



TRANSFORM MINISTRIES

Safeguarding and Safety Procedures

These procedures have been set out to ensure that we provide a safe environment for guests, staff team, and volunteers when serving in the Transform ministries. This document has been produced so that no-one is exposed or exploited in their service of care but is ultimately intended to empower individuals to represent Christ the King and His Kingdom in the mess of people's lives.

We hope you find these procedures on conduct and boundaries helpful. Without your help, Transform couldn't happen and we want to make it a fruitful and safe environment for everyone involved.

1. Introduction

Transform is an outreach ministry that is both an expression of Christian discipleship and an environment for Christian discipleship, in which support and opportunities are provided to needy and vulnerable people in the community. This is accomplished by:

- Praying that God would restore lives to wholeness through emotional and physical healing
- Expressing love in a variety of ways that will, over time, route and establish our guests in love so that they would be closer to grasping Christ's love (*Ephesians 3:17-18*)
- Practically assisting by 'sign posting' our guests towards relevant support (housing advice, medical care, addiction recovery etc)
- Providing opportunities to empower individuals with purpose, helping them to be identified in the community for what they give as well as what they receive

THREE CORE MINISTRIES

King's Table

A two course hot lunch provided on Monday and Friday together with access to advice and support on issues such as housing, healthcare, drug counselling services, etc. In addition, there is an opportunity to participate in a time of worship and bible study before the meal is served.

Street Teams

Small teams going out from the Church on two evenings a week to serve homeless and vulnerable people. The aim is to provide practical and spiritual assistance to those in need; either by inviting them to The Garage or by going onto the streets of Cheltenham town centre.

The Garage and Women's Garage

Trinity's drop-in centre, offering breakfast and lunch on selected days with specific 'Women's only' sessions on Tuesdays to offer a safe and welcoming environment to vulnerable women. Services offered include a food bank, showers, laundry facilities, clothing items, and access to the internet. Pastoral and prayer opportunities are encouraged by all team members.

2. Responsibilities

David Baker is the Pastor having overall responsibility for all outreach ministries. Ministry Leaders will have responsibility for the day-to-day running of King's Table, The Garage, and Street Teams.

Safeguarding at Trinity Cheltenham is the responsibility of Neville Page-Jones.

In addition to this document there are three documents covering safety and safeguarding for Transform:

- Trinity Cheltenham Health and Safety Policy Document
- Policy for the Protection of Vulnerable Adults
- Food Management Policy Document

Copies of these are available on request.

3. Operational Guidelines for leaders and helpers at King's Table, The Garage and Street Teams

3.1 Catering and Hygiene

All food preparation, cooking and serving in the Trinity House and The Garage kitchens, must be carried out in line with the Trinity Food Management System. The following points must be observed:

- Ideally there should not be more than four people working in the kitchen at any one time.
- At least one person must hold a food safety certificate and be present at all times when food is being prepared, cooked and served. All other helpers must have a short Food Safety Induction.
- All kitchen helpers must be issued with and comply with the basic food safety requirements including regular hand washing and wearing of aprons.
- All crockery and utensils are to be washed in the dishwasher.
- All surfaces and the kitchen floor are to be cleaned with appropriate cleansers and disinfectants after use.
- Guests must not use Trinity plates to give food to their dogs.
- Guests are only allowed in the kitchen if they have been approved by a member of staff.
- All tables are to be cleaned afterwards with Caterclean spray before putting them away. The floor by the serving bar is to be mopped with disinfectant and the wooden floor cleaned after each ministry.
- Bodily Fluid Spillages - Ministry Leaders are to be informed, the area cordoned off with chairs. Special spillage kits are available in Trinity House, The Garage and Church and should be used as directed by the instructions.

3.2 General Safety and Security

- Where possible, trained first aid will be present within the Transform team.
- Adequate first aid boxes are available in Trinity House.
- For King's Table and The Garage, entrance doors are to be kept locked at all times other than when the ministry is open. As soon as all the guests have left at the close of the session, the exit doors will be secured. At least one male team member is to remain present until the doors are secured.
- Team members must not give out their home addresses. Personal telephone numbers, or email

addresses should be given only after consultation with David or Neville. If necessary, give Trinity contact details.

- Team members must not give any form of help privately to individuals such as food, clothes, money, household goods, etc. Requests for specific help should be referred to the Ministry Leader.
- Team Leaders should consider the safety of individual team members when going home in the evening and, if necessary, arrange for them to be accompanied. Each team will be supervised by an experienced Team Leader.
- The minimum number of people in a Street Team will be three. The Team Leader will always carry a mobile phone and all food preparation will be in line with the Trinity Food Management System and be overseen by a person holding a Food Safety Certificate. The team will stay together whilst outside of The Garage.

3.3 Praying for Guests

It is really important that we pray for our guests if and when they are open to receiving prayer. You may find that guests ask you for prayer or you may feel it is appropriate to offer it when a guest has been sharing difficulties that they are experiencing. Either way, it is essential that you follow these guidelines:

- It is best to pray in twos. If you feel it is right to pray, tell the guest that you are just going to get someone else (another helper) to join with you. Ask one of the leaders to find someone for you to pray with if there is no-one immediately at hand.
- Use discernment and generally only pray for people of the same sex as yourself. Where you feel it is important to pray for someone of the opposite sex (for example where they have shared something with you or you have built up an understanding with them) you need to find another helper of the opposite sex to pray with the guest, or to join you in praying, or ask one of the leaders for help.
- If you feel it is appropriate to lay hands on the guest, explain to the guest that it is usual for someone praying to “lay hands” on them and ask if it is ok for you to do it, before you do. Make sure that you touch them somewhere that could not be misinterpreted, such as arm or shoulder or upper back.

3.4 Conversations with Guests

It is important that we greet our guests with a warm and friendly welcome but we need to be wise in how we conduct ourselves with our guests. Touch can be painful or healing so careful discernment is needed. While it is usually fine to welcome with a hug and a kiss on the cheek from someone of the same sex as yourself, it would not normally be appropriate to initiate a hug with someone of the opposite sex (again, discernment will be needed as we will at times be interacting with individuals whose preferred gender or sexual orientation may not be immediately apparent). It is better to greet all guests with a touch on the shoulder or forearm, or if they offer a hand, by a quick handshake or squeeze of the hand. Many of our guests do not offer or expect any physical contact and we should respect that too.

While it is important to break yourself in gently by speaking to people you feel comfortable with, it is also important to be inclusive in the range of guests you chat to. Care should be taken to avoid intense conversations in isolation, particularly if they become regular with the same individual. Ensure that your Team Leader is aware of any such interactions and include other volunteers where appropriate.

When chatting, while it might be appropriate to put a supportive hand on a shoulder or wrist, especially if they are upset, it will normally be inappropriate to hold hands with a guest or hold them tightly or towards yourself. Where the guest is of the opposite sex, it is better to avoid all physical contact other than in the greeting as described above (as this may be misconstrued).

We have learned from experience that some guests will try to engage helpers of the opposite sex in conversations which are of an intimate nature, e.g. about sexual relationships they are involved in. We suggest that it is better to disengage yourself from those conversations and, if necessary, ask a helper of their gender to take over. Flirtatious or suggestive remarks should normally be lightly handled and not responded to. If anyone becomes overly friendly or in any way physically or verbally harasses you, then immediately inform a leader of the circumstances as that type of behavior is not tolerated. It is really important that helpers do not encourage overly intimate conversations.

3.5 Dress for Leaders and helpers

Everyone should dress modestly and practically in a way that honours guests and other team members.

3.6 Contact with Guests outside of the ministry

If, for some reason, you think it would be appropriate to meet a Transform guest outside of the ministry, for example where they have asked you to visit their accommodation, you should never go on your own but always in pairs and always after discussing it with the Ministry Leader first. Also, it is not a good idea to arrange to meet up with anyone, even in a public place, without first discussing it with the Ministry Leader who may have pertinent additional knowledge of the guest.

3.7 DBS Disclosure and Protection of Vulnerable Adults

All leaders and helpers must complete a disclosure application, and a Self Declaration form at the time of joining the team and be issued with the Trinity document "Operational, Safety and Welfare Guidelines for Leaders and Helpers".

Team members should be committed members of Trinity Church and must ensure that these guidelines are complied with and refer any issues concerning the running of Transform to the Ministry Leader.

3.8 Specific Procedures Relating to the Behaviour of Guests

Alcohol, drugs, and bad behaviour are strictly not tolerated. However, the following procedures have been established following risk assessments.

Violent, Aggressive or Threatening Behaviour

Within Trinity House and The Garage, notices are displayed that such behaviour is unacceptable. Generally it will be the responsibility of the Team Leader to deal with behavioural issues. Non-physical intervention is essential - try to talk people down rather than getting physically involved and endangering yourself. Stand non-aggressively; with open body posture and arms behind your back so that it is clear that you are not a threat. If the guests calm down (and if it hasn't been a substantial disruption) ensure the guests are separated for the remaining day and make sure they leave via different doors at the end of the day. Where guests do not refrain from such behaviour when asked, they may be required to leave and be escorted to the door and, if the incident is sufficiently serious, will be banned from attending for a period. If a guest has hit someone or is threatening and cannot be calmed down, then the Team Leader will call the police. It may even be useful to advise the guests that you are going to call the police as this may help calm the situation down.

Physical Assaults on Staff

Call the police immediately. As above, try not to respond physically as this will escalate the situation. Try to talk them down. Keep your voice calm. The biggest risk in this scenario is other guests trying to intervene on your behalf which should be stopped, if possible.

Drugs and Alcohol

No drugs or alcohol are allowed on the premises and notices to that effect are displayed. Any situation involved in drug dealing, or possession of drugs or alcohol should be referred to the Team Leader who will decide the action to take. This could include asking the person or persons involved to leave the premises, to be banned for a period of time, or to involve the police.

Discarded needles

The Ministry Leader must be informed. A pick-up tool plus sharps bin is available in the basement of Trinity House.

Disposal of drugs

Should substances be found on the premises which are believed to be illegal drugs, the Ministry Leader should be informed and the police notified by telephone and their instructions regarding disposal followed.

4. Training and Communication

All staff and volunteers involved with the running of Transform will receive appropriate induction and training. Induction is done by Ministry Leaders and will cover Safety, Hygiene, and the other issues contained in this document.

The team will be briefed before each session to make them aware of issues that they need to know about.

Training workshops for team and helpers will be held periodically. Topics include:

- Drug and Alcohol abuse and its consequences
- Mental Health Issues
- Dealing with Violent and Aggressive behaviour

5. Procedure for Dealing with Misconduct

Responsibilities

To ensure clarity and consistency, the responsibility for dealing with any form of misconduct, or any interface with Transform guests lies with the Transform Ministry Leaders who will follow an agreed procedure as outlined below. Operations will facilitate and support the provision of safety, safeguarding and security for all Transform activities but behavioural issues with guests will be managed by the ministry leaders. Operational staff will be available to assist in this area if requested to do so by the ministry leaders.

It is important that Transform and Operations are seen to be working together as a team and have the same vision and understanding for dealing with the difficult and sensitive issues that can occur with guests at ministry time. Therefore, in any confrontational situation involving a guest, Trinity staff and volunteers should support each other (whether Transform or Operations) and any differences in the way a particular issue is being dealt with should be discussed away from the guest

It would be helpful for both Transform and Operations staff and volunteers to review any guest issues at the end of the session and pray for ongoing clarity, discernment and wisdom in handling these, and to have an agreed plan for next steps.

Procedures

The procedure for dealing with misconduct will be as follows and actions recorded in the Incident Log:

- Firstly, the ministry leader will talk with the guest and remind him or her of the rules we have in place (which are clearly displayed at every session) and that we will not tolerate bad and disruptive behaviour.
- If the bad behaviour persists a verbal warning will be given and recorded in the Incident Log.
- For further bad behaviour, or a serious incident, the ministry leader may decide to impose a suspension or ban, and a standard letter will be issued by hand immediately, and the guest asked to leave. The content of the letter should be made clear to the guest (may need reading out loud) to ensure clarity and understanding. The ministry leader may decide to contact the safeguarding officer

- for advice prior to issuing the suspension.
- Before returning, after the suspension, the ministry leader and safeguarding officer will meet with the guest to review conditions for return.
 - In the case of continued serious misconduct an indefinite ban will be imposed.

Any refusal by a guest to comply with our attendance rules or to leave our premises should be referred to the police.

For the period of suspension, the guest will be asked not to attend any Transform activity, and staff, volunteers and guests should not offer to take out food and drinks to such a person who may be waiting in Trinity Lane or Winchcombe Street. However, if a suspended guest shows up whether in Trinity Lane or our car park then, unless they are causing a disturbance we should not intervene. If there is concern about their presence then the Transform leader will consult with operations as to what action, if any, should be taken. Any subsequent approach to the guest should be led by the Transform leader and a member of the operations team.

6. Requests for help outside King's Table/The Garage/Street Teams normal ministry times

Food, clothes, or other help will not be provided outside the normal King's Table/The Garage/Street Teams ministry times. The response to requests outside these times should be along the lines, "We are sorry but we are not able to provide help outside the normal King's Table/The Garage/Street Teams meeting times. There are other help centres in Cheltenham that may open at times when we are not. Please come back at our next opening time or try one of the other centres" (A list of centres in Cheltenham is available in Trinity House).

7. Emergency evacuation procedures

The Fire evacuation procedure can be found on the Health and Safety Notice Board in each building.

8. Police Turning Up Unannounced and Uninvited

When possible, police arriving unannounced and uninvited should be encouraged to come into the building via the Trinity Lane entrance, via the office (not the Winchcombe Street door), and to speak first with the Ministry Leader.

9. Medical Attention Needed

If a Transform guest needs urgent medical attention (seizures, fainting), call for an ambulance. Operations staff are first aid trained and can provide first aid assistance until the paramedics arrive.

Neville Page-Jones
Safeguarding Officer
April 2018

Best Practice Procedures for Transform Leaders and Helpers

I have read and understood the Transform Care, Safeguarding, and Safety Procedures and agree to comply with the procedures set out in this Document.

NAME _____

SIGNED _____

DATE _____