



# FOLKESTONE CHURCHES WINTER SHELTER REPORT 2022 - 2023



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## **1. Introduction**

The Winter Shelter project, a partnership project between the Rainbow Centre and local churches in Folkestone, has, in the last 13 years, successfully provided a winter night shelter for homeless people in the Folkestone and Hythe districts from December to the end of March. The project accommodates, on average, 13 rough sleepers each year and delivers this by engaging volunteers in the running of the Winter Shelter and the provision of dinners. It expresses Christian compassion, anchored in building supportive relationships that help empower homeless people to make positive life changes.

The Winter Shelter evolved into a static model during the Covid-19 pandemic. It has remained so because of its clear advantages to guests in supporting them to move off the street and regain their independence. The Shelter's delivery is now firmly embedded under the management of the Homeless Support Service Manager, Louise Gotch. Danielle Harper and Bill Mills were the Winter Shelter Coordinators responsible for guest welfare, meals, and pastoral care. Kaye Robertson also provides her regular volunteer recruitment support. The Homeless Support Service (HSS) team of Jane Suckling, Catriona Hunter and Tia Goody supported guests at the Centre and the breakfast club. Bill and Danielle developed good relationships with volunteers, guests, and partner agencies. Despite the challenges of finding affordable housing options, they managed to secure move-on accommodation for those who engaged with their support.

This year there were better opportunities for volunteers to chat with guests at evening meals and breakfast club, and positive relationships developed.

We were successful in achieving a three-year grant from the Department of Levelling Up, Housing and Communities (DLUHC), enabling us to secure 13 rooms from our previous B&B provider and extend the provision for the 2022/23 season to the end of March, including funding to recruit a Tenancy Sustainment Officer. The grant also helped us to be flexible in admitting more guests when the need arose, and because of limited move-on options, there were periods when we had up to 16 guests in the Shelter. We owe enormous gratitude to our churches, volunteers, and many individual and business donors for all the financial and in-kind donations, volunteering, prayers and support that have enabled us to provide a successful Winter Shelter. A huge thank you to you all!

### **1.1 A Static Night Shelter Model**

The Shelter's aims remained the same:

- To provide an evening night shelter for homeless people in Folkestone using church and community assets and volunteers through the winter period.
- To engage church members and the broader community with some of the most vulnerable people in Folkestone without discrimination, expressing Christian compassion in building supportive relationships that help homeless guests towards independent living.
- To partner with key agencies to assist and empower homeless people to make positive changes.

**Oversight:** The planning and implementation of the Winter Shelter is overseen by a Steering Group consisting of key stakeholders who meet regularly with the team to advise and review progress. Dr Sarah Montgomery chairs the steering group. The role of the Folkestone Churches Winter Shelter Steering Group is to:

- Ensure the project is aligned with the aims of the Shelter.
- Ensure the project operates in a way consistent with the values and policies of the Folkestone Rainbow Centre.
- Ensure the project makes good use of assets.
- Assist with resolving strategic-level issues and risks.
- Approve or reject changes to the project with a high impact on timelines and budget.
- Provide advice and guidance on business issues facing the project.
- Use influence and authority to assist the project in achieving its outcomes.
- Review and approve final project deliverables.

We entered into a contractual agreement with last year's B&B proprietor to provide thirteen self-contained rooms. The room estimate was based on the previous year's occupancy rate and the Rough Sleepers annual count conducted in November to establish numbers.

We updated our policies and procedures for recruiting and selecting guests with strict rules to ensure the guests would be safe on the premises and minimise evictions. Twenty-one individuals were enrolled in the night shelter from December 1st 2022 to March 31st 2023.

The Winter Shelter Coordinators and Homeless Support Service staff implemented a supported housing model. Each Winter Shelter guest also undertook a Homeless Outcome Star self-assessment to discuss their needs, aspirations and goals to inform their move-on plans. This worked well in finding appropriate move-on options for the guests and proved successful and resulted in better attendance at the breakfast club and evening dinners by winter shelter guests.

An element of the conditions of guest stay in the winter shelter was a commitment to sign in daily, attend the breakfast club at the Rainbow Centre and evening meals at the B&B dining hall and positively engage with their Winter Shelter Coordinators as well as volunteers, to build rapport, and progress their journey of moving on from homelessness. Another part of their ongoing support was to engage with relevant services to address their issues, such as mental health, drug and alcohol misuse.

## 1.2 Project Activities and Timelines

Activity Item	Actions taken
Winter Shelter Steering Group meetings	23 September 2022, the Steering Group reconvened to review the previous year and plan for the 2022/23 Shelter. The Steering group also met on 21 November 2022, 19 January and 24 March.
Chair's communication to Church Ministers	6 September 2022 Dr Peter Le Feuvre wrote to church leaders to inform them that the Winter Shelter model would remain static partly due to the small Covid-19 risks and the better outcomes it achieves for our guests.
B&B Agreement	20 November 2022, room rates were confirmed with the same B&B proprietor for last year's shelter. Use of kitchen and dining facilities ensured.
Recruitment of volunteers	<p>October 2022 - Emailed all current and previous volunteers and produced posters/flyers for all Folkestone churches and partner agencies. Recruitment was also done via social media and the Folkestone Rainbow Centre website.</p> <p>Churches received a PowerPoint presentation on 17/10/21 to promote volunteer recruitment.</p> <p>Seventy-two volunteers in total confirmed for B&amp;B and breakfast club at the Rainbow Centre.</p>
Updating of Winter Shelter policies and procedures	Previous Winter Shelter procedures and policies were reviewed and updated/amended in line with the new Winter Shelter model and current Government legislation, including Covid-19 measures. The Policy and Procedures Working Group agreed and signed off on these in October 2022.
Volunteer training	The training was delivered on the following dates in 2022: 27 October, 2, 5 and 10 November to allow maximum attendance.

Dedication service	The Winter Shelter dedication service was held on 26th November 2022 at Hill Road Baptist Church. The Bishop of Dover conducted the service. The service was well attended; we prayed for the upcoming Winter Shelter's success and the guests we would support this coming winter.
Winter Shelter opens its doors.	On 1 December 2022, we welcomed 14 pleased guests to their rooms and provided them with a delicious evening meal. All guests attended dinner on the first evening, and throughout the Winter Shelter, attendance at dinner was good, with positive relationships being forged between guests and volunteers.
Winter Shelter ends	On 31 March 2023, 4 guests remained while waiting to confirm move-on dates. The final guests left the B&B on 2 May.
Night Shelter Newsletter	First edition - 27 January 2023 Second edition- 22 <sup>nd</sup> February 2023 -
Winter Shelter Celebration event	On 29th April 2023, a Thanksgiving service was held at Holy Trinity Church, followed by afternoon tea. Some 40 volunteers attended; it was an excellent opportunity to reflect and listen to volunteer and winter shelter guests' feedback as staff, volunteers, and guests were all present.

## 2. 2022/2023 Achievements

### 2.1 Our Guests

**Our Approach** - The first step to changing your life and engaging with services is to review that life, its challenges, and its impact on your well-being. Our strength-based approach to working with the person, not the problem, is a mindset attitude. Homeless Support Service staff and Winter Shelter volunteers have ongoing training on this concept to help them work with guests to encourage them to assess their lifestyles positively. The concept borrows from Brene Brown, who has worked with vulnerable people throughout her career, enabling guests to accept their vulnerability as a confident step towards making new decisions. We counted it as a privilege to serve so many guests who had shown courage and who came forward to seek help.

As in previous years, our traditional partner agencies (Porchlight, Serveco, Folkestone and Hythe District Council) referred guests to the Winter Shelter by completing registration forms. The team assessed the registration forms against the Winter Shelter criteria and risk assessments, short-listing guests for the face-to-face interviews.

Before the Shelter opened this year, we knew of over eighteen rough sleepers in Folkestone. Due to this high number, 'local connection' was a criterion used to short-list guests. All guests accepted for the winter shelter programme had been verified as rough sleepers by the Rough Sleepers Initiative (RSI) team.

This year's guests included 1 couple (16 Males, 5 Females), with females proportion slightly more than last year's 20%.

<b>Guests' circumstances</b>	<b>Number of Guests</b>
Guests accepted	21
Substance misuse	10
Alcohol misuse	3
Mental health problems /Dual diagnosis	9

Whilst most of our guests reported multiple and complex needs during the registration, only a minority engaged with appropriate services when they initially came to us to register for the Winter Shelter. We assisted them in reconnecting and engaging with agencies and enabled them to secure extra support to deal with their complex needs.

The Winter Shelter ended on 31 March. It was a challenging season due to changes in the local economic situation, changes to private renting laws and an increase in rents, putting up many barriers to the successful move-on of guests. We sadly lost one guest who died. In total, there were 21 guests in the Shelter. Despite the challenges, nine moved into accommodation, and four people continued to receive support in B&B accommodation until 2 May. Keeping guests in a B&B for that long is highly unusual, but we didn't want to curtail the excellent progress the remaining guests made and are proud that they eventually achieved good outcomes. The couple later found accommodation, and two were admitted into rehab.

## **2.2 Guest Meals and Social Time**

Since last winter, the breakfast club has become an all-year-round offering, and this service has developed into a day centre model. As it was well established, it was one less thing for the Winter Shelter Coordinators to worry about.

However, as mentioned, guests were expected to sign in daily at breakfast and engage with the Coordinators on their move-on plans. While some guests struggled to attend the morning breakfast club because of their sleep patterns, the evening meals had a 93% attendance rate, which was better than last year. Notably, guests gelled well together as a group, supporting each other when one of the guests died. They also received pastoral and welfare care, information on community events and encouragement from our volunteers, who welcomed and served them.

We introduced a few activities to our guests - an Art and Photography course. We bought scrapbooks and cameras for guests so they could record their journeys. Only one person engaged with the art club and has since revived a hobby he had lost; the photography initiative failed.

The course sessions could have been better attended; feedback from Winter Shelter guests who have moved on feel they would have significantly benefited from engaging better. As a result, the course will be implemented at an earlier stage in 2023/2024. When guests move from the streets into accommodation, we understand that they often need time to adjust; hence it was agreed that this course and sessions would be offered as part of the regular Rainbow Day Centre offering.

The breakfast club has had several businesses and individuals supporting it to offer a variety of food items that guests have enjoyed. Notable is MacDonald's, next door to the Centre, who have supplied the breakfast club with cheese and egg burgers several times a week.

Similar to previous years, two-course dinners were supplied by the churches on a rota basis. They thanked the Venue Coordinators of these churches for their efficiency and commitment to ensuring meals were prepared, delivered and served each evening.

As always, the Christmas period is in the middle of the Winter Shelter timeframe, so many individuals and organisations gave special meals and gifts to the guests, which was appreciated as some have no family connections and often feel lonely and isolated. We thank all donors, and the special Christmas dinner from Rocksalt was a real treat for our guests.

### 2.3 Guest Outcomes

Category	Number
Total number of guests in Shelter between Dec 2022 & 31 March 2023	21
Number evicted	5
The number that successfully moved on	9
Number remaining in B&B after 31 March	4 (2 went into rehab & the couple found a house)
Number refused to engage	2 (preferred to a tent on the Warren)
Sadly, one guest died	1



Fig 1.



- Twenty-one people enrolled in the Shelter. Sadly, one of the guests died before Christmas, which was very upsetting for guests, staff, and volunteers who had engaged with him and was due to enter rehab.
- Our model, offering guests the pathway to independence with a wrap-around package, enhances the probability of success. We had positive outcomes from this last winter; 9 guests are receiving floating support/tenancy sustainment and are succeeding and thriving due to our ongoing support and intervention.
- We secured three rehab places in a private rehab near Maidstone, which gave us free slots as our guests are rough sleepers and pay their way by registering for housing benefits. The organisation covers the recovery fees. We currently have 1 guest= 92 days clean, 1 = 103 days clean and 1=89 days clean, which is an outstanding achievement. The three guests initially underwent a detox programme whilst in Shelter, and we worked in partnership with our nurse and Forward Trust before entering rehab. The detoxification programme succeeded because of intense, daily contact with guests by the Winter Shelter Coordinators currently undertaking the tenancy sustainment role, as we failed to recruit a dedicated officer.
- We secured a move-on into Porchlight-supported housing for four guests.
- We moved four into private-sector multiple occupancy housing, and one was accepted into a Housing Association.
- Two moved into independent living sheltered accommodation as they are over 55yrs old. All are still being supported as part of our tenancy sustainment commitment. Staff have invested in them emotionally and practically, helping set up housing benefits, utilities, and furniture grants and facilitating access to local community groups.
- One of our proud moments has been providing multiagency services for guests. Over the past year, the Rainbow drop-in service has developed significantly and is now delivering a day centre model with a regular nurse who sees about 8-10 guests weekly. She undertakes health and wellbeing sessions, sets up GP appointments, takes blood for testing etc. As you can see below, we have other services delivered weekly or quarterly and will add further new services in the coming year. Our guests tend to be negligent in picking up repeat prescriptions, resulting in them coming to us in crisis with their mental or physical

health, and they would benefit from more he and ng days. With Theresa, the nurse, in March, we organised a very successful health and wellbeing day, attended by 31 guests and many agencies, including a dental van parked at Iceland and NHS One You. The guests have asked for it to be made a regular event.

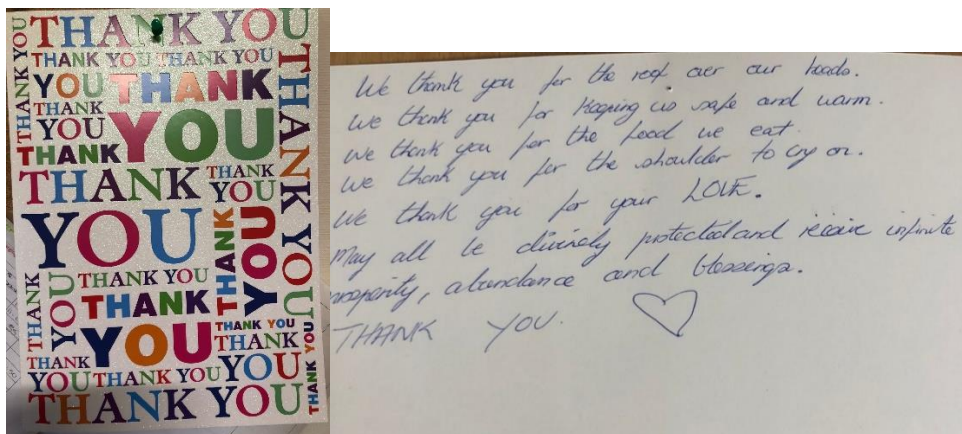
We hope to:

- Have a pharmacy clinic soon to check and review people’s medications and review, etc.
- Get a lawyer offering time pro bono to advise guests on legal matters they may have.
- Host a GP clinic; two local GPs are interested in facilitating this service.
- Explore the prospect of an eye clinic as a recent guest had an operation for severe eye conditions, leaving him almost blind due to untreated diabetes.

The Homeless Support Service Manager is working with Social Prescribers and other partners to facilitate this in the coming months. We piloted a new life and social skills programme called Traffic Light to Green, which has sessions for guests to help prepare for tenancies, rehab, and mindset training to help them start to learn about themselves and build confidence and self-esteem.

We once again enjoyed a very successful partnership with Folkestone Churches and volunteers who provided evening dinners, ran the breakfast club and much-needed friendships with our guests. The guests had great volunteer support, and many developed positive relationships with winter shelter guests. We hope these volunteers can continue to support guests when we have established a formal befriending scheme.

## 2.4 Case Studies



**Guest 1**

A 57-year-old man who had spent much of his life living abroad, generally moving around, enrolled on 1 December into the Winter Shelter. He was a previous heroin user and decided he needed a new purpose in life. He stayed in a Buddhist temple and rehabbed for several years, moving on to Spain and eventually returning home to be near his son. He successfully re-engaged and repaired that relationship. This gentleman was a great peer support to younger guests. He attended all sessions and showed an amazing talent for drawing, painting, and being a master craftsman with wood. He was still homeless, and we negotiated an independent living place in Canterbury with a housing association. It is the first home of his own he has ever had, and after a bumpy transition, tackling isolation and loneliness, he has settled in well, engaging with the local services we introduced him to.

He is painting again and looking to put on an exhibition. Alongside a support service in Canterbury, we are helping him to apply to university this coming year. We continue to offer him emotional support as his life moves on so positively, something he has never been used to.

**Guest 2**

One guest, a 33-year-old with whom we have worked since June 2022, has highly complex needs and a cannabis habit. He had been involved in the criminal justice system and using drugs since he was 14. While he was initially quite volatile and angry, we quickly established a good relationship with him, and he showed his kind, helpful side when his protective barriers dropped. He developed a good relationship with staff, guests and volunteers. He asked for help to address his emotions and behaviour as he wanted answers to why he reacts the way he does. After many sessions, he concluded that drug use contributed to his moods and behaviour. He agreed to go to rehab, and we secured a place for him. He is 89 days clean and working on his emotional issues and past with great success.

**Guest 3**

Another guest, aged 50 years old, informed us he became homeless after a relationship breakdown with his parents and wife. His marriage broke down due to his drinking, he lost his job and family, and he became homeless; we worked with him over a few months, and he requested rehab. He is, to date, 103 days clean, re-connected with his family and daughters, is working one day per week with his old employer and is now in the move-on unit preparing for his new life in the community alcohol-free.

#### **Guest 4**

We also had a 31year old guest known to the Rainbow Centre on and off for some time. He had a relationship breakdown and, as a result, lost his partner and business. He suffers from depression and can be difficult to engage when his depression sets in. He developed a positive friendship with another guest to support and mentor him, which helped him positively engage with winter shelter staff. He was referred and accepted into a Porchlight property. He is still there managing his depression and actively engaging with the Homeless Support Service. He is applying to become a volunteer for our Foodbank as keeping busy helps his mental health and Mindset.

## **2.5 Challenges**

Limited move-on options - We faced extreme difficulties in moving people into independent accommodation due to the economic crisis with landlords selling properties and not wanting to rent to people on benefits and rents increasingly rising beyond the financial capability of our guest group. We worked hard to solve these barriers facing our guests from low socio-economic circumstances who cannot afford local accommodation in the current market.

In recent market research, we have found our concerns over the difficulty of finding suitable accommodation are nationwide. The recent changes to abolishing Section 21 no-fault eviction notices and the new Rent Reforms Act have kept the numbers coming for advice; landlords still find loopholes in the new Act. The average rent for a room in Folkestone and Hythe is £475 per month, over the Local Housing Allowance for single people in this area.

A further challenge was the highly complex needs of some guests and successfully securing support services to meet those needs, such as drug/alcohol and mental health support. By building relationships with partners and social services, we found positive support networks and groups to help some guests on their recovery journey.

Some guests always disengage, which we accept; however, we keep our door open whenever they are ready to re-engage. We have continued to support evicted guests or those who have yet to be accepted due to the complexity of their needs. Consequently, we are beginning to see positive results and change for those who are positively interacting with us, attending the Rainbow Club breakfast session each day and receiving befriending peer support from volunteers and Homeless Support Service staff.

### **3. Volunteers & Partners**

We could not run this service without the grace and goodwill of Folkestone Churches and their volunteers, who provide guests with crucial food and unconditional support.

We recruited and trained seventy-two volunteers to support the Winter Shelter with most preparing and serving Winter Shelter dinners; eleven of these joined the regular breakfast club volunteers, helping to keep guests at the Centre. Volunteer training was on four separate days and varied times to allow all volunteers to receive training and familiarise themselves with their roles and expectations.

Each volunteer brings something unique to the Winter Shelter. The dedication of our volunteers is why this project works so well. People follow our strength-based model daily and treat our guests with respect and dignity.

Our volunteer role is to welcome/greet guests, chat with them, make hot/cold drinks, cook/cater, serve, set up and clear down venues, and drive for us. There are so many elements of volunteers in a successful Winter Shelter, all equally important to our guests, staff, and the shelter as a whole—compliments from guests who happily ate the food each evening were regularly fed back to the cooks.

Bill Mills and Danielle Harper, the winter shelter coordinators, did a fantastic job working daily with Venue Coordinators to agree on the menu, source ingredients and ensure a seamless dinner service for our guests.

It was fortunate this year that we could offer social interaction to our guests and volunteers during meal times at breakfast and dinner time. This interaction helped develop better, deeper relationships with the Winter Shelter guests. In return, we gained their trust by assisting them in moving on and receiving the support they needed to achieve their aspirations and goals.

Volunteer Contribution is so vital to the successful running of the Winter Shelter. We are fortunate to have so many people and our church partners donate their time, money, food and kitchen facilities freely and with such a graciousness that inspires us all. Volunteers gave 696.8 hours (Dec – 190.25; Jan 178; Feb 158.8 & Marc 169.75), a cost equivalent of £6,619.6 based on a minimum wage of £9.50 per hour.

#### **3.1 Volunteer Feedback**

Most volunteers said the main reason for volunteering is that they enjoyed being part of a team that delivers good outcomes for people experiencing homelessness. Engagement with guests was also a significant reason. The engagement with the staff team and the support they received before the start of the Winter Shelter was highly valued, and all appreciated the regular newsletter updates, which kept them informed of the Shelter's progression. They also felt that sharing their experiences and knowledge with guests as peer mentors was good. Those helping at the breakfast club felt that daily briefings and training were helpful.

This year there were better opportunities for volunteers to chat with guests at evening meals and breakfast club, and positive relationships developed.

One of the volunteers summed up their experience, *"It was a privilege to be part of the evening team support service. I congratulate everybody who made it possible to run a much-needed service for four months"*.

Below are some words from the written and verbal feedback we received from volunteers.

*"Can we please have feedback on the progress of the Winter Shelter guests"*

*"Myself and husband enjoyed cooking for the guest 3 times and happy to do the same again. Our Venue Coordinator, Judy was very good."*

*"I liked to hear more updates on how things were going during the winter shelter period; the newsletter was informative and helpful."*

Dear Louise,

I am writing to say thank you for the lovely gathering and tea yesterday. Such a happy way to mark all the experiences during Winter Shelter.

Mostly I want to thank you and all the staff at The Rainbow Centre for giving me the opportunity and privilege of working with the Winter Shelter from last December. It was the first time that I have been involved with this amazing initiative, and I hope it will not be the last. I have a great admiration for all the work that you head up.

We were fortunate with the group of guests that were in the Shelter this time and it was a pleasure to get to know them and to be included in that part of their lives. It did not feel an 'us and them' time and I was very humbled to be given some insights into their lives when, at their instigation, they wanted to share. It was quite a wrench when it all ended but very encouraging to see how many of their lives had been changed for the better by the months spent together. Hopefully all the hard work will pay off in their futures.

This change is brought about by the tireless work of the staff at Rainbow and I must pay special gratitude to Bill and Danielle who led the evening volunteer teams. Their empathy, sheer hard work and professionalism was an inspiration. They supported the guests and volunteers with their knowledge and encouragement which made our times together so much easier than it might have been.

I hope that my links with The Rainbow Centre will be able to continue in some form where I may be of use. I wish you all well and continued success in all the wonderful new ventures and plans which we heard about on Saturday.,

With thanks and every good wish,

### 3.2 Churches

We could not run the Winter Shelter service without the grace and goodwill of Folkestone and Hythe Churches and their volunteers. They provide essential evening meals, unconditional support, and partner agencies to help us secure accommodation and other vital services for guests, such as doctors, dentists, social workers, and mental health. This holistic work ensures the proper support for the guests in the Winter Shelter and those utilising the Homeless Support Service.

We are incredibly grateful that with the static model, many more churches, including the Catholic churches in Hythe and Dymchurch, were able to participate in meal provision giving a total of 11 churches; we thank the Venue Coordinators, volunteers and the Churches for their hospitality and warm welcome during the 16 weeks of running the Winter Shelter.

Day of the Week	Meal Provider
Monday	Harbour Community Church
Tuesday	Baptist Church – Hill Road & Capel
Wednesday	Our Lady Help of Christians Catholic Church
Thursday	Life Church/St Peter's/Cheriton Baptist Church/ Hythe Catholic Church
Friday	St John's Church
Saturday	South Kent Community Church
Sunday	Holy Trinity Church and Benefice
Other meal offers	RockSalt & Raglan Arms (Christmas Day); Redeemed Church of God – Christmas Party

Excellent communication between our Venue Coordinators and the Winter Shelter Coordinators ensured the smooth running of all our venues this year, including meal coordination and essential information sharing between venues and the office.

We were thrilled on 29 April to host a Winter Shelter Celebration Event at Holy Trinity Church, followed by a lovely cream team which our volunteers enjoyed.



### 3.3 Agency Partnerships

The Rainbow Centre worked closely with Folkestone and Hythe District Council, Porchlight Outreach Workers and the Serveco Rough Sleepers Initiative team to ensure we were all acting in the best interests of our guests and to update each other on their situation. We received referrals from Serveco and Porchlight and held weekly update meetings to discuss guests and ensure the best access to support was given. Four guests were accepted in the Porchlight Supported Housing Project. We were pleased to secure three free rehab places for our guests.

The day centre provision during the breakfast club has benefited from several health professionals meeting guests from there and as a safe space for appointments. We are working hard, as outlined before, to get a comprehensive day centre package of support for our guests and value the partnerships we are developing.

## 4. Funding and Donations

We gratefully received grant funding from Housing Justice/Ministry of Housing, Communities and Local Government this year and additional finance from Folkestone and Hythe District Council, which enabled us to extend the Winter Shelter to the end of March 2023. And we, of course, owe huge gratitude to our churches, many individuals, and business donors for their generosity.

### 4.1 Expenditure Report

The Winter Shelter operated again from a local B&B, which is the most significant proportion of the costs, and this year rose from 54% last year to 62%. Because of limited move-on options, guests stayed longer in the shelter than anticipated; we responded to the need by accommodating more than 13 guests. Staff wages will always be a high cost, and as can be seen, they account for 26% of our total expenditure and could have been higher as we are still recruiting for a Tenancy Sustainment Officer. On a five-month project, the wage costs are increased by allowing sufficient lead time for staff to train and do the planning and preparatory work. If the shelter is to be safe, well-led and provide a high-quality service, fundraising must reflect the need to pay for appropriate lead-in periods to train staff for the task.

#### Folkestone Churches Winter Shelter Expenditure 1 November 2022 to 31 March 2023

Budget item	Amount in £
Staff Salaries	24,906.72
Employers NI	1,130.91
Employers Pensions	195.36
Employment Expenses	161.10
Management Fees	6,000.00
DBS	243.60



Employment Expenses	450.00
Hotels	59,177.14
Fund Raising Expenses	35.99
Office Stationery	2.00
Sundries	122.45
Consumables	226.17
Repairs and Renewals	33.82
Cleaning	20.22
Professional Fees	308.00
Maintenance costs (proportion of Centre costs)	395.00
Consumables	1,392.80
Travelling	40.10
<b>TOTAL COST</b>	<b>94,841.38</b>

**In-kind donations** - Church-sponsored meals, volunteer time, a considerable number of toiletries, Christmas gifts, socks and other items were donated to support the shelter and were useful for guests who arrived with only 'the shirts on their backs'.

**The Future** -The 2023/24 Winter Shelter is almost here as we finalise this report. We look back with gratitude for the lives saved by the project last winter, and sadly, because we still have homeless people with us, we have started to prepare for the 2023/24 season. We do so, counting on your support; it is a privilege to serve alongside you all.

## 5. Thank you

Thank you to all we have had the chance to work with, from church leaders to everyone directly or indirectly involved in the shelter. You have all been exceptional in ensuring the Winter Shelter ran smoothly.

The Folkestone Churches Winter Shelter is hugely grateful for the help and support it receives from a wide variety of organisations and individuals for all things, including volunteering, advice, support, funding, fundraising, promotion and publicising, hairdressing, leadership, fire and safety, risk assessment, and the list goes on!

We want to acknowledge that our heartfelt thanks go to all the supporters already mentioned in our report and also to the following people and organisations:

- Churches Together Folkestone
- Hythe, Dymchurch and Romney Marsh Churches
- Winter Shelter Steering Committee
- Staff and Trustees of the Folkestone Rainbow Centre
- Church Venue Coordinators and Church Liaison Officers
- The Police and Police Community Support Officers
- The Ambulance Service and local Paramedics
- Shepway Foodbank

Rainbow Centre Foodstop

Folkestone and Hythe District Council and their amazing Housing Options Officers

Porchlight and Rough Sleepers Initiative teams

David Ashogbon and TNA Solicitors

Special thanks to Churches Together Folkestone Leadership, the Holy Trinity Church for allowing us to use the church and hall for our volunteer thank you event and to Folkestone Baptist Church for hosting the Winter Shelter Dedication Service.