

Appointment of Trustees

Appointing new Trustees

- 1.Appointees must have been members of St Andrew's church for at least 6 months.
- 2.The person must be qualified to act as a Trustee and must make a declaration that they are not legally disqualified and have been DBS checked.
- 3.There must be no conflict of interest.
- 4.Trustees must be aware of their legal responsibilities (cf CC30¹)

1.https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/488389/cc30_lowink.pdf

Induction of Trustees

1.A letter of appointment and welcome will be written to the new Trustee by the Chair of Trustees enclosing details of the induction process. They would be told the frequency of meetings and likely time commitment required.

- 1.An induction pack of information will be provided and will include:
- a) a job description
 - b) a copy of the Trust Deed (and any additions)
 - c) church accounts for the preceding two years
 - d) recent copies of Minutes of the Trustees, Elders and Management Team
 - e) copies of policies adopted
 - f) Contact details of other Trustees
 - g) copies of Charity Commission documents, such as CC3 and CC3a

1.The Declaration of Eligibility for newly appointed Trustees will be signed (CSD-1382)

1.The new Trustee should be invited as an observer to a Trustees' meeting before assuming responsibilities.

1.To understand the range of activities and interest the new Trustee would be encouraged to attend an occasional service, meeting of Elders, Management Team and maintain e-mail contact.

1.Another Trustee would be appointed as a support member initially.

1.Then the new Trustee would attend the next Board of Trustees' meeting.

1.The period of appointment would be for 3 years renewable.

This policy is reviewed annually

Trustee remuneration

1.There is no Trustee remuneration

1.Expenses may be incurred for postage, telephone and broadband time for charity work. Claims must be submitted in writing and approved by the Chair of Trustees.

1. Specific items of work by a Trustee, such as painting, computer consultancy or secretarial work could be paid on terms agreed in advance. These must be written and agreed with the Trustee or a connected person and specify the precise amount or maximum. The Trustee must not take part in decisions made by the Board regarding any aspect of the agreement. It must be in St Andrew's best interests and be reasonable for the service provided. Any conflict of interest must be identified and recorded. Reasonable skill and care must be exercised in making the decision. A decision needs to be made as to what is to be done if the service is unsatisfactory. Records of discussions must be kept and the payment must be disclosed in the accounts.

1. If someone to be paid is connected to a Trustee, then the Charity Commission's permission is required for the transaction.

Ref.

<https://www.gov.uk/guidance/payments-to-charity-trustees-what-the-rules-are>

Charitable donations Policy

Organisations or charities to whom St Andrew's makes donations are established and reviewed each year at an Elders' meeting in December to determine whether the same groups should be supported, some deleted or others added to the list. At the same time each amount is reviewed. The Treasurer is empowered to make those donations during the year, according to the requirements of each organisation.

Sporadic requests for support should be directed to the Church Secretary to be considered at the next Elders' meeting.

The Minister/Pastoral Advisor is empowered to use the Benevolent Fund for specific requests for individuals without reference to the Elders' meeting, although s/he may wish to discuss the amount with the Treasurer and/or Church Secretary.

The total amount donated annually to outside bodies is presented in the annual accounts.

Donations **received** by the church in bequests, for services rendered or for specific purposes will be received by the Church Secretary and reported to the next Elders' meeting. If specific requests for the use of funds are associated with the bequest, the matter will be considered by the Elders' meeting which will decide how best to fulfil that request.

All such donations will be reported in the annual accounts.

Complaints Policy and Procedure

The people who use our building and relationships with the people who use our building are important to us. We want them to enjoy using our building and we have put in place policies and procedures which we hope will ensure this. However, we realise that things can go wrong, and when anything does go wrong we want to know about it and resolve

the problem quickly and effectively. We want people to feel confident that they can raise issues of concern and that they will be addressed sympathetically and fairly.

Our policy is:

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.

- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at St. Andrew's United Reformed Church knows what to do if a complaint is received.
- To make sure all complaints are investigated in a fair and timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To use the information gathered from complaints to learn and improve for the future.

What is a complaint?

Any expression of dissatisfaction with the services which St. Andrew's United Reformed Church offers, with the facilities which St. Andrew's United Reformed Church offers, with interaction with members or officers of St. Andrew's United Reformed Church, or with the experience of using or working on St Andrew's United Reformed Church premises.

Who can raise a complaint?

A member of the congregation

- An organisation or individual who uses St. Andrew's United Reformed Church premises regularly, occasionally or on a one off basis.
- Anyone not employed by but offering regular, occasional or one off service to St. Andrew's United Reformed Church.

All the above will be advised who to contact if they wish to make a complaint.

A complaint can be made verbally, by phone, by e mail or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following relevant data protection requirements. Written information relevant to complaints will be stored securely following relevant data protection requirements. The nature of complaints, but not the details of the complainant, will be shared within the management structure of St. Andrew's so that we can learn and improve in the future.

Responsibility

Overall responsibility for this policy and its implementation lies with the Trustees of St. Andrew's United Reformed Church.

Review

This policy is reviewed annually and updated as required.

Complaints procedure

Publicised contact details for making complaints

Complaints can be made to the person who is the first line of contact for the person making the complaint. As stated in our Complaints Policy, everyone having any contact with us will be advised who that person is and be provided with contact details. However, anyone receiving a complaint must take ownership of and act accordingly, sharing it with the appropriate person.

Receiving complaints.

Complaints made in person or by telephone need to be recorded. The person receiving the complaint should;

Write down the facts

Take the complainant's contact details

If the complaint cannot be resolved there and then, tell the complainant that we have a complaints procedure and what will happen next, including how soon we will get back to them, either with a full response or with an update on progress. If appropriate, e.g. if the complaint is a complex or serious one, ask the complainant to send a written account either by post or email so that the complaint is recorded in the complainant's own words.

If the complaint cannot be resolved at this stage, discuss it with the relevant person within St. Andrew's. If the complaint relates to a specific person they should be told and given a fair opportunity to respond.

Aim to resolve the complaint and issue a definitive reply within 2 weeks. Whether the complaint is justified or not, the reply should describe the action taken to investigate the complaint, the conclusion from the investigation and any action taken as a result of the complaint. Sometimes the situation generating the complaint will be due to circumstance outside our control. This should be explained as clearly as possible but without appearing defensive.

Review the complaint for anything we can learn from it. Share with the relevant parties (e.g. Elders, Management Team) but do not divulge the details of the complainant.

Lines of communication for making complaints.

Members of the congregation – their Elder. If the complaint is about their Elder, they should approach the Church Secretary.

Individuals or organisations using the Church premises -Chair of the Management Team.

Contractors working on the Church premises - Chair of the Management Team.

Pastoral Advisor – Church Secretary

Organist and Choir Master -Convenor of the Praise Committee

Church Housekeeper - Chair of the Management Team

Premises Support - Chair of the Management Team

Cleaners - Chair of the Management Team

Church Administrator - Chair of the Management Team

Review This policy is reviewed annually and updated as required.

Conflict of Interest Policy

Definition

A 'conflict of interest' arises when the best interests of an individual trustee are, or could be, different from the best interests of the charity itself. This may be something that affects the trustee directly, or indirectly, through a family member or friend or business partner.

Statement of Intent

St Andrew's is committed to ensuring its decisions and decision-making processes are, and are seen to be, free from personal bias and do not unfairly favour any individual connected with the charity.

Policy

It is the policy of St Andrew's to:

- Ensure every trustee understands what constitutes a conflict of interest and that they have a responsibility to recognise and declare any conflicts that might arise for them.
- Document the conflict and the action(s) taken to ensure that the conflict does not affect the decision making of the organisation

Procedure

When a trustee identifies that they have a potential conflict of interest they must:

- Declare it as soon as they become aware of it
- Ensure it is recorded in the appropriate set of Minutes
- Not take part in any (Committee) meeting discussions relating to the matter

- Not take part in any decision making related to the matter
- Not be counted in the quorum for decision making related to the matter.
In the interests of frank and open discussion, a trustee affected by a conflict of interest must leave the room while related discussion / decision making is taking place, unless there is good reason for them to stay.

The minutes should state:

- The declared conflict
- That the trustee left the room, or the reason they were asked to stay.
- That the trustee took no part in discussion or decision making on the matter
- That the meeting was quorate (not counting the affected trustee)
- Any other actions taken to manage the conflict
If a trustee is unsure what to declare, they should err on the side of caution and discuss the matter with the Chair for confidential guidance.

This policy is reviewed annually

From: Code of Good Governance for Smaller Organisations: Useful Resources
<http://www.governancecode.org/wp-content/uploads/2012/08/Principle-5-Resource-3-Model-Conflict-of-Interest-Policy.pdf>

Financial Controls Policy is available

Fire Policy is available

General Data Protection Regulations Compliance Statement

A **Data Protection Policy** has been formulated, agreed, placed on the website and its presence notified to all members and facility users.

The **Data Protection Officer** is named and is responsible for GDPR compliance

A **Data Privacy Statement** has been issued to all members defining “personal data”. The Data Controller is named

The elements of processing of personal data and its legal basis are described The restrictions on sharing of personal data are described

Specific times for the retention of different types of data are described

Individual rights in relation to personal data are described

An undertaking is given that any extension of data processing will be notified with appropriate descriptions

Contact details of the person to whom queries or complaints should be directed are provided, together with contact details of the ICO

Consent forms have been circulated to all members and staff, completed and held on file until renewal is sought one year later. These consent forms define personal data and describe the purposes to which it will be put, as described in the Privacy Statement.

Training courses have been provided with dates and names of attendees recorded. Emphasis has been placed on the definitions of a data breach and the responsibility of all members and staff for security and the immediate reporting of any suspected breach. This will be investigated by the Data Protection Officer who will decide whether it requires reporting to the ICO. Review of the events will lead to attempts to prevent future similar events.

An **information audit** has been carried out.

Financial processes have been reviewed and compliance with GDPR principles determined.

Data accuracy and security have been established and pseudonymisation effected.

Encryption of data has been enacted. The Treasurer produces the financial reports, tracking their production and dissemination and disposal when no longer required.

A **Data Protection Impact Assessment** has been deemed unnecessary

GDPR and financial data are significant elements in the **Risk Management Register**, specific times for review are designated and persons responsible for the data collection defined.

As CCTV is used throughout the building for monitoring of criminal behaviour and failure to comply with Conditions of Hire, St Andrew's has been registered with the ICO.

Health and Safety Policy

Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace

Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work

Engage and consult with staff on day-to-day health and safety conditions

Implement emergency procedures – evacuation in case of fire or other significant incident.

Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances

This policy is reviewed annually

Investment Policy is available

Pay Policy

1. A pay review of employees will take place annually.
2. It will be carried out by selected members of the Management Team, including the Treasurer.
3. It will be informed by the results of an annual appraisal against defined roles and responsibilities.
4. Any recommendation will be put in the context of an overall financial strategy, informed by current data relating to general and local financial conditions.
5. Recommendations will be approved by the Management Team.
6. Results will be communicated to employees.
7. This policy will be reviewed annually.

Reserves Policy

1. Reserves should be sufficient to cover at least one year's expenditure at the current rate.
2. This policy is reviewed annually

Risk Management

1. Our policy, so far as is reasonably practicable, is to exercise sound governance and financial stewardship and to provide and maintain a safe environment for our congregation, visitors, volunteers, contractors and employees and in all matters to maintain the good reputation of St Andrew's and the United Reformed Church.

2. To ensure that risks are kept constantly under review, the Management Team will review the Risk Register and the Risk Management Plan every six months at the Elders' meeting.
3. Decision making at the Management Team's meeting will also take into account risk factors.
4. The Management Team will report to the Church Meeting on the management of risk annually.
5. This policy is reviewed annually and updated as required.

St Andrew's URC: Safeguarding Policy for Children, Young People and Vulnerable Adults

The purpose of this policy is to ensure procedures are in place and all adults working in or on behalf of St Andrew's are clear about roles and responsibilities for the protection of children and vulnerable adults. It is supported by the detailed overarching Safeguarding Policy of the Yorkshire Synod, and the national URC Safeguarding Guidelines.

Everyone working in or for our church shares an objective to help keep children, young people and vulnerable adults safe by contributing to providing a safe environment for all.

Church commitment – children and young people (under 18years)

St Andrew's is committed to safeguarding and promoting the welfare of all of its children and young people. It is recognised that some children may be especially vulnerable to abuse. We recognise that children who are abused or neglected may find it difficult to develop a sense of self worth and to view the world in a positive way. Whilst at church based activities, their behaviour may be challenging or withdrawn. We recognise that some children who have experienced abuse may harm others. We will always take a considered and sensitive approach in order that we can support all of our children and young people

We ensure that all appropriate measures are applied in relation to everyone who is involved in working with children in church. All adults must be perceived by the children as safe and trustworthy. DBS (Disclosure and Barring Service) checks are made for all adults working with children and young people in church, and all adults are expected to complete training within a year of taking up a paid or voluntary role

All leaders who work with children at church-based activities have undertaken safeguarding training. The church runs only the Children's Church and crèche, led by a (retired) school teacher. Buzz playgroup have undertaken and also deliver safeguarding training. Other organizations who use the building regularly, with children and vulnerable adults, include the Ethiopian Orthodox Church of St Michael, Jesus For All Nations (JFAN)

Congolese Mission, and the Escafeld Brass Band. Safeguarding training and up-to-date DBS records are in progress for all of these.

Safe practice ensures that children and young people are safe, and that all adults:

- Are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions
- Work in an open and transparent way
- Discuss and/or take advice from the named Safeguarding Link Person (SLP) over any incident which may give rise to concern. Where the SLP is unavailable the Synod Safeguarding Adviser should be contacted

We are committed to working with parents and carers positively, openly and honestly. We ensure that all parents/carers are treated with respect, dignity and courtesy. We respect parents/carers' rights to privacy and confidentiality and will not share sensitive information unless we have permission or it is necessary to do so in order to protect a child.

Church commitment – vulnerable adults

St Andrew's recognises that all its members and congregation may be vulnerable at times in their lives and there needs to be particular care taken for those whose vulnerability is increased by certain situations, by disabilities or by reduction in capacities. It is recognised that this increased vulnerability may be temporary or permanent and may be visible or invisible.

Procedures

It is not the responsibility of the church to investigate welfare concerns or determine the truth of any disclosure or allegation. However, all adults have a duty to recognise concerns and maintain an open mind. Accordingly all concerns regarding the welfare of children will be reported and discussed with the designated person(s) responsible for child protection and the protection of vulnerable adults i.e. the Safeguarding Link Person.

The serious issue of the abuse of children, young people and vulnerable adults may take the form of physical, emotional, sexual, financial, psychological, online, spiritual or institutional abuse or neglect. We acknowledge the effects these may have on people and their growth and development, including spiritual and religious development. The church accepts its responsibility for ensuring that all people are safe in its care and that their dignity and right to be heard is maintained. There is a responsibility to support, listen to and work for healing with survivors, offenders, communities and those who care about them. The church takes seriously the issues of promoting an individual's welfare so that each of us can aim to reach our full potential in God's grace.

The Safeguarding Link Person, working with the Yorkshire synod, commit themselves to respond without delay to any allegation or cause for concern that a child or vulnerable adult may have been harmed during any church based activity of whatever type. Our church commits itself to challenge the abuse of power of anyone in a position of trust.

Allegations regarding person(s) working in or on behalf of church

Where an allegation is made against any person working in or on behalf of the church that he or she has:

- a. Behaved in a way that has harmed, or may have harmed, a child or vulnerable adult.
- b. Possibly committed a criminal offence against or related to a child or vulnerable adult.

- c. Has behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.
- d. Has behaved in an unsuitable manner towards a vulnerable adult.

Detailed records will be made to include decisions, actions taken, and reasons for these. All records will be securely retained. Whilst we acknowledge such allegations (as all others), may be false, malicious or misplaced, we also acknowledge they may be founded. It is therefore essential that all allegations are investigated properly and in line with agreed procedures.

Initial Action

- The person who has received an allegation or witnessed an event will immediately inform the SLP and make a record. Where the SLP is unavailable the Synod Safeguarding Adviser should be contacted
- In the event that an allegation is made against the SLP, the Yorkshire Synod Safeguarding Adviser will be informed
- The SLP may need to clarify any information regarding the allegation, however no person will be interviewed at this stage
- Consideration will be given throughout to the support children and their parents/ carers and to the families of vulnerable adults
- The SLP will inform the Synod Safeguarding Adviser at the Yorkshire Synod and ask for support if necessary

The safeguarding link persons for children, young people and vulnerable adults at St Andrew's are **Dr Jean Dickson and Mrs Sheila Dunstan.**

Policy to be reviewed and approved at the Annual Church Meeting, or annually.

APPENDIX

PROTECTING CHILDREN

A Child is anyone under the age of 18 and Child Protection seeks to support the child's development in ways which will foster security, confidence and independence. It is regarded as central to the well-being of the individual and is therefore an intrinsic part of all aspects of the church.

Aims

- To encourage all children towards a positive self-image
- To help children view themselves as part of the church community and, by example, to nurture children's abilities to establish and sustain relationships with families, peers, adults and the world outside
- To equip children with appropriate tools to make reasoned, informed choices, judgments and decisions
- To establish and maintain procedures so that all adults in church know how to act if they have concerns or need support regarding a particular child
- To provide a model for open and effective communication between children, parents and other adults working with children

Objectives

- To provide adequate and appropriate staffing to fulfill children's needs whilst they are in any church organised activity or group, ensuring all adults are clear about their roles and responsibilities
- To create an environment within the church where every child is valued as a member of the community and all members of the community are sensitive and responsive to the needs of others

PROTECTING VULNERABLE ADULTS

A Vulnerable Adult is any adult aged 18 or over who, by reason of mental or other disability, age, illness or other situation is permanently or temporarily unable to take care of him or herself, or to protect him or herself from significant harm or exploitation. It is regarded as central to the well-being of the individual and is therefore is an intrinsic part of all aspects of the church.

Aims

- To encourage all adults to treat each other with respect and dignity
- To help vulnerable adults view themselves as part of the church community and to establish and sustain relationships
- To allow all vulnerable adults to make reasoned, informed choices, judgments and decisions
- To establish and maintain procedures so that all adults in church know how to act if they have concerns or need support regarding a particular person
- To provide a model for open and effective communication between all adults and children in the congregation and all other church groups

Objectives

- To provide adequate and appropriate staffing to fulfill needs whilst vulnerable adults are in any church organised activity or group
- To create an environment within the church where every person is valued as a member of the community and all members of the community are sensitive and responsive to the needs of others

It is the responsibility of all adults to identify and report all possible causes for concern or cases of abuse.

INCIDENT RECORDING FORM - ST ANDREW'S URC, SHEFFIELD

(to be completed together by the person making an allegation and the safeguarding link person)

Date and time of incident:

Date on which this report is written.....

(This should preferably be immediately or no later than up to 48 hours of the incident taking place)

Your name:

Name of Child, Young Person or Vulnerable Adult and date of birth

.....DOB.....

...

Address if known.....

Recording:

Please ensure you are as accurate and detailed as possible. Use quotes wherever possible – do not interpret what was said using your own words. Do not make suggestions as to what might have been said. **Listen carefully** to what is being said rather than just hearing the account.

Record what **you** said as well as what the child, young person or vulnerable adult said.

Include details such as where the conversation took place and who else was present, if anyone.

If you have formed an opinion please state it, making it clear that it is your opinion and give reasons for forming that opinion. It would assist, where possible, to also include descriptions of tone of voice, facial expression and body language.

Record of incident(s)

Who have you spoken to about your concerns?

Synod Safeguarding Adviser? Name **date**.....
.....

Social services? Name..... **date**.....
.....

Police? Name..... **date**.....
.....

NSPCC? Name **date**.....
.....

Parent/carer? Name..... **date**.....
.....

Other?
Name.....

Organisation.....
date.....

Is there any follow up work taking place that you are involved with?

Volunteer Policy

St Andrew's United Reformed Church was founded in 1853 as a Presbyterian Church and joined the United Reformed Church, when it was created in 1972. In recent years its membership has declined as the congregation has aged. It is a gathered church, but about 15 years ago it began to participate more actively in its local community and various organisations began to hire its facilities, a hall, kitchen and other rooms, as well as its church. A number of those hiring organisations use the facilities regularly and some have volunteers helping them. The St Andrew's members do not use volunteers for their activities, as its members and others attending services carry out all supportive functions. In complying with the Charity Commission's instructions it will obtain a copy of the Volunteer policy of each of its user organisations that have volunteers.

These policies should be patterned on a template (provided) and contain the following details:

1. Purpose of the volunteer policy
2. The vision and mission for volunteering
3. Attracting volunteers and volunteer agreement
4. Accessing DBS Checks
5. Induction and training
6. Support
7. Recognition and reward
8. Expenses
9. Insurance, health and safety, accidents and risk assessment
10. Resolving problems
11. Confidentiality
12. Equality, Diversity and Inclusion
13. Volunteering whilst on benefit

The document will contain a statement indicating that it is the Volunteer Policy of the specific group, the date on which it will be reviewed and it will be signed by appropriate representatives.

