

Street Angels role and values

Street Angels' Values

Guildford Street Angels has grown from Christian beliefs and a long Christian heritage of service. It stems from a desire on the part of the Christian Community in Guildford to show care and love to anyone in need in our town centre. Values of **selflessness and being non-judgmental, integrity, honesty, professionalism, collaboration and excellence** lie at the heart of everything a Street Angel does. Street Angels respect and learn from diversity by caring for anyone regardless of who they are and whatever their circumstances. Safety of our staff, volunteers and the people we seek to serve is essential.

Selfless and non-judgmental

Street Angels expect nothing in return for the help they provide and believe that people in need are best served by a non-judgmental approach.

Excellence and professionalism

We believe that people in need deserve nothing but the highest standards of service and professionalism. Street Angels will receive regular, high quality training and ongoing support to help them perform their role safely and to a high standard.

Integrity and honesty

It is imperative to the success of Street Angels that the service is delivered with the highest ethical and legal standards. Honesty, fairness and integrity are the principles underpinning all Street Angels' activities.

Collaboration and adding value

The Town Centre Chaplaincy and Street Angels will work in partnership with a wide range of statutory, voluntary, community and faith organisations across Guildford. The Town Centre Chaplaincy is committed to adding value to other services in the town centre.



Who are Street Angels?

Street Angels are adult volunteers who care and provide practical support for the people who use the night clubs and other leisure and entertainment venues in Guildford town centre on a Friday (and in time Saturday) night, including helping them to access any support they may need.

Street Angels believe that people in need, particularly young people, deserve care and support. The needs of these individuals may be the result of homelessness, drunkenness, drug abuse or any other issue, which has caused personal distress or the potential for physical harm.

How will Street Angels work?

Street Angels will be managed by the Guildford Town Centre Chaplaincy. All volunteers will be checked through the Chaplaincy (including Criminal Record Bureau checks) and will agree to abide by the Chaplaincy's policies and procedures.

Street Angels will need to commit to volunteer for 1 or 2 nights per month and to the six 6 training sessions before they start. They will also be expected to attend ongoing training to support them in their role. Training will cover a wide range of issues and skills including personal safety, listening skills, cultural awareness, understanding your town, drugs and alcohol awareness, child protection and working with the emergency services.

On any given night there will be 12-16 Street Angels in teams of 4 providing on-street care and support for anyone in need during the hours the bars and clubs open. They will work closely with the Police and emergency services. Street Angels will patrol on foot and have direct contact by radio with each other, the team base, CCTV and the Police.