



# The Angels' Impact Report

## 2010 -2019

STREET ANGELS & SAFE HAVEN

YOUTH ANGELS

COMMUNITY ANGELS

A diagonal blue line separates the white background from a photograph of a city street at night. The street is illuminated with warm yellow lights, and the surrounding buildings are dark with some windows lit up. The sky is dark with some clouds.

The Angels are a charitable activity of the  
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# The Angels Impact Report

## 2010-2019



### Preliminary

When a day happens that changes everything, it can just sneak up on you. In 2008, I found myself in a meeting with Scarborough Borough Council (Safer Communities), the North Yorkshire Police and local church leaders. It was one of those days. Scarborough's night-time economy was such that even the Home Office was involved in trying to change the situation and from these discussions Street Angels Scarborough was born. We were all surprised by the impact it had. Anti-social behaviour and violent crime fell, perhaps even more importantly, people reported feeling safer and less fearful. From this effectiveness, Youth Angels emerged, as we realised different teams were needed to engage with our Youth – there was a developing culture of street drinking and anti-social behaviour. But Youth Angels changed that culture. Our Youth teams on the streets discovered the Youth themselves wanted somewhere to go, and so, additionally, we provided 'Youth' on a Friday night inside the Summit. It proved particularly popular with some of the more vulnerable young people in our town.

Our increasing partnership in the local community meant we knew our community had many lonely and vulnerable people. Knowing this, we explored and planned once more with Safer Communities and North Yorkshire Police and Community Angels emerged. Later, gaining new partners, we joined up community provision. Community Angels has become a very effective local service that journeys alongside vulnerable people in Scarborough, bringing people out of isolation.

The publication of this report has given us cause to commemorate the amazing work of all the Angels, celebrating ten years endeavour. Our optimism is that as this report is read, people will remember that local people can help local people and that it would be inspirational for other community projects. Our hope is that others will want to partner with us financially and practically. The Angels is a low-cost project, with incredible, effective community benefits and demonstrates great savings to local services. Our prayer is that recognition of this will help keep the Angels funded, enabling this valuable Community Project to continue, building on the amazing success of the past ten years.

Paul Abell  
Chair of the Angels Steering Group and Chair of the Kingdom Faith Yorkshire Trust.

## Who are the Angels?

The **Angels** are trained volunteers that provide low level prevention support to vulnerable people in Scarborough. They offer support in different forms throughout the week at The Summit (Nicholas Street, Castle Ward) where the organisation provides a 'Safe Haven', in people's homes and around the streets of the town of Scarborough.

Since 2010 Kingdom Faith Yorkshire's<sup>1</sup> **Angels** projects have provided **22,273** supportive interactions to 'vulnerable' people of Scarborough contributing to their **personal and social wellbeing**.

**Kingdom Faith Yorkshire's Angels help different people (often vulnerable) in different ways:**

- **Street Angels** and the **Safe Haven** help people in the night time economy to feel **safer and supported**<sup>2</sup>
- **Youth Angels** help young people develop **stronger social relationships**<sup>3</sup> to feel more connected
- **Community Angels** help people in their homes to improve their **resilience**

**This short report describes:**

- The need for the Angels projects in Scarborough
- The kind of support that Angels provide across Scarborough
- The type of individuals that the Angels support
- The outcomes that individuals are reporting
- Kingdom Faith's future approach to collecting evidence and adding value for funders

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<sup>1</sup> The Kingdom Faith Yorkshire Trust, registered charity number 1131253

<sup>2</sup> Feeling safe and supported is an important aspect of subjective wellbeing as defined by the What Works Centre for Wellbeing <https://measure.whatworkswellbeing.org/homepage/wellbeing-explained/>

<sup>3</sup> Particularly 'thin social relationships' as defined by the European Social Survey linked to the sub-concepts: social trust, perception that others will treat you with respect, frequency of social contact, sense of local belonging and perception of local support [http://www.europeansocialsurvey.org/docs/round6/questionnaire/ESS6\\_final\\_personal\\_and\\_social\\_well\\_being\\_module\\_template.pdf](http://www.europeansocialsurvey.org/docs/round6/questionnaire/ESS6_final_personal_and_social_well_being_module_template.pdf).

## The need for Angels projects in Scarborough

- The Angels work in areas with some of the highest levels of deprivation in England<sup>4</sup>
- Within North Yorkshire, Scarborough has the highest Alcohol Specific rate (persons) with a rate of 16.8 deaths per 100,000<sup>5</sup> (2013-15).
- Scarborough Borough's population is becoming increasingly elderly by 2035<sup>6</sup>
- The North Yorkshire Coast (including Scarborough) is identified as one of the 12 areas in England with greatest social mobility challenges.<sup>7</sup>

*"Alcohol misuse continues to be a common factor behind police calls to incidents of violence in our homes and communities. The health consequences of alcohol misuse add to the pressure on our emergency departments and health care services."<sup>8</sup>*

Representatives from Scarborough Borough Council<sup>9</sup>, North Yorkshire County Council's Public Health Team and the North Yorkshire Police and Crime Commissioner have provided their most recent strategies and plans which together confirm the need for a reduction in:

- Alcohol related anti-social behaviour and crime
- Domestic abuse, exploitation and sexual assaults
- Substance misuse and suicides.

They wish to see local organisations such as Kingdom Faith Yorkshire and other voluntary and community sector organisations work together with commissioners to:

- Care for the most vulnerable<sup>10</sup>
- Keep people safe and supported
- Reduce risk and harm
- Increase public confidence in the night time economy
- Reduce hospital admissions saving costs for the health service
- Reduce arrests owing to drunk and disorderly conduct saving costs for the police
- Reduce inequality
- Increase community connectedness and social capital<sup>11</sup>
- Work together to address mental health challenges and address chaotic lifestyles
- Explore effective approaches to social prescribing.

The Angels projects cannot realistically deliver on all these agendas, and nor should it try. Instead, using the words of the individuals that have been supported since 2010, and the things they have valued most, the Angels will find a focus on helping vulnerable people increase their wellbeing appropriate to the level of support that can be provided on the streets, at the Safe Haven and in people's homes that complements the services of others in the area. In this way there is a co-ordinated approach to helping the most vulnerable people in Scarborough.

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<sup>4</sup> The Castle ward (where The Summit is located) is ranked 319<sup>th</sup> on the indices of multiple deprivation out of 32,844 'lower super output areas' (LSOAs) in England, and the third most deprived location in North Yorkshire <https://datanorthyorkshire.org/JSNA/articles/indices-of-deprivation-summary/>.

<sup>5</sup> This data is for the 2013-2015 period: 'meaning Scarborough is statistically significantly worse than the 11.5 per 100,000 (2013-15) England rate.' North Yorkshire Joint Alcohol Strategy 2014-2019', Progress Report 2016

<sup>6</sup> the proportion of those aged 65 and over expected to increase from 23% to 33% by 2035

<sup>7</sup> North Yorkshire Coast Opportunity Area: A delivery plan to drive social mobility on the North Yorkshire Coast, Department for Education, 2017

<sup>8</sup> North Yorkshire Joint Alcohol Strategy 2014-2019

<sup>9</sup> Night Time Economy Strategy and Action Plan (2013-2016); Community Impact Team's Partnership Plan (2017-2019); 2017 - 2021 Police and Crime Plan; <https://northyorkshire.police.uk/neighbourhoods/scarborough/>; [Joint Health and Wellbeing Strategy 2015-2020](https://www.northyorkshire-pcc.gov.uk/policy-and-strategy/joint-health-and-wellbeing-strategy-2015-2020)

<sup>10</sup> <https://www.northyorkshire-pcc.gov.uk/policy-and-strategy/joint-health-and-wellbeing-strategy-2015-2020>

<sup>11</sup> the non-economic resources that exist in a community - especially the strength of its networks and relationships (<https://measure.whatworkswellbeing.org/homepage/glossary/>).

## The kind of support that Angels provide in Scarborough



The Angels service model is forged from an embedded sense of care for those in our community. Pastoral care is at the heart of everything we are able to provide at The Summit and via our Angels delivering outreach activity in the Castle ward and Scarborough Town. While providing a service and sometimes needing to refer to people as 'clients', the Angel's goal is to be the community helping the community, journeying together with people in order to maximise people's self-esteem and become more self-reliant – both essential aspects of well-being.<sup>12</sup>

**Community Angels:** These are trained volunteers that provide longer term support (4 months plus) to vulnerable people by regularly visiting their homes. Support includes:

- Befriending, listening and supporting vulnerable and isolated people
- Giving one to one support in people's homes & offer telephone contact between visits
- Assisting in engaging with activities
- Accompanying clients to appointments they may otherwise not have attended<sup>13</sup>
- Conducting health and wellbeing observations
- Making appropriate professional referrals to other agencies
- Liaising with multiple agencies to ensure needs are met and referring on
- Supporting people through the grief process.

**Key outcome: Individuals increase their resilience.**

**Street Angels and Safe Haven:** These are trained volunteers that patrol the streets of Scarborough town centre between 21:30 and 02:30 each Saturday night and one Friday night per month. They:

- Offer help, practical support, directions, flip flops, water – to anyone needing it
- Liaise with door staff to ensure that those evicted from a bar have somewhere to go
- Providing a safe, alcohol free, space for people to come as a break from the nightlife
- Intervene in situations escalating towards aggression and diffusing those situations
- Liaise with CCTV, the police and medical/ambulance services as needed.

**Key outcome: Individuals feel safe and supported.**

**Youth Angels:** These are trained volunteers that run two youth clubs – Friday Club for 5-11s and Youth Club for 11-18s each week as well as extra day events for whole families. They:

- Provide activities for children and young people that promote healthy choices
- Help individuals build self-esteem, learn new skills, team building and leadership development
- Provide a safe place where children and young people feel valued and accepted and can be themselves, exploring identity without fear, prejudice or bullying
- Provide a cooking school for young people to learn to prepare and cook healthy meals
- Provide somewhere to talk, be listened to and to work through issues that they are experiencing
- Provide a Friday night Youth Angels Street Team to engage with young people where they gather. (This has proved effective in reducing perceived fear in the community).

**Key outcome: Individuals form stronger social relationships.**

<sup>12</sup> <https://www.psychologytoday.com/us/blog/out-the-darkness/201303/self-sufficiency-essential-aspect-well-being>

<sup>13</sup> E.g. to NYCC Horizons, GP surgeries and hospital (in and out patients) and Scarborough police station.

## The type of individuals that the Angels support

Since 2010 Kingdom Faith Yorkshire's Angels have provided 22,273 supportive interactions.

	2010	2011	2012	2013	2014	2015	2016	2017	To June 2018	Total
Community Angels					120 clients supported for 4 months+ of which 10 supported for >9 months <sup>14</sup>					<b>120</b>
Street Angels	785	1,105	904	1,185	1,109	851	1,044 <sup>15</sup>	1,137	528	<b>8,648</b>
Safe Haven					51	325	1523	2690	1184	<b>5,773</b>
Youth Angels				1245	1794	1,829	1,451	1,048	485	<b>7,852</b>
Total interactions										<b>22,273</b>

The Angels support **vulnerable people** in Scarborough.

The word 'vulnerable' is defined and interpreted in many ways by funding agencies and the local services that are commissioned<sup>16</sup>.

The Angels are most frequently supporting:

- Disengaged young people often displaying mental health symptoms and those in the LGBT community
- Adults of different ages who feel isolated, are experiencing loneliness and are often unable to meet their own needs
- Binge drinkers who are vulnerable as a result of intoxication in the night time economy
- Agitated people who will escalate to becoming aggressive without intervention.

The presenting needs of the people that Angels support are diverse, so skill, care and compassion is essential in retaining their dignity and in developing trust.

Here are just a few examples:

### Feelings of panic

One client supported by the Community Angels recalled how: "They helped me socialise; overcome: panic attacks, feelings of claustrophobia, isolation, loneliness." This 'client' has since become a Street Angel giving back to her community as a result of her positive personal experience.

### Feelings of fear

One of the Street Angels radioed CCTV after coming across a man and woman. The woman was distressed and crying. The man walked away shortly after the Angel arrived. The lady said the man had followed her. She didn't know him. He had come over to her and was speaking in a foreign language. This situation frightened her, she wanted to go home, so the Angel took her to the taxi rank and saw her safely into a taxi. The Angels helped one 17 year old male who was stuck in Scarborough with nowhere to stay. He had come from Bridlington and was meant to be staying with a friend but couldn't and as it was late, he couldn't get back home. The Angels called him a taxi and paid for it as he couldn't afford it. As a result, he got home safe.



<sup>14</sup> Source: Community Angels Dare to Dream Report 2018.

<sup>15</sup> Received funding via the PCC's Community Safety Services Fund in November 2016

<sup>16</sup> Including but not limited to those that are in a circumstance of abuse or misuse (domestic-, alcohol-, substance-, sexual-), those at risk of becoming a victim (of crime), those at risk of suffering from hate crime, those suffering with mental health challenges, 'people that may be heading towards crisis point', 'high risk young people' (including those with a tendency to reoffend), children, young people and adults who might be isolated.

## Feelings of anxiety

One individual used to call the ambulance service between 13 and 19 times per month owing to his health anxiety. Since receiving support from his Community Angel, this has reduced to 13 times in a 4-month period, with an estimated cost saving of £5,000.

*“I have anxiety, but even though there are a lot of people I don’t feel anxious when I come here.” (young person attending Youth Angel activities)*

## Feelings of social isolation or social interaction challenges

One of the Youth Club beneficiaries commented in their feedback to an Angel: *“Over Christmas there was a 4 week break from Youth Angels and I only went out once in that time. I really need Youth Club to help me socialize.”* Another Youth Club attendee said *“I have Asperger’s and here I am treated normally and just like everyone else. I feel positive and accepted which are things that are often overlooked in my daily life”*

## End of life dignity

One individual referred to Community Angels by the Advocacy Alliance (via the GP) was terminally ill with lung cancer. He needed support in his home. His health deteriorated rapidly, and urgent support was required to facilitate his admittance to hospital. With estranged family members, more than 100 miles away, a Community Angel visited him daily in hospital for three weeks at a time when he suffered a stroke and was diagnosed with further multiple cancers. The Angels helped his end with dignity by taking on all the practical aspects prior to his death organising solicitor, debt agency, property management and DWP liaison.

The Angel travelled behind the ambulance during his eventual transfer to a nursing home in Bradford to be near his friends two hours’ drive away. CA liaised with the Care Home Management who otherwise would have known no ‘personal details’ about him as only a telephone health appraisal had been done with the hospital. The Angel was able to provide essential details about the client – about his life experiences and his likes/dislikes, who he actually was, not just someone at end of life. Subsequent to his sad death a week later, the Angel liaised with the executor, solicitor, friends, and assisted with his flat clearance in Scarborough.

**In all these cases, the Angels are there to try and prevent harm, suffering or an escalation in chaotic feelings or risky behaviours. In its place, by providing a non-judgmental, listening ear and practical support and referral, individuals can start to improve their journey towards stronger personal and social emotional wellbeing.**

- During our Community Angels Project in 2017, nine out of ten referrals have been for people presenting a vulnerability because they are dealing with mental health issues.<sup>17</sup>
- Other vulnerable people we have regularly helped are those that are lonely, isolated or are living in a situation of acute financial disadvantage or inequality.
- Often the people helped by our more targeted community projects have chaotic lifestyles<sup>18</sup> and challenging issues (e.g. individuals with Community Protection Orders or Notices for ASB<sup>19</sup>), and have been referred to Kingdom Faith Yorkshire by other statutory service partners, North Yorkshire Police, Scarborough Borough Council’s Community Impact team, Social Services, Living Well, Yorkshire Coast Homes, GPs, Advocacy Alliance and the Ambulance Service.

<sup>17</sup> Source: Community Angels Dare to Dream report 2018

<sup>18</sup> Source: Community Angels Dare to Dream Report 2018

<sup>19</sup> Source: Community Angels PCC 3 monthly return for the Community Safety Investment Fund.

## The outcomes that individuals are reporting

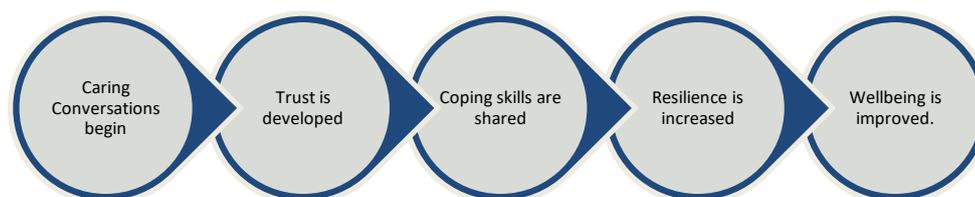
Common to all of the activities delivered by Angels is a contribution towards an individual's wellbeing. The intervention may range from a one-off encounter in a street to help an intoxicated individual find safety, in an inclusive, welcoming environment to build relationships or in a home where individuals can increasingly feel equipped to deal with adversity. Other influences and factors of course contribute to that person's longer-term wellbeing, but the Angels play their part in helping individuals find a more positive way forward for themselves.

## Community Angels help vulnerable people in their homes improve their resilience

**Resilience**<sup>20 21</sup> can be defined as doing better than expected in the face of adversity<sup>22</sup>.

Community Angels share many of the same attributes of **community navigators** that have been proven to help improve individuals' wellbeing<sup>23</sup>. Angels are caring, compassionate volunteers who provide 'hard-to-reach' or vulnerable people with emotional, practical and social support, acting as an interface between the community and public services helping individuals to find appropriate interventions. These Angels provide support in a client's home for four months or more on a regular basis.

## What happens during this time?



Although every client a Community Angel meets has different presenting needs, their common characteristic is often that their lives are more chaotic than is healthy for them. They may be low in mood, suffer anxiety, have more complex mental health challenges, feel withdrawn from their local society or are struggling with what most people would regard as simple daily routines. The Angels help break that cycle through the provision of regular, compassionate, non-judgemental care and practical support. As a relationship between a client and their Angel develops, trust is formed. The client becomes more responsive to suggestions for developing coping skills linked to their personal context. Additional support can be sourced by the Angel for more complex situations. Consequently, the client can develop their resilience, facing up to their adversity with more confidence and capability than before the Angel's arrival. Increased resilience ultimately helps the client improve their personal wellbeing.

## The difference Community Angels have made in clients' own words

<sup>20</sup> Resilient people are prepared for anything and respond in positive ways to whatever happens in their life. A strong **Resilience Core** helps you reduce the effects of stress, anxiety, and depression, leading to a satisfying life. <http://www.trueresilience.net/BriefResilienceScale.aspx>

<sup>21</sup> While resilience has been defined as resistance to illness, adaptation, and thriving, the ability to bounce back or recover from stress is closest to its original meaning. <https://www.ncbi.nlm.nih.gov/pubmed/18696313>

<sup>22</sup> Cooke, A., Friedli, L., Coggins, T., Edmonds, N., Michaelson, J, O'Hara, K., Snowden, L., Stansfield, J., Steuer, N., Scott-Samuel, A. (2011) Mental Wellbeing Impact Assessment: a toolkit for wellbeing, 3rd ed., London: National MWIA Collaborative

<sup>23</sup> Department of Health, A Compendium of Factsheets: [Wellbeing Across the Lifecourse](http://www.ucl.ac.uk/psychiatry/research/epidemiology/community-navigator-study/about/what-is-a-community-navigator), What Works to Improve Wellbeing. The term community navigators is used in the Public Health England, 'Mental health and wellbeing: evidence reviews'.

<http://www.ucl.ac.uk/psychiatry/research/epidemiology/community-navigator-study/about/what-is-a-community-navigator>.

One lady who had been referred to Community Angels as a result of being broken into after she moved into the area said, *“My life is different because I have been able to talk about my feelings and it has introduced me to the church which has been invaluable.”*

The value of the trust relationship was highlighted in her expression of the positive benefit of Community Angels being that she could *“talk about my feelings and by being befriended”*. The Angels seek to be more than a detached professional service and this sense of being befriended and being introduced to a wider community when that is desired has a long-term impact. In this lady’s case, she has become a Street Angel and has become a part of the wider church community, enabling her to feel that she belongs, not just for the duration of the supporting period but ongoing as a result of genuine friendships emerging.



It is not always easy to determine the levels of resilience and new coping skills that have been attained over the period of intervention but in this gentleman’s case it is likely that he is still alive as a result of the Community Angel’s support. He said, *“You’ve stopped me from killing myself several times. You’ve been really good and helped me - taking me to appointments and hospitals”*. This underlines the trust that is created enabling a relationship that can help prevent suicide

Another lady who, as a result of being referred to Community Angels has become a part of the Kingdom Faith Yorkshire church community said, *“You are such understanding guys and all believe in me and you are all like my family and never judge me for what I’ve done in the past”*. This lady has also become a Street Angel, attends a number of activities within the church and has a social connectedness with people of different ages that would have been difficult to find in other contexts.

The practical help the Angels offer can result in emotional support as a direct consequence. This gentleman, struggling to come to terms with the death of his brother said, *“Thank you for sorting funeral arrangements for my brother when I couldn’t. You’ve helped me with grief”*. The flexibility of the Angels model means that those things outside the remit of statutory organisations can be considered.

The impact of building a trusted, caring relationship is seen in simple feedback comments such as,

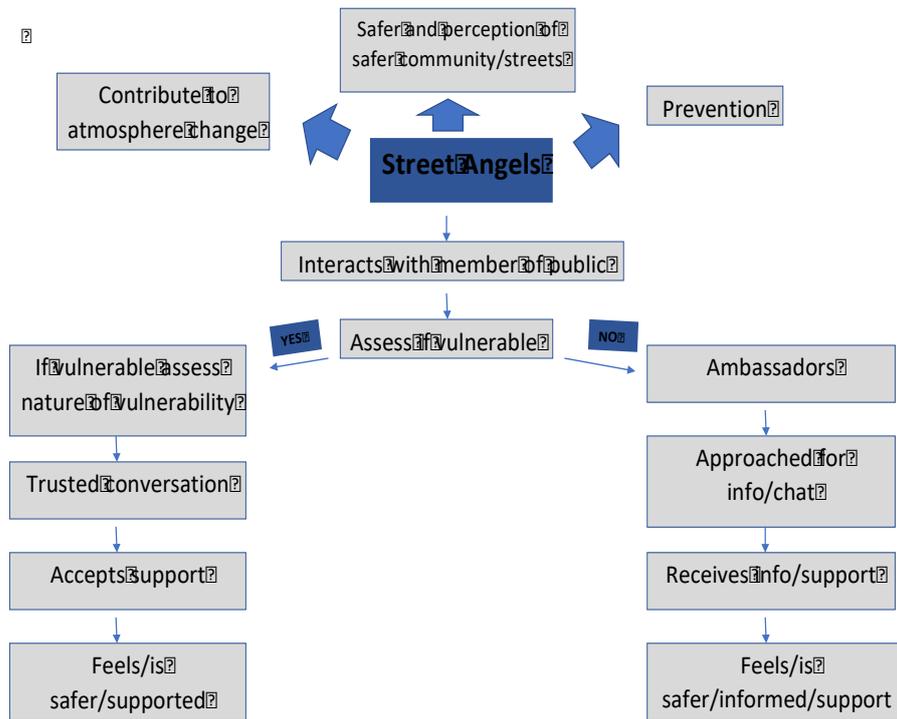
*“Thanks for your friendship and kindness today I am grateful”*

*“Things going well, feel like new person”*

*“Feeling much better trying to be a better person not losing my temper thank you”*

*“Thanks for your help today, I’m so grateful at this time for helping me out”*.

**Street Angels help vulnerable people in the night time economy to feel safer and supported<sup>24</sup>**



As well as helping vulnerable people that could be intoxicated, and who might harm themselves for example by removing their shoes and stepping on glass later in the night, the Street Angels also help diffuse situations of aggression. An individual, fuelled by alcohol may behave aggressively towards others, or door staff, and the Angel will treat that individual in the same way they would a vulnerable person by seeking to calm them down, in a non-authoritarian, dignified way. That person is then safer (from him or herself) and supported to become calmer and less aggressive, thus reducing the chance that they might have been arrested for drunk and disorderly conduct.

**Street Angels encourage public confidence**

In a survey completed on Friday and Saturday nights with members of the public in Scarborough in June 2018: 18 out of 20 had heard of Street Angels and 18 out of 18 said they felt safer knowing that the Street Angels are out on a Friday and Saturday night

*“We are very happy to know there are people like you out to help people. We don’t have Street Angels in our town.” (A couple from County Durham)*

*“I love having and seeing Street Angels out Friday and Saturday nights.” (Male, Scarborough)*

*“We have known you for four years and you are heaven sent.” (Two females, Scarborough)*

*“You stop a lot of people from getting into trouble.” (Young man previously at Graham School)*

This experimental survey approach will continue to help build up the evidence that Street Angels make a contribution to the objectives of a safer night time economy in Scarborough.

<sup>24</sup> Feeling safe and supported is an important aspect of subjective wellbeing as defined by the What Works Centre for Wellbeing <https://measure.whatworkswellbeing.org/homepage/wellbeing-explained/>.

### Anti-Social Behaviour, St Nicholas Street

Anti-Social Behaviour	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Anti-Social Behaviour	81	136	124	Missing data	29	29	17
Street Angel interactions	1,105	904	1185	1109	851	1044	1137

There appears to be a correlation between Street Angel interactions and the incidences of anti-social behaviour in St Nicholas Street, previously described by the Home Office as one of the ‘most violent streets’ in the country. It is posited that Street Angels have been a more effective solution than the predecessor **Night Marshals** in their ability to provide a calming influence in the night time economy.

One strategic partner said in July 2018 that in their own wider community feedback processes, *“parents tell us their young people they feel safer with the Street Angels around; and young people say the same thing.”* They also reported that via their Pub Watch initiative licensees say that St Nicholas Street is no longer one of the most violent streets, and that it is safer than it used to be. The pockets of really bad violence have reduced, and Street Angels – along with licensee training, taxi driver training, Pubwatch radio, street closures to reduce traffic accidents – have made a valuable contribution. This funder theorised that as much as 50% attribution could be ascribed to Street Angels owing to their permanent and continuous fixture within the night time economy over recent years. An inspector commented that Street Angels would be missed if they were not there; and that vulnerable people would be wandering about at a higher risk of assault, and ultimately an increase in demand for police officers to attend these kinds of incident.

Safe Haven is also viewed as a valuable asset that has protected vulnerable adults, but also young people including children that have been missing from home. Angels have helped liaise with the police to get them safely home with their families. Angels have reduced A&E attendances and stays in custody by helping intoxicated people sober up at the Safe haven as well as providing a temporary place to stay for homeless and acutely vulnerable people.



### Case Studies: One off encounters, through to inspired volunteers

One lady, in her late 20s came up from London to Scarborough back-packing and was looking for accommodation. With no option available due to events filling out local bed and breakfasts, the Safe Haven enabled her to find warmth and safety for the night before continuing her stay and heading back home. She said she was very grateful and left on the Sunday morning to go and see the Castle and then head back to London on the train.

In October, the Angels came across a lady from Sheffield. She had lost her friend Andrew and was very upset. She had been drinking and was quite unsteady on her feet. We found out that she was staying at the Ambassador Hotel on the esplanade. We phoned them up and they confirmed that Andrew was back at the hotel and was in the room. With this news Hannah calmed down a lot and we escorted Hannah back to the Hotel, for which she was very thankful.

Our Street Angels came across a homeless lady from Denmark one night. Through conversation and practical support the Angels were able to find her emergency accommodation. Shortly after, she then went to the Rainbow Centre where they helped her get a house and she now has a job. Because of the help she received from us in the first instance she is now one of our new Street Angel volunteers doing her training.

Further quotes from the general public collected in June 2018 via the Street survey:

*"You guys are the best"*

*"The Angels work hard and they are sweet regardless of how drunk people are."*

*"Better than the police"*

*"Absolutely amazing, heroes, saved my life"*

*"You helped me medically."*

### Youth Angels help vulnerable young people develop stronger social relationships<sup>25</sup>.

The young people attending the activities organised by the Youth Angels benefit from good levels of customised support because of a 1:8 staffing ratio per session. Taking place in the Safe Haven, the activities provide an environment where trust is possible and paramount. Between 2014 and 2016, for example, there were 34 disclosures that warranted recording for safeguarding purposes for 13 young people<sup>26</sup>. More recently the Youth Angels activity has focused on promoting activities for children and young people to make healthy choices, to learn new skills, to build self-esteem, to feel like they belong to something bigger than themselves and their own life and to form relationships with other young people outside their immediate friends and family network.



<sup>25</sup> Particularly 'thin social relationships' as defined by the European Social Survey linked to the sub-concepts: social trust, perception that others will treat you with respect, frequency of social contact, sense of local belonging and perception of local support

[http://www.europeansocialsurvey.org/docs/round6/questionnaire/ESS6\\_final\\_personal\\_and\\_social\\_well\\_being\\_module\\_template.pdf](http://www.europeansocialsurvey.org/docs/round6/questionnaire/ESS6_final_personal_and_social_well_being_module_template.pdf)

<sup>26</sup> Their individual circumstances are diverse and traumatic. At that time Youth Angel support included: help writing action plans, contacting support services for rape, signposting to help, discussing safe sex, help to form coping strategies, supporting young people through incidents involving the police, helping communication with other family members, dressing self-harm wounds, support with housing options and support through bereavement.

**Key outcome: Individuals form stronger social relationships.**



Survey work with young people attending Youth Angels activities since 2014 confirms that their participation builds self-esteem to form new relationships, which in turn contributes to improved personal and social wellbeing.

*“There is always someone to talk to who will listen without judging. I sometimes come feeling sad about something and always go away feeling happy again”*

*“It’s not like every other place. Everywhere you go everyone is judging you, but it doesn’t matter how I am. I am who I am here. There’s no risk of judgement.”*

*“If it wasn’t for Youth Angels I would have gone back into destructive relationships. The help of the leaders was the reason I got to the other side of the problems I was having.”*

*“Youth Angels is my escape from the troubles in the rest of my life. This is my safe place and if I didn’t have it I would have to try and find help myself which I don’t know if I could.”*

*“I get to try out new things”*

*“There’s a good community feel, and we are all together.”*

*“I have now got a wider group of friends at school because of the friends I have made here.”*

**What would happen if Kingdom Faith Yorkshire were not able to continue community projects?**

**Street Angels and Safe haven**

*“I have no hesitation in saying that if the Street Angels were not to continue this would have a very negative effect on our area and no doubt would result in many vulnerable people being put at risk”*

Rt Hon Robert Goodwill MP

- Bottles would not be picked up and so risk of crime increased
- Ambulances called when simple first aid could have been applied – increasing pressure on services
- Other times when ambulances wouldn’t have been called expediently
- People struggling to get home safely
- More issues with intoxication as people not given water
- The perception of safety on the streets would decrease

## Community Angels

- Some vulnerable people in Scarborough will have no support from anybody
- A possible increase in suicide attempts
- Clients would miss doctors' appointments which will lead to deterioration in health and possible hospital admission as a result
- Those who are lonely and vulnerable would become more dependent upon more welfare checks by PCSOs which would impact upon their availability for other things
- Where support directly helps reduce substance misuse, that would inevitably rise again impacting all the other services
- Where CA worked to enable people to remain in their home the cost to Social Care would be significant if this support was not available
- NYP, NHS, SBC costs will definitely increase
- Crime will very probably go up (vulnerable clients will be victims)

## Youth Angels

- Young people would be at home alone with little social interaction if they were unable to come to YA
- Without support from YA there would be the risk of some young people engaging increasingly in risky and self-defeating behaviour
- Safeguarding issues wouldn't be picked up and the consequences from that
- Opportunities for young people to talk to someone. Talking can reduce issues
- Reduced independence
- Increased anti-social behaviour
- Increased street drinking
- Increased perception of fear from local people of the groups of young people, people are reassured to see Youth Angels with the groups and fear is then reduced



### How we can make a difference in future?

Our Angels Projects have sought to make a contribution to the known local social and community issues in Scarborough since 2010. We have been extremely grateful to a range of partners and strategic organisations that have provided funding to enable the Angels to administer ongoing care and early prevention in the community. The table below illustrates the objectives agreed with funders in the past for each of our Angels Projects.

Safe Haven	Street Angels	Community Angels	Youth Angels
To protect vulnerable people in the night time economy	To protect vulnerable people	To protect and support vulnerable and lonely <sup>27</sup> people <sup>28</sup>	Increasing numbers of young people/children making positive informed health/life choices
	To reduce the risk of people becoming victims by education and direct intervention		
To give people a safe place including if assaulted or frightened		To enhance people's quality of life	Enabling a safe place for young people for effective safeguarding
To provide emergency aid and presence in the main night time area / To be a resource to the emergency services			Increased Independence, Communication Skills, Decision Making Ability and Self Esteem
To help cut crime and anti-social behaviour	To reduce ASB and cut <u>violent crime</u> '		
	To prevent crime and prevent re-offending and first time offending		Reduction in Anti-Social Behaviour (ASB), reducing numbers of young people receiving a criminal record or becoming known to the police, young people/children feeling part of and able to contribute to the community

Different activities lead to different kinds of change for the individuals we support. A change in their behaviours can also have wider effects by reducing the strain on statutory services for health, social care and crime.

The Angels projects aim to provide savings to public money by working together and in June 2018 we started a more formal process of estimating the kinds of costs that we may have saved, and with the support of our funders and further work using the DCLG cost Unit database and Social Value Engine, in future impact reports we hope to be able to evidence some of these monetary effects more routinely.

Using the DLG database we identified areas where we believe we are making a contribution to cost savings such as anti-social behaviour, children in need, adults with learning disabilities and alcohol misuse through preventative activity and identified the specific detail of the cost saving and the amount saved per intervention. This will require further interrogation, and collaborative work with funding agencies to determine appropriate assumptions about attribution compared to other contributing factors.

<sup>27</sup> Source: Community Angels Dare to Dream report 2018

<sup>28</sup> Source: Community Angels 3 monthly return to the PCC (page 3).

Costs are not the same as value. With this in mind, Kingdom Faith Yorkshire has started a process to explore the social value of its activities with expert assistance to apply the Social Value Engine. A range of possible outcomes and proxies have now been identified, ranging from the value of increased volunteering to suicide prevention, providing advocacy to preventing regular ambulance callouts. **Initial calculations have concluded that in 2017 for every £1 invested there was a social return of £5.20.**

**With support from strategic partners and funding organisations (past and present) we hope we can utilise the joint intelligence available around wellbeing, crime/anti-social behaviour and public health and wellbeing to better understand the difference the Angels projects make to the wider 'system' of social and community support in Scarborough. We remain committed to helping vulnerable people feel safer and supported, being more resilient and able to form stronger social relationships – and where it is appropriate to do so – in partnership with other local organisations where our joint assets can tackle vulnerability with greater impact.**

If you would like to know more about the work of The Angels projects, please visit [www.metyoulastnight.co.uk](http://www.metyoulastnight.co.uk) or email [yorkshire@kingdomfaith.com](mailto:yorkshire@kingdomfaith.com)

You can download a PDF of this report at [kingdomfaithyorkshire.com/angels/impact](http://kingdomfaithyorkshire.com/angels/impact)

We are grateful for our ongoing partnership with Churches Together in Scarborough enabling the church in Scarborough to make a difference to our community.

We would like to express our grateful thanks to Skyblue Research & Evaluation<sup>29</sup> who have facilitated and written much of this report on our behalf.



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<sup>29</sup> <http://www.skyblue.org.uk/>