



# gtcc



Guildford Town Centre Chaplaincy

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## ANNUAL REVIEW 2020

# FROM OUR CHAIR OF TRUSTEES

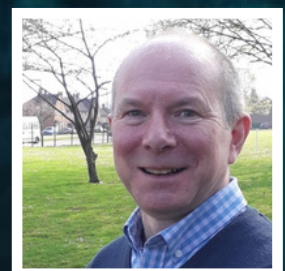
Dear Friends

Looking back on 2020 as the year of the Covid 19 pandemic and lockdowns of the whole of society, it would be easy to want to consign it to history. We should not, however, forget the pain and suffering of so many people, at home and abroad, and should reflect upon the fantastic work by dedicated workers and volunteers up and down the land who kept hope alive. I want to pay a particular tribute to the Chaplaincy's volunteers and staff team, whose service and commitment has never before had to face such a test. I am proud to say that GTCC has not just survived, but in a way has actually thrived during the past year. As needs among the local community have increased, we have adapted and upped our game, made possible by the generous giving of our supporters. We have kept our own community spirit alive among volunteers, by reassigning roles, organising 'virtual' social events and regular encouragement. Our staff team has changed and grown too! As some doors have closed, others have opened and we are in a great place from which to serve the community of Guildford, even recognising it will be a different world when we finally put the pandemic behind us. Community Angels 'Hubs'.

Without the support of so many individuals, public and private organisations, and churches none of this is possible. So Thank You! Please be assured that every kind word, every donation, every prayer, and every hour of your time offered, continues to sustain the work which started in 2008 and now touches areas never originally dreamed of. We love feedback and new ideas, so do not hesitate to let us know if you have something to contribute or would like your church or organisation to build an even stronger link with us.

Let's all look forward to continuing to work collaboratively in another challenging but exciting year of our journey, to meet the needs in our local community.

  
Chris Britton BEM  
Chair, Board of Trustees  
Guildford Town Centre Chaplaincy



# REVIEW: 2020 IN NUMBERS



NO.  
VOLUNTEERS  
**121**



TOTAL  
VOLUNTEERS  
**55**



TOTAL  
VOLUNTEERS  
**57**



TOTAL  
VOLUNTEERS  
**9**



In 2020 our services were suspended for 5 months and only able to operate on a limited basis for 7 months, however we still patrolled the town centre for 60 sessions, 360 shifts, offering some 1600 volunteer hours to come alongside the vulnerable and anxious. In a typical year:



PEOPLE  
ENCOUNTERED  
**4,500**



HOMELESS  
ENCOUNTERED  
**500**



BOTTLES/GLASSES  
PICKED UP  
**4,000**



LOLLIPOPS  
GIFTED  
**5000**



AVERAGE STEPS  
ON SHIFT  
**10,000**



VOLUNTEER  
CHAPLAINS  
**9**



CLIENTS  
SUPPORTED  
**91**



VOLUNTEERS  
INVOLVED  
**57**



# FROM OUR CHAPLAIN

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

Psalm 127 v 1

2020 has certainly been a year of challenges not least because of the impact of the Covid pandemic on us all, our Street Angels project has adapted, sometimes on a weekly basis and even closed while under tier 4 restrictions. A couple of our Volunteer Chaplaincies ceased for a period while others opened. Community Angels moved to the end of a phone. There has been a substantial increase in demand for this service which has grown further since face to face meetings have become possible again. The staff team resolutely worked from home but were pleased to return to the office when circumstances permitted. We have much to be thankful for.

We have now launched our first GP Chaplaincy in Guildford. After a lot of preparation and with the invaluable support of a newly retired GP we are up and running. Staff and patients can book in and have a safe space to be listened and supported in. We imagine the demand for volunteer chaplains will increase as different workplaces recognise the need for this kind of support as we emerge from Covid lockdown.

There has been widespread endorsement for GTCC as we work alongside other agencies in Guildford. In 2020 Street Angels were awarded the Mayor of Guildford Award for Service to the Community as well as winning the Surrey and Hampshire Biz Award for Charity and Social Enterprise. In 2021 our Community Angels work was recognised by also receiving the Mayor of Guildford's Award for Service to the Community.

In February 2020 in partnership with Guildford Borough Council we headed up a Faith forum on Homelessness. Over ninety people gathered at the council offices to share knowledge on how the Guildford community is networking to support those who are homeless or face homelessness. Representatives from the police, local GP practice, Guildford Borough Council homelessness and housing department's, HOST and Riverside spoke to the meeting and then there was an opportunity to ask questions and work in break out groups, with the aim of raising effectiveness from a more collaborative response.

At Christmas GTCC took a lead with others to produce an advent promotional virtual service for 'Real Change' A fund that supports people who are homeless by paying for items they need – such as a deposit for a home, a training course, clothes for a job interview to help people build their lives away from the streets.

For first time in our history, we were unable to hold our annual Commissioning service to celebrate and send out our volunteers to serve the community. For those who have not been formally welcomed we hope to be able to do this on 7th November 2021 at Guildford Baptist Church.

# volunteerchaplains

2020 has been a year of challenge for most people and organisations. At GTCC we are thankful that many have travelled with us and gone the extra mile enabling us to continue to be effective in the work we do. We are grateful to the church communities for their continued financial giving, rooms in which to meet, people, skills, and prayer. We are also thankful for other partners in Pub Watch, Experience Guildford, Guildford Borough Council, Surrey Police, the University of Surrey, business, and trusts who have encouraged and supported us.

Amid the restrictions that have had to be put in place for safe working. Our volunteers, as always have been positive, responsive and a joy to work with. We really do appreciate them and all they undertake so willingly.



Rev. Noelle Coe  
Guildford Town Chaplain

"Even more holistic care,  
fantastic development for  
the practice!"

Binscombe Volunteer  
Chaplaincy



## CONTACT

chaplain@gtcc.org.uk  
07500 834658



# COMMUNITY ANGEL NEWS

Lockdown has been undeniably hard for people struggling with loneliness and social isolation. Community Angels saw an unprecedented growth in demand for our befriending service during 2020, with referral rates rising more than 300% during the first months of the pandemic. We launched our telephone befriending service last March, to maintain relationships with our existing clients and to provide rapid-onset support to anyone overwhelmed by lockdown and the associated challenges of loneliness and isolation. Little did we imagine then that we'd still be primarily supporting by phone twelve months later!

We are deeply grateful for the flexibility and positive spirit shown by our volunteers as they adapted to this new style of befriending and took on additional clients. Over the spring and summer, off-duty Street Angels, Samaritans, and others whose usual activities were suspended helped our regular volunteers meet the growing demand.

We typically offer befriending support for six months, but during the pandemic this timescale has been flexible: in many cases we have not brought relationships to a close while there has been no opportunity to engage clients with further activities or sources of support. This has been a period of maintenance rather than positive change for many: throughout the year we have done what we can to boost morale, help clients to structure their days and weeks, and demonstrate that someone out there cares for them and their welfare.

The temporary relaxation of restrictions did allow volunteers to resume face-to-face befriending where appropriate in the late summer and autumn, while telephone support continued for others. Community Angels found opportunities to befriend on doorsteps, through windows, in gardens and out in the open air wherever possible.

November saw another suspension of in-person support, but since April 2021 we have gradually been able to start the process of resuming face-to-face befriending.

2020 was also a year of staff changes. Rachel Guilford, the Community Angels founding coordinator, moved away in July, and Anne Thornton, the former project support assistant, took up the role. In November, we were delighted to welcome our new project support assistant, Susanna Hoar, to the GTCC team.

## **Looking ahead:**

We trained 15 new and potential volunteers over zoom in November, and another 10 in February. Our referral rates remain considerably higher than last year and growing, so we give thanks for every new volunteer who joins us. Volunteer support remains a high priority and we look forward to launching our monthly drop-in sessions, to complement our quarterly peer support groups, and give our volunteers the opportunity to meet in person after such a long period of remote working.



At the end of last year, we laid the groundwork for our first 'Hub' collaboration with a local church. The St Saviour's Hub was launched at the start of February 2021 and provides an opportunity to match volunteers from the congregation with those in need living near to the church, and to nurture connections between Community Angels within the church community. We hope that this will be the first of many such partnerships.

Above all, we look forward to the warmth of companionship, to time spent with others and to relationships which will support and empower our clients as they adapt to life beyond lockdown.



Anne Thornton  
Community Angels Project Co-ordinator



## CONTACT

[communityangels@gtcc.org.uk](mailto:communityangels@gtcc.org.uk)  
07825 799309



# STREET ANGEL NEWS

2020 began with an influx of new uniforms which were generously paid for by Surrey County Council – a much needed and graciously received gift as many of our Angels had been sporting the same uniform they had received upon joining – for some, 12 years!

None of us were prepared for the effects of COVID-19 and having been uninterrupted in our patrols since 2008, it was sad to have to suspend our services for so many months.

However, our volunteers responded to the stop-start of lockdowns and adapted our working methods to suit the new demands. As food & drink venues started operating again, we returned to the streets of Guildford in July and with slightly smaller teams to reflect shorter venue opening hours.

Despite these challenges our Street Angels have shown incredible agility in implementing new procedures and consistently kept each other and members of the public safe in these uncertain times. The wearing of facemasks may have been a barrier in one sense but nevertheless the calming presence of the Street Angels was still felt as it was no hindrance to the warm compassion generated by our volunteers.

The landscape of the night-time economy in Guildford has changed significantly in response to covid restrictions, with people generally leaving the town centre earlier than normal. With customers having to book in advance to get into venues, our volunteers were there to help dispel frustrations and encourage patience amongst those congregating on the streets. The Police and Security Marshalls were always quick to disperse large groups and where needed, respond to any anti-social behaviour that followed. We were able to support their work and provide first aid or other assistance where needed.

Traditionally Street Angels act as a trusted contact for the homeless however during lockdown most were provided with alternative accommodation. Street Angels and CTCC continue to work closely with Real Change Guildford and other agencies, to provide long term practical and compassionate support for rough sleepers, and as the situation returns to normal, we expect our patrols will again be able to provide a vital link to protect and care.

The work of Street Angels continues to thrive through our close collaboration with our partner organisations such as Guildford Borough Council, Experience Guildford, Surrey Police, and Pubwatch, working together to provide a reassuring presence and help give confidence to those out and about. We anticipate that our role in the town centre will be more vital than ever as the wider community adjusts to new socialising norms and heightened anxieties.



# A streetangels

Looking to 2021, we are delighted to be making a home at St Mary's Church as a permanent base for our patrols after having enjoyed the hospitality of the YMCA for many years. We look forward to continuing to work closely with our colleagues at St Mary's Church, building on our existing links with the Night Vision initiative.

We are grateful to all our volunteers for their flexibility in reacting to the ever changing circumstances, and extend a warm invitation to new Angels interested in being part of our unique family. We would love to hear from anyone who would be interested in finding out more about becoming a Street Angel, do get in touch to join our next training programme.



Ben Pitt  
Street Angel Co-ordinator



## CONTACT

[streetangels@gtcc.org.uk](mailto:streetangels@gtcc.org.uk)  
07717 876853

# 2020 OUR YEAR IN PHOTOS



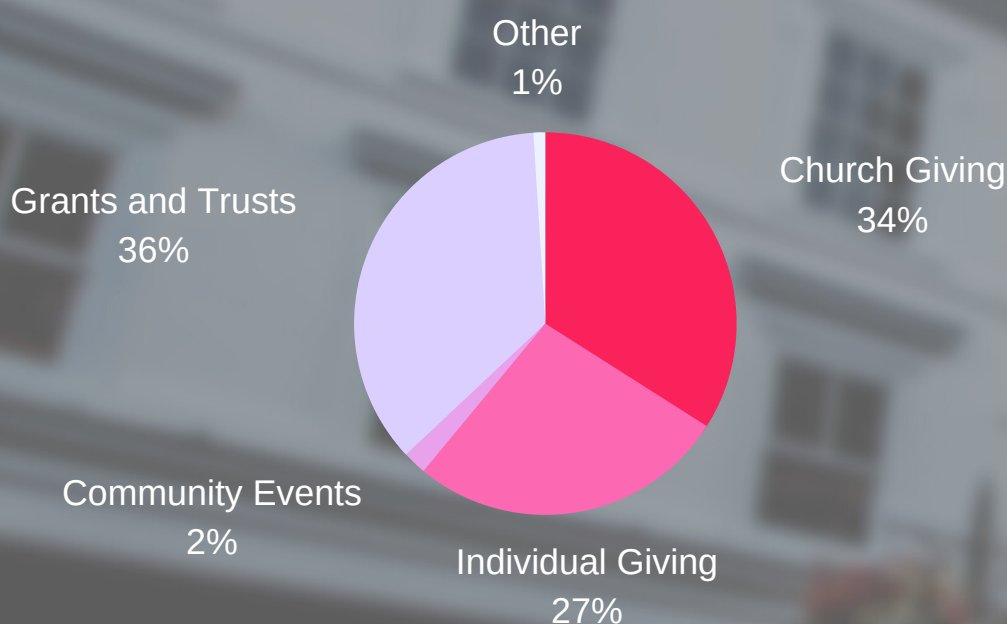




# FINANCIAL REPORT 2020

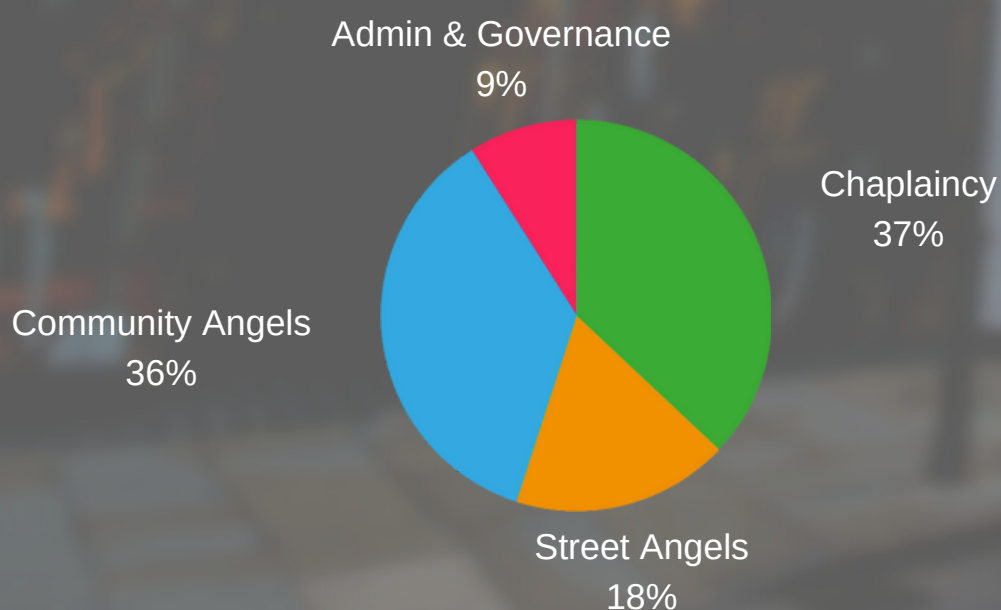
## TOTAL INCOME

£74,311



## TOTAL EXPENDITURE

£70,229





In a tumultuous year, we are thankful for the consistent and generous support of churches of all denominations, and from faithful individuals, who continue to provide 61% of our regular income. This firm foundation is supplemented by grant & fundraising income which has become an increasingly important component of our income in recent years. The value of our Community Angels work has been particularly recognized by emergency funds during the pandemic, with most grants received being restricted to this project.

Expenditure at £71k is below the previous year £77k despite the expansion of Community Angels, this is largely due to our Street Angels coordinator being furloughed for several months during 2020. Expenditure is budgeted to increase significantly in 2021 because of growth in demand for our services.

The charity remains in a strong financial position providing a sustainable base for the expansion of our work. We are budgeting for a deficit in 2021 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](http://WWW.GTCC.ORG.UK/DONATE)

# gtcc



Guildford Town Centre Chaplaincy



@ComAngelGFD @AngelsGFD

23 Waterden Road  
Guildford  
GU1 2AZ

[WWW.GTCC.ORG.UK](http://WWW.GTCC.ORG.UK)



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