

Street Angels - Operational Report 2013

Overview:

We started our season on the 14-15th June with a visit from the founders of Street Angels in the UK, Paul and Jean Blakey, and have been out every weekend since, through until the 14th September.

As requested we started in Santa Ponca which proved to be a great training ground for all of us. We almost always found someone to help, and it really enabled us to learn how to work together, find out what team sizes work, which hours are best and build the volunteer's confidence.

After some trial and error, we found the times when we were able to help the most people in Santa Ponca, were between 0400 – 0700 working with 1 or 2 teams of 3-4 volunteers per team.

For our final two weekends we moved to Magaluf, where we operated 2 teams with 4-5 volunteers per team.

As expected the need was much greater in Magaluf, and we were able to help a lot more people. We helped many people back to their hotels when they were in a vulnerable state, sleeping or semi-conscious on the streets, and patrolled Platja de Magaluf to warn people of theft and be an additional visible presence there. (We even managed to find someone's lost passport, and return it to them!)

How we have been received

The reception from people we have helped, party-goers, workers and locals has been overwhelmingly positive.

We haven't encountered any violence towards us, and we appear to have been accepted very well.

In general people know that we are volunteers, and appreciate that we are trying to help, even when they are very drunk.

Plans for next season

Over the winter we intend to increase our volunteer base from 20-25 to double that before next season.

We believe we are ready to start next year in Magaluf, and would like to begin in April to give us chance to get known and to know the town well, prior to the busiest times.

There are a few areas that we feel we need to improve for next year, and so plan to address over the winter, these are:

- Increased first aid training
- Increased conflict resolution training
- Improved awareness with bars, clubs and hotels so people know how and when they can contact us for help.
- Increased links with the police and other Emergency services, for the same reason.

2013 Statistics

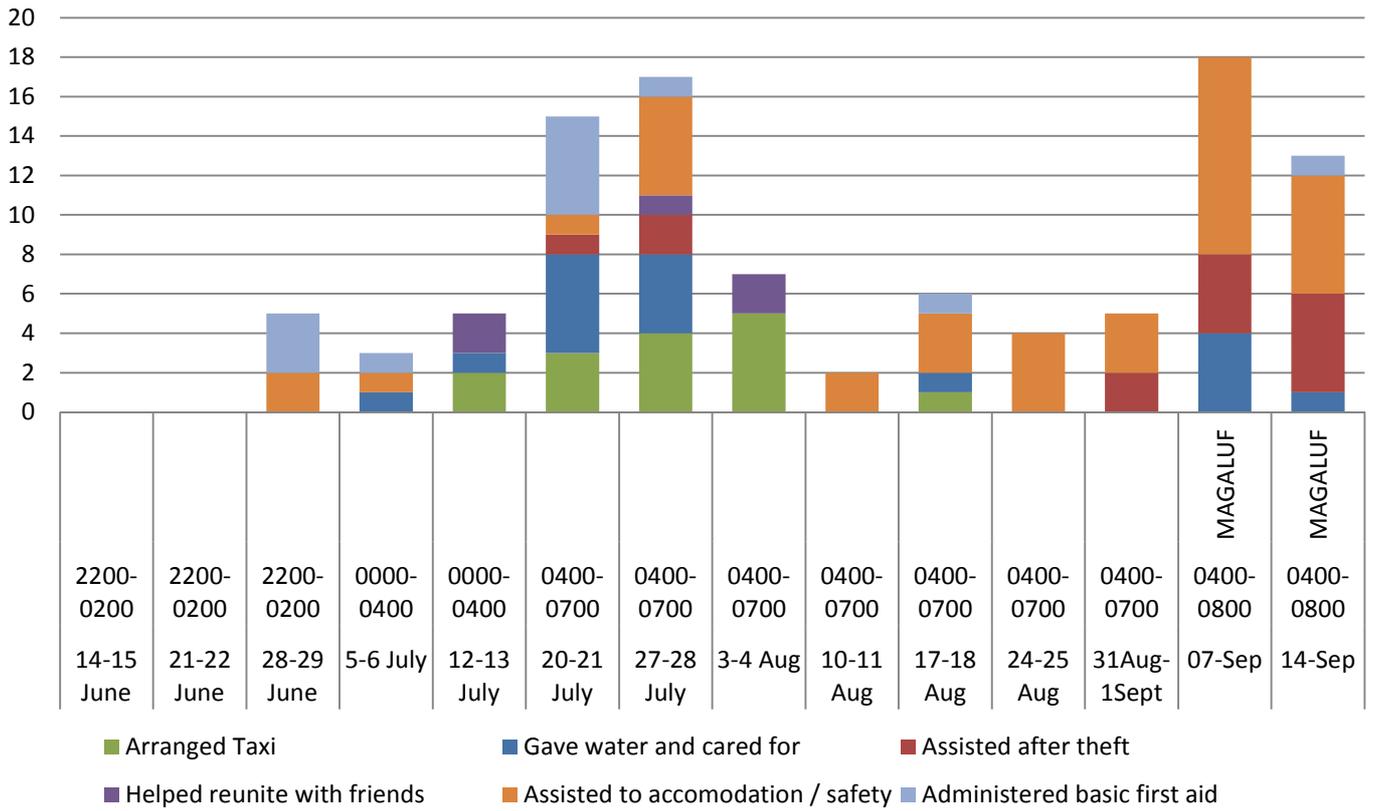
During the summer we were on the streets for **471** volunteer hours spread over **25** weekend nights.

We gave assistance on **162** occasions, helping approximately **130 vulnerable people**.

In Santa Ponca we cleared approximately **294 bottles or broken glass** from the streets.

In addition although harder to quantify, we had countless conversations and were a positive influence throughout the summer.

Assistance given - 2013



Male / Female / Groups

