



Winter Shelter Report 2023-2024



Contents

- Introduction.....3
 - 1.1 Night Shelter Aims4
 - 1.2 Our Strength-based Supported Housing Model4
 - 1.3 Project Activities and Timelines6
- 2. 2023/2024 Achievements.....8
 - 2.1 2023/24 Guest Outcomes.....8
 - 2.2 Guest Meals 11
 - 2.3 Challenges 11
- 3. Volunteers and Partners 13
 - 3.1 Volunteer Contribution..... 13
 - 3.1.1 Volunteer Feedback..... 13
 - 3.2 Churches..... 15
 - 3.3 Partners 15
 - 3.3.1 Folkestone and Hythe District Council..... 16
- 4. Funding and Donations 16
 - 4.1.1 Income and Expenditure..... 17
 - 4.2 The Future 17
 - 4.3 Our Thanks 18

Introduction

Reflecting on another busy year in the Winter Shelter programme, we welcomed our new Winter Shelter Coordinator, Lewis Smith, and Winter Shelter Project Officer, Perrie Keam. They hit the ground running, and with their manager, Louise Gotch, and her staff team's support and the invaluable contributions of our dedicated volunteers, they delivered a successful shelter.

From 1 December 2023 to 31 March 2024, we provided a lifeline to 26 individuals in the Winter shelter. Despite the challenges of finding move-on options for the last few clients, our collective efforts made a significant difference. The last four people who moved into the shelter in March, facing limited chances of finding rented accommodation, found much-needed respite from the streets in our free bed spaces. We continue to support them in the Day Centre and tirelessly search for suitable, affordable accommodation, understanding that every effort is a step towards their stability. We have collectively facilitated these life-changing moments because of the support and prayers we have received.

In Folkestone and Hythe district's very challenging housing market, we continue to nurture partnership relationships with housing providers. We are making good progress in working with them to get accommodation for clients. We successfully achieved continued funding from the Department for Levelling Up, Housing and Communities (DHLUC) to support the Winter Shelter. Some of the funding will help us in our ongoing efforts to secure year-round supported housing accommodation. Housing Justice visited and assessed the Winter Shelter in January and we have also been working with them for the past 18 months on their quality assurance pilot and are proud of the silver quality mark we achieved for Emergency Housing. We extend our heartfelt thanks to all our stakeholders for their unwavering support and contributions, without which these achievements would not have been possible.

Once again, we were blessed with an exceptional partnership with our local churches. We express our gratitude to all the volunteers from Folkestone and Hythe district churches and communities, and other individuals and businesses who selflessly gave their time, support, and donations to our clients in the accommodation and Day Centre. The cooks and the people delivering and serving the food are extraordinary individuals; without them, our service would not be possible. In addition to the support from the Folkestone Churches, the support from churches in Hythe, Dymchurch, and Romney Marsh is continuously growing. The overall generosity of the church community has been nothing short of amazing. A special thank you to all the Venue Coordinators and the many unsung heroes who work tirelessly behind the scenes. We always appreciate the value of the time and donations we receive, and we are deeply grateful for their continued support.

Looking ahead, we are excited about the opportunities and challenges that the future holds. We are committed to expanding our services and making an even more significant impact in the lives of people experiencing homelessness. With your continued support, we are confident in achieving these goals.

1.1 Night Shelter Aims

The Shelter's aims remained the same:

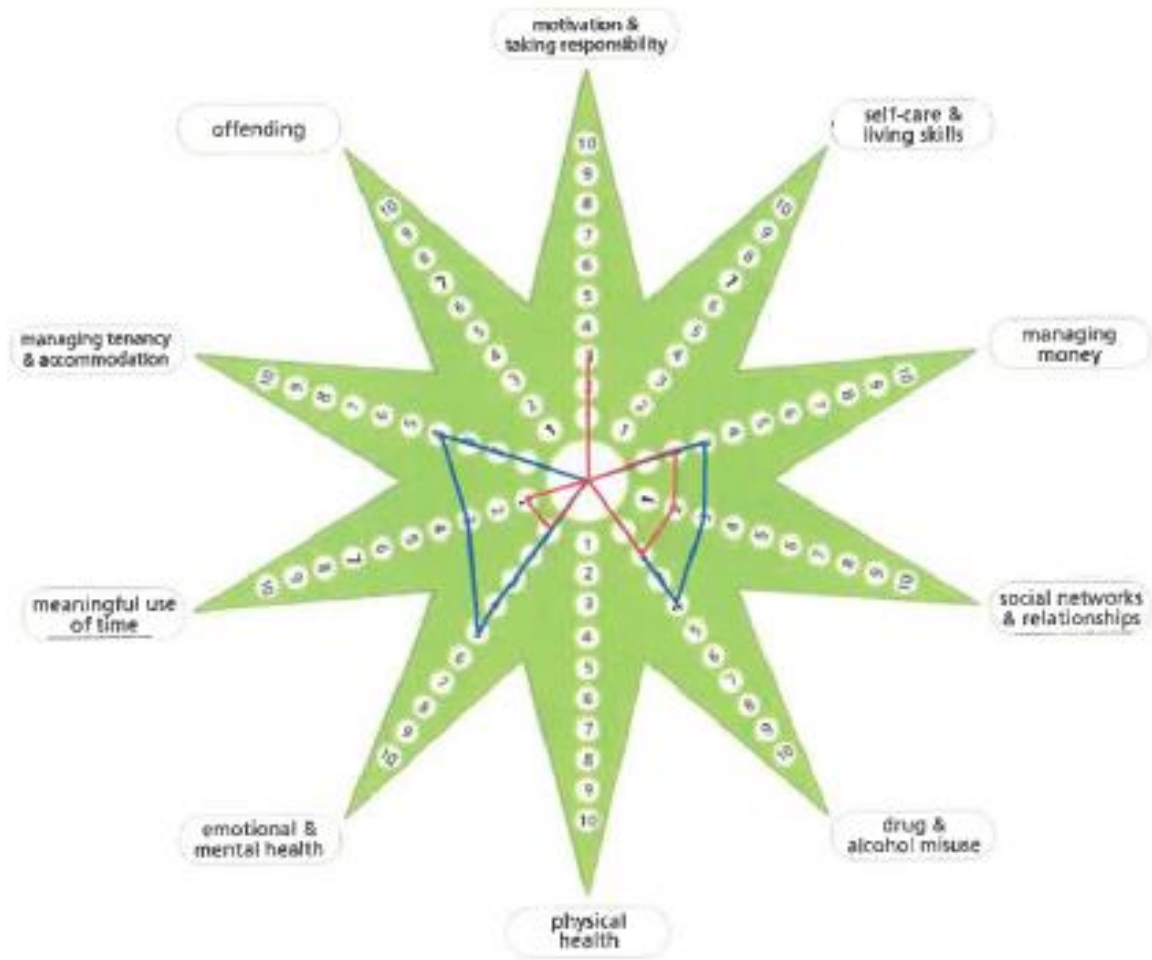
- To provide an evening night shelter for people experiencing homelessness in Folkestone and Hythe district using church and community volunteers through the winter period.
- To engage church members and the broader community with some of the most vulnerable people in Folkestone without discrimination, 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.

1.2 Our Strength-based Supported Housing Model

We continued to embed our strength-based supported housing model, which we have been developing over the past three years in preparation for running a supported housing project. This model allows us to improve our service delivery, refine the way we work, and produce positive outcomes for clients. The model starts from the premise that we all have strengths and seeks to build on the client's strengths first in preparation for addressing specific issues a client faces. The model has proven a robust and positive way of working as it empowers clients to make their own decisions and determine what they feel are their priorities.

With this model, firstly, all clients have a needs assessment conducted using the Outcome Star model where they self-assess their priorities for move-on and the key areas they want to address, such as finance, criminal behaviour, drug or alcohol use, mental health, debt or perhaps reconnecting with family. Each client scores on a chart and engages with the Coordinators to improve their goals and aspirations. They also have a move-on plan alongside a tenancy sustainment plan and receive regular support from the Coordinators. The homeless support team shared the workload of supporting clients because of the intensity of the support given to clients.

Below is an example of the outcome star for one client between January and May of the same year. The client's position is mapped at the start of their journey with us, this is represented by the red line. As things change in their journey, they can see their progress towards achieving their goals and aspirations, this is represented by the blue line.



Secondly, another element of the model, as a condition of their stay, was that clients were to attend evening meals and positively engage with staff and volunteers to build rapport and enable the coordinators to build a picture of their accommodation needs and what the most suitable move-on accommodation would be for them. This year, we had an average meal attendance of 85%, a huge improvement from last winter and it could have been higher if two of the three working people had been able to return in time for dinner. As expected, we had a slight dip in attendance around Christmas when some clients were visiting family.

Another condition for their ongoing support was attending the Day Centre at the Rainbow Centre on weekdays, signing in, and engaging with the service. This proved successful, with 77% daily attendance, as three worked full-time. It also increased client interaction and engagement with the staff, resulting in positive interventions, outcomes and securing life-changing opportunities for some.

Our strength-based approach to working with the person, not the problem, is a mindset attitude - staff and volunteers have ongoing training in this concept to help them work with guests to encourage them to assess their lifestyle positively. This year, Louis and Perrie undertook the same training as the Homeless Support Service staff. This allows consistency in our approach and enhances our understanding of the client group we engage with.

All Homeless and Winter Shelter staff undertake core training:

- Strengths-based training
- Trauma-informed care training
- Suicide and suicide prevention training
- Mental health awareness
- Understanding substance misuse and behaviour traits
- Professional boundaries
- Modern day slavery and human trafficking

1.3 Project Activities and Timelines

A steering group consisting of key stakeholders oversees the planning and implementation of the Winter Shelter. The group meets regularly with the team to advise and review progress. The role of the Folkestone Churches Winter Shelter Steering Committee was to:

- Ensure the project was 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 made 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.

Activity Item	Actions taken
Winter Shelter Steering Group meeting – review of 2023/24	5 September 2023, the Steering Group reconvened to review the previous year and plan for 2023/24 Shelter
Chair’s communication to Church Ministers	6 September 2023- Our Chair, Peter Le Feuvre, wrote to church leaders to advise them about the continuation of the B&B model for 2023/24
B&B Agreement	20 November 2023, room rates were confirmed by the same B&B proprietor for last year’s shelter. Use of kitchen and dining facilities confirmed
Recruitment of volunteers	October 2023 - All previous and potential new volunteers were contacted, and marketing of the project was through posters/flyers to all Folkestone churches and partner agencies. Recruitment was also done via social media and the Folkestone Rainbow Centre website.

	Sixty-four volunteers were confirmed for the B&B and Day Centre at the Rainbow Centre.
Updating of Winter Shelter policies and procedures	Previous Winter Shelter procedures and policies were reviewed and updated/amended, agreed upon and signed off at the Policy and Procedure Committee in October 2023.
Volunteer training	The training was delivered on 3 sessions held on different days throughout November, to ensure maximum attendance.
Winter Shelter dedication service	This was held on 25 November 2023 at St. Paul's Church in Sandgate, part of Trinity Benefice, and there was a good turnout.
Winter Shelter opens its doors.	On 1 December 2023, we welcomed guests to their rooms and provided them with a delicious evening meal. All guests attended dinner on the first evening of the Winter Shelter. Attendance at dinner was generally good throughout the four months, and positive relationships were forged between guests and volunteers.
Housing Justice Quality Assessment Visit	On January 17 2024, Housing Justice representatives visited and evaluated the service using their new quality assurance framework, which we have worked on for eighteen months. We are pleased to have been awarded a silver quality mark.
Winter Shelter ends	On 31 March 2024, we extended the stay of 4 guests until their imminent move-on dates were confirmed. The final guests left the B&B on 30 April 2024.
Winter Shelter Volunteer Thank You event	On 20 April 2024, a service was held at Holy Trinity Church, and afterwards, the Winter Shelter celebration afternoon tea event was attended by 25 volunteers; it was an excellent opportunity to reflect and listen to volunteers and Winter Shelter guests' feedback as staff, volunteers, and guests were all present.

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. We held weekly meetings with our partners to discuss current clients in the Winter Shelter, potential clients and their needs, and any services we may need to signpost to secure the proper support, such as mental health, drug recovery, etc.

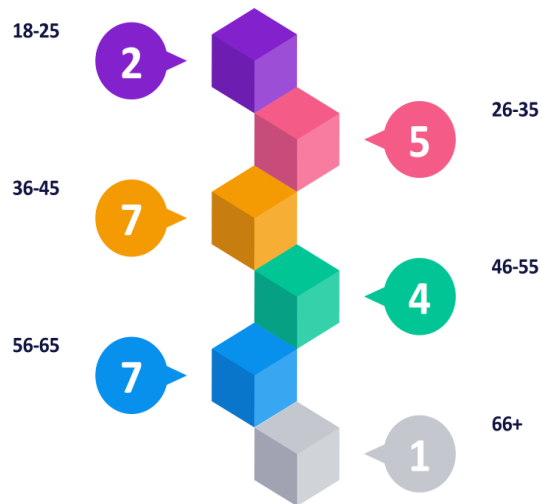
2. 2023/2024 Achievements

2.1 2023/24 Guest Outcomes

As we have done in the last four years, we pre-booked 13 rooms from the same provider Huxley at a generously reduced rate. In 2023-24, we accommodated 26 clients, nine of whom we successfully moved into a rented home.

During the 2023/24 Winter Shelter season, we saw an unprecedented number of rough sleepers, the highest count in some years. There were 44 referrals.

How old were our guests?



This season clients were primarily single men between 36 and 55 years, with seven below 35 years, who, due to their age and circumstances, are not categorised as priority need homeless. We continued to see a rise in women seeking our services with high complex needs, with dual diagnosis mental health and alcohol addiction being the main presenting issues. We have also seen a difference in ethnicity; while we still have primarily white clients, we are starting to support a more diverse group, with three out of the four women this year being of African origin.

Make-up of our guests this winter



We assisted clients in accessing support services to help them with their drug/alcohol or mental health problems and also in reconnecting and engaging with agencies they may have lapsed attending. This assisted them in securing extra support to deal with their complex needs.

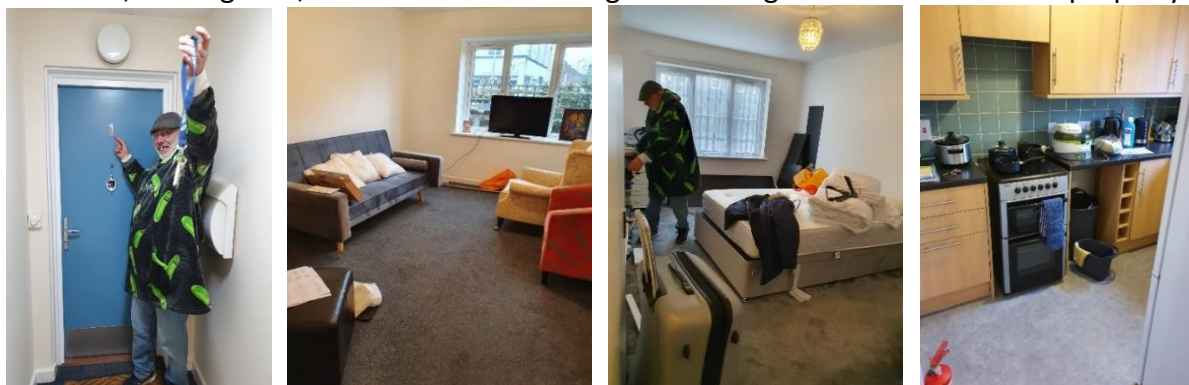
Each guest had an agreed 'move on' plan, and we ensured all guests submitted homelessness applications to the local council.



The housing market in Folkestone and Hythe district continues to be challenging mainly because of rising rent costs and reduced availability of privately rented properties. However, we forged positive partnerships with a local housing association for those over 55. We secured four new homes for our clients in that age group and one placement in John Bowley Almshouses, an older people's housing project, with the remaining clients securing private rented accommodation. We were lucky to be able to move some of our older clients to older people's housing in Folkestone due to the positive work with housing partners we have had over the past few years.

Seven people returned to stay with family and friends, and of the six who did not achieve a successful move-on, two were evicted, one went to prison, and the other three failed to engage despite arranging viewings for them. By 31 March, four remained because their move-on was secure, and they were waiting for a move-in date. At the time of this report, they had all left the shelter.

As you can see in the photos below, our clients' pride in having a new home is all the thanks we need for doing our job. We are also sincerely thankful to Folkestone and Hythe Municipal Charity for their generous grants to our clients, which enabled them to purchase vital furniture, white goods, and essential items to give them a good start in their new property.



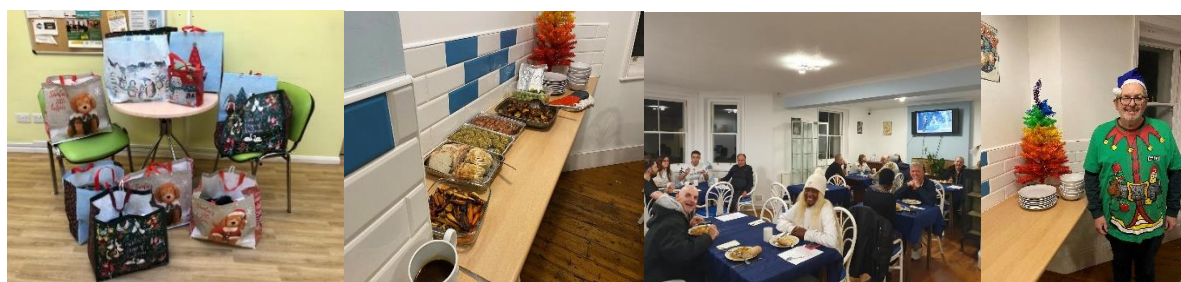
We continue to work with the clients we housed to sustain their tenancy while assisting remaining clients beyond the Winter Shelter to move them into stable accommodation. Apart from helping clients resolve their homelessness, we assisted guests in the following ways:

- Referred to access GP services and NHS dentists, accompanied to their appointments by staff
- Contacted rental agencies and offered advocacy work for those ready to be privately housed
- Helped complete Homelessness Applications with Folkestone and Hythe District Council, ensuring everyone registered with the council as homeless.
- Assisted with contacting the Department for Work and Pensions for guests who needed help with benefit queries and applications over the phone, online and in person
- Support to complete Universal Credit applications and updates as necessary with guests
- Offered a 'care-of' address to those who needed an address to access local services or open a bank account, for example
- Helped eligible guests with "Kent Home Choice", Folkestone and Hythe District Council's housing registration system and helped them when bidding for appropriate accommodation via the council
- Offered laundry facilities
- The Day Centre has become a warm space where agencies meet clients. It has a weekly nurse, a quarterly dental service, and volunteers from ROAR (Reach Out And Recover) for those recovering from addictions.

2.2 Guest Meals

As always, the Folkestone and Hythe District churches continue to provide home-made nutritious two-course dinners each evening, which are very much appreciated by the clients and are often cited in their feedback as the highlight of their stay. The Christmas period falls in the middle of the Winter Shelter timeframe. It is a difficult time for some of our guests, who have no family connections and often feel lonely and isolated. We are thankful for the many gifts we received, which we shared with them on Christmas Day.

We were also lucky to receive a wonderful Christmas dinner donated by Border Force and cooked by the Staff. It was a lovely Christmas Day and Boxing Day atmosphere when they had pizza and yummy desserts. We also opened the Day Centre some days over Christmas for those still sleeping out to give presents and breakfast.



Thanks to our amazing volunteers, 1,950 meals were provided throughout the Winter Shelter period, seven days per week for the four months of the project.

2.3 Challenges

There were fewer client challenges than in previous years due to many factors including our experience running a static shelter model, continuity with the landlord, better engagement with clients before getting into the shelter, and most were low-risk clients with good self-awareness of their needs, which, with our support, empowered them to make decisions about their future and achieve their aspirations. We were pleased that five clients were employed by the end of the shelter. We thank the Coordinators who facilitated attendance at meals and the Day Centre, which provided more opportunities for engagement. The challenges were less problematic because of our good relations with specialist agencies, for example (mental health and probation). We could refer clients confidently, knowing that they would be prioritised.

Some clients disengage, which we accept; however, we keep our door open whenever they are ready to reengage. We hold weekly meetings with our partners to share clients' needs and make joint decisions on the best action to support them.

We have highlighted the continuing barriers beyond our control, including the shortage of affordable & suitable housing for our client group and the demanding requirements and expectations from private landlords and agents that exclude our clients from eligibility. Working with our church partners and volunteers is always a joy; we count on them to continue offering this service. Below are some case studies on a few of our clients.

Case Studies (names have been changed)

Case Study 1

Martha is a 51-year-old woman, who came to us in November of 2023 after being made homeless through a Section 21 (no fault) eviction notice. She spent time sleeping in the doorway of the building she previously lived in. Martha was accepted into the Winter Shelter and, from 1 December 2023, has been part of the service. To begin with, she was struggling with her mental health due to her experience beforehand, and she was getting quite bored as she was used to working and doing things.

After the first month passed, Martha started to get more positive, applying for jobs and looking at properties to move on to. All her hard work paid off when she was accepted for a live-in carer position, which she was over the moon about. This is a two-week on, two-week-off contract. Martha has now been accepted for one of our older people's housing vacancies and has her own home.

Case Study 2

We had a male client who admitted he started down the wrong path and got hooked on cocaine and cannabis. As a result, his life began to spiral out of control, he lost his wife and children and ended up in prison for the first time as a result of a violent offence under the influence of drugs. We worked with him before the Winter Shelter opening, and he was remorseful and wanted to get his life back together and re-establish a relationship with his three young daughters.

He was placed in the Winter Shelter programme and immediately engaged positively, attending support groups and counselling arranged by his probation officer. He was keen to start working again and get himself a new home. Throughout the Shelter, we supported him in securing a job and reconnecting with his children. This had a positive effect on his self-esteem and self-confidence. He continued to thrive in his career in construction and was promoted to foreman. We managed to secure an appropriate property and help him address his debts.

We have successfully moved this client into a studio flat, and he is still working and doing well, checking in when he needs advice or support.

He is settled in his new accommodation and sees his children every other weekend. He has a better relationship with his wife and still has counselling to keep him on track. He says we believed in him when no one else did, which gave him the strength to get his life back on track.

Case Study 3

Luca is in his second year of the winter. It has been a challenging year for him since the last one. He had an accident and was in a coma with a severe head injury in London after a fall for six weeks. Upon returning, he tried to stay clean but found his behaviour had returned to normal. He has started to repair the relationship with one of his sons, which is a double-edged sword for him as he often feels sad and depressed afterwards.

Luca is 32 years old and has been rough sleeping on and off for about seven years, in between supported accommodation, which he could not cope with. This was his second time in our Winter Shelter. Luca has drug and alcohol problems, as well as enduring mental health concerns. Luca's words: "I started drinking alcohol at the age of 14 years old and started dabbling in Cannabis at age 16. I was adopted as a child. I found this information difficult to digest and sought solace in alcohol to numb the problematic feelings I was feeling."

Luca's cognitive functioning has been impaired since his accident. He says he feels more depressed at times. He also feels angry a lot of the time, and he never used to. His memory is also poor.

He has accessed many supported services without success over the years. He is afraid to delve into his past, talk about his feelings and reconcile his demons, and when therapy or support gets to that point, he leaves.

Our partner agency, Porchlight, has referred him to a housing-led high-needs project. He has worked with them several times and has recently had meetings to discuss his eligibility and whether they feel he is ready to commit. Luca fears he will be rejected despite feeling he is different and changing, which we endorse.

3. Volunteers and Partners

3.1 Volunteer Contribution

We are deeply grateful for the invaluable contributions of our volunteers from the churches and the wider community. Your selfless efforts, providing guests with essential food and unwavering support, are the backbone of our service. Each of our volunteers has brought something unique to the Winter Shelter. As we keep repeating year after year, our volunteers are the reason this project works so well. Day after day, a fantastic bunch of people ensure our guests are always treated with respect and dignity.

Our volunteers welcome and greet guests, chat with them, make hot and cold drinks, cook and cater, serve, set up and clear down venues, and drive for us. There are so many elements of volunteering in a successful Winter Shelter, all equally important to our guests, staff, and the shelter as a whole.

We want to praise and thank all the volunteers who continue supporting us and generously donating their time and items.

3.1.1 Volunteer Feedback

We distributed feedback forms for volunteers to complete. Thank you to everyone who returned their feedback forms and those who gave verbal feedback at the volunteer 'thank

you' event held on 20 April 2024; it will help inform next year's Winter Shelter. Overall, the feedback was very positive; the volunteers commended this year's Winter Shelter, hailing it as one of the best and showered praise on the staff, who built a palpable level of trust with guests and volunteers.

Here is a sample of the responses to our feedback questionnaire.

"We are all vulnerable at one stage or another in life... we need to be kind to each other and help where we can."

"Feeling I am making a difference to improving the lives of others."

"All the aspects, it's great to see clients engage with the programme and take steps in making a new life"

"The staff from the winter shelter this year have been great Lewis, Jane and Perry have been great to work alongside"

"It's been so great to see how the Rainbow Centre have helped many guests again the past few months "

"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.



3.2 Churches

We could not run the Winter Shelter service without the grace and goodwill of Folkestone and Hythe Churches and their volunteers, who provide essential evening meals and unconditional support.

We extend special thanks to all the churches in our district that support us in various ways, especially those that prepare meals, and the Meal Coordinators who worked tirelessly in their respective churches to mobilise volunteers to prepare meals, procure supplies, promote the project, and secure much-needed donations.

The meal rota over 122 days was as follows:

Day	Church Providing Meals	Coordinator
Monday	Our Lady of Good Counsel Church (Dec & Mar) Life Church (Jan-Feb)	Breda Bradbeer Janet White
Tuesday	St. Peter's Church (Dec – Feb) Redeemed Church of God (March)	Shelter Staff Pastor Adenike Jimoh
Wednesday	Our Lady Help of Christians Church	Judy Doherty
Thursday	Harbour Church	Eddie and Hilary Grimble
Friday	St John's Church	Bill Wright
Saturday	South Kent Community Church	Alison Short
Sunday	Holy Trinity Benefice (St. George's; St Paul's & Holy Trinity)	Bill Mills

3.3 Partners

The Winter Shelter worked closely with 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. We continue to work alongside our partners to secure move-on options for our clients, and this year, two of the move-ons came through the partnership. The partner agencies help us secure accommodation and deliver other vital services for guests, such as doctors, dentists, social workers, and mental health professionals. This holistic work ensures the proper support for the Winter Shelter clients and those utilising the Homeless Support Service at the Rainbow Centre.

We had weekly professional partnership meetings and also engaged with other agencies through case meetings or making contact to discuss and access services for clients, including:

- Folkestone and Hythe District Council
- Porchlight
- Serveco
- Kent police and Police Community Support Officers (PCSO's)
- NHS partners
- Ash Eaton Mental Health team
- Probation services
- Moat Housing Association
- Social Services
- Department for work and pensions (DWP)
- Private landlords
- Forward Trust
- Reach Out and Recover Kent (ROAR)
- Off the Street on Our Feet
- Shane Record – local artist

3.3.1 Folkestone and Hythe District Council

We worked very closely with the Folkestone & Hythe District Council's Housing Options team to support the move-on of our guests from the Winter Shelter. A Local Authority housing worker also hosts a clinic at the Rainbow Centre once per week to work with guests we refer who need support and assistance and meet the priority need criteria.

We continued to seek move-on options for clients. We have a positive working relationship with Folkestone and Hythe District Council and continue to work in partnership with them. They also provided us with crucial rent deposit funds for clients moving into the private rented sector and needing rent deposits.

4. Funding and Donations

We gratefully acknowledge funding from the Department of Levelling Up and Housing (DHLUC) for the bulk of the accommodation and staff costs. We continue to be grateful for the support we receive from churches, businesses and individuals.

Our Winter Shelter programme's success is due to everyone's kindness. Some examples of gifts and things people have done to help us from all over the Folkestone and Hythe district:

- Schools, groups/clubs put on fundraising events to raise money, give donations (money, food, clothing, household essentials etc) when guests move on
- Warm clothing and footwear through the autumn and winter

- Tents and sleeping bags
- Eight-fold away beds, bedding and blankets
- Cook and provide free evening meals
- A full Christmas dinner and all the trimmings
- Christmas gifts and presents
- Handmade Christmas cards from local school children

4.1.1 Income and Expenditure

From the beginning, we set out to spend money responsibly, seeking the best value for services and goods supplied to the project. The primary cost item remains the B&B accommodation at 62% of the total budget. Staff wages are the next highest cost, at 30%. On a four-month project, the wage costs could be dramatically increased or decreased by the amount of lead given to staff, affecting the amount of training that staff can do. 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. Once again, we were fortunate to raise sufficient income to meet the expenditure. We thank individuals and our churches who donate financially and in kind.

Income and Expenditure 2023-2024

Income

Donations	2,860
Churches	5,190
Grants	97,358
Total	105,408

Expenditure

Project Staff Salaries	£30,323
DBS Checks and Training	£903
Contributions to Rainbow Centre Overheads	£2,000
Equipment & consumables	£569
IT Costs	£176
Insurance	£904
Cost of Bed and Breakfast Hotel	£62,650
Rent deposits & move-on costs for guests	£3,433
Sundry Expenses not listed	£197
Total	£101,155

4.2 The Future

The Winter Shelter is now an integral part of the Homeless Support Service. The Shelter Coordinator is responsible for working with homeless people daily, with a specific focus on

Winter Shelter guests. By not separating the Winter Shelter work from the Homeless Support Service work, we deliver a 360-degree service all year round.

We look forward to securing and starting a housing project to provide all-year-round accommodation for emergency and supported clients, starting with our regular Winter Shelter provision. It will give more options in a very narrow local housing market. We are also excited to launch our befriending scheme, which will enable us to offer the service to our clients. It is much-needed, especially for clients we house who need tenancy sustainment and support to thrive in their new homes.

4.3 Our Thanks

Our huge thanks go to all the people we worked with, from church leaders to caretakers and 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, including volunteering, advice, support, funding, fundraising, promotion and publicity, fire and safety, risk assessment, and the list goes on!

Our heartfelt thanks go to all the supporters already mentioned in our report and also to the following people and organisations:

- Churches Together Folkestone
- Churches Together Hythe and Dymchurch
- 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
- Shepway Foodbank
- Rainbow Centre Foodstop
- Folkestone and Hythe District Council and their amazing Housing Options officers
- David Ashogbon and TNA Solicitors
- Dawn Kellers for keeping us in the black!
- St. Paul's Sandgate hosted the Winter Shelter Dedication in November
- Holy Trinity hosted the Thanksgiving Service in April
- Folkestone Municipal Charity