



gtcc



Guildford Town Centre Chaplaincy

**ANNUAL
REVIEW
2021**

FROM OUR CHAIR OF TRUSTEES

Dear Friends

While the world seems daily to change around us, some things are timeless. Human love and compassion, the need for community and companionship, caring and sharing – might all be things we would cite. And these things and these values have their root in God's love for the world, modelled and reaching its ultimate conclusion in the life, death and resurrection of Jesus Christ.

So, as the Chaplaincy came out of the pandemic and has sought to re-fashion itself for the ever-changing needs of Guildford's local community, we can be sure and certain in our future, built on the foundation of our Christian values. During 2021, our staff team has risen to the new challenges and has enjoyed the benefit of team working from a new combined office at Christ Church. While Street Angels were frustrated by the pandemic closures, the demand for Community Angels grew. Our first Chaplaincy in an NHS General Practice commenced, and we ended the year feeling a strong call to expand our Chaplaincy operations yet further.

I am immensely proud that our work has once again been publicly recognised; GTCC was presented with the Surrey Lieutenancy Award for Outstanding Service to the Community during the Pandemic, as well as the Mayor of Guildford's Award for Service to the Community for the work of Community Angels. It is also wonderful to report that our finances remain very healthy, enabling us not just to maintain our current work, but to plan for new initiatives. One such move will be to strengthen and expand the work of our Chaplains, who, while in volunteer roles, are being increasingly seen as providing a competent and valuable service to local business and healthcare settings.

The support of individuals, public and private organisations, and churches is what keeps us going, so Thank You! Every donation, every prayer, and every hour volunteered sustains the work, now starting its 14th year. Do let us know if you have any ideas to share or feel there is some other contribution you could make.



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



REVIEW: 2021 IN NUMBERS



NO.
VOLUNTEERS
107



TOTAL
VOLUNTEERS
47



TOTAL
VOLUNTEERS
50



TOTAL
VOLUNTEERS
10



Street Angels services were reduced in 2021 because of the pandemic. We were present on the Streets of Guildford for 7 months from June – December with smaller teams and a lower frequency of shifts due to fewer available volunteers. We were warmly welcomed back to the streets by the public & our partners at GBC, Surrey Police, Surrey University, Pubwatch, & Experience Guildford and though there were some quieter nights in Guildford than we are used to, we were still very busy providing the practical care & support that we are used to giving.



PEOPLE
ENCOUNTERED
2064



HOURS
WORKED
1183



BOTTLES/GLASSES
PICKED UP
1585



EVENTS
PATROLLED
52



AVERAGE STEPS
ON SHIFT
10,000



VOLUNTEER
CHAPLAINS
10



CLIENTS
SUPPORTED
95



VOLUNTEERS
INVOLVED
50



CLIENT
VISITS
1526



VOLUNTEER
HOURS
1633



OUTINGS WITH
CLIENTS
220

FROM OUR CHAPLAIN

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

Psalm 127 v 1

As Town Chaplain I spend much of my time in contact with the wider local community and it is so affirming to receive regular positive comments both formally and informally from the Police, the Local Authority, Churches and business leaders in the town as to the effectiveness of the Chaplaincy's projects. During 2021 we have endeavoured to maintain good relationships with other agencies and foster new ones. 'Real Change' (the new initiative in Guildford to combat homelessness), Guildford PubWatch, the Surrey Police and Crime Commissioner, local NHS Clinical Commissioning Groups, two GP practices, Guildford Borough Council and Surrey County Council.

The pandemic provided unique opportunities for new collaborations between the Christian churches in the town. The Good Friday High Street Walk of Witness was unable to take place. In its stead, GTCC and representatives from across the churches produced a widely circulated and moving film which included a talk by the Bishop of Guildford. This can be viewed on our website under "media".

St Mary's church, Quarry Street was identified as an appropriate place to locate Guildford's 'Garden of Hope'. This was a place that the public could: Remember, Give thanks, and Hope for the future. We were pleased to work in partnership with the churches, Guildford in Bloom, Guildford Borough Council, Experience Guildford and other agencies. We also supported, along with volunteers from several churches, the Experience Guildford "Help Desk" at the top of the High Street. This was a safe place for the public to come to for information and if fearful of coming back out after lockdown.

Our ten volunteer chaplains continue to support staff and members of the public across a range of businesses and organisations in the town and community. The Chaplains bring a non-judgmental, confidential listening ear and a commitment to enhance wellness. They will pray with people if asked in the places they visit. With the Covid pandemic many places did not want 'visitors' adding to the risk, but they have largely been welcomed back now restrictions have relaxed. Our volunteer Homelessness Chaplain was unable to continue her visits, but she continued to work alongside other agencies (eg Riverside) to provide practical support and bring this vulnerable group off the streets during lockdown. Chaplains have been available by phone to the police and fire station in the town and a Trustee is providing pastoral oversight and support to our team of volunteer Chaplains.

volunteer chaplains

Our first GPs Chaplaincy launched at Binscombe Surgery in 2021 is going well with a further GP chaplaincy being established at Dapdune surgery. We are seeing an increase in demand for this well-being support and are pleased to be receiving new enquiries for further chaplains in GP surgeries and other settings. For this reason, we are excited to announce a new investment in our Chaplaincy work during 2022 to fill a gap in this form of support in local workplaces with the recruitment of a new part time Chaplaincy coordinator to add to our team.

My highlight of the year was to be able to hold a well-attended Commissioning Service at the kind invitation of Millmead Baptist church with the Mayor and other invited partners. After a two-year gap it was very special to gather as the GTCC family, to welcome new members to the Charity and to bless our many volunteers in public.



The Annual Commissioning Service held at Millmead Baptist Church celebrating with the Deputy Lieutenant of Surrey, the Mayor of Guildford, Surrey Police, Trustees, Staff, Volunteers, and family and friends...



Rev. Noelle Coe
Guildford Town Chaplain

CONTACT

chaplain@gtcc.org.uk
07500 834658

COMMUNITY ANGEL NEWS

Community Angels is GTCC's befriending project, offering support to adults of all ages in Guildford borough who face loneliness and/or social isolation. After a year when much of our befriending happened by telephone, our priority in 2021 was to bring people back together face-to-face. We started the year in lockdown, but by late spring, vaccines, a relaxation of restrictions and warmer weather allowed us to get back to what we do best: six months of weekly visits and outings, helping people to connect with the community outside their door. Our clients greatly appreciated this contact at a time when many agencies and services were not seeing clients in person.

Over the year, 50 Community Angels volunteers gave support to 95 people. We received 127 referrals from NHS Social Prescribing, Adult Social Care, GPs, mental health services, other local charities and members of the community. Roughly half of the people we support are younger than 65. Our clients typically face a complex mix of social, emotional and physical issues, and since the start of the pandemic we have seen a sharp increase in referrals for people experiencing mental ill-health. Demand for befriending continues to be high and growing, as the NHS increasingly recognises the impact of loneliness on mental, physical and social wellbeing.

Our volunteers provide a listening ear, encouragement and motivation to help people face the challenges in their lives. During 2021 we supported clients to make social connections, with neighbours; access community support and access social activities. We have walked alongside people through bereavement, relationship breakdown and domestic violence; helped others to improve their living conditions, engage in physical activity and start leaving their home without a family member; and have acted as an early warning system by raising awareness where needs are not being met. None of this could happen without our fantastic team of volunteers. Volunteer support is a priority for Community Angels. In 2021 we ran 4 training days for new volunteers, and quarterly peer support groups. In June we introduced monthly volunteer drop-in sessions at the Common Grounds community café in Guildford Baptist church, which have proved very popular.

2021 also saw the launch of our first Community Angels 'Hub' at St Saviour's Church. This group of 12 volunteers, all members of St Saviour's, are intentionally matched with clients in central Guildford. Community Angels works alongside other projects in the church, such as the Meals for You programme, and the Hub volunteers form a peer-support group, enriching relationships within the church as well as between the church and the local community. We are now working with two more churches to create more Community Angels hubs.

We are extremely grateful to our volunteers for their time, energy and commitment, and to everyone who has supported Community Angels in 2021.



Anne Thornton
Community Angels Project Co-ordinator



Susanna Hoar
Community Angels Project Support

These are some other comments from our clients:

'My Community Angel is the best person you could ever give to me. She gently calms me down and makes me feel I am wanted. I can't praise her enough. I call her Angel and she is just wonderful.'

'We are really grateful to the Community Angel that visits my mother. She understands my mother. She is patient, very knowledgeable and makes great suggestions. My mother really enjoys her company and looks forward to her visits.'

'The week just flies past when I know I have his visit to look forward to.'

CONTACT

communityangels@gtcc.org.uk
07825 799309

STREET ANGEL NEWS

Street Angels continue to faithfully patrol Guildford town centre in teams of 2 or 3 late at night on Fridays & Saturdays each week, offering practical support to anybody that may be in a vulnerable state. This can be caused by substance misuse, medication, mental ill-health, homelessness, and more. We work in partnership with local organisations such as the Emergency Services, Guildford Borough Council, Surrey University, Experience Guildford, and PubWatch & all its members (venues) across Guildford. The project contributes significantly to the safety of the public which in turn takes pressure away from the emergency services, earning us the local title of “the Fourth Emergency Service”.

We are a well-established project now in our 14th year and we have maintained our regular pattern of recruitment and training. The pandemic has resulted in a reduction in the number of active volunteers in 2021 but we are encouraged by the gradual rebuilding of our team in recent months and continue to warmly welcome new recruits. Following the very disrupted time in 2020 due to the pandemic, 2021 saw Street Angels having to react to the ever-changing level of restrictions for the night-time economy.

During lockdown the service was suspended but when pubs reopened Street Angels were back on the streets helping to keep everyone safe. During the year a national increase in spiking incidents came to light, and with it a great deal of concern. GTCC was pleased to be part of a collaborative group of town centre organisations which met with the University of Surrey’s Student’s Union to share how they are tackling the increase in spiking incidents and concerns. Street Angels continue to work with venues and individuals taking into consideration the effects of spiking when giving care.

Guildford Street Angels were also thrilled to play a part in the Purple Flag accreditation process which led to Guildford town centre being awarded this coveted accolade in 2021, which has been achieved every year since 2014. The Purple Flag award is given to areas with a diverse mix of dining, entertainment, and culture. Towns given this award must provide a safe, vibrant, and varied night out. Guildford is the only town in the county, and one of around 70 towns in the UK, to hold the award.

A streetangels

We are grateful to all of our exceptionally compassionate volunteers for their flexibility in reacting to the everchanging circumstances of a difficult year, feedback from people we have helped is, here are some quotes from our clients....

"Hi Guildford Street Angels, thank you so so so much for helping me into a taxi last night and for delivering my purse back to my home this morning (Farncombe). Whoever you were I am so grateful for your help."

"Hello, your charity helped me last night and I just wanted to apologise and say thank you. My girlfriend and her friend said you were amazing to me, taking care of me when I got sick, giving me a blanket and carrying me through town. The fact that they said that about you probably meant you were even better than amazing."



Ben Pitt
Street Angel Co-ordinator
ben.pitt@gtcc.org.uk



CONTACT

streetangels@gtcc.org.uk
07717 876853

OUR YEAR IN PHOTOS...



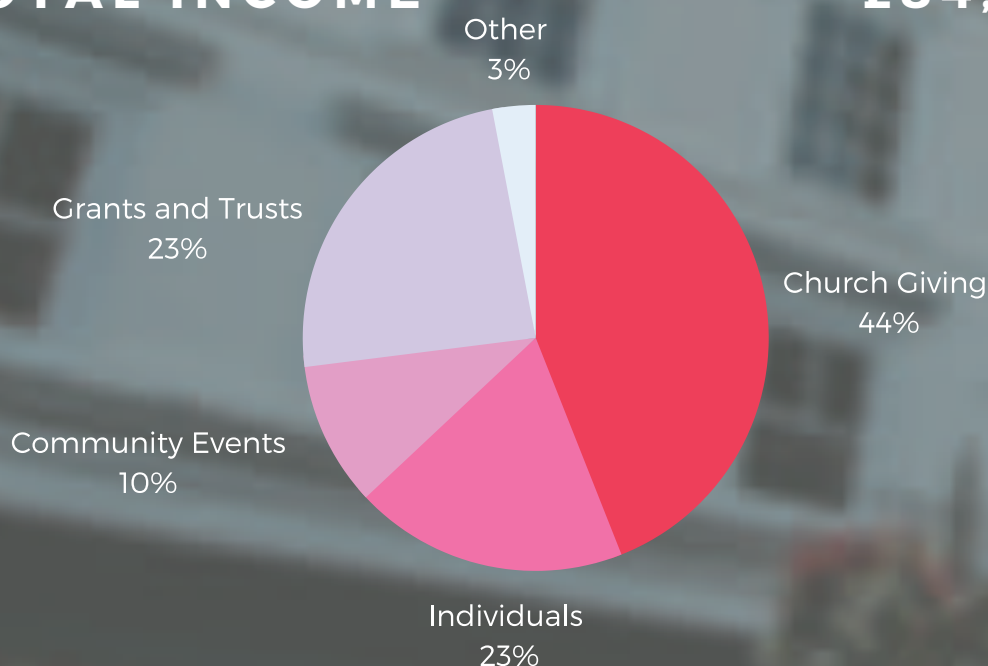


FINANCIAL REPORT 2021

FIGURES FROM OUR ANNUAL REPORT & ACCOUNTS
2021, FOR THE YEAR ENDED 31 DECEMBER 2021.

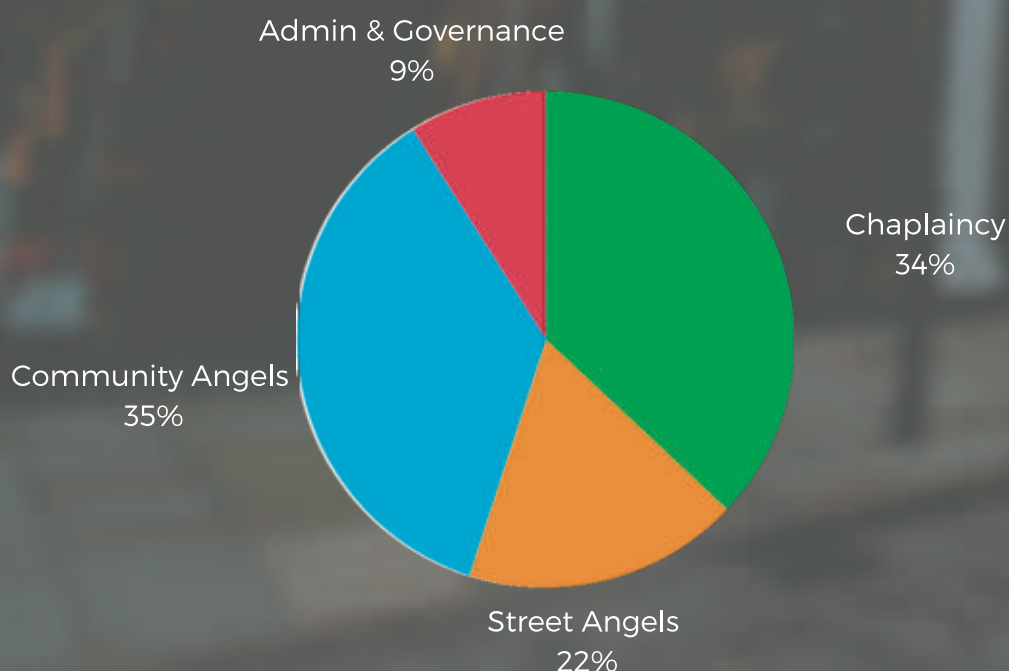
TOTAL INCOME

£84,382



TOTAL EXPENDITURE

£89,753



63% of our income continues to be provided by generous gifts from supporting local Churches and individuals. This regular support has remained constant throughout a difficult year when many of our planned fundraising events had to be cancelled, scaled down, or postponed due to Covid restrictions. GTCC is particularly grateful for project based specific grants from St Saviours Church and St Lukes Church, Burpham in 2021.

In recent years, we have become increasingly reliant on grant funding (23% of income). The Chaplaincy would like to gratefully acknowledge the most generous support in 2021 from The Surrey Police and Crime Commissioner, the Loseley Christian Trust, the University of Surrey, David Wilson Construction and Surrey County Council. Our local community partners, Guildford Rotary and the Co-op have also supported us financially, and we were honoured to have been selected to be the Charity of the Year for Guildford Walkfest for the second time enabling us to raise £6500 through a wonderfully well supported sponsored ramble in the Surrey Hills.

Our total expenditure in 2021 was £90k, 85% of this cost was spent on salaries for our 4 part time members of staff who coordinate our projects. 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 2022 which will be funded from reserves.



GET INVOLVED: BE AN ANGEL



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 www.gtcc.org.uk and subscribe to receive our newsletter HARK!

DONATE TODAY.

£10

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

£50

provides two first aid kits

£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!

New GTCC information leaflets available in paper and electronic format- please ask for copies!

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

gtcc



Guildford Town Centre Chaplaincy



@ComAngelGFD @AngelsGFD

23 Waterden Road
Guildford
GU1 2AZ

WWW.GTCC.ORG.UK



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SOCIAL

REGISTERED CHARITY NO. 1126056
REGISTERED COMPANY NO. 006639603