. All guests should adhere to lights out and quiet.
- No smoking after 11.00pm.
- Volunteers organise rota for their own sleeping.
- At least two volunteers should be awake at any given time.

Volunteer Shifts

Morning Shift: 6.45am to 9.00am

- Morning shift make tea & coffee, and will prepare breakfast.
- Wake the guests up.
- Guests should be encouraged to clear up their own bedding and store it in their allocated bag.
- Serve hot drinks and breakfast.
- 8.00 am guests leave.
- 8am-8.55am Clear up.

Volunteer Shifts

All shifts

- Record any incidents in the Log Book.
- Venue Manager or a member of the Steering Committee can be contacted in emergencies and for advice.
- Close liaison throughout with Project Coordinator.

Volunteer Roles

Other Volunteer Roles - General

- Transporting the log book to the next venue
- Assist with:
 - Shopping for food and other essentials
 - Cooking
 - Laundry

The Log Book

- The Log Book is the main way that venues communicate. In it we record the names of guests and volunteers and any relevant information that needs to be passed on from venue to venue.
- Incidents, bans and matters of concern e.g. health concerns should be recorded if relevant (but also referred to Project Coordinator).
- The Log Book may contain confidential information so it must be kept safely and handed on to the Venue Manager or their deputy at the next venue.
- It will have a summary sheet at the back to record names of all guests and any bans or essential comments.

General Guidelines

- Try to be reliable. If you cannot attend or are running late please contact the Venue Manager, Shift leader or Shelter Administrator as soon as possible.
- Make sure you know the layout of the venue, especially the emergency exits and any areas that are out of bounds to guests.
- Treat guests with respect & make them feel welcome.
- Work as a team and support your Shift Leader and Project Coordinator. Do not challenge their decisions in front of other volunteers or guests.

General Guidelines

- Always wear your name badge while in the venue.
- Address guests and volunteers by their first names only.
- Do Not give or lend money to guests
- NO Facebook friends
- Do Not take guests to your home
- Do Not give out personal information especially street addresses, telephone numbers or email addresses
- No mentoring
- Do Not give advice - suggest options
- Refer guests to the Project Coordinator to discuss their shelter plan

General Guidelines

- Do Not make arrangements to meet guests outside the Shelter
- Volunteers shouldn't be put into positions where they feel uncomfortable
- Make sure you are not left alone with a guest or leave a colleague alone
- When speaking to guests it is best not to make promises; people can feel very let down by a promise not kept
- For your own safety do not wear or bring valuables to the Shelter.
- Relax & have fun

General Guidelines

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.

General Guidelines

Gifts

From time to time guests may wish to give gifts to 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.
- 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

- No violent, threatening, racist or other anti-social behaviour or language.
- No alcohol or controlled drugs to be consumed in or around the premises and guests who are obviously drunk or stoned will not be admitted.
- No smoking or e-cigarettes inside the building. Provision will be made outside close to the premises but this may be on the basis of periodic controlled sessions.
- No offensive weapons .
- No pets.
- No guests to sleep together regardless of gender or relationship.

Rules

Although we do not want to exclude anyone from the Shelter, failure to follow the rules 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.

The Shelter Administrator and Venue Managers will take responsibility for banning guests if necessary.

Guests sign an agreement prior to being offered a place at the Shelter.



First Aid & Emergencies

We aim to have a volunteer with First Aid experience at every venue

However

- If you see a problem or emergency, Do Not assume that it is someone else's responsibility!
- Make sure at least one other volunteer is aware of the problem.
- Make sure that an Ambulance (or Fire Service or Police) have been called.
- Use your common sense!

Safeguarding

If someone confides in you that they are being abused...

- Listen
- Do Not promise confidentiality
- Do Not try to investigate or ask leading questions
- Do Not make Judgements
- Pass on your concerns to your Venue Manager
- Write down what you have been told (– afterwards, not while you are listening)

Some Final Thoughts



- We don't feed the homeless, we provide and share meals with our guests. "Homeless" implies a problem rather than a person
- We are always operating on the threshold of order and chaos. It's about providing robust hospitality, with love
- Preserve the integrity of the space for everyone who comes into it. Everyone takes responsibility for maintaining that integrity

Some Final Thoughts



- A person's reality is their reality.

You may not agree with it or understand it, but you have to accept it.

- Many homeless are living in a hurricane of chaos and they need the shelter in the eye of the storm so that they can be more than just their problems.
- Everyone has dreams and aspirations. We need to help our guests rediscover their dreams and who they really are.

Some Final Thoughts



- Remember, we don't know what we will have coming through the door each evening.

There may be addictions, personal issues, mental health issues
- & that's just amongst the volunteers.

- It's about healing ,not fixing.

- Remember to stay in role.

Don't start taking it personally.

Our Motivation

"...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 25:35

"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 13:1-2

"Speak up for those who cannot speak for themselves, for the rights of all who are destitute."

Proverbs 31:8

And Finally.....



Everything you do with this project, however small, makes a difference to the homeless in Dartford.

They may never say “Thank You” to you, so on their behalf...



Please don't hesitate to contact me

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