

Volunteer Handbook



Sanctuary

Volunteer Handbook

The booklet contains information on what is expected of volunteers and those responsible for running Gravesham Sanctuary Winter Night Shelter sessions.

September 2020

*“... 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 (NIV)*

Gravesham Sanctuary CIO

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1. ABOUT SANCTUARY

Thank you so much for joining us this year. Gravesham Sanctuary, registered Charity No. 1181817, is a project supported by Gravesham Churches Together, that works with Gravesham Borough Council in trying to reduce and help rough sleepers on the streets of our Borough. We are part of the government's Rough Sleeper Initiative, where we work in partnership with various agencies and groups. We are mostly volunteer based who come from the local community to make the shelter possible.

Our objective is to support and befriend the homeless community, including those facing the prospect of homelessness and those re-entering accommodation. We do this by:

- Helping them to become part of a community
- Taking care and looking after their needs through direct help in providing:
 - A safe, place to sleep
 - Hot food and drinks (for rough sleepers)
 - Showers
 - Help with paperwork
- Signposting them to agencies who can help with:
 - Accommodation
 - Employment
 - Physical and mental health
 - Repatriation to their home country
- Helping them to grow in their life as a disciple of Jesus Christ, if that is a path they wish to take.

Our Christian ethos means we believe that all our guests, whatever their situation or past, are loved by God and that there is hope for change in their lives.

Because of the vulnerable nature of the people we serve (we refer to those coming into contact with Sanctuary as our 'guests'), it is vital that volunteers are suitably trained, and adhere to the code of conduct outlined in this booklet.

2. MANAGEMENT TEAM

The day-to-day running of the project is the responsibility of the Project Manager, appointed by the board of trustees. Working with the project manager are various roles including:

Guest Manager – responsible for the pastoral team that advises our guests

Volunteer Manager – responsible for the recruitment and rota of volunteers

Marketing – responsible for the communication of what is happening at the shelter

Fundraising – responsible for raising finances to keep the shelter open

The management team are directly accountable to the trustees of Gravesham Sanctuary CIO.

The trustees set the governance by which the management team operates and is made up of representatives of the various churches involved.

3. GUEST OPENING TIMES

Guests are served by several teams:

- ***Night Shelter*** run by Gravesham Sanctuary that provides showers, hot food and overnight sleeping arrangements. This team operates 7 nights a week during November to March, from 7:00pm to 7:30am.
- ***Daytime registration*** team who register potential guests at Tenants Hall, Longferry Court, Monday – Friday, 10:00am – 12:00pm. All guests must be registered before being offered a place at the shelter and assessed to make sure it is a suitable place for them.
- ***Pastoral team*** who deal with individual guest issues and link them with appropriate agencies. This team is available by phone and weekdays at Tenants Hall, Longferry Court and may be available during some evening shifts.

The evening meals are typically served at our venue in Longferry Court with overnight sleeping provision at a separate venue, provided by the council and adapted as a safe space during covid-19.

4. VOLUNTEER TEAMS AND ROLES

For the Night Shelter, volunteers are assigned to one or more of the following shifts: the times below are times we are open for guests:

TEAM	DAYS	TIMES	MONTHS
Evening	Monday to Sunday	7:00PM – 9.30PM	Nov to March
Overnight	Monday to Sunday	10:00pm – 7:30AM	Nov to March

Gravesham Sanctuary plans to open every night between early November and end of March. This is possible due to some financial assistance from Gravesham Borough Council who have also provided a building.

Volunteers are asked to serve either weekly or fortnightly, where possible. Rotas will be set in advance so that volunteers can then 'reject' dates they cannot make.

If a volunteer cannot commit to a specific team, e.g. because they do not know when they are available, they will be assigned to a **GAP TEAM**. This team will be sent requests to cover 'gaps' in shifts that have not been filled.

Volunteers will be assigned roles based on their preferences and experience:

- **General Volunteer** - this is where most volunteers serve
- **Cook** – those that serve in the kitchen (separate training given)
- **Coordinator** – the person appointed to lead a shift

Activities within each shift are:

Evening Shift:

- Preparing and serving a hot meal
- Making and serving hot drinks
- Interacting with guests
- Making sure our venues are covid secure, e.g. by carrying out extra cleaning, managing access to washrooms
- Clearing away after the meal
- Where confident to do so, accompanying guests to the smoking area

Overnight Shift:

- Welcoming guests into the overnight venue
- Making and serving hot drinks
- Ensuring everyone is quiet and in bed by 11:00pm
- Keeping an eye on guests as they sleep
- Preparing a simple breakfast and hot drinks before guests leave

As our overnight venue will have some form of enclosed space for each guest, these will be allocated to guests with a sleeping bag already in place and any guests' belongings that have been stored there.

5. ROTA SYSTEM

5.1 Rota Management

To help us manage a large volunteer base, we use an online system called 'Planning Center'. Planning Center can be accessed via the email request we send out each time you are asked to do a shift, or via the reminder sent when you are due to serve. Using this link, you can opt to set up a login to the system with a password. This makes it easier for you to see all your upcoming shifts and enables you to block out any dates you are not available. Alternatively, you can use Planning Center by downloading the free 'app' (available for Android and Apple - search for Planning Center Services app).



5.2 Responding to rota requests

Rotas are issued in advance for your assigned team, or around 1 week in advance if you are on the GAP team. This will also take notice of any days 'blocked out' via the app or website login. The request will come by email, to which you can respond by selecting the 'Accept' or 'Decline' buttons. This is then sent automatically back to us. **Please respond to this email asap or within 3 days** of it being issued, as this allows us to find a replacement where necessary.

Should you not be able to make a session that you have agreed to, it's very important that you contact the Volunteer Manager by phone or email at the earliest opportunity, or we may have to cancel the whole session, which would adversely impact our guests.

From time to time vacancies appear at short notice and these will be advertised in the newsletter, on our website and on social media. Any volunteer who has attended training can offer to cover.

Volunteers will also be able to offer to fill gaps through Planning Center.

5.3 *Attending a session*

Volunteers should only attend sessions they have accepted via the rota request and are expected to be there 15 minutes before the session starts, i.e. 6:45pm for the evening shift or 9:45pm for the overnight shift. Cooks will need to arrive at 6:30pm to start preparing the meal and coordinators also at 6:30pm to read through notes and prepare for the shift.

- Staff and volunteers will need to 'sign in' when they arrive and 'sign off' when they leave
- Each session will start with prayer and the coordinator will explain the duties of each volunteer for that session.

6. VOLUNTEER DUTIES

The following is a list of duties that the coordinator may ask you to do while serving at Sanctuary.

6.1 *Showers*

There are individual showers within each of the male/female toilets. Showers may be taken during the evening on a 'first come' 'first served' basis.

As part of our covid-19 guidelines, there will be a volunteer managing access to the washrooms on a 'one out, one in' basis and overseeing showers. This will involve giving out a basket of toiletries, which must be handed in and cleaned again before use by another guest, handing out towels and cleaning showers between guests (cleaning will need to be done by a female and male volunteer respectively if there are female guests). Male guests may use the ladies' washroom and shower when there are no female guests in for a meal.

No showers are to be taken beyond 8:15 pm prior to going to the night venue.

6.2 Laundry

Gravesham Sanctuary **does not** wash guest clothes; these are to be done by the laundry service offered at the daytime homeless hub at Gravesend Methodist Church (GMC) Mondays, Wednesdays and Fridays between 10am and 12midday.

Gravesham Sanctuary will launder its own linen, towels used by guests and tea towels used in the kitchen.

6.3 Clothing requests

Gravesham Sanctuary will try to keep a limited stock of under garments and socks. We will **not** have a stock of clothing available as these should be obtained from the GMC clothing bank at the Daytime Hub.

6.4 Clearing away

During any session there will be an element of clearing away. Coordinators are supplied with detailed checklists of what needs to be done and where items are to be returned. Please ensure items are placed where they came from and that the premises are left in the same state as before the sessions started.

6.5 Interacting with guests

This is perhaps the most important part of your role – making guests feel welcomed and part of our family. You can do this by talking with them, playing Board games, and so on. Please make sure that all your interactions are in line with the covid-19 policy included in this handbook.

Try to resist talking to and spending time with your colleagues – focus on our guests. They often tell us that it's this interaction that they appreciate the most.

7. COORDINATOR RESPONSIBILITIES

It's worth mentioning here the role of coordinators, which is to:

- Ensure the overall safety of volunteers and guests
- Ensure that each shift runs according to plan
- Start each shift with prayer and say grace at mealtimes
- See that volunteers 'sign-on' and 'sign-off' after each shift
- Lead the team and assign individual responsibilities
- Check fire exits and procedures
- Deal with any issues that arise
- Make calls to emergency services as required
- Complete any Guest Incident forms and other notes which are then passed on to the Sanctuary pastoral team.
- Ensure that our Covid-secure guidelines are followed

During a busy shift, the coordinator may assign some of these tasks to a volunteer whom he/she nominates.

Any issue arising with a guest should be reported to the coordinator. Depending on the severity, this information will be recorded on paper and sent to the Project Leaders. The coordinator may ask you to sign a timed and dated entry in the logbook if you have witnessed/ reported an incident concerning a guest.

8. INTERACTING WITH GUESTS

8.1 General Guidelines

As mentioned earlier, interacting with our guests is a major part of the volunteer role. Here are a few guidelines that will keep you and our guests safe while helping you to enjoy the experience:

- Try to be on time! If you are running late or having a problem which prevents you from attending, phone Sanctuary Volunteer Helpline phone (07400 765 926)
- 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 and make them feel welcome.

- Work as a team and support your coordinator. Do not challenge their decisions in front of other volunteers or guests.
- Address guests and volunteers by their first names only.
- Do not give or lend money to guests.
- Do not give out personal information, especially home addresses, telephone numbers or email addresses.
- Arrangements should not be made to meet with guests outside the shelter unless it is an activity arranged by the Sanctuary Project Managers.
- If you think a guest may need spiritual advice, discuss that with the coordinator who can support this process.
- Make sure you are not left alone with a guest or leave a colleague alone, particularly of the opposite sex. 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.
- Do not take guests to your home.
- Do not offer guests lifts.
- For your own safety do not wear or bring valuables when on duty.
- All touch with a guest should be initiated/consented to by them. This can be sometimes given by non-verbal communication and body language
- When dealing with lost property, never put your hand into a bag or pocket. Tip the contents onto a flat surface so you can see what you are handling. If necessary, wear rubber gloves.
- If a guest vomits, there is a specialised clear up pack that should be used to clear up.
- Volunteers should act safely and not put themselves or other volunteers or guests in any danger. If you feel intimidated at any time during the shift, inform the Coordinator. Please always take directions from them, especially regarding matters of personal safety.
- There should always be an absolute minimum of two volunteers in the venue.

8.2 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. There is further guidance on this in the section on Safeguarding and also in our Confidentiality Agreement, which we ask all staff and volunteers to sign.

If you feel there is a threat to another person or to the safety of the venue, you should tell the coordinator immediately.

8.3 Gifts

From time to time guests may wish to give gifts to staff or volunteers. The policy is that gifts are not accepted from guests. Gifts are not appropriate due to the risk of favouritism and the tensions that can lead to.

9. Health and Safety

9.1 General

Our policy is to provide and maintain, as far as is reasonably practical, safe and healthy working conditions, equipment and systems of work for all staff, volunteers and guests using the Sanctuary and to provide such information, training and supervision as is needed for this purpose.

Gravesham Sanctuary undertakes so far as is practicable:

- To provide a working environment that is healthy and safe with satisfactory amenities
- To ensure that all relevant regulations and codes of practice are observed
- To provide and maintain safe premises and equipment including appropriate protective clothing

- To ensure that all volunteers and guests using the premises are safe and without risk to their health

9.2 Food Hygiene and Kitchen Safety

No volunteer is allowed into the kitchen or to serve food unless they have been assigned and trained for this role or are asked to help with washing up. We have detailed guidelines, procedures and a separate training group for catering staff.

9.3 Fire Safety

It is essential that all volunteers are familiar with the following procedures concerning fire and its risks:

- Take note of where the fire call buttons and exits are. These are all clearly marked.
- Make sure that all fire exit routes are kept clear with no chairs, bags or other obstacles on those routes.

If you spot a fire:

- Lift the cover on the nearest fire call button **and** press the black button.
- Inform the coordinator if they are nearby.
- Start evacuating guests to the nearest fire exit and muster point.
- As you leave the building, close any open doors to stop the fire spreading.

It is the coordinator's responsibility to:

- Check the location of the fire
- Call the fire brigade if necessary (or reset the alarm if false)
- Check that all volunteers/guests have been evacuated

10. Dealing with Guest Issues

10.1 Behaviour Issues

Over the years that we have operated, there have been very few incidences of trouble, with the vast majority of sessions passing off peaceably. However, it is sensible to recognise that there could be trouble in our activities and that assistance may be necessary to cope with it. We operate a zero tolerance to any form of aggression towards volunteers or guests and anyone involved will be asked by the coordinator to leave the building immediately.

Most trouble starts out with verbal abuse or threats. This can often come in the form of raised voices and swearing. The first signs of this should be countered by calm but firm advice that it is against the Guest Agreement. The other volunteers on duty at that time should be quietly informed of the threat. If the behaviour continues, call the coordinator who will try and create the circumstances for the offending guest to back down without losing face, using de-escalation methods covered in training.

If the verbal violence persists, the offending guest will be asked to leave the building and a note made on the Coordinators report.

If the coordinator judges that additional support is needed to exclude an offender, they will contact the designated person for that shift and, in extreme situations, Kent Police should be called for support (101 / 999 as appropriate).

10.2 General Health Issues

Single homeless people are one of the four groups recognised by the Department of Health as among those facing the worst health outcomes in society.

Many of our guests do suffer from drug or alcohol related problems. If a guest becomes ill, separate them from the rest and try and find out what the problem is. You should not be alone with them or offer them any form of drugs such as aspirin.

If the condition becomes worse, they are sick or collapse whilst at Gravesham Sanctuary, the coordinator will call an ambulance or paramedic by telephoning 111 or 999.

If the guest is taken to hospital, please ask the paramedic for a copy of the health report they produce as this will be required for our records. They can normally do this before they leave.

10.3 Alcohol and Drug Issues

Drug and alcohol use are often seen as a means to cope with the difficulties of homeless life and past trauma. While at Gravesham Sanctuary, it is a condition of entry that drugs (other than those prescribed by a medical professional) or alcohol must not be brought into or consumed/used on the premises. This applies to both guests and volunteers.

Anyone caught breaking this rule will usually be asked by the coordinator to leave the building immediately and a note made for the Project Managers. However, please be aware that some guests, who have no intention of using alcohol on the premises, will hand in alcohol during the bag search and may be treated differently.

If you suspect a guest or other volunteer is violating these policies, you must refer this to the coordinator who will log it in their report.

10.4 Mental Health Issues

Mental health issues are far more common among homeless people. People with complex needs and complex trauma often find it difficult to manage their emotions in the face of perceived adversity. This can exhibit itself as challenging behaviours and poor compliance with instructions.

If you suspect someone has a mental health issue, inform the coordinator of who it is and why you think that way.

11. Summary

Volunteers are essential to the success of Sanctuary. It's vital to our guests and to our volunteers that we ensure the right 'fit' for any volunteer position. But it's worth it as the satisfaction gained by our volunteers is extremely satisfying.

"I absolutely loved being with everyone ... What you're doing there so beautifully is absolutely inspiring," Julie

"I volunteered at Sanctuary not knowing what I was letting myself in for, but I have been truly blessed by the experience. Meeting the guests and listening to some of their stories has changed my view of homelessness and made me realise it could happen to anyone. It has been a privilege to help in the small way I was able to and I know there has been a lot more work going on in putting people in touch with the right help they need. Thank you to all who have worked so hard in organising and running this very worthwhile project." Janet Hall

If you have any questions, do get in touch using the contact details at the front of this booklet.

Appendix I: Volunteer Code of Conduct

Volunteering means agreement with and acceptance of the various Gravesham Sanctuary policies, procedures and the following commitments:

a. Lifestyle:

- To be a living example of God's love in action: reliable, not judgmental, and considering everyone to be of equal value
- Keeping online and social networking profiles real, yet also God honouring
- Supporting the aims and leadership of Sanctuary in words and actions

b. Team:

- To faithfully serve within the appointed team
- To build a positive relationship with fellow team members
- To take personal responsibility for rota commitments and good communication
- To arrive at the appointed time, ready and prepared for your duties
- To wear appropriate clothing whenever you serve

c. Safeguarding:

- To treat guests with dignity and respect
- To be familiar with and follow the Safeguarding guidelines
- To think about your actions: not to do anything you wouldn't do in front of another adult and to consider whether your actions could be misconstrued by an observer
- To never be alone with a guest out of sight of other team members
- Always have permission for touch. Touch is natural so shouldn't be avoided but done with care. Get either verbal or implied permission for any touch - keep it proportionate.

d. Confidentiality:

- To keep all information provided by or about a guest confidential unless there is a safeguarding concern that needs to be reported.
- To listen and not make judgements. Allow them to tell their story – don't add ideas or guide the conversation. Let them talk for as long as they want and stop when they need to.
- To report any concerns for a guest's welfare or disclosure of abuse in accordance with the Safeguarding guidelines.

e. Data Protection:

Volunteering at Sanctuary will often lead you to a position where you handle people's personal data. Data collected within Sanctuary is for these clear purposes:

- Keeping those interested informed of the work of Sanctuary
- Ensuring our records on guests is up to date so we can help them
- Effective record keeping in line with Safeguarding principles

For this reason, volunteers are not permitted to:

- Give out contact details over the phone
- Print out data and leave it lying about or take it home
- Use info for any purpose outside Sanctuary
- Use the data to contact people when not on Sanctuary duty

Appendix II: Guest Code of Conduct

It is a condition of entry that guests agree:

- For us to conduct a voluntary search of bags and outer clothing.
- For us to collect information on their situation, which will be kept confidential
- To keep to the following rules;
 - No alcohol or controlled drugs to be brought into or consumed in or around the premises.
 - No offensive weapons
 - No violent, threatening, racist, sexist or other anti-social behaviour or language
 - No smoking inside the building. Provision will be made outside close to the premises, but this is only available at set times e.g. up to 11:00pm.
 - No pets
 - Any valuables and medication left with staff must be taken off the premises in the morning
 - Sanctuary staff and volunteers cannot be held responsible for the loss/damage to any property belonging to a guest
 - Any reserved place is forfeited if not taken up by 10:30pm
 - The Shelter is for those aged 18 years and above.
 - To observe our Covid-19 guidelines
- Failure to meet the above conditions may result in a ban from the shelter.

Appendix III: Covid-19 Guidelines

We have prepared a Covid-19 secure policy based on the current government guidelines and on the assumption that social distancing and other measures will still be in place. Should this change, we will update you.

Please notify the Volunteer Manager and do not come for your shift if

- you are experiencing any Covid-related symptoms or have done so within the last 10 days: high temperature, new, continuous cough, loss of/ change to taste or smell or
- have had a positive test within the last 10 days or
- have been in contact with anyone with a positive test within the last 14 days – or anyone awaiting the result of a test

Within the building these are some of the measures we will be implementing:

- 2m distancing and temperature check on entry
- inside, observe 2m distance whenever possible
- staff and volunteers will wear a mask, provided by us or your own clean, re-useable mask
- alcohol gel on entry, followed by 20 second handwashing with soap and water at earliest opportunity
- social distancing at tables and around the venue with floor markings and one-way system in place
- good hygiene measures: frequent handwashing; sneeze/ cough into tissue and dispose of tissue.
- at least 1m distancing when interacting with guests
- only cooks allowed in the kitchen
- disposable gloves to be worn when handling used basket of toiletries or any item belonging to guests, for example phone to be charged
- masks, disposable aprons and gloves to be worn for cleaning tables, chairs, toilets and showers
- in addition to the above, a visor will be worn when handling used bedding or towels

The coordinator for your shift will know our procedures for any guest, volunteer or staff member who experiences symptoms while at the shelter.

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Our Covid procedures will mean a few additional tasks for volunteers:

- serving drinks and meals to guests at their table
- operating a 'one in, one out' system into the corridor for the washroom and showers
- regular cleaning of frequently touched surfaces, such as door plates and handles and of showers between guests

We know that some of our volunteers are in groups considered to be at higher risk from Covid and would encourage those of you in these groups to follow the government guidelines in place at the time. We will also understand if you decide at any point that you cannot volunteer this season.

Appendix IV: Housing Justice Charter for Christian Homeless Agencies

The vision of Housing Justice is of a society where everyone has access to a home that truly meets their needs.

We acknowledge:

- The physical, mental and emotional vulnerability of many of those we serve through our work
- The need for all services for vulnerable people to be transparent and open in the way they operate and to avoid any 'hidden agendas' or 'strings attached' to the practical care we offer
- The way that some work for homeless people done by some Christian organisations has at times been conditional and that faith has been imposed upon those seeking help
- That secular culture can put pressure on Christian organisations to downplay the role of faith

We affirm:

1. 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
2. That being openly and positively Christian is *not* the same as being coercive or conditional
3. 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:

1. Providing an inclusive service to people affected by homelessness and associated issues and not making any of the practical help we provide conditional on involvement in any spiritual activities
2. Serving and respecting all people regardless of gender, race, ethnic origin, religion, age, marital status, sexual orientation or physical and mental ability.
3. Acknowledging the freedom of people of all faiths or none both to hold and to express their beliefs and convictions respectfully and freely, within the limits of the UK law.

4. Modelling and sharing the Christian faith through what we do, what we say and how we conduct ourselves.
5. 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

We will value all individuals in a way that is consistent with our distinctive Christian ethos by:

1. Creating an environment where those we serve, as well as our volunteers and employees are encouraged, challenged and enabled to realise their potential.
2. Assisting those we serve, our volunteers and our employees to take responsibility for their own learning, development and personal growth.
3. Developing a culture where comments and complaints are properly listened to so that improvements can be made and excellence and innovation are encouraged.
4. Promoting the value of a balanced, holistic lifestyle as part of each person's overall personal development.
5. Abiding by the requirements of employment law in the UK and implementing best employment practices and procedures designed to maintain our distinctive ethos and values.

We will develop a professional approach to management, practice and funding by:

1. Implementing management and support structure for all staff and volunteers which fosters and encourages participation at all levels in order to facilitate the fulfilment of our service's goals and visions.
2. Implementing best practice procedures in terms of Health and Safety and Safeguarding in order to protect our staff, volunteers and clients.
3. Handling our funding in a transparent and accountable way and giving relevant people from outside our organisation/project reasonable access to our accounts.
4. Ensuring that all materials used to promote our organisation's work portray those who use our services in a sensitive way and that the permission of those featured will always be sought before being used for these purposes.

Sanctuary

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