



gtcc



Guildford Town Centre Chaplaincy

ANNUAL REVIEW 2019-20

FROM OUR CHAIR OF TRUSTEES

Dear Friends

The timing of this Review is unlike any other experienced by our wonderful charity; as we look back on 2019 and another year of service, success and growth, we at the same time face unprecedented challenges for 2020 and beyond. More than ever, we appreciate the unwavering support of individuals, public and private organisations, churches and of course our army of volunteers! 2019 saw new partnerships forged, such as with University of Surrey, Samaritans and the Borough Council's Homelessness team. We are so grateful for financial support, too, from grant-awarding bodies, such as the Community Foundation for Surrey and Poyle Charities, as well as the key public sector bodies, such as Surrey Police & Crime Commissioner, and the NHS. We are delighted also to confirm that we are honoured that Michael More-Molyneux, HM Lord-Lieutenant of Surrey, has accepted our invitation to become Patron, joining our first Patron, Lady Elizabeth Toulson to further strengthen our team.

Change stared us in the face, as it did with almost every charity, business and household in the country as we faced the threat of COVID-19. But in the midst of the emergency, we witnessed yet again the resourcefulness and commitment of our volunteers, who, despite having to press 'pause' on Street Angel duties, switched focus to grow our Community Angels team and respond to the very specific and immediate challenges faced by those in lockdown. Through careful management we have maintained a strong financial performance, as you will see elsewhere in this Review. I want to pay tribute here to the whole team, from Noelle, who completed her first year as Chaplain with us, to staff, volunteers, Trustees, church partners and all of our supporters. A true team effort, through hard times and good, to be celebrated! As indeed we continue to be in receiving community awards, having recently won The Eagle Radio BizAward for Social Enterprise of the Year 2020 and recognised as winners of the Mayor of Guildford's Community Award 2020.

With your support, we will continue to embrace the challenges of 2020 and beyond, as we work, with others, to reach out to the vulnerable in our community.



Chris Britton
Chair, Board of Trustees
Guildford Town Centre Chaplaincy

REVIEW: 2019 IN NUMBERS



NO.
VOLUNTEERS
115



NEW
VOLUNTEERS
30



PEOPLE
ENCOUNTERED
4,302



HOMELESS
ENCOUNTERED
472



BOTTLES/GLASSES
PICKED UP
4,006



LOLLIPOPS
GIFTED
5106



AVERAGE STEPS
ON SHIFT
10,000



VOLUNTEER
CHAPLAINS
9



CLIENTS
SUPPORTED
39



VOLUNTEERS
INVOLVED
36



CLIENT
VISITS
526



VOLUNTEER
HOURS
856



CLIENT
OUTINGS
116

FROM OUR CHAPLAIN

“Unless the Lord builds the house, the builders labour in vain”

Psalm 127 v 1

There have been so many positive things happening at GTCC this last year. Our volunteers never cease to amaze me in their generosity, commitment, reliability, care and now adaptability to respond to those around them. Together, our volunteers served for some 5000 hours in 2019, helping the vulnerable, picking up the pieces of broken relationships and helping in the slow journey of mending lives. In the post-COVID world we are planning for an increase in the demand for our services.

The reach of our Volunteer Chaplaincies has expanded into new areas over the last year, in recognition of a realisation of the importance of staff wellness in local businesses. Our Chaplains are able to provide a confidential, non-judgemental, listening ear. Currently, Chaplains can be found in retail, alongside the homeless, in the Fire Station, Police Station and, shortly, in a couple of GP practices for staff and patients. We anticipate that this work will grow in the coming year as we welcome a new volunteer to our team with responsibility and expertise in this area.

In February 2020, GTCC partnered with Guildford Borough Council and NHS England to host a faith forum on homelessness. We were delighted to host over eighty people with an interest in this area. We welcomed speakers representing Guildford Borough Council, Surrey Police, Riverside/HOST, Real Change and a local GP who gave an overview of the great work that is already being done and presented some of the challenges. We can now progress our findings to provide helpful literature and signposting for agencies and the public. Due to lockdown there has been a delay in producing this as protocol has been changed to protect and support the rough-sleeping community.

We have been grateful for so many people's support. This coming year is going to be challenging. We look forward to the relaunch of Street Angels at the end July 2020, adapted to suit new social distancing guidelines to keep everyone safe. After two years in operations the demand for Community Angels has grown and our mode of operation has adapted. We are currently implementing a new IT system to manage the Chaplaincy more effectively. Starting in the autumn we will be planning a recruitment and training programme to enable us to continue to equip our angelic volunteers to deliver care and compassion to where it is most needed.

volunteerchaplains

Please continue to pray for us as we look to bless you as a caring Christian presence in the borough of Guildford. We are especially grateful to the many church communities who support us, through generosity in their giving, hosting and prayer. Every year our Commissioning Service is a highlight when we come together, in 2019 we welcomed a record 30 new Angels, at a lively service kindly hosted by Christ Church Guildford. We look forward to celebrating again at a future date at Guildford Baptist Church



Rev. Noelle Coe
Guildford Town Chaplain



CONTACT

guildfordtownchaplain@gmail.com
07500 834658

COMMUNITY ANGEL NEWS

Compassion is central to the Community Angels befriending project and in 2019 we were encouraged to see many vulnerable clients grow in confidence through the dedicated support of our volunteers. Just one example of many was a man aged 60 who has chronic fatigue and is recovering from a stroke and quadruple heart bypass. His key goal was to learn to cook some healthier meals. This was achieved and surpassed- with the volunteer's encouragement he has taken up a new hobby- keeping an aquarium as well as trying new activities in his local community. He even felt enabled to go on a cruise- his first independent holiday in 7 years! He told the volunteer *'this is the first time I've felt pleased with myself for ages'*.

These are some other comments from our clients:

'I felt [the volunteer] treated first and foremost as the person I am, I really got the feeling that she didn't notice any disabilities at all! So good to not have to talk health....I can't remember the last time I talked about books and hobbies.'

(From a young woman who is disabled and bed-bound).

'Your visits have given me new hope'

(A man with chronic health problems which have abruptly ended his musical career. He recently made a suicide attempt and is now feeling much more positive, despite his illness).

'I don't think I would have got through lockdown without your support, I would have been hiding in a room'

(A 50-year-old man experiencing high anxiety and long-term depression, shielding during lockdown due to breathing problems)

communityangels

Growing our Core Team

In 2019, the Community Angels Team also grew - we welcomed our second staff member, Anne Thornton, to the project. Her role as Project Support Assistant has enabled us to continue offering excellent client and volunteer support in a way that we can sustain as the project continues to grow. We also started a volunteer steering group, which is vital in contributing to the strategic direction of the project.

Branching out further in 2020

As I write this in June 2020, the current crisis has highlighted how many individuals are in need of human connection, as our referrals have increased by around 300% over the last few months. This has included refugees, victims of domestic abuse and individuals with complex family situations. We are currently offering telephone befriending support but will return to face-to-face help when we can. Looking ahead, we are excited about developing hubs in local churches, to reach out strategically to those in need. Our hope is that all volunteers will feel equipped and empowered within a supportive framework, as they reach out to those on the margins.



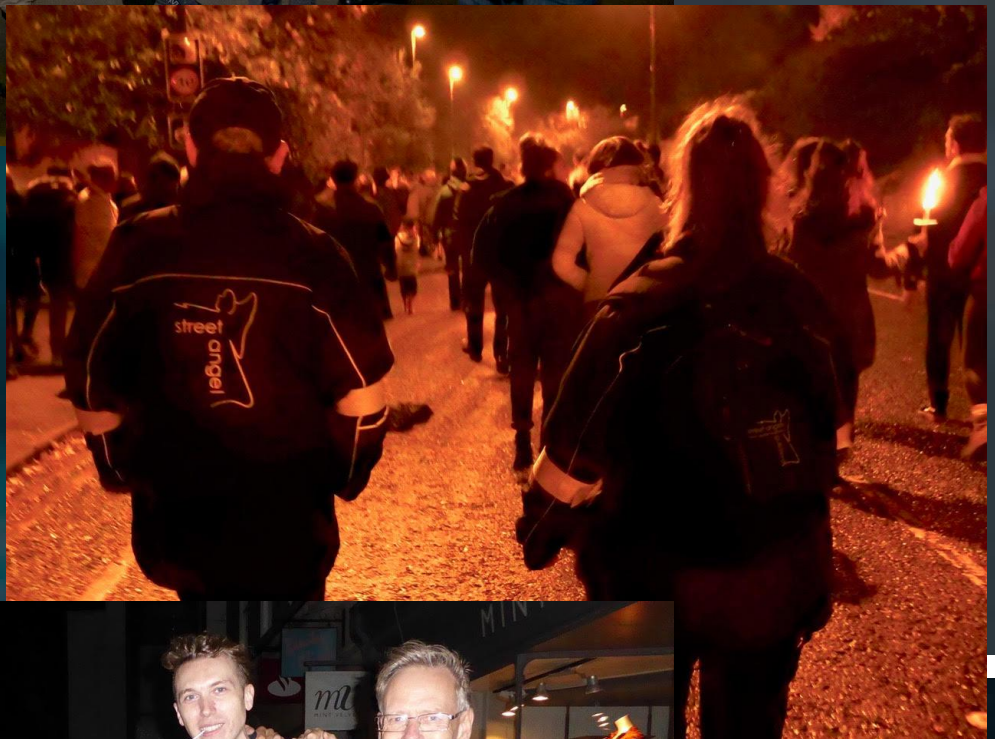
Rachel Guilford
Community Angels Project Co-ordinator



CONTACT

gfd.communityangels@gmail.com
07825 799309





STREET ANGEL NEWS

Our Street Angels have been providing a friendly night-time patrol uninterrupted for 12 years, between the hours of 10.30pm and 4am, every Friday and Saturday night. This consistent, compassionate service, contributing to peace on the streets, has contributed to the town being awarded the coveted Purple Flag Award. We are thrilled that the work of our volunteers has been recognised with the recent announcement that we are winners of two significant local accolades. We were so pleased to receive the Mayor of Guildford's Award for Community Service 2020 and we were equally over the moon to be announced as Winners of the prestigious Eagle Radio BizAward for Social Enterprise.

Our uninterrupted presence came to an abrupt halt with the challenges of COVID. However we are very keen to get back out on the streets, rota's are in place, plans on how to operate with social distancing are under review, conversations with Pubwatch, Surrey Police, GBC, Experience Guildford and other agencies are in hand ready to ensure that we will be ready to re-launch when circumstances allow.



A streetangels

Thank you to those who have supported us. We value the support of The Office of the Police and Crime Commissioner who have contributed to staff costs, Surrey County Council have helped us to re-equip our volunteers with new uniforms, umbrellas for rainy nights, back packs and beanie hats. Pub Watch provided us with Lollipops. Guildford Cathedral has committed to contributing to the costs of our radios for three years. Many individuals and groups have helped us with shaking buckets to fundraise on Guildford High Street, running quizzes, baking cakes, growing plants, organising walks, and decorating Christmas trees.

In 2019, we felt blessed to be the Charity of the Year of Guildford Walkfest and in 2020 we are honoured to be the chosen Charity of the Year for Guildford Town Guides. We look forward to the day when our Street Angel volunteers will return, refreshed, looking forward to being good Samaritans on the streets, do look out for them and give us a cheery wave!



Fiona Ford
Street Angel Co-ordinator



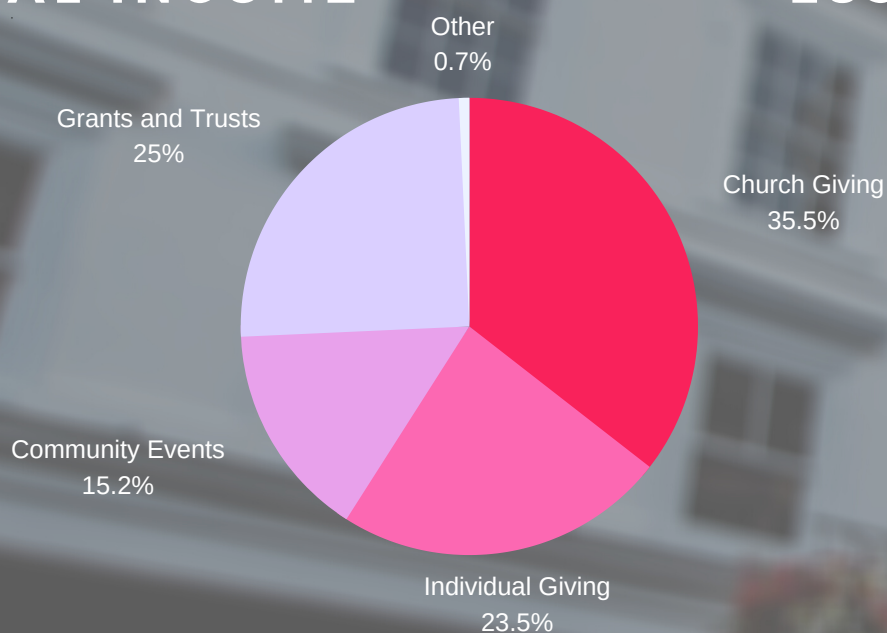
CONTACT

guildfordstreetangels@gmail.com
07717 876853

FINANCIAL REPORT 2019

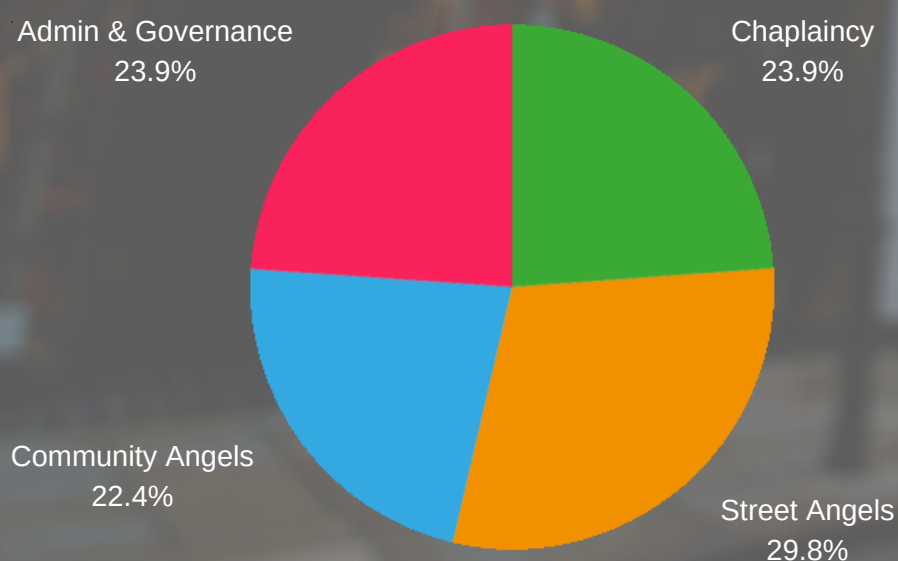
TOTAL INCOME

£85,835



TOTAL EXPENDITURE

£77,062



Our core income remained strong in 2019. We are most grateful for this consistent and generous support of churches of all denominations, and from individuals which enables us to plan for the future. This firm foundation is supplemented by grant & fundraising income which has become an increasing component of our income in the last couple of years. We thank all those who have supported us, in large and small ways, particularly grant -giving and local supportive organisations and those who have supported our varied fundraising events. Expenditure at £77,062 is below the previous year £81,959 despite the expansion of Community Angels.

The charity remains in a strong financial position with reserves providing a secure and stable platform for our work, facilitating continued development and growth. We are budgeting for a deficit in 2020 which will be funded from reserves.



GET INVOLVED: BE AN ANGEL

To find out more about Guildford Town Centre Chaplaincy and the work that we do please visit our **website**...

WWW.GTCC.ORG.UK

...and subscribe to receive our **newsletter**...

"HARK!"

We are a Christian organisation and firmly believe that we can only succeed with the spiritual energy that comes from the committed prayer support we receive from individuals and churches. Signing up to receive our regular news will give you pointers for prayer.

We would love to hear from you if you are thinking about joining our fabulous team of volunteers, as a **Street Angel**, a **Community Angel** or as a **Volunteer Chaplain**, contact us for a chat and for details of the next training course.

If you are a church, or represent a community group, contact us to arrange a visit from one of our "Ambassador Angels" to book a talk.

If you are an organisation looking for a Charity Partner or would like to run a fundraising event on our behalf, please contact us.

Love what we do? Regular support can help us do it better!

Please consider helping us by giving a one off or a regular donation, visit our website to find out more.

DONATE TODAY.

£10

provides 20 foil blankets to keep the homeless warm on a cold night

£50

provides PPE equipment for a month

£100

provides a uniform for a new volunteer Street Angel

£500

provides a training course for a new team of Community Angels

Without your vision and generosity we could not exist, thank you for your kind support!

To give to our work visit
WWW.GTCC.ORG.UK/DONATE

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Guildford Town Centre Chaplaincy



@ComAngelGFD @AngelsGFD

YMCA
Bridge Street
Guildford
Surrey
GU1 4SB

WWW.GTCC.ORG.UK



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