



gtcc



Guildford Town Centre Chaplaincy

ANNUAL REVIEW 2022

FROM OUR CHAIR OF TRUSTEES

Dear Friends

Whether you are a long-standing supporter, a volunteer, or just curious about the amazing work of Guildford Town Centre Chaplaincy, I am delighted you are reading this and I encourage you to have a look at the stories, facts and figures you will find within these pages. It is so encouraging that, as we approach our 15th year of operation, GTCC remains in such good health! Our staff team has risen to every challenge, as we strengthened and expanded our three core projects. A key focus has been on Volunteer Chaplains, appointing Susanna Hoar as a part-time coordinator for this initiative, and recruiting and training our volunteer team. We now not only serve local businesses and shops, but also GP surgeries, an area we hope to expand. The Street Angels project continues to serve the needs of the town's busy and vibrant night-time economy, and our Community Angels give up their time to offer friendship and practical help to those who find themselves in a difficult or lonely place at home. Service, modelled on the sacrificial love of Jesus Christ, but with no strings attached, remains our key Chaplaincy value.

Our strong links with the town are a source of much pride, and it is particularly special when we receive recognition of this; our Chaplain, Noelle Coe is honoured to be appointed Chair of the Guildford Business Forum. Equally, GTCC was presented with the Best Service Provider Award for 2022 by Experience Guildford in July. A 'Best Bar None' Award for exceptional contribution to the Night-time Economy was made to Ben Pitt, our wonderful Street Angels Coordinator. We wished Ben and his family well as they moved to the Isle of Man at the end of the year and have now welcomed Angela Gammage to the team.

On a sad note, we lost one of our key supporters, volunteer and Trustee when we learned of the death of Andrew Hodges in April. Andrew was a well known local figure, a great ambassador for GTCC, and his local knowledge, calm nature and compassion for those in need were highly valued by all who knew him.

Our finances remain strong, having received some significant grants and a legacy, but the regular support from churches and individuals remains our bedrock – Thank You to all of you who support us in this way. Equally, support in kind by our volunteers giving up precious time, and by so many in prayer, is hugely valued.

Finally, if you wish to get involved in any way and join the Chaplaincy team, we are just a 'click' or a call away!



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



REVIEW: 2022 IN NUMBERS



TOTAL
VOLUNTEERS
102



VOLUNTEERS
50



VOLUNTEERS
42



VOLUNTEERS
10



PEOPLE
ENCOUNTERED
3411



HOURS
WORKED
3000



BOTTLES/GLASSES
PICKED UP
3181



LOLLIPOPS
HANDLED OUT
3500



AVERAGE STEPS
ON SHIFT
10,000



NUMBER OF
SHIFTS
500



HOMELESS PEOPLE
ENCOUNTERED
50



AMBULANCE
CALLS AVERTED
20



CLIENTS
SUPPORTED
75



VOLUNTEERS
INVOLVED
42



CLIENT
VISITS
736



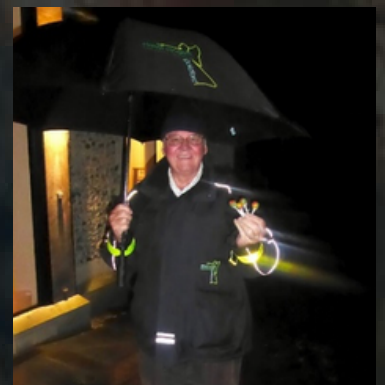
VOLUNTEER
HOURS
1713



TOTAL
REFERRALS
110



PHONE CALL
HOURS
563



FROM OUR CHAPLAIN

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

Psalm 127 v 1

2022 was a year of positive adjustments. The work and scope of GTCC has continued to increase and touch new areas of influence, without the restraints of a pandemic. We have once again been able to see people face to face and were indeed one of the first agencies to do this across all our projects.

Cross-agency and inter-church relationships continue to be good, with GTCC playing a key role to encourage collaboration and understanding. One of the areas where this has made a significant difference is with tackling rough sleeping and homelessness. GTCC is pleased to work closely with others to address this challenge and are proud to be in talks with Riverside to plan a forum to develop local initiatives further.

We continue to be committed to providing on-going training for staff and volunteers, including joint Welfare Champion training with PubWatch and Experience Guildford, First Aid, and more. We have had two people training for church ministry on placement with us.

In common with other charities, one of our biggest challenges is the recruitment of new volunteers for all of our projects. There is a huge demand for our services. Many already give their time and make a difference to people's lives and we are so grateful to them. We remain determined to equip our volunteers, providing appropriate support as well as social opportunities to interact with each other. If you are thinking of joining us or know of someone else who may have expressed an interest, do get in touch for a chat. Personally, I consider it a great privilege to come alongside others at a time when they may need some support, with no agenda other than to be a supportive friend.

My highlight of the year was again our whole Chaplaincy annual Commissioning Service which took place at Emmanuel Church, Stoughton. The service was a superb celebration of our volunteers, a chance to formally welcome new members to the Charity, to reflect on an impactful year, and to thank all those who support our work. I was particularly appreciative that many of those organisations with which we work in partnership, were able to join us, including the Mayor of Guildford, representatives of Surrey Police and both County and Borough Councillors.

I am also delighted that as part of creating more opportunities for supporting our volunteers, in addition to the termly social gatherings, a cross-chaplaincy monthly prayer service was launched at St Mary's in 2023.

There is a verse in the Bible where it says, 'The harvest is plentiful, but the workers are few.' As we engage with those around us, we want to make a difference, even if it is in a small way. Having a non-judgmental, listening friend is amazing and we are often as blessed as those we are helping.

We look forward to another year and give thanks.



The Annual Commissioning Service held at Emmanuel Church, Stoughton celebrating with the Mayor of Guildford, Surrey Police, County and Borough Councillors, Experience Guildford, 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 remains the only befriending project in Guildford to support adults of all ages facing loneliness and social isolation. During 2022 we worked with a team of 42 trained volunteers, who supported 75 individuals one-to-one by meeting with them weekly over a six-month period. All but one of our volunteers befriended in person, while one exclusively offers telephone befriending.

Our befrienders visit clients in their homes, and support those who have the capacity to go out to engage in activities outdoors or in the community. During 2022, we helped clients to access a variety of forms of further support, including Citizens Advice, community centres and food banks, and engage with activities including a knitting circle, a craft group and walking for health groups. We have befriended clients through challenging life circumstances such as bereavement, stroke rehabilitation, addiction, post-attack trauma, adjusting to life-changing diagnoses, and facing the challenges of debt or exceptionally low income. We have helped people to improve their living conditions and engage in physical activity, and have acted as an early warning system by raising awareness where needs are not being met.

Our referrals come from NHS Social Prescribing, Adult Social Care, GPs, mental health services, other local charities and members of the community, and in 2022 ranged in age from 18 to 100, with 55% of our clients under 65. Clients typically face a complex mix of social, emotional, mental or physical issues. Over this year most of our referrals have struggled with mental ill health in addition to other needs.

Our Community Angels 'Hub' at St Saviour's Church has continued throughout 2022. This group of volunteers, also members of St Saviour's, are intentionally matched with clients in central Guildford wherever possible. 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 with the local community.

Volunteer support is a priority for the Community Angels project. In 2022 we ran three induction training courses for new volunteers and held a well-attended 'listening workshop.' Throughout the year we held monthly volunteer drop-in sessions which prove an excellent way to strengthen relationships with staff and for volunteers to feel part of the growing Chaplaincy community. Our capacity is limited by volunteer numbers: at the start of 2023 we had 22 assessed clients awaiting matches. Newcomers are always most welcome to explore how they can get involved: please do get in touch to find out more. We are extremely grateful to our volunteers for their time, energy and commitment, and to everyone who has again supported this project in 2022.



Anne Thornton

Community Angels Project Co-ordinator

Susanna Hoar

Community Angels Project Support

These are some other comments from our clients:

'He's been just fantastic - so interesting and knowledgeable, so helpful to me. I'm making more time for myself. He's helped with that.'

I wouldn't have been able to go to the Community Learning Centre without her support.'

'If I hadn't had her visits, I don't think I could have done it. I'm awfully grateful. She's given me that bit of a boost, that push to get out.'

'I can't believe it's gone so well. I trust her implicitly. She's a terrific person. I'm so glad I took the step.'

CONTACT

communityangels@gtcc.org.uk
07825 799309

STREET ANGEL NEWS

Since we were established in 2008, the Chaplaincy's Street Angels project has helped around 70,000 people who have become vulnerable late at night in Guildford town center. We are proud to work particularly closely with the Emergency Services, local businesses, and the local authority to help keep people safe and reduce anti-social behaviour in our town.

Following the disruption of the pandemic to our regular friendly patrols, Street Angels were pleased to be back in action, as normal in 2022. Operating throughout the year, every Friday and Saturday night, and additionally on other special occasions in support of local events where needed.

Our trained volunteers continue to face a range of sensitive situations, especially noting a significant rise in encounters with members of the public who were experiencing challenges to their mental health. We continue to work in partnership with the venues that are now receiving Welfare training, and appointing Welfare Champions in a joint effort to support the public and provide for their safety. We were pleased to work with local providers to establish "Safe Spaces" in the town center.

We are grateful to all our volunteers for their dedication and support of the Street Angels project and were thrilled to welcome new volunteers to the Street Angels team in November 2022 at our annual Commissioning Service. Our team is diverse and has representatives from all churches, or none, with ages ranging from those in their twenties to those in their eighties. All offer fabulous skills and are generous with their time, we are both thrilled and humbled to have them as part of the team.

However, like many charities, recruitment of new volunteers has been a challenge and we are always delighted to talk to anyone who might be interested in getting involved in our work, offering taster sessions to enable new Angels to try it out alongside experienced team members – do get in touch, Angela would love to talk with you!



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....

"I just wanted to say thank you for all your work as a team and as individuals. The other night I was in a vulnerable way and a Street Angel stayed with me for several hours and made sure I had everything I needed and felt safe- she was constantly checking in with me and how I was feeling until additional help arrived. She really made a difference to the outcome of my evening, and I just wanted to show my appreciation regarding how kind she was."

"I just want to say a big thank you to the team out on Friday evening. They helped my eldest daughter get a taxi to our house in Guildford after she had missed her last train home to her University digs. We had slept through her text to us so thankfully the Street Angels suggested a taxi and spoke to the driver. She would have walked without their help "



Angela Gammage
Guildford Street Angels Coordinator
07717 876 853



CONTACT

streetangels@gtcc.org.uk
07717 876853

VOLUNTEER CHAPLAIN NEWS

We continue to have ten Volunteer Chaplains who support staff and members of the public in a range of business and community settings, including three who have a role of providing supervisory support for the team. Our 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.

Demonstrating our commitment to growing this project, 2022 also saw the appointment of our first dedicated Project Co-ordinator for our Volunteer Chaplains. Working two days a week, we welcomed Susanna to lead this work, she has been exploring ways of building the community of volunteers, establishing supervision for all volunteers, ensuring regular reporting to meet safeguarding requirements, recruiting volunteers and exploring new placements for future chaplains.



Town Chaplain, Noelle Coe, leading prayers at the Walk of Witness in Guildford High Street on Good Friday, 2022.

volunteerchaplains

Building on our pilot at Binscombe GPs practice, our second GP chaplaincy started at Dapdune House Surgery in July 2022 and a third setting is planned early in 2023 in Guildford. This important initiative is designed to work alongside healthcare professionals to enable local practices to provide holistic care for their patients, taking pressure off hard-pressed GPs. Two new volunteers have been recruited this year to support residents at The Clockhouse, a development of self-contained retirement flats.

We are seeing the benefits of chaplains working in pairs and we will look to use this model as we seek to find placements and increase our public presence in our community. We have grown the team of chaplains with Surrey and Sussex Police and after completing the lengthy security checks a second chaplain has started weekly visits at Mount Browne. We were particularly proud of Police Chaplain, Russ, who was presented with the Surrey Police Volunteer of the Year award for his work employees in this highly volatile and demanding setting. Stagecoach buses have expressed an interest in having a chaplain and we are looking for a suitable volunteer. We are looking to create and facilitate parenting listening courses at parent and toddler groups and the coordinator is also having meetings to explore a placement at the Magistrates' Court. So demand is growing as news of our work spreads.



Susanna Hoar, Volunteer Chaplain Project Coordinator



CONTACT

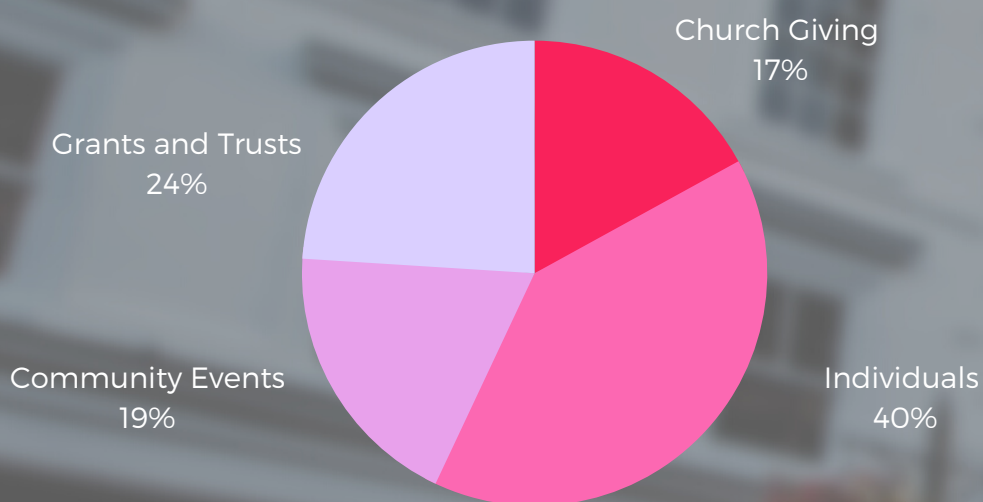
chaplains@gtcc.org.uk
07564 218267

FINANCIAL REPORT 2022

FIGURES FROM OUR ANNUAL REPORT & ACCOUNTS
2022, FOR THE YEAR ENDED 31 DECEMBER 2022.

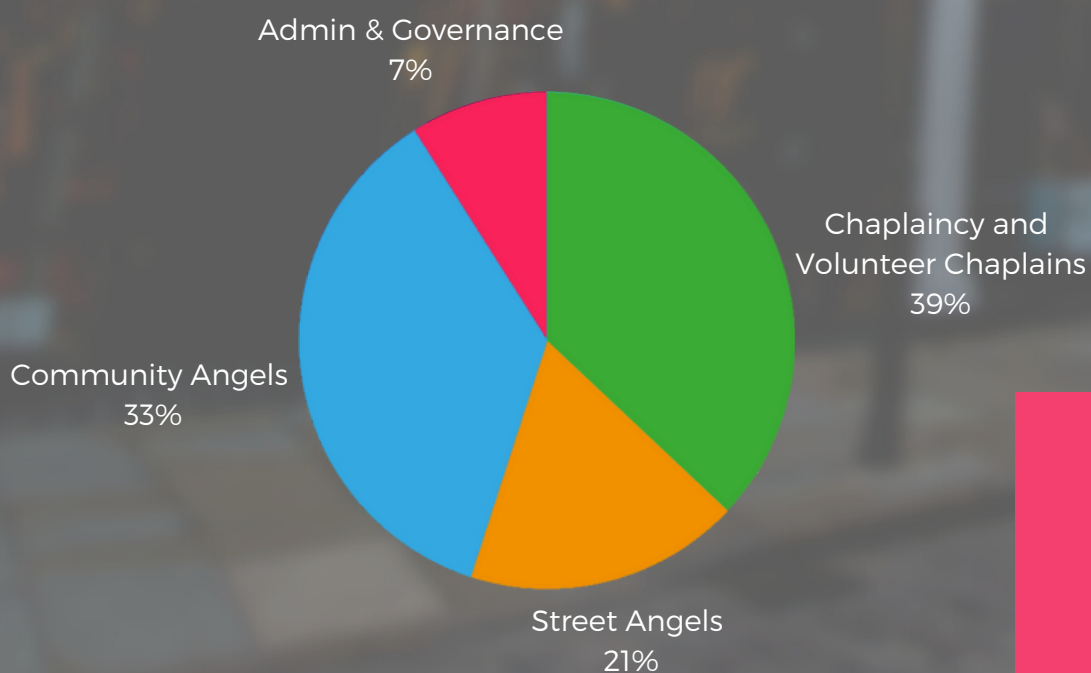
TOTAL INCOME

£130,756



TOTAL EXPENDITURE

£100,642



The significant and the only regular income continues to be provided by generous gifts from supporting local Churches and individuals. We are thankful that this regular support has remained fairly constant over the years, however, against a background of growing the work of GTCC, our operating costs have increased and our reliance on grants and one-off donations, from a range of sources, has grown.

The Chaplaincy would like to gratefully acknowledge the most generous grant funding support in 2022 from the following supporters: The Surrey Police and Crime Commissioner, Guildford Poyle Charities, The Borrows Charitable Trust, Orbis Buchanan Charitable Trust (Richard Boyd), The Community Foundation for Surrey, The Bishop of Guildford's Foundation, the University of Surrey, The Erica Leonard Trust, The Arnold Clark Community Fund, Surrey County Council, John Beane Charity, The Hospital of William Parson and Ecclesiastical Insurance. Our local community partners, Guildford Town Guides, and the Guildford Scottish Country Dancing group, have also supported us generously in 2022, and we were honored to have been selected to be the Charity of the Year for Guildford Walkfest for the third year running.

The Chaplaincy was overwhelmed to receive two exceptional donations; firstly a much appreciated and unexpected legacy, and the second from Hankley Common Golf Club at the beginning of 2022. We extend our thanks to the members of the Golf Club who have supported this initiative so generously.

GTCC relies on volunteers for its fundraising income, to apply to funding bodies and to organise events. The main 2022 fundraising events included a well-attended quiz night held at St Mary's Church including a sponsored "head shave", a sponsored walk in the Surrey Hills, a summer fundraising tea bar at the beautiful St Martha's church, and a Christmas Tree festival, organised by supporters at the Guildford United Reformed Church, for which the charity is most grateful.

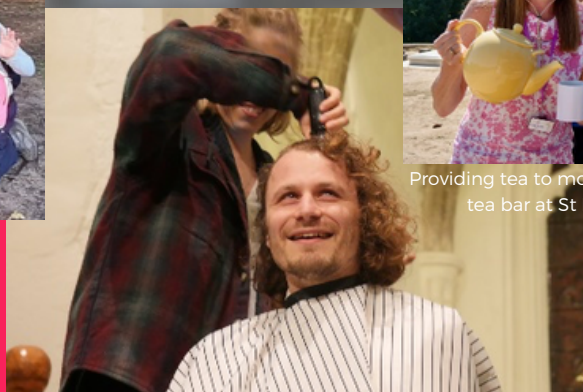
Our total expenditure in 2022 was £100k, 85% of this cost was spent on salaries for our four part- time members of staff who coordinate our projects. The charity remains in a strong financial position providing a sustainable base for the expansion of our work. We are budgeting for a deficit in 2023 which will be funded from reserves.



GTCC fundraising team enjoying their sponsored walk as part of Guildford Walkfest 2022 from Guildford to Witley



Providing tea to modern-day pilgrims at the fundraising tea bar at St Marthas-on-the-Hill, Chilworth



Street Angel co-ordinator having his head shaved at our Quiz Night to raise much-needed funds

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!

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

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Guildford Town Centre Chaplaincy



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Community
Foundation
for Surrey



The Queen's Award
for Voluntary Service

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REGISTERED COMPANY NO. 006639603