

gtcc



Guildford Town Centre Chaplaincy

ANNUAL REVIEW 2024

"It was a pleasure to spend time with the team at Guildford Street Angels and gain a better understanding of how they operate. and the different things that they do. Their actions no doubt enable the local Police to free resources to help combat crime in other areas of the Town as well and being vital eyes and ears in the Town Centre at night, helping to keep people safe. I am sure I speak for everyone when I say thank you to the volunteers who make this happen."

Shahid Azeem DL High Sherif of Surrey, Jan 2025



@ComAngelGFD @AngelsGFD

FROM OUR CHAIR OF TRUSTEES



Welcome to our Review of 2024, celebrating another amazing year of community service by the volunteers of Guildford Town Centre Chaplaincy. Whether you're reading this as a supporter, a member of the team, or just out of curiosity, I hope you will find words of encouragement in these pages, in exciting but challenging times!

All three of our main projects continue to meet growing needs in such a wide range of circumstances in our town, it's hard to know where to start! Our expanding team of Volunteer Chaplains is now reaching more local businesses and night time venues and – excitingly – are placed within more NHS General Practices. Our initiative to provide a forum for learning and sharing good practice at a day conference in Guildford was a resounding success, reaching people working in Chaplaincy environments who came from far and wide.

Community Angels are increasing their outreach to lonely and vulnerable people in their homes, and you'll read some of their stories in this Review. Street Angels – our 'anchor project' – remains strong and our presence still makes such a difference to people who find themselves in difficult situations out on the streets on Friday and Saturday nights. The message which you will see repeated in these pages is that we are always in need of new volunteers for all our projects. So if you, or a friend, feels moved to come and join us, why not give it a try? We provide all the necessary support and training. You'll be joining a lovely community of like-minded people.

The GTCC community loves to meet socially whenever we can, and this year we have held a number of events which have been really well supported. Our Quiz Night at Christ Church, The Guildford in bloom event at the castle, the Emergency Services Carol Service and our fantastic Commissioning Service, held for the first time at Guildford Cathedral, were all great times to gather, celebrate and enjoy ourselves! Our strong links with the county, town and church communities were very apparent at the Commissioning Service, when we were honoured to have the presence of our Patron, HM Lord Lieutenant of Surrey, the Police Chief Superintendent, the Guildford MP, and the Deputy Mayor of Guildford, among others!

Finally, I want to pay tribute here to our dedicated staff team, led so ably by Noelle Coe, our volunteers, and unpaid Trustees who all serve with such love and commitment. Without each one of you, none of our achievements would be possible. And in turn, a huge Thank You to all the churches, individuals and grant-making bodies who continue to provide vital financial support. In 2024 we exceeded our fund-raising expectations and look forward to 2025 with optimism, sustained as we are also by the prayers of so many.

Thank You!

Chris Button



**TOTAL
VOLUNTEERS**

125



**TOTAL INCOME
2024**

£130,958



**ANNUAL RUNNING
COST 2024**

£126,926K



**NUMBER OF
YEARS CARING**

17

FROM OUR CHAPLAIN

This year a lot of work has gone into the chaplaincy as the demand for our services increases. So many people need a space that is safe, confidential and non-judgemental. We look to extend hope and support to those in need.

I had the privilege of being invited to be interviewed on Revelation TV to talk about the work of GTCC and personal life experience. Also another highlight was our 'Angel Ascent' up and down the tower at Guildford Cathedral by a team of volunteers. No small feat with 80,000 steps taken.

Our engagement within the business and faith communities continues. Some of the areas the chaplain is involved with is Chaining the Guildford Business Forum, fostering meaningful connections and shared vision across the town. We proudly partnered with the Guildford Shakespeare Company and the Cathedral in an initiative to promote anti-knife crime awareness, addressing a critical issue affecting young people today.

Training and equipping volunteers remains a cornerstone of our work, and we are grateful to our incredible community of volunteers for their dedication and commitment. The launch of Ambassador Angels has enabled this small team to visit churches, groups and others, including The Royal Surrey Hospital, to promote and share about our work.

I want to express deep appreciation for our dedicated staff and volunteers, whose compassion and commitment have made a difference in countless lives. As we look to the future, may we continue to be a source of light, healing, and encouragement to all who seek our help.



Rev. Noelle Coe
Guildford Town Chaplain



• Chaplain presents a certificate at the Best Bar None awards



CONTACT

chaplain@gtcc.org.uk
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COMMUNITY ANGEL NEWS



**TOTAL
REFERRALS**
106



**VOLUNTEER
HOURS**
1368



**CLIENTS
SUPPORTED**
61



**VOLUNTEERS
ACTIVE**
45



**CLIENT VISITS
AND OUTINGS**
584



**PHONE
CALLS**
241

Community Angels, our befriending service, has remained in great demand throughout 2024. Our fantastic volunteers have been kept busy, delivering face-to-face support to adults of all ages in Guildford borough who are lonely or socially isolated.

We receive referrals from a wide range of agencies in Guildford. Many of our clients face mental ill-health, chronic physical conditions, frailty and disability, cost-of-living challenges or bereavement. Community Angels visit clients at home and in the community, offering time, a listening ear, encouragement and companionship. Their support can boost confidence; improve mental wellbeing; increase physical activity, access to the outside world and new social connections; and aid access to specialist help.

2024 has seen volunteers teach crochet to a client in her 90s; support a young mum with a brain injury to organise personal admin; enable a stroke-survivor to revisit favourite places; brought canine companionship to a dog-lover losing her eyesight – and much, much more.

We trained 9 new Community Angels in 2024. Volunteer support is a priority for us: we are available by phone, email or in person over a coffee at the office or at our volunteer drop-ins, and love to be kept in touch. In October we held a training evening on Bereavement, Loss and Change, which was well attended and much appreciated.

Our referral rate outpaces our capacity, so we are always eager to hear from potential new volunteers. If you or someone you know could offer a couple of hours a week, please consider joining us. Thank you to all who have supported us this year, and above all to our caring and committed Community Angels.



Susanna Hoar
Community Angels Project Support

Anne Thornton
Community Angels Project Coordinator



Quotes from some of our lovely clients & volunteers...

"I've been looking forward to today all week!"

'My time with [my Community Angel] has been brilliant. She is helping me, reminding me to do things myself and supporting me with IT skills that I haven't done before. It gives me respite as I can relax more and not need to pay attention all the time. It has been life changing.'

'She always surprises me in her resilience and perseverance to the everyday obstacles she faces. She must find ways to navigate her everyday life and does. She never gives in and strives to be empowered. I am inspired by that fortitude.'

Quote from a volunteer

'We love Community Angels'

Quote from Social Prescriber



• Annual Quiz night at Christ Church

CONTACT

communityangels@gtcc.org.uk
07825 799309

STREET ANGEL NEWS

Guildford Street Angels are continuing their vital work in our community. Since 2008, the Guildford Street Angels have been a beacon of hope and safety for the town's night-time community. Our volunteer-led initiative continues to support vulnerable individuals on the streets, ensuring they receive care, guidance, and protection in times of need. Their brilliant work has been instrumental in reducing anti-social behaviour and relieving pressure on emergency services.

The efforts of the Street Angels have not gone unnoticed, Street Angels have been chosen to be the "Charity of the Year" for the Guildford Pancake Race. We were delighted in March to learn that our Angels received national recognition for our 'contribution to the town' at the 2024 National Best Bar None awards. This is be a wonderful addition to our ever-expanding award portfolio!

Uniforms and consumables for our SA volunteers are a significant annual capital cost. In 2024 generous support from Surrey County Council and the ASDA Foundation provided warm jackets, polo shirts and warm hats.

We continue to receive support from GBC, Surrey Police, the University of Surrey, PubWatch, Experience Guildford and door-staff, providing the practical care and support for which we are highly valued. However, our work relies entirely on volunteers and donations, making community involvement vital for our continued success. Whether you can become a volunteer or contribute through fundraising efforts, your support can make a real difference.



Angela Gammage
Street Angels Coordinator

A streetangels



**VOLUNTEERS
ACTIVE**

54



**VOLUNTEER
HOURS**

2628



**PEOPLE
ENCOUNTERED**

2846



**HOMELESS
PEOPLE
ENCOUNTERED**

87



**LOLLIPOPS
HANDLED OUT**

3060



**BOTTLES
PICKED UP**

3304



**AMBULANCE
CALLS
AVERTED**

8

A team leaders report from a typically busy night, June 2024

A male, C, was found in a bad way. We tended to him, but he had no coat, ID, phone or wallet. He was semi-conscious, with no friends around and no phone numbers in his head. Eventually, a call to 101 with outline details of what he could remember of his name and address meant the police could call his Mum who came at 1:45am to pick him up.

At around 3.20am we found a lone female in tears. She'd lost her friend who had gone home with her coat and bag. We phoned her mum and stayed with her until she was picked up.

Around 2.50am we came across two unconscious males without sign of visible injuries. They had no friends or anybody who knew who they were. An ambulance was called and we placed them in the recovery position, covered them with space blankets and kept checking breathing and vital signs until it arrived.

We advised three lads not to stand in the middle of the road taking selfies, as it was a dangerous activity. After a brief chat, the lads, who were in good spirits, complied with our request and moved out of the road.



CONTACT

streetangels@gtcc.org.uk

07717 876853

VOLUNTEER CHAPLAIN NEWS

We have had another encouraging year with Volunteer Chaplains as we celebrate a year of firsts at the same time as building existing relationships with both placements and volunteers.

We now have our first school chaplain. Michael visits George Abbot School, Burpham weekly during term time and is there to support the 200 staff.

G Live also has its first chaplain with Dawn visiting weekly and again providing that safe and non-judgemental listening space available to both staff and volunteers working there.

In March we hosted our first morning conference at St Saviours Church, led by Canon Rev Paul Morris, as we explored 'Chaplaincy – A contemporary tool for mission'. We welcomed over 70 people from the wider chaplaincy community to come and connect, to be encouraged and inspired.

We started two new GP chaplaincies in Merrow Park and Austen Road bringing our total GP chaplaincies to six.

The year finished on a high as we celebrated being one of the Mayor of Guildford's chosen charities at The Mistletoe Ball, a fantastic fundraising event hosted both by the Mayor and Guildford Philanthropy.

We are looking forward to 2025, to our second conference, another GP surgery coming on board, staff at night time venues being supported by a new team of chaplains and support being offered to chaplains working with other organisations, through invitations to our monthly prayer meetings and networking and training opportunities.



Susanna Hoar
Volunteer Chaplain Project
Coordinator



CONTACT

chaplins@gtcc.org.uk

volunteerchaplains

Assistant Headteacher, George Abbot School

We are genuinely appreciative of Michael's generosity in giving his time to support school staff each week, and know that we benefit from his years of experience in providing us with a chaplaincy service.

Client

It is so helpful just to be able to talk to someone

GP, Dapdune House Surgery

We have had positive feedback from patients that have seen the chaplain. They often say that is nice to have space to talk, to be honest about what is going on and to feel they are not alone. Patients of all ages have benefitted from meeting with her and we feel she brings another valuable dimension to what we can offer patients.

Client

It makes a huge difference just being able to come here and talk knowing I am not judged and that we don't use the word 'should'



- GTCC Friends and Supporters at the Commissioning Service at Guildford Cathedral.

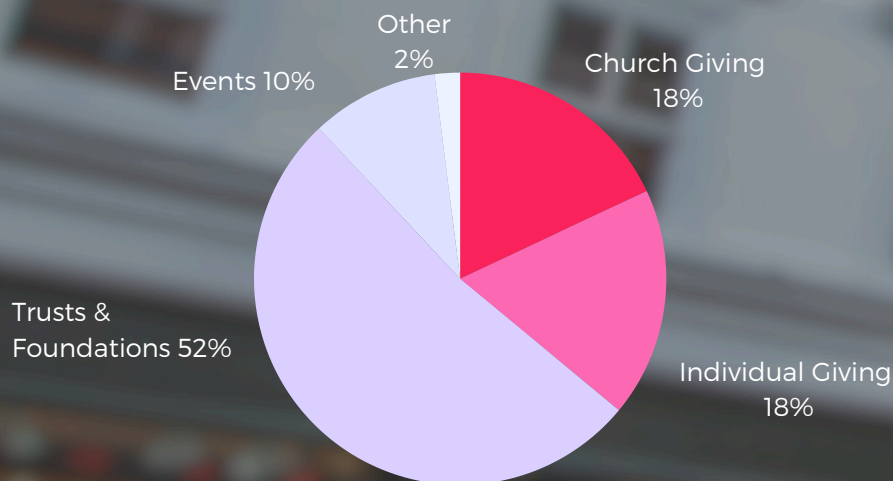
FINANCIAL REPORT 2024

As a small charity it is always challenging to meet our outgoings each year. With the help of generous partners and fundraising activities we are hopeful that we will be able to sustain the level required.

**Figures from our Annual Report & Accounts,
for the year ending 31 December 2024**

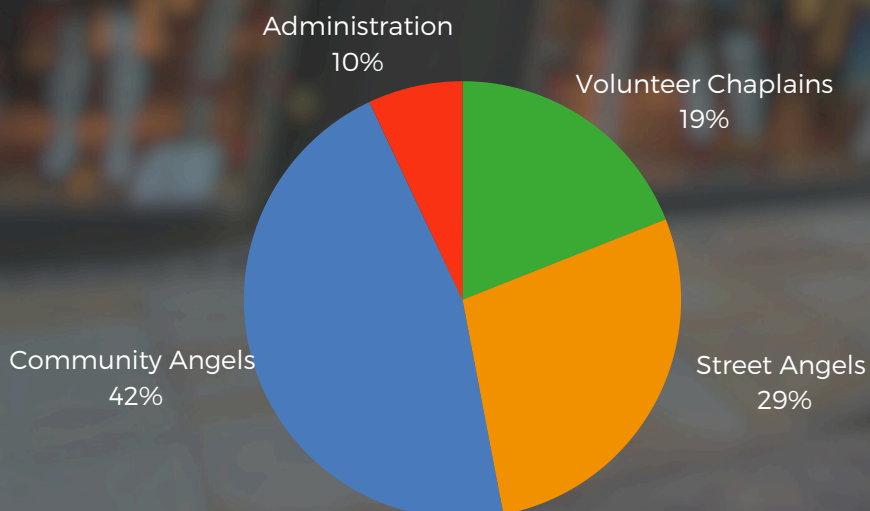
TOTAL INCOME

£130,958



TOTAL EXPENDITURE

£126,926



CAN YOU HELP GTCC CONTINUE THEIR WORK?

GTCC would like to thank all friends and supporters who have 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 appreciated.

£915 Community Angels - Supporting One client for 6 months

£350 Street Angels - Cost per night to send out two teams

£2,300 Volunteer Chaplains - Cost to have a Chaplain in place for 1 year (This will decrease as more chaplaincies are established).

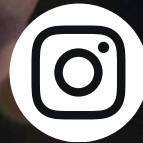


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Guildford Town Centre Chaplaincy



@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