

Street Angels – Mission and Values

Woking Street Angels has grown from Christian beliefs and a long Christian heritage of service and loving one's neighbour. It stems from a desire on the part of the Christian Community in Woking to show care and love to people in need in our town. Values of **selflessness and being non-judgmental, integrity and honesty, excellence and professionalism, collaboration and partnership** 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 Street Angel volunteers and the people we seek to serve is essential.

Who are Street Angels?

Street Angels or similar programmes have been springing up across the UK over the last 6 years. Street Angels are adult volunteers, usually from local churches, who care and provide practical support for the people who use the night clubs and other leisure and entertainment venues in Woking town centre, including helping them to access any further support they may need.

What do Street Angels do?

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, violence or any other issue, which has caused personal distress or the potential for physical harm.

They help people whoever they are and whatever their situation, for example by listening, caring, offering practical help and through simple acts of generosity and kindness. On occasion they can also help by referring people to other (specialist) agencies who can help them further.

Their calming presence on the streets late at night makes a really positive impact on crime and antisocial behaviour in town centres.

How will Street Angels work?

Street Angels is (to be) managed by a charity, Woking Street Angels, set up by churches in Woking. All volunteers will be recruited through a rigorous process (including Criminal Record Bureau checks) and will agree to abide by the policies and procedures that apply to Woking Street Angels.

Street Angels will normally need to commit to volunteer for 1 night every four weeks. They must also commit to an initial programme of 6 training sessions before they start. They will also be expected to attend occasional 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 of operation, normally there will be 6-8 Street Angels working in pairs 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.

Street Angels Values

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.

Integrity and honesty

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

Excellence and professionalism

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

Collaboration and partnership

Woking Street Angels works in partnership with a wide range of statutory, voluntary, community and faith organisations.