

GTCC



Guildford Town Centre Chaplaincy

ANNUAL REVIEW 2023

"The compassionate work of the Chaplaincy's three projects makes a significant impact on the safety and wellbeing of some 5000 local vulnerable people every year. I salute the 100+ dedicated volunteers who offer their listening ears and practical support to so many – thank you for making Surrey a more caring place!"

Michael More-Molyneux, HM Lord-Lieutenant of Surrey



@ComAngelGFD @AngelsGFD

FROM OUR CHAIR OF TRUSTEES

Welcome to our Review of 2023, another busy and exciting one for Guildford Town Centre Chaplaincy. Your interest in, and support for our work is vital, and as we marked 15 years since our formation in 2008, we want you to be assured that we are not only in good heart but thriving!

In these pages, you will find facts, figures, and stories from all our projects. Our staff team is strong; this year we welcomed Angela Gammage as our new Street Angels coordinator, who is now often seen out and about wearing our famous Angel Wings or the new orange baseball cap! We are also delighted to welcome two new Trustees: Toby Nicholls and Chris Burrows. Chris took over from our long-standing Treasurer and Board Member, Mike Gercke and I know that all who knew of Mike's work and dedication to the Chaplaincy will join me in thanking him for his service.

A planned focus in 2023 on the Volunteer Chaplains project, under coordinator Susanna Hoar, is already bearing fruit. Our Chaplains are not ordained ministers but share a calling to provide a listening ear and support to people in widely varying workplace and care situations. Key to this -as with all GTCC projects - are the non-judgemental and inclusive values at our heart. The Street Angels project continues to receive recognition as it serves the needs of the town's busy night-time economy, while our Community Angels give selflessly of their time, largely unseen, as they offer befriending and practical help to those facing a difficult or lonely time at home.

Our links with the town and church community continue as strong as ever. This ranged from being actively involved in the visit to Guildford Cathedral of the 'Knife Angel' sculpture, to organising an informal collaborative dinner for church leaders and our Chaplain, Noelle Coe, being appointed Chair of Guildford Business Forum.

Finally, a big "Thank you" to churches, individuals and grant making bodies for your faithful financial support. As demand for our services increases, our costs are also growing. Financially, in 2023 we set a challenging budget, which we met in a planned way by using some reserves to fund the shortfall. So our finances remain strong! Each year, we feel so blessed that our work is able to continue and to grow, sustained by the generosity of so many.

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



Chris Britton



TOTAL
VOLUNTEERS
125



TOTAL INCOME
2023
£82K



ANNUAL RUNNING
COST 2023
£109K

NUMBER OF
YEARS CARING
16

FROM OUR CHAPLAIN

I continue to be privileged to lead the day to day running of GTCC, receiving so many encouraging messages from churches, clients, volunteers, partner agencies and the general public expressing their appreciation for our excellent volunteers and staff who give so generously of their time. It's an honour to make a difference to people's lives: in their homes, in their workplaces and each Friday and Saturday night on the streets.

I am particularly proud of the many close partnerships that we have developed, which enable us to respond appropriately to a constant growth of demand for our services. Highlights in 2023 were joining Experience Guildford at their Awards ceremony at the Yvonne Arnold Theatre, joining PubWatch and "The Best Bar None Awards" at the Electric Theatre, and helping "Real Change" host a homelessness forum at St Saviours. We are grateful that Surrey Police continue to equip our Street Angels with essential personal safety training while many local churches support us with room space for training, prayer, and funding. Working in collaboration really does enhance the effectiveness of all of our organisations.

The main 2023 fundraising events included a well-attended quiz night held at St Saviour's Church, 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 2023 was £109k, 85% of this cost was spent on salaries for four part-time members of staff who coordinate our projects. The charity remains in a robust financial position providing a sustainable base for the expansion of our work. We are again budgeting for a deficit in 2024 which will be funded from reserves.



Rev. Noelle Coe
Guildford Town Chaplain



The Annual Commissioning Service 2023 held at Guildford United Reform Church celebrating with the Mayor of Guildford, Surrey Police, Angela Richardson MP, Guildford Philanthropy, Trustees, Staff, Volunteers, and family and friends



CONTACT

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COMMUNITY ANGEL NEWS



TOTAL
REFERRALS
124



VOLUNTEER
HOURS
1723



CLIENTS
SUPPORTED
64



VOLUNTEERS
ACTIVE
45



CLIENT VISITS
AND OUTINGS
723



PHONE
CALLS
365

Community Angels volunteers have had another busy year, delivering face-to-face befriending to adults of all ages in Guildford borough who are lonely or socially isolated. Referrals come from NHS Social Prescribers, GPs, community mental health services, Adult Social Care, Surrey Police and GBC Wellbeing Service, among others. In 2023 the people we helped ranged in age from 21 to 102.

Many clients face a complex mix of issues, including mental ill-health, chronic physical conditions and disability, cost-of-living challenges, homelessness and bereavement. Community Angels spend time with clients in their homes and out and about in the community. We offer time, a listening ear, companionship and encouragement to face challenges and make changes where appropriate. A Community Angel's support can build confidence and improve mental well-being, increase physical activity and access to the outside world, encourage new social connections, and facilitate access to more specialist forms of help.

We trained 9 new Community Angels in 2023. Volunteer support is a priority for us, and our monthly volunteer drop-ins are well attended. We receive more referrals than we have the capacity to befriend and welcome enquiries from potential new volunteers. Thank you to all who have supported us this year, and above all to our caring and committed Community Angels.



Anne Thornton
Community Angels Project Co-ordinator

Susanna Hoar
Community Angels Project Support



Quotes from some of our lovely clients...

'While physically things have not changed for me, she has helped me see things differently and breaking things down into smaller steps so things feel more manageable. Because I have been able to offload with my problems, it has given me the space to be able to give back and give time to my neighbours. Because I have been listened to, I feel I can now listen to them.'

(Client, 41, with chronic physical illness).

'He's been superb. Such a support. It really helps to talk.'

(Client, 47, with complex mental health diagnosis and facing family breakdown).

'It has been great. She's so lovely and has been such a great friend to me.'

(From a recently bereaved client).

'It's about taking little steps, making me feel better as a person. My confidence is better now.'

'She's been a safe place.'

'She's very jolly. I can laugh with her.'

'It's an amazing service you offer. The citizens of Guildford are lucky.'

Quote from a Social Prescriber

CONTACT

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STREET ANGEL NEWS



PEOPLE
ENCOUNTERED

2930



VOLUNTEER
HOURS

2484



BOTTLES
PICKED UP

3532



LOLLIPOPS
HANDLED OUT

3500



AVERAGE STEPS
ON SHIFT

12000



HOMELESS PEOPLE
ENCOUNTERED

101



NUMBER OF
SHIFTS

410



NUMBER OF AMBULANCE
CALLS AVERTED

11

Our journey continues to be an embodiment of care, compassion and a positive presence in the town centre. All of this is down to our remarkable volunteers, who have become a crucial part of Guildford's night-time economy, either by supporting homeless people, those who are unwell or just simply offering a listening ear.

We were delighted to welcome new trained volunteers to our team at our Commissioning Service, bringing the total number of active Angels to an incredible 50 by the end of the year. Our friendly patrols are often joined by visitors who want to experience the late night services of our Street Angels, including Angela Richardson, MP for Guildford. She was so impressed that she highlighted our work in Parliament a few days later, recognising the significant positive contribution that all Street Angel projects make to their communities.



Many individuals and groups have helped us with shaking buckets on Guildford High Street, running quizzes, baking cakes and decorating Christmas trees! We are now more visible thanks to new orange baseball & beanie hats thanks to generous funding from Surrey County Council.

We'd like to thank everyone who has supported the often-unglamorous work of our Street Angels, keeping people safe, reducing anti-social behaviour and spreading compassion on our streets.

A streetangels

'We can't thank you enough for your help, God only knows what would've happened to him if you and your team weren't there.'

'I just wanted to drop you a message to thank you for looking after my son last night! I can't express my gratitude enough, what a wonderful job you all did, who knows what would have happened to him had it not been for the care from you and your team!! He is now ok, not much recollection of the evening but we have managed to retrieve his coat complete with all his belongings from the "five and lime" pub, how very lucky he was all round last night!!! Thank you again and please pass my thanks to your colleagues!'



William, a Street Angel volunteer, shares his view on the project:

"Heading out onto the streets of Guildford at 11pm, you're never quite sure what to expect. Of course, you pray for a quiet and peaceful evening, but that is rarely the case. It's guaranteed there will be the paralytically drunk by the bucket load, and they can normally be cared for with sick bags and water and perhaps a space blanket while we wait with them for a ride home. But the people who stick with me most and who I feel need our help even more are the sober and desperate - the people who are silently screaming out for a non-judgemental ear, someone to listen. It's from these people that you hear the stories that keep you awake at night, praying they are safe, hoping for a resolution for them.

Unfortunately, nights often see violence, but our presence offers the opportunity for mediation and helps put people's rage into perspective, after all, there's normally a bigger issue at its core. Thankfully, we often prevent potential conflicts before they even arise - oh, the magic power of the Street Angel's lollipop! On our patrols we also have the most wonderful encounters with those who are celebrating, having the time of their lives, who are in love, on first dates, happy, and safe. A night rarely goes by without some member of the public approaching us, not the other way around, to say thank you for our help, for what we've done for them in the past, what we do for them in the present and what we will continue to do in the future."



Angela Gammage
Guildford Street Angels Coordinator

CONTACT

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07717 876853

VOLUNTEER CHAPLAIN NEWS

We have been really encouraged by the positive interest in Workplace Chaplaincy in a wide range of settings and in the number of volunteers. Our volunteers are non-judgmental and provide a caring, listening presence.



Since the successful placement of our first Chaplain in a GPs surgery in 2021, we were delighted to recruit our third volunteer GP chaplain in 2023. They offer appointments for anyone who needed someone to talk to, so freeing up GPs time. Feedback from GPs is that this service is exceptionally helpful and brings positive outcomes. We aspire to extend this service to further surgeries in the local area. We also have Chaplains serving in a diverse range of other settings, including a Women's Hostel, a Retirement Complex and with Surrey Police, all are very much in demand.

We have introduced an informal prayer meeting at St. Mary's Church in Quarry Street, meeting at noon on the first Tuesday of every month. This offers GTCC supporters the opportunity to come together, encourage each other and to pray for GTCC and our town.

"3 years on and the Volunteer Chaplain's role has become increasingly recognised and appreciated as part of what the surgery offers its patients. The aim is to connect with and support those who are struggling with day-to-day problems and challenges and encourage them in their efforts to find a meaningful and positive way forward."

Patients present with a whole range of issues including bereavement, relationship difficulties, anxiety, depression. Each person is unique and precious; being there to listen can be immensely reassuring and affirming for those who are struggling with life and feeling overwhelmed by their circumstances."

Annie, GP Chaplain at Binscombe Surgery.



volunteer chaplains

Camilla, Business manager for Guildowns Group Practice

"We are delighted to have a GP chaplain at our Stoughton Road Surgery and we've had some lovely feedback. The support she gives to our patients is very much appreciated. The uptake has been 68% female and 32% male. Patients ages have ranged from 22 years old up to 92 years old and so quite a good range. 13 out of our 15 GPs have referred patients to her, with most referrals coming from our Stoughton Road and The Oaks. These two surgeries cover areas of high deprivation and so are often our patients most in need. Of the patients who have attended more than once, they do not appear to be seeing the GPs at the same time for mental health concerns which would suggest that this has resulted in a reduction of GP contacts".

Some feedback from patients:

'Thank you so much, just talking has been really helpful'

'Thank you for listening.... it's helped me to think more clearly'

'It's good to talk and have a conversation'

'I feel so much better having got all that off my chest'

Ann - Adviser to GP Chaplains summarises her role:

Supporting the team of GP Chaplains has brought wonderful reports of how they are helping the people they see, allowing clients to share things they may never have shared before and to move to a place of greater peace in their lives. Team support is equally important and provides a firm and supportive foundation to this service. We meet as a team to confidentially share issues, successes and to pray together. I, and the GTCC team, provide individual support by phone or in person so the chaplains are never isolated.



Susanna Hoar
Volunteer Chaplain Project
Coordinator

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FINANCIAL REPORT

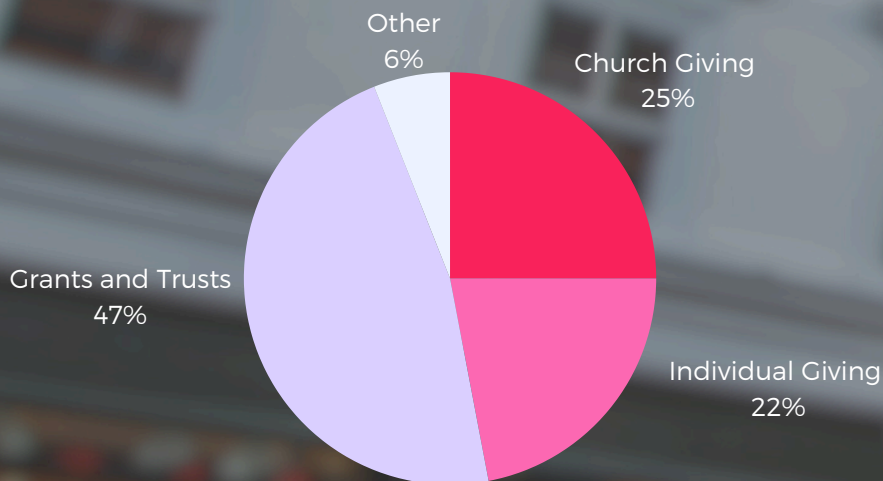
2023

It's a challenging time for small charities and we're fortunate to have enough reserves to keep our projects funded. With help from our generous partners we're hopeful we can increase income in the coming years and move out of deficit.

**Figures from our Annual Report & Accounts,
for the year ending 31 December 2023**

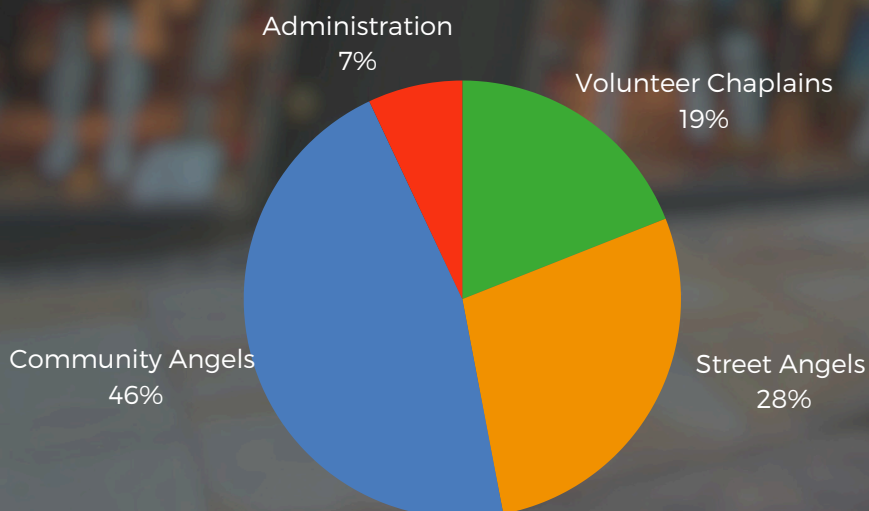
TOTAL INCOME

£82.5K



TOTAL EXPENDITURE

£109K



CAN YOU HELP GTCC CONTINUE THEIR WORK?

GTCC would like to thank all friends and supporters who've given incredibly generously in recent years. However, there continues to be a growing need for our services and so please consider whether you can give regularly, helping us plan to meet these needs effectively – all gifts, are really appreciated.

Your gift could:

£10

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

£50

provides two first aid kits

£100

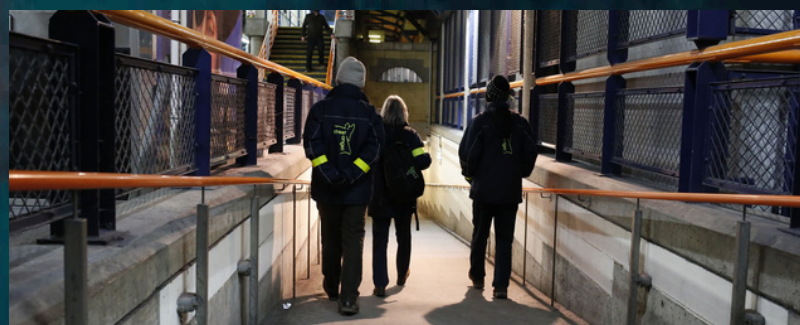
provides a uniform for a new volunteer Street Angel

£500

provides a training course for a new team of Community Angels

£2500

would cover the cost of keeping our Street Angels in radio contact throughout the year



GTCC



Guildford Town Centre Chaplaincy



@ComAngelGFD @AngelsGFD

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WWW.GTCC.ORG.UK



Community
Foundation
for Surrey



The Queen's Award
for Voluntary Service

DELIVERED
SOCIAL

REGISTERED CHARITY NO. 1126056
REGISTERED COMPANY NO. 006639603