



**STOCKTON TOWN
PASTORS**

An Internal Review

“The First Six Months”

Published June 2010

CONTENTS

Title	Page No.
Introduction	2
Intention	3
Governance	3
Partnerships	7
Publicity	10
Volunteers	11
Operational	16
Conclusions	19
Recommendation	20
Appendix 'A' – Development Plan	21
Appendix 'B' – Financial Report	25
Appendix 'C' – Volunteer Survey Results	27
Appendix 'D' – Monthly Activity Data	35
Appendix 'E' – Volunteer Application Form	38
Appendix 'F' – Referee Return Form	40

Further information may be obtained by visiting the Stockton Town Pastors website: www.stocktontownpastors.co.uk

You can also contact the following:

Mr Stephen Brock,
Volunteer Coordinator,
Stockton Town Pastors,
c/o Stockton Baptist Tabernacle,
The Square,
Stockton-on-Tees
TS10 1TE

1. INTRODUCTION

- 1.1 In 2008 a broad cross-section of ministers and leaders from a range of Christian denominations in Stockton-on-Tees formed a Steering Group whose purpose was to develop a 'Street Pastors' initiative in the town, in partnership with the local council and the police.
- 1.2 The 'Street Pastors' project offers a volunteer presence on the streets during the evening – usually Fridays and Saturdays – at a time when levels of violent crime and antisocial behaviour are high. The aim is to extend help and friendship to those who feel marginalised, excluded or vulnerable; thereby influencing behaviour and reducing crime.
- 1.3 The initiative encountered initial resistance within the council because of the exclusively Christian nature of the 'Street Pastors' project (website: www.streetpastors.co.uk). However, an alternative 'Street Angels' project was identified. This started in Halifax in 2005 and holds the same aims but is inclusive of all faiths (website: www.streetangels.org.uk). There are now 65 similar 'Street Angels' projects running throughout the United Kingdom.
- 1.4 In September 2009 the proposal to pilot a project on the 'Street Angels' model was agreed by the Safer Stockton Partnership Renaissance Group, under the title 'Stockton Town Pastors' (STP). The STP Steering Group recruited a coordinator (Mr Stephen Brock) on a voluntary basis to manage development of the project and to organise a volunteer recruitment and training process.
- 1.5 The STP project commenced Friday evening patrols on 4th December 2009 working between 9pm and 3am. This was extended to include Saturdays from 6th March 2010.
- 1.6 Special mention must be made in respect of the time taken by STP volunteers who have taken part in a detailed survey of their experiences to date. Their views have been captured in this review and are invaluable in helping assess the progress made within the project to date as well as identifying future requirements.
- 1.7 Stockton Town Pastors are grateful to the Stockton Senior Management Team of Cleveland Police, and in particular Inspector Andy Fox, for their support in developing this project. Further thanks go to Sergeant Brian McCarthy and Mr Howard Smith of Cleveland Police, who have given their own time to plan and deliver specifically tailored training to STP volunteers.

2. INTENTION

- 2.1 The purpose of this review is to:
- a) Examine the governance and operational structures and processes currently in place,
 - b) Consider current partnership arrangements between the police, council and others,
 - c) Identify opportunities to increase effectiveness, and
 - d) Ensure sustainability of the project.
- 2.2 STP 'Aims' (as identified in paragraph 3.2.2. below) are also examined to determine whether the project has retained its original focus.
- 2.3 The effectiveness of the project in reducing crime and antisocial behaviour during the night-time economy is being assessed separately by Cleveland Police using national incident reporting and crime recording standards, and will be incorporated within a wider review of STP. In the interim, a brief summary can be found at paragraph 7.3 below.
- 2.4 Each of the following components contain a 'Recommendations' panel which is designed to assist in providing focus for the future of Stockton Town Pastors, both in terms of strategic direction and operational needs.

3. GOVERNANCE

3.1 Constitution

- 3.1.1 As already identified, this project has been under the management of an informal Steering Group consisting of a number of local church leaders since it was decided to develop the idea in 2008. The Group has remained under the Chairmanship of Stockton Community Priest the Reverend Derek Rosamond, with Peter Chapman acting as Treasurer.
- 3.1.2 This group accepts the need to move to a more formal arrangement, including the development of a Management Board and a structure that will embrace both the developmental focus of Stockton Town Pastors and the needs of its volunteers.
- 3.1.3 It is with these matters in mind that the Steering Group have been considering the options open to them regarding the future Governance particularly in respect of securing charitable status and the possibility of developing a paid position for the co-ordinator. Decisions will be made during the second part of 2010, and these will be announced as soon as the direction has been finalised.

3.2 STP Aims

- 3.2.1 The motivation, as a Christian project, is to bring God's love to all people and this project extends a warm welcome to applicants not only from

churches but to those who share our concerns and values and are willing to undergo training.

3.2.2 The 'Aims' of the project are to:

- i) Make a contribution to the safety and well-being of our fellow citizens,
- ii) Befriend the community, and
- iii) Help those who find themselves marginalised and vulnerable.

3.2.3 This is currently being achieved by focusing on building good relationships with all who are 'out on the town' enjoying themselves on Friday and Saturday evenings. Additionally, volunteers liaise with pubs, clubs and restaurants in the town centre area in order to develop an understanding of the difficulties they encounter. This extends to taxi drivers, the police and a variety of Stockton Borough Council services.

3.2.4 There has been general recognition from the outset that the project should develop closer links with existing public services and local volunteer organisations and secure a system of 'referrals' where necessary, as it is accepted that Stockton Town Pastors can only deal with the immediacy of a vulnerable person's needs. However, there are opportunities to offer ongoing personal support to individuals where appropriate and this matter is under consideration for future development.

3.2.5 It is acknowledged by the STP Steering Group and others that a High Street presence in the form of a café would be helpful in extending identified STP aims. The café could be open throughout the week as well as serving as an operational base for STP patrols on Friday and Saturday evenings. This would also provide an opportunity to offer extra personal support as referred to in the above paragraph, perhaps in the form of a 'drop-in' and/or 'signposting' facility. These ideas need to be explored and evaluated in depth.

3.2.6 The Stockton Council Town Centre Manager (James Glancy) recognises that the provision of a shop frontage on the High Street for use by STP in conjunction with other related voluntary initiatives would benefit the residents of Stockton and contribute towards improving the overall appearance of the locality by reducing the number of vacant premises. This matter is the subject of discussion at regular meetings between Stockton Council, the STP Coordinator and the Police. STP also remains open to the idea of independent development of this idea through alliance with any appropriate business or charitable organisation.

3.2.7 STP Volunteers currently use Stockton Parish Church hall as an operating base with the kind permission of the Reverend Alan Farish. An informal and free café operates most of the time that volunteers are patrolling (with no hire or heating / lighting costs attached), but it is openly acknowledged by all of the volunteers these premises are too far removed from the night-time activity to offer a 'safe haven' to those who might be in need, and a more convenient location would be helpful.

3.3 Funding

- 3.3.1 As a Christian project it was agreed, at the outset, that it should be underpinned by its core constituency of local churches and individual Christians, among others; and responsibility would be taken by that constituency for the development of Stockton Town Pastors on a sustainable basis.
- 3.3.2 The accounts for the period up to 09 June 2010 (see Finance Report at Appendix 'B') show that all costs have been covered (just over £3,650) and that there is now a surplus at the bank of about £1,780.
- 3.3.3 This position has been achieved without making a specific appeal or applying for grants. STP is particularly grateful for the unsolicited support of Safe in Tees Valley (Sponsorship of £1,000) and Stockton Crime Prevention Limited (Grant of £500).
- 3.3.4 We are also grateful to all who have contributed time, energy, skill and facilities on a voluntary basis - this has contributed greatly to keeping our costs low and reflecting our values as a volunteer project.
- 3.3.5 As the project grows in scope and its costs increase, there will be a need to raise substantially more funds on a regular basis. It is anticipated that the annual costs of the project may eventually reach £25,000 to £30,000 – but this position will be achieved in distinct and separate phases.
- 3.3.6 Once Registered Charity status has been secured and a bank account in the name of 'Stockton Town Pastors' is in place, the Management Board will be free to approach a wide range of grant-making trusts and public organisations. At that time appeals for funds will also be made to local churches.
- 3.3.7 Individuals will also be able to make gifts with the added benefit of tax refunds under Gift Aid arrangements, once registered charity status is achieved.
- 3.3.8 STP is grateful to all who have generously provided funds, on their own initiative, to finance our costs to date so adequately.
- 3.3.9 There is confidence that, as STP costs increase, it will be able to obtain the necessary level of new funding despite the tough economic climate.

3.4 Volunteer Handbook

- 3.4.1 This document was developed from the 'Halifax Street Angels' handbook and re-worked with the help of the Cleveland Police Health and Safety Adviser Howard Smith to meet local needs. As well as detailing a 'Volunteer Specification' and the STP Steering Group's 'Contract with its Volunteers', the document describes in detail a number of policies and procedures and Health and Safety guidelines aimed at establishing a clear understanding of the standards required. This was considered essential by

the Steering Group from the outset, and the handbook forms a part of mandatory induction training before a volunteer is permitted to work as part of an STP team.

- 3.4.2 Owing to the size of this document it has not been included as an appendix. However, it can be viewed on the Stockton Town Pastors website (www.stocktontownpastors.co.uk), in the ‘downloads’ section.
- 3.4.3 As indicated in paragraph 1.3 above, the initiative initially encountered resistance from Stockton Council because of the exclusively Christian nature of the proposed project. With this in mind it was made clear in the handbook that the project is primarily a Christian venture, although anyone in agreement with its aims and ethos may volunteer to take part (Policy No 10).
- 3.4.4 An additional concern was that volunteers might actively proselytise their Christian faith whilst out on patrols. Consequently the following was included in the handbook: *“Volunteers can share their faith and the reasons for the Stockton Town Pastors project with the public, although this should be done through natural conversation and will not be the main emphasis of our purpose. Our actions of love and a willingness to help others will speak clearly to those we encounter”*.
- 3.4.5 It is important at this point to note that no adverse comments about the project have been received, in respect of either its Christian basis or the conduct of its volunteers. In fact, there appears to be overwhelming support and gratitude from those we have encountered (see paragraph 4 – Partnerships; and paragraph 7 – Operational for evidence of this).

Recommendation 1:

Steering Group to establish a Management Board within an agreed governance structure that provides adequate charitable mechanisms to support funding, and facilitates a paid position for the volunteer coordinator (if approved). This follows ‘best practice’ according to Charity Commission guidelines

Recommendation 2:

Explore opportunities to develop ‘referral’ links to public services and other local volunteer organisations offering personal support to those in need.

Recommendation 3:

Pursue development of a ‘High Street’ presence in the form of a Café offering ‘drop-in’ and/or ‘signposting’ facilities both during the day and in the evenings.

Recommendation 4:

Management Board to secure Charitable status, and set up an STP bank account, as a pre-condition to taking up appropriate funding opportunities.

4. PARTNERSHIPS

4.1 Engagement with Stockton Churches

- 4.1.1 As identified in the introduction, the STP initiative was conceived and developed by a number of church leaders in Stockton across a range of denominations, with each represented on the Steering Group – although this has reduced in number since the project was launched, as busy leaders had the confidence to allow others to take the project forward.
- 4.1.2 In September 2009 the STP Steering Group held a Volunteer Information evening, with invitations extended to churches and the wider community, including the Stockton Faith Network, through the Stockton Residents and Community Groups Association (SRCGA). This led to an initial 15 volunteer applications, but the number grew rapidly once a proposed training schedule (see paragraph 6.3.1) was advertised.
- 4.1.3 Currently there are 13 churches represented amongst its 40 active volunteers, as shown below:

Church	Volunteers	Percentage
All Saints. Preston-on-Tees	2	5%
Jubilee Church, Teesside	1	2.5%
Norton Baptist	1	2.5%
Norton Methodist	1	2.5%
Portrack Baptist	4	10%
Rivers of Life / Lightfoot Grove	2	5%
St. Johns, Eaglescliffe	1	2.5%
Stockton Baptist Tabernacle	16	40%
Stockton Citadel Salvation Army	3	7.5%
Stockton Methodist Circuit	1	2.5%
Stockton Parish Church	2	5%
TVCC (Oakwood)	4	10%
Yarm Road Methodist	1	2.5%
Non-church volunteers	1	2.5%

- 4.1.4 Results of the Volunteer Survey clearly indicate there is a belief that church communities should be informed of STP activities to encourage further support. There is also an issue of advertising STP throughout the wider community in order to raise awareness and encourage others to volunteer.

4.2 Police

- 4.2.1 Inspector Andy Fox has represented the Stockton Police Senior Management Team on the STP Steering Group from an early stage in the project's development, and has played a major role in securing the support of police officers and staff.

4.2.2 The STP volunteer survey shows that the relationship with operational officers is very good (see table in paragraph 6.6.1 below). Additionally, the duty Police Inspector regularly attends an 11pm briefing of STP volunteers on Friday and Saturday evenings where it is always expressed that they are pleased to have STP presence on the streets.

4.2.3 Inspector Fox, together with Sergeant Brian McCarthy (Cleveland Christian Police Association) and Mr Howard Smith (Health and Safety adviser), have assisted in the development and delivery of STP induction training. It is hoped that this valuable assistance will continue as the volunteer training package grows.

4.3 Stockton Council

4.3.1 Town Centre Management – The Town Centre Manager James Glancy, along with other Council representatives where appropriate, meets with Inspector Fox and the STP Coordinator on a monthly basis, to monitor the project and discuss potential for development.

4.3.2 The Council also identifies the potential for providing a ‘one-stop’ shop on the High Street for dispensing information to the public, and the possibilities around STP volunteers using this as a base from which to operate (see also paragraph 3.2.6 above).

4.3.3 CCTV – The Security Centre Manager Mick McClone has provided five radios (at a cost to the council) for use by STP volunteers whilst on patrol. These provide immediate contact with the CCTV Centre staff who are able to monitor activity in the town centre area. Additionally, they provide rapid contact with the Police when required. The possibility of STP volunteers being utilised as observers within the CCTV Centre whilst STP are carrying out patrols is currently being explored.

4.3.4 Public Events – So far, STP has been invited by the Council to take part in the ‘Portrack Lantern Parade’ and ‘Stockton Market 700th Anniversary Celebration’ events. The STP Coordinator is in contact with Council Events Manager Graham Reeves in respect of future events such as the annual ‘Riverside Festival’.

4.4 Safer Stockton Partnership – Renaissance

4.4.1 As previously identified (paragraph 1.4) this group has remained informed of the development and progress of STP, with periodic updates being provided by the STP Chair Derek Rosamond. Additionally, the STP Coordinator attends a number of Residents and Neighbourhood Meetings and is a member of the Stockton Faith.

4.5 Safe in Tees Valley (SiTV)

4.5.1 This charitable organisation is an independent community safety partnership supporting partnership approaches to tackling crime,

antisocial behaviour and safety issues in the North East. It has recognised the potential of the STP project for reducing crime and antisocial behaviour around the night-time economy, and has provided a single sponsorship donation in return for their 'logo' being displayed on the STP reflective jackets.

4.5.2 SiTV are currently working with 'Boro Angels', another Street Angels project working alongside the Safer Middlesbrough Partnership, to provide training for their volunteers. Discussions are currently taking place to identify the potential for a coordinated approach to 'Street Angels' training and the possible development of similar projects into other locations within the Tees Valley area.

4.6 Local Businesses

4.6.1 Many of the pubs and clubs in Stockton town centre are members of Stockton council's 'Pub-watch' initiative and it is through this forum that STP has been able to provide information about their activities.

4.6.2 Additionally, STP volunteers have built up a strong professional relationship with many door supervisors whilst on patrol (see table at paragraph 6.6.1 below).

4.6.3 STP Volunteers frequently speak with many of the food outlet staff whilst on patrols, and have developed a good working relationship.

4.6.4 One regular STP volunteer activity involves helping vulnerable people into hackney carriages and in doing so they continue to develop their relationship with taxi drivers.

Recommendation 5:

STP Coordinator to develop programme of visits and presentations to local churches to increase support for the project and publicise opportunities for volunteering.

Recommendation 6:

STP Coordinator to extend project information to all areas of the local population to increase support and publicise opportunities for volunteering.

Recommendation 7:

STP Coordinator to pursue the possibility of an STP volunteer working as an observer within the CCTV centre on Friday and Saturday evenings, to facilitate guidance to STP patrols as to locations and groups of people they might usefully attend.

Recommendation 8:

STP Coordinator to continue liaison with Council Events Manager with a view to providing an STP volunteer presence at public events.

5. PUBLICITY

- 5.1 As expressed earlier (paragraph 4.1.3), there has been no specific activity to encourage people to become an STP volunteer beyond that initially carried out within churches at the outset. Although this has so far resulted in 55 applications (reducing to 40 active volunteers because of a number of reasons – see paragraph 6.1.1. below) it is acknowledged that there are many local churches who have not yet received information directly in respect of STP.
- 5.2 Furthermore, those churches who have so far provided volunteers have not received feedback (other than from volunteers themselves) as to the progress of the project.
- 5.3 Outside of the Stockton Faith Network group there has been little done to make other faiths aware of the initiative. Notices have been placed in the wider community within Stockton to raise awareness of STP, providing them with opportunities to support or volunteer to become involved in the project.
- 5.4 When the project was launched in December 2009 there was coverage in the local press such as the Evening Gazette and Northern Echo publications, and this has continued during the Stockton Market 700th Anniversary celebrations. Additionally, there have been two separate articles published in the Council's free 'Stockton News' magazine.
- 5.5 STP volunteers provide leaflets to those they help, outlining the project's aims, and this information includes contact details of other local and national services able to offer support across a range of needs.
- 5.6 STP also has its own website (www.stocktontownpastors.co.uk) which provides details of the project as well as information concerning other support agencies. In the period under review an average of 158 'unique hits' per month have been recorded, with an average of 276 visits per month. The website also contains a 'Members Area' where weekly duty sheets and training notes are available, as well as a discussion forum. 'Facebook' and 'Twitter' links are currently under development.

Recommendation 9:

Develop a programme of publicity within churches already engaged in the project, providing feedback on progress.

Recommendation 10:

Develop a programme of publicity extending across all communities within Stockton, engaging the press, radio and other media.

Recommendation 11:

STP Coordinator to develop 'Facebook' and 'Twitter' links on website.

6. VOLUNTEERS

6.1 Profile

6.1.1 Currently there are 40 trained and active volunteers, who each commit to at least one evening's patrol per month – although a significant number turn out far more frequently. A total of 55 applications have so far been received, with the resultant gap consisting of individuals who have either suspended their involvement temporarily because of unavailability (i.e. sickness or work/life balance issues), are awaiting training, or who have decided not to pursue the application for other personal reasons.

6.1.2 The profile of active volunteers is as follows:

Male:	(50%)	
Female:	(50%)	
Ethnicity:	White European:	100%
Average Age:	49yrs	
Age Groupings:	Under 30 yrs	15%
	30 – 45 yrs	18%
	46 – 60 yrs	43%
	Over 60 yrs	25%
Employment Status:	Full Time	49%
	Part Time	12%
	Student	8%
	Unemployed	12%
	Retired	19%
Church Membership:	Christian:	39 (97.5%)
	No Particular Belief:	1 (2.5%)

6.2 Application Process

6.2.1 A four-stage Volunteer Application process is in place, consisting:

- Submission of a signed application form (see Appendix 'E'), requesting personal details and the names of two referees.
- Informal interview between applicant and volunteer coordinator to determine whether the Volunteer Specification and Policies & Procedures set out within the Volunteer Handbook will be met.
- Receipt of two written references supporting the application (see Appendix F).
- Criminal Records Bureau (CRB) checks to enhanced level. It is important to note that, owing to the urgent nature of securing CRB's prior to launch of the project, the Steering Group agreed to accept CRB's that had been issued to applicants within the last three years. Since then a formal process of obtaining CRB's for all volunteers has been put in place utilising Stockton Residents Community Group Association (SRCGA) support. Currently 22 of the 40 active volunteers have been CRB checked specifically for STP work, with the remainder holding CRB's carried out on behalf of other agencies.

6.3 Training

6.3.1 Once agreement was reached with Stockton Council for the project to go ahead, the STP coordinator liaised with the 'Halifax Street Angels' initiative and consulted with Stockton Police's Inspector Andy Fox, (Community Safety). A programme of six induction training modules was agreed upon for STP volunteers, as follows:

No.	Subject	Trainer
01	Introduction, & visit to Stockton CCTV Centre	Steve Brock Insp Andy Fox
02	Volunteer Handbook Contents & Dealing with the Vulnerable	Steve Brock
03	Licensing Awareness – alcohol & taxi legislation; and sexual offences guidance	Insp Andy Fox & staff
04	Visit to Cleveland Police Control Room & Conflict Management / Dynamic Risk Assessment	Insp Andy Fox Sgt Brian McCarthy Mr Howard Smith
05	Visit by Halifax Street Angel volunteers and open discussion on practical issues Presentation by local 'A Way Out' charitable organisation	Steve Brock Paul Blakey Jessie Jacobs
06	STP 'Team' structure and 'role-play' exercise encouraging dynamic risk assessment. Presentation by local 'Sowing Seeds' charitable organisation	Steve Brock Andy Fox Gram Seed

6.3.2 The two essential elements of training required before volunteers are allowed to become part of a 'team' patrolling the streets are:

- a) Volunteer Handbook (upon receipt of which volunteers are required to sign for a copy and to abide by its contents), and
- b) Conflict Management and Dynamic Risk Assessment

6.3.3 In the two months prior to the project 'going live' on 4th December 2009, and during the following six months, a series of induction training sessions were delivered ensuring that all volunteers received minimum training, with the majority attending all other modules listed above.

6.3.4 It should be appreciated that the list of volunteers grew quickly from an initial 15, with further individuals joining the project after it commenced patrols. This necessitated running a series of 'sweep-up' modules to ensure that volunteers received training. Most volunteers are in employment and this placed an extra demand on their time (with most training taking place on an evening) and required careful scheduling to ensure that as many volunteers as possible could take advantage of these opportunities.

6.3.5 Additionally, with the grateful assistance of Stockton Residents and Community Groups Association (SRCGA), a series of one-day Emergency First Aid at Work courses were delivered to STP volunteers, resulting in 33 (83%) of the active volunteers becoming trained to a minimum standard.

6.3.6 Apart from the first aid element, none of the other training modules are accredited to recognised standards – although the conflict management input closely reflects Association of Chief Police Officer (ACPO) standards set out for police officers and community support officers. An accredited training package involving all necessary elements to fully prepare and develop volunteers is desirable and will add value to their confidence and satisfaction levels. This matter will be pursued by the coordinator over the next six months.

6.4 Volunteer Support & Development

6.4.1 The STP coordinator maintains a confidential and secure database containing application details of each volunteer, and records information which might be of relevance to individual development. Immediate feedback is provided, with volunteers being encouraged to take part in ‘hot’ debriefs on patrols enabling volunteers to share in the experiences of others.

6.4.2 The individual skills of volunteers are taken into consideration when selecting ‘Leaders’, ‘First Aiders’ and ‘Note Takers’ within the STP team framework. A small number of volunteers currently choose to work only within the café environment, but all are encouraged to develop personally so that they may perform any role, if they so wish.

6.4.3 A disciplinary process is in place to deal with any matters that might contravene the Policies and Procedures (described in full in the Volunteer Handbook).

6.5 Photo Identification Cards

6.5.1 An initial decision by the STP Steering Group not to issue identity cards to volunteers was overturned following agreement in principle by the Council to allow one volunteer to work within the Stockton CCTV centre on Friday and Saturday evenings (see paragraph 7.1.2 below). Owing to the secure nature of the security centre premises it is necessary to be able to formally identify volunteers resulting in Photo ID Cards being issued. Currently 33 (83%) of volunteers have been issued with formal identification, which is to be worn on each occasion they carry out STP duties. An external supplier (Avanticom) has been engaged to design, print and supply the ID cards.

6.6 Summarised Volunteer Survey Results

6.6.1 A comprehensive forty question survey was sent to all 40 volunteers as a part of this review, which resulted in a 65% return. A detailed analysis of this can be found at Appendix 'C', and is summarised as follows:

Subject	Grading (%)					
	Excell	V/Good	Good	Avg	Fair	Poor
Application Process:	12	80	4			4
Training						
CCTV:	47	32	16	5		
Volunteer Handbook:	35	42	23			
Conflict Management:	44	44	8	4		
Alcohol Licensing etc:	19	33	19	24	5	
First Aid:	41	29	18	12		
Opportunities to influence change:	47	33	4	8	8	
Value of feedback from coordinator:	26	70	4			
Opportunities to develop personally:	20	44	28	8		
Information						
Website:		74	26			
Leaflets:		57	39	4		
Newsletters:		74	26			
Ability of coordinator to manage:	69	27	4			
Quality of Volunteer Handbook Information:	17	44	39			
Equipment						
Radios:	26	40	17	13	4	
First Aid Kits:	27	42	23	8		
Reflective Jackets:	57	31	12			
Equipment Bags:	31	31	19	19		
Photo ID Cards:	54	29	17			
Laptop & Software:	33	46	21			
Police Briefings:	20	44	28	4	4	
Relationships with						
Police:	27	57	12	4		
Taxi Drivers:	26	40	17	13	4	
Door Staff:	24	48	28			
Public:	23	58	19			
Other Volunteers:	46	46	4	4		
Team Structure:	39	48	9	4		
Value of Social Events:	31	38	19	8	4	
Overall Satisfaction as a Volunteer:	65	27	8			

6.6.2 Additionally, 92% indicated they would be very likely to continue as volunteers, with 4% likely and 4% unsure.

6.6.3 The survey also revealed the following in respect of 9pm start and 3am finish times:

Day	Just Right	Start Too Soon	Start Too Late	Finish Too Soon	Finish Too Late
Fridays:	25%	60%		11%	4%
Saturdays:	28%	60%		6%	6%

6.6.4 It is of interest to learn what motivates volunteers to become a part of the Stockton Town Pastors project. Below are a small number of comments made by them during the survey process:

- A practical expression of Jesus’ love to the people of Stockton
- To be able to help those in need whatever that need may be
- To show God’s love and hopefully make a difference in someone’s life
- To carry out worthwhile voluntary work on the streets
- Do something practical to reach out to the community
- An exciting challenge
- Want to help the community
- I enjoy helping people and giving my time for others
- I needed to develop a more compassionate approach to people rather than being judgemental

6.6.5 The above statements demonstrate a real desire to reach out and help others in the community, reflecting what Christians know as the love that God has for the entire world, and their need to show that compassion to others in a practical way. Whilst this desire to help the community is certainly not exclusive to the Christian faith it has been essential in retaining the central focus of the project, namely to offer genuine help without judgement.

Recommendation 12:
Develop accredited (or similar) training package which meets needs of volunteers and provides opportunities to expand their skills.

Recommendation 13:
Pursue CRB checking for those volunteers who have not undergone the process within the STP project.

Recommendation 14:
Coordinator to continue process of issuing formal Photo Identification Cards to all STP volunteers.

Recommendation 15:
Coordinator to liaise with Police & Council and review patrol start and finish times.

7. OPERATIONAL

7.1 Equipment

7.1.1 All equipment (except radios – on loan from Stockton Council) is owned by STP and is issued and returned on a nightly basis. All are of a good standard and meet the requirements of volunteers (see table at paragraph 6.6.1 above). However, it is acknowledged that ‘summer’ jackets are a necessity in warmer weather and the purchase of these needs to be expedited.

7.1.2 Volunteers have occasionally experienced difficulty in contacting the CCTV Centre via radio when on patrols, leading to concerns about safety. This may be owing to the equipment not functioning properly or CCTV staff not responding to calls. The STP Coordinator will pursue this matter with the Council.

7.2 Incident Register

7.2.1 The STP Coordinator maintains an incident register for each of the evenings when patrols occur, and shares this information with Stockton Police for intelligence purposes. A detailed summary of monthly activity can be found at Appendix ‘D’ and it is of note that, during the period of the review, 184 ‘encounters’ have been made between members of the public and volunteers. These range from First Aid administered (19%) to Anti-social Behaviour or Violence (15%), and ‘Placing in Taxis / Reconciling with Friends or Family’ (13%). However, the largest categories involve ‘Other Help’ (26%) which includes providing advice or, more usually, ‘flip-flops’ to females who are unable to walk in high heels; and ‘Other Significant Contact’ (22%) which is defined as involving detailed discussion about the STP project and its aims.

7.2.2 It is of note that 58% of these incidents (106) involved males, with the remaining 42% (78) involving females.

7.2.3 Almost all of those members of the public engaged by STP volunteers fall within the ‘White European’ ethnic category (97.3% within the review period). The 2001 Census indicated that 97.2% of the population of Stockton were ‘white’ and, although the number of non-white residents may have increased since then it is important to note that many of these, particularly those from a Muslim background, do not engage as readily in the social activity within the night-time economy and in consequence are less likely to avail themselves of STP services.

7.2.4 By far the largest proportion of all incidents involves those falling within the 18 – 24yrs age group (42%), with the next highest category being the 25 – 34yrs age group (30%).

7.2.5 Environmental impact factors are also taken into consideration during patrols, with a minimum of 181 separate items of broken glass / bottles or other harmful items being removed from footpaths in the area.

7.2.6 On rare occasions ‘follow-up’ enquiries are made in relation to incidents (for example when someone is taken to hospital), and these are usually conducted by the Police with information being fed back to volunteers during briefings.

7.2.7 Nationally there is a move to identify the economic benefit to the community of the contributions made to society by voluntary organisations, including faith groups. It is important that the STP coordinator develops the ability to record qualitative data in respect of its work, and this in turn is recorded within future evaluations of the project.

7.3 Crime & Anti-social Behaviour Reductions

7.3.1 Cleveland police have carried out a brief analysis of crime and anti-social behaviour reductions in the Stockton High Street area on Friday and Saturday evenings. Comparison has been made between the 25 week period prior to STP patrols starting, on 4th December 2009, and the following 25 week period. The results are:

	Prior to STP Patrols	Since STP Patrols	Change	% Change
No. of Violent Crimes Recorded	61	41	-20	-33%
No. of Drunk & Disorderly Arrests	59	39	-20	-34%

7.3.2 The figures do not take into consideration other factors which may have had an influence – for example unusually high snowfall in January or any economic downturn; nor does it allow for seasonal trends by comparing data over the same period in the previous year.

7.3.3 It is also of note that police initiatives such as Operation Tranquillity and Operation Stay-safe have been active throughout both 25 x week periods.

7.3.4 As referred to in paragraph 2.3 above, Cleveland Police intend to carry out a full evaluation of the STP project in the coming months, and this will include a fuller analysis of crime and disorder data. Nevertheless, an indicated 33% reduction in both areas is a significant achievement which extends far and above that found in any seasonal fluctuations over such lengthy periods of review.

7.4 Miscellaneous

7.4.1 There is currently no formal complaints process in place, and there have been no complaints received by the STP Coordinator in respect of any matter involving volunteer activity. Although there is no documented

evidence to confirm public satisfaction or approval, anecdotal evidence from police patrols, door supervisors, food retail outlet staff and members of the public is overwhelmingly in favour of an STP presence on the streets during the period extending into the night-time economy.

7.4.2 A formal accident reporting process is in place to record incidents involving injury to volunteers. There have been no incidents of injury whilst on duty, and volunteers carry disposable gloves, tissues and 'wet-wipes' to avoid contamination where appropriate.

7.4.3 A monetary 'float' is maintained by the STP coordinator for purchasing minor incidental materials (tea, coffee etc) required for the running of the café, and occasionally for securing the safety of those who are particularly vulnerable by contributing towards a fare home.

7.5 Volunteer Staffing

7.5.1 Generally two teams, each containing three volunteers, take up patrols on both Friday and Saturday between 9pm and 3am. Additionally, the operating base runs a café between 9pm and 12am on a Friday, which is staffed by a further three volunteers. During the period under review this has amounted to a total of 1,585 volunteer-hours and does not include training, administrative or coordinator activities.

7.5.2 A flexible approach to working, combined with a relatively large number of volunteers, ensures that demand is widely spread and individuals are not over-burdened by being requested to carry out more patrols than they feel they can personally undertake.

7.5.3 Particular mention should be made of the informal (and unpaid) assistance given to STP by Dave Todd of Teesside Voluntary Emergency Services. Although Dave is not an STP volunteer he regularly attends the operating base. His advanced first aid skills have undoubtedly contributed towards increasing volunteer knowledge, and he is appreciated by each of those on patrols.

Recommendation 16:

Purchase of 'summer' jackets for volunteers, for use in warm weather conditions.

Recommendation 17:

STP Coordinator to pursue issue of poor radio contact between patrolling volunteers and CCTV Centre.

Recommendation 18:

STP Coordinator to develop qualitative data recording mechanisms in line with national initiatives to identify the economic benefits to the community of voluntary organisations.

8. CONCLUSIONS

- 8.1.1 Based on the STP volunteer survey and analysis of the STP Incident Register (see paragraphs 6.6 & 7.2 above) there is clear evidence to show the original aims of the project are being achieved. STP volunteers are making a contribution to the safety and well-being of fellow citizens whilst at the same time befriending the community and helping those who find themselves marginalised and vulnerable.
- 8.1.2 Whilst no external evaluation has yet been carried out to determine the views of those outside of the STP project, there is clear support amongst those who work in and enjoy the facilities within the night-time economy for the presence of STP volunteers within that environment.
- 8.1.3 Police analysis has revealed a 33% decrease in violent crime and a 34% decrease in the number of arrests for 'drunk and disorderly' offences on Friday and Saturday evenings in the Stockton High Street area during the 25 weeks that STP have been patrolling, when compared with the previous 25 week period.
- 8.1.4 Partnership working between STP volunteers, the Police and Stockton Council has remained firm, with other towns within the Tees Valley region expressing an interest in exploring the potential of developing similar projects.
- 8.1.5 The principle of the STP project being specifically under-pinned by the Christian community in terms of finance and personnel provision has been successful in developing and implementing the project, and enabling the project to hold to its agreed aims and objectives.
- 8.1.6 The need to establish structured governance arrangements has been recognised as a major factor in securing the project's long term sustainability. This will enhance STP's ability to attract grant funding and provide a stable environment which caters fully for the requirements of its volunteers. This issue is currently being progressed by the Steering Group.
- 8.1.7 STP involvement in local public events (i.e. Portrack Lantern Parade and Stockton Market 700th Anniversary Celebrations) has proved successful, providing opportunities to work with the Council in future events such as the Riverside Festival. This will allow for an extension of STP's aims into the wider community. The practicalities of this will be evaluated by the Steering Group, pending establishment of a formal STP Management Group.
- 8.1.8 Volunteer commitment to the project has remained strong with no reduction to the size of the volunteer base beyond the initial training phase. Indeed there has been a small increase in numbers throughout the period under review despite the lack of publicity in the media.

9. RECOMMENDATION

- 9.1 The STP Steering Group should consider the 18 recommendations listed within the (appendix 'A'), enabling the project to be further embedded within the community, further strengthening partnerships and providing encouragement for others to play an active part in their community.

Mr Stephen Brock,
Volunteer Coordinator,
Stockton Town Pastors.

Appendix 'A'

Development Plan



STOCKTON TOWN PASTORS
Development Plan
Resulting from 6-Month Review

Version 01

Updated: 10/06/2010

No	Action	Progress Against Identified Action	Owner	Timeframe	Status
1. GOVERNANCE					
1.1	Recommendation 1: Steering Group to establish a Management Board within an agreed governance structure that provides adequate charitable mechanisms to support funding, and facilitates a paid position for the volunteer coordinator (if approved). This follows 'best practice' according to Charity Commission guidelines.		STP Steering Group		
1.2	Recommendation 2: Explore opportunities to develop 'referral' links to public services and other local volunteer organisations offering personal support to those in need.		STP Coordinator		
1.3	Recommendation 3: Pursue development of a 'High Street' presence in the form of a Café offering 'drop-in' and/or 'signposting' facilities both during the day and in the evenings.		STP Steering Group		
1.4	Recommendation 4: Management Board to secure Charitable status, and set up an STP bank account as a pre-condition to taking up appropriate funding opportunities.		STP Steering Group		

No	Action	Progress Against Identified Action	Owner	Timeframe	Status
2. PARTNERSHIPS					
2.1	Recommendation 5: STP Coordinator to develop programme of visits and presentations to local churches to increase support for the project and publicise opportunities for volunteering.		STP Coordinator		
2.2	Recommendation 6: STP Coordinator to extend project information to all areas of the local population to increase support and publicise opportunities for volunteering.		STP Coordinator		
2.3	Recommendation 7: STP Coordinator to pursue the possibility of an STP volunteer working as an observer within the CCTV centre on Friday and Saturday evenings, to facilitate guidance to STP patrols as to locations and groups of people they might usefully attend.		STP Coordinator		
2.4	Recommendation 8: STP Coordinator to continue liaison with Council Events Manager with a view to providing an STP volunteer presence at public events.		STP Coordinator		
3. PUBLICITY					
3.1	Recommendation 9: Develop a programme of publicity within churches already engaged in the project, providing feedback on progress.		STP Steering Group		
3.2	Recommendation 10: Develop a programme of publicity extending across all communities within Stockton, engaging the press, radio and other media.		STP Steering Group		

No	Action	Progress Against Identified Action	Owner	Timeframe	Status
3.3	Recommendation 11: STP Coordinator to develop 'Facebook' and 'Twitter' links on website.	Coordinator working with volunteer Adam Newsham to develop links.	STP Coordinator		
4. VOLUNTEERS & OPERATIONAL					
4.1	Recommendation 12: Develop accredited (or similar) training package which meets needs of volunteers and provides opportunities to expand their skills.		STP Coordinator		
4.2	Recommendation 13: Pursue CRB checking for those volunteers who have not undergone the process within the STP project.		STP Coordinator		
4.4	Recommendation 14: Coordinator to continue process of issuing formal Photo Identification Cards to all STP volunteers.		STP Coordinator		
4.5	Recommendation 15: Coordinator to liaise with Police & Council and review patrol start and finish times.		STP Coordinator		
4.6	Recommendation 16: Purchase of 'summer' jackets for volunteers, for use in warm weather conditions.	Matter being pursued by member of Steering Group Brian Jones.	STP Coordinator		
4.7	Recommendation 17: STP Coordinator to pursue issue of poor radio contact between patrolling volunteers and CCTV Centre.		STP Coordinator		
4.8	Recommendation 18: STP Coordinator to develop qualitative data recording mechanisms in line with national initiatives to identify the economic benefits to the community of voluntary organisations.		STP Coordinator		

Appendix 'B'

Financial Report

**Stockton Town Pastors:
Finance Report for period 20 July 2009 to 09 June 2010**

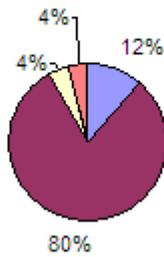
FUNDS RECEIVED		
Churches:		
• St Mary's Long Newton	£200.00	
• Rivers of Life Fellowship	£250.00	
• Oxbridge Christian Fellowship	£ 60.00	
• Stockton Baptist Tabernacle	£833.00	£1,343.00
Gift from Amazing Praise 2008 Event (via Ascension Trust)		£1,925.00
Donations from individuals (10)		£630.00
from groups		£40.10
Stockton Crime Prevention Limited		£500.00
Safe in Tees Valley (sponsorship)		£1,000.00
Total funds received		£5,438.10
<i>Less:</i> EXPENDITURE		
Halifax Street Angels (travel and subsistence)	£140.00	
SRCGA Ltd (CRB checks)	£70.00	
Printing	£193.28	
First Aid Purchases	£259.78	
Hats and Gloves (<i>net of sale proceeds of £42.50</i>)	£27.50	
Jackets (25) plus embroidery of sponsor's logo	£830.21	
Insurance Premium	£803.25	
Security	£63.25	
Refreshments	£29.25	
Petty Cash (including float of £50.00)	£140.35	
Provision for expenditure incurred but not yet invoiced	£1,100.00	
Total expenditure		(£3,656.87)
Surplus funds held (Stockton Baptist Tabernacle Natwest bank account)		£1,781.23

- The above figures have not been audited

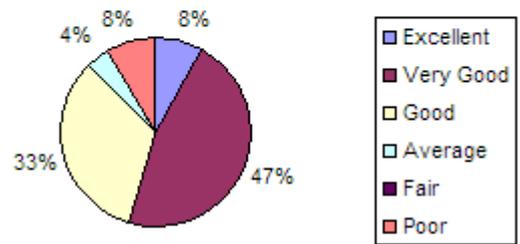
Appendix 'C'

Volunteer Survey Results

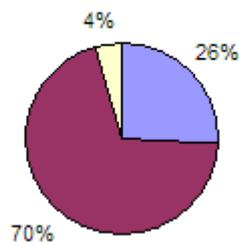
Q.1 How would you describe the overall volunteer application process?



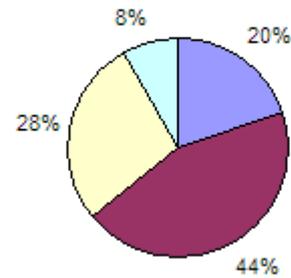
Q.9 How do you rate volunteer opportunities to comment on and influence change?



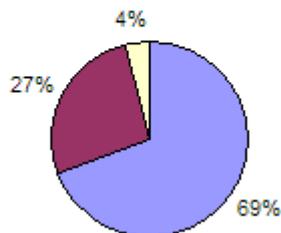
Q.10 How do you rate the value of any personal feedback provided by the coordinator?



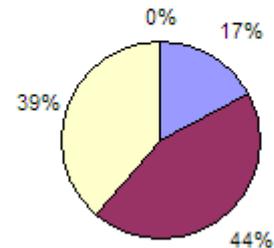
Q.11 How do you rate the opportunities to develop personally as a volunteer?



Q.13 How do you rate the ability of the coordinator in respect of STP management?

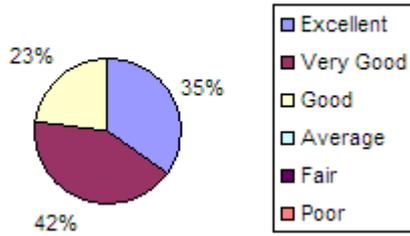


Q.17 How do you rate the quality of information set out in the volunteer handbook?

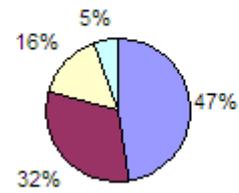


Q.2 Training: How do you rate each of the training sessions attended?

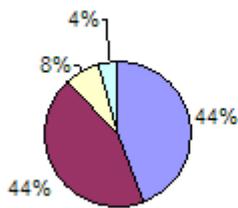
Volunteer Handbook



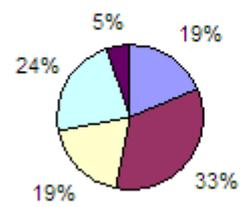
CCTV Visit



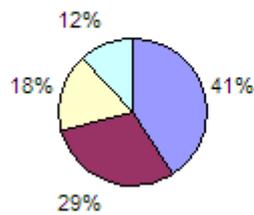
Conflict Management



Alcohol & Taxi Licensing

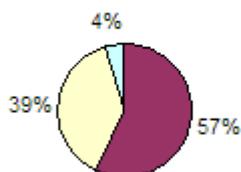


First Aid

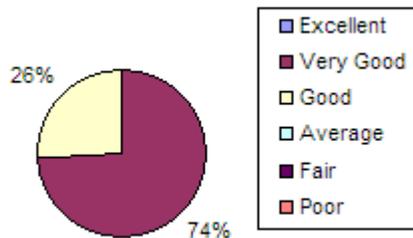


Q.14 How do you rate each of the following in respect of its effectiveness to inform?

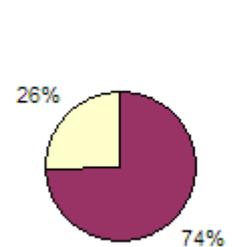
STP Information Leaflets



STP Newsletters



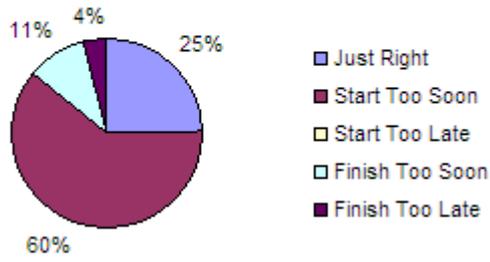
STP Website



Q.19 How do you rate each of the following items of STP equipment or goods?



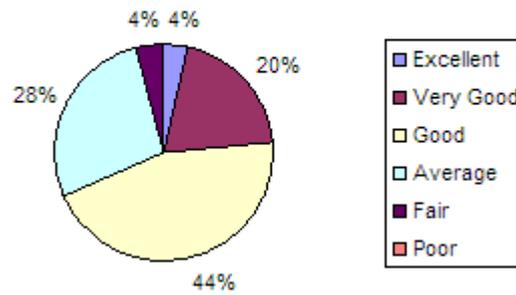
Q.22 What do you think of the hours STP works on a Friday (9pm - 3am)?



Q.22 What do you think of the hours STP works on a Saturday (9pm - 3am)?

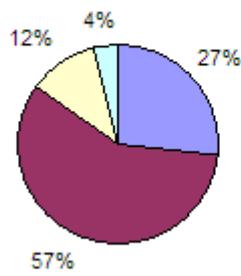


Q.24 How do you rate the quality and relevance of the police briefings?

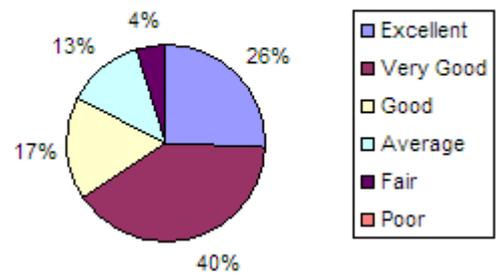


Q.25 How do you rate the relationship between STP volunteers and the following?

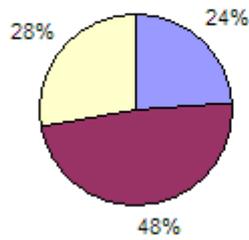
Police out on Patrol



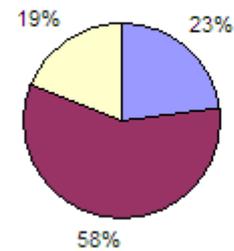
Taxi Drivers



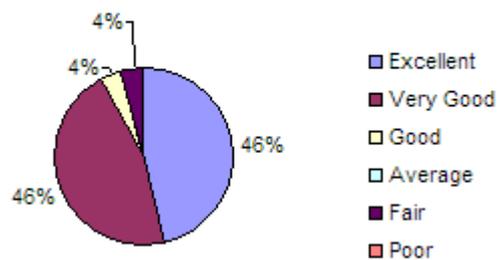
Door Staff at Pubs & Clubs



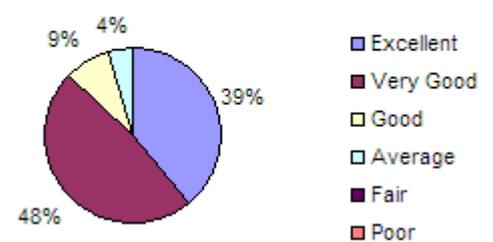
Members of the Public



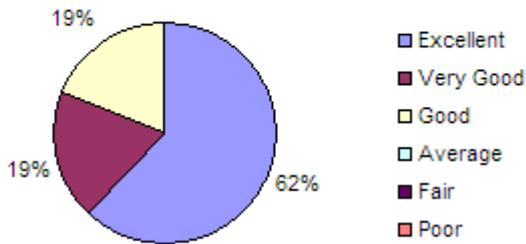
Q.27 How would you rate the relationship between STP volunteers and themselves?



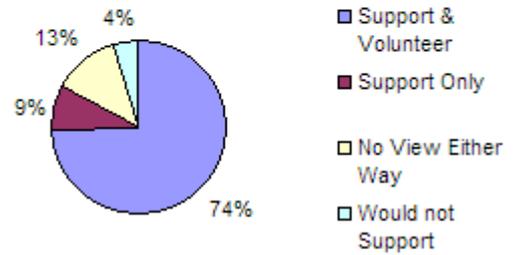
Q.28 How would you rate the current team structure in terms of practical effectiveness?



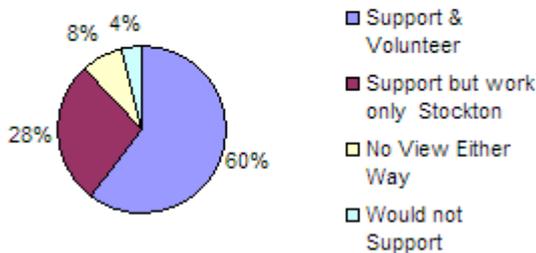
Q.29 How would you rate the availability of the coordinator for guidance on patrols?



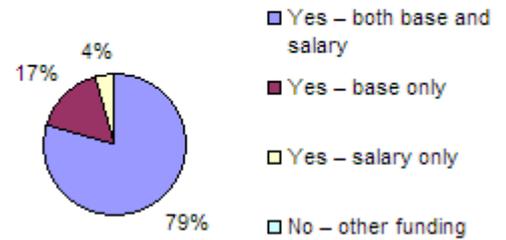
Q.30 How supportive are you of the STP working in its own rights at public events, with the agreement of the Council?



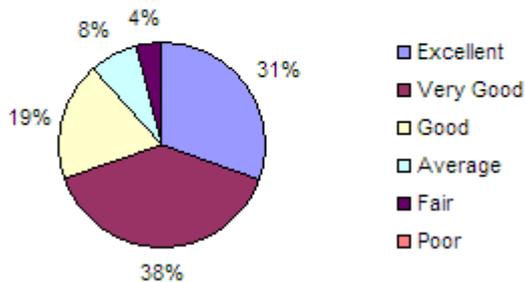
Q.31 How supportive would you be of extending the scheme into Yarm and working there, if the Police and Council agreed to this?



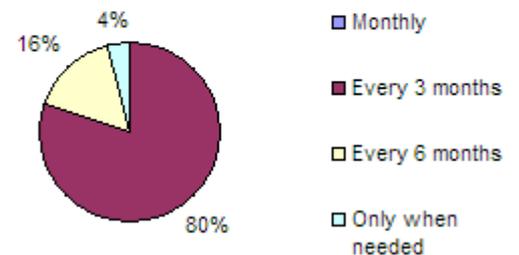
Q.32 How supportive would you be of STP fundraising activities to generate income which would support the provision of a High Street operating base and a coordinators salary?



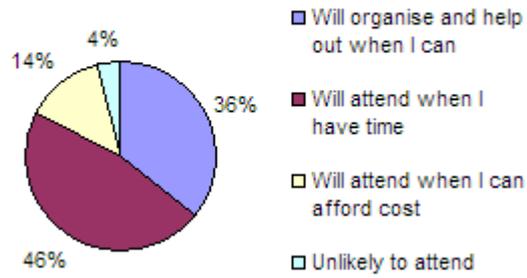
Q.35 How do you rate having regular social events for STP volunteers, with invitations to family and friends?



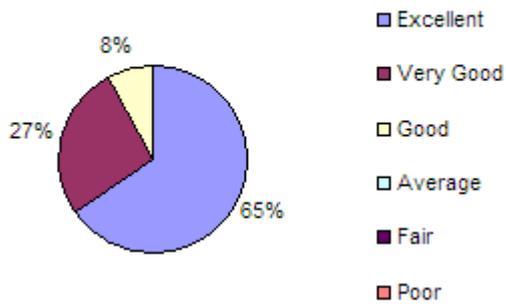
Q.36 How often do you think that STP socials should take place?



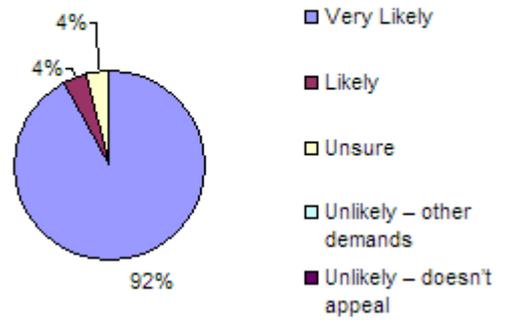
Q.37 What best describes your involvement in respect of STP socials?



Q.38 How would you rate your overall satisfaction with being an STP volunteer?



Q.39 How likely are you to continue as a volunteer in the foreseeable future?



Appendix 'D'

Monthly Activity Data

Stockton Town Pastors Activity Sheet - December 2009 - May 2010

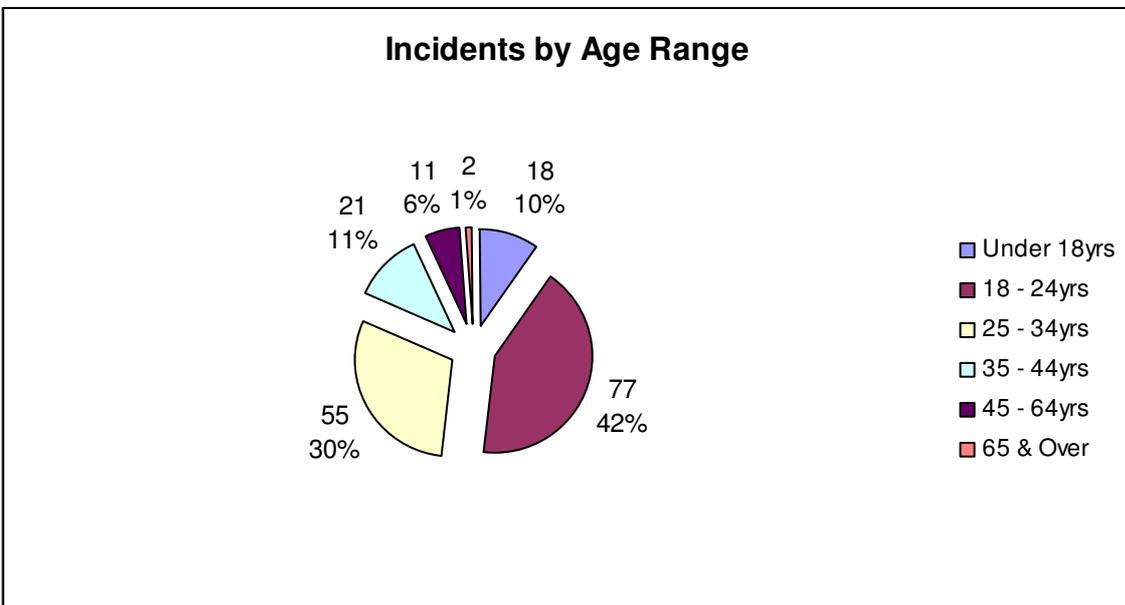
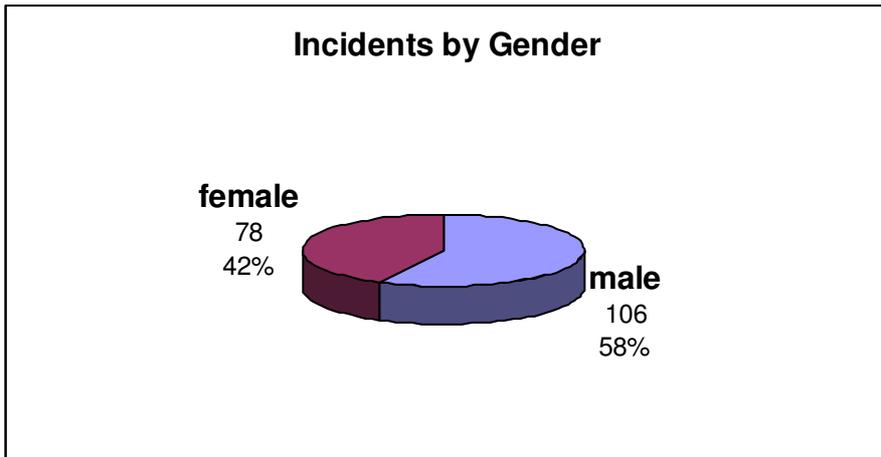
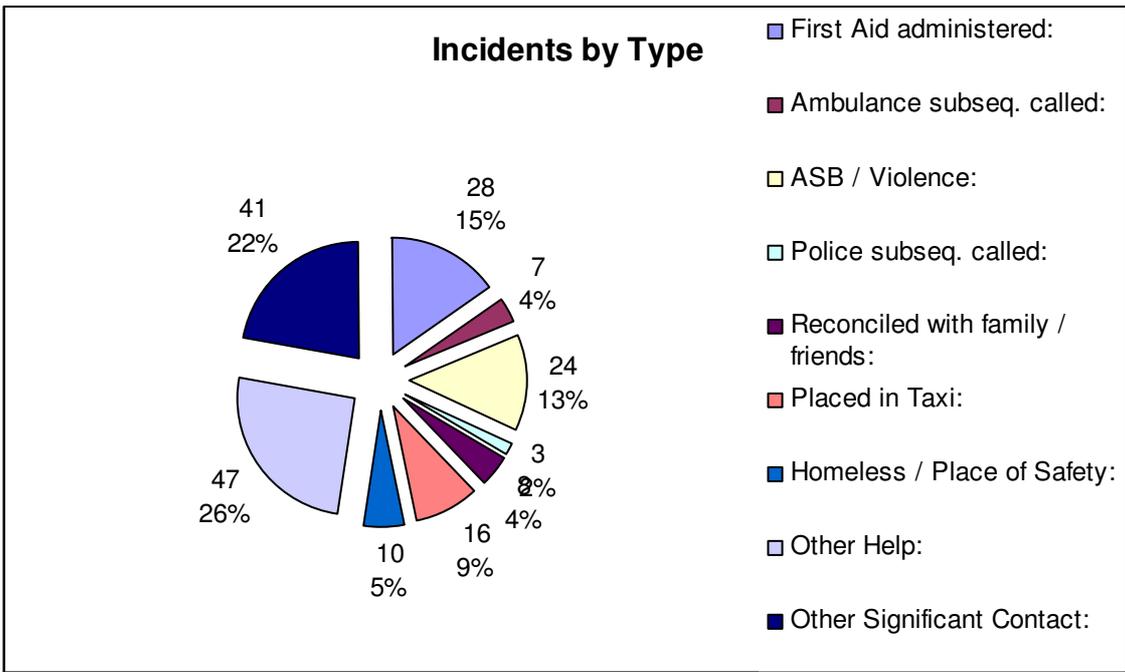
Incident Type	Dec	Jan	Feb	Mar	Apr	May	Gender		Age Group						Ethnicity Code					
							M	F	A	B	C	D	E	F	01	02	03	04	05	06
First Aid administered:	4	2	3	5	7	7	17	11	3	20	5	0	0	0	28	0	0	0	0	0
Ambulance subseq. called:	1	1	0	2	1	2	6	1	1	3	0	1	1	1	7	0	0	0	0	0
ASB / Violence:	2	7	0	7	4	4	20	4	9	8	6	0	1	0	24	0	0	0	0	0
Police subseq. called:	0	0	0	0	3	0	2	1	0	2	1	0	0	0	3	0	0	0	0	0
Reconciled with family / friends:	1	1	0	3	2	1	1	7	1	3	4	0	0	0	8	0	0	0	0	0
Placed in Taxi:	1	2	1	4	4	4	7	9	0	8	4	2	2	0	16	0	0	0	0	0
Homeless / Place of Safety:	1	1	0	3	0	5	10	0	1	0	2	5	2	0	10	0	0	0	0	0
Other Help:	5	6	1	5	13	17	14	33	2	21	15	7	2	0	47	0	0	0	0	0
Other Significant Contact:	6	7	7	7	7	7	29	12	1	12	18	6	3	1	36	0	0	1	0	4
Totals:	21	27	12	36	41	47	106	78	18	77	55	21	11	2	179	0	0	1	0	4

No. of Patrol hours:	57	190	159	290	352	341	1389
No. of Café hours:	18	27	24	38	33	56	196
Totals:	75	183	328	385	361	361	1549

Total Environmental Impact Factors:	
Broken glass and bottles recovered:	179
Other (large volume litter, needles etc):	2
Total:	181

Ethnic Group:		Age Group:	
01	White European	A	Under 18yrs
02	Dark European	B	18 - 24yrs
03	African-Caribbean	C	25 - 34yrs
04	Asian	D	35 - 44yrs
05	Oriental	E	45 - 64yrs
06	Arab	F	65 & Over

Total Personal Engagements: 184



Appendix 'E'

Volunteer Application Form



STOCKTON TOWN PASTORS

APPLICATION FORM

YOURSELF

Surname: _____
First Names: _____
Address: _____
_____ Postcode: _____
Telephone: _____ Mobile: _____
E-Mail: _____
Nat. Ins. No: _____
Date of Birth: _____ (over 18 years old only)

CHECKING INFORMATION

Church Attended (if any): _____

Do you have any criminal convictions? If yes please supply details

Do you already have a current CRB check certificate? - Yes / No.

Yes: Please make the original available to the coordinator. You may still need to apply for a new CRB.

No: You will need to apply for a CRB check (speak with coordinator) before you can become a Town Pastor.

PLEASE SUPPLY DETAILS OF TWO REFEREES:

If possible one should be your church leader.

FIRST REFEREE:

Name: _____
Address: _____
_____ Tel: _____ Email: _____
Relationship (e.g. Employer): _____

SECOND REFEREE:

Name: _____
Address: _____
_____ Tel: _____ Email: _____
Relationship (e.g. Employer): _____

VOLUNTEERING PROCEDURE:

Following CRB clearance and referee approval it remains the discretion of the steering committee to approve or decline applications.

DECLARATION – I agree to read and abide by the policies and procedures of Stockton Town Pastors. I understand and accept that Stockton Town Pastors will store my personal details securely, this information being necessary in order to process my application and to manage the project. In accordance with the Data Protection Act, this information will not be used for any other purpose.

Signature: _____ Name: _____
Date: _____

**Please return in an envelope marked 'Stockton Town Pastors' to:
Stockton Baptist Tabernacle, The Square, Stockton-on-Tees TS18 1TE**

Appendix 'F'

Referee Return Form



STOCKTON TOWN PASTORS

Steve Brock,
Coordinator, STP,
c/o Stockton Baptist Tabernacle,
The Square,
Stockton-on-Tees TS18 1TE
Tel: 07526 641796
Email: steve@stocktontownpastors.co.uk

REFERENCE REPLY FORM

Dear

Your details have been provided as a reference for the role of a volunteer with Stockton Town Pastors. Please could you complete this form and return in the envelope provided. If you wish to discuss the application in further detail please do not hesitate to contact me as above.

Name of Volunteer: _____

How many years / months have you known the applicant and in what capacity?

Town Pastor volunteers will work on the streets of Stockton each Friday and Saturday from 9pm to 3am. We will offer help to those who have become vulnerable as well as responding in a professional and caring manner to various situations that may occur. Please comment on the aptitude of the applicant for the voluntary work described (include personal qualities, previous experience, etc)

Do you know any reason why he / she would be un-suitable as a volunteer for the Town Pastors project?

Do you consider the applicant to be honest and trustworthy?

Are there any additional comments who would like to make in respect of the applicant's suitability?

Your Name: _____ Your Signature: _____

Your Position: _____ Date: _____