



PLYMOUTH CHRISTIAN CENTRE

Policy Document

September 2026 -August 2027

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Plymouth Christian Centre Health & Safety Policy

To provide the safest environment for every individual who enters the Plymouth Christian Centre and minimise the risk of illness or injury, we will observe the following Health and Safety guidelines.

On every occasion that the building is being used, those leading the group will be responsible for providing the safest possible environment by:

- Looking around the building and checking that things such as fire extinguishers are in place.
- Doing a safety check for things such as trip hazards, etc.
- Checking that any security fastenings on fire exits have been removed.
- Securing doors that need to be open where needed for safety (such as inward-opening entrance doors).
- Where equipment is being used, such as toys, they are to be visually inspected before use.
- Ensuring that everything has been put away correctly and nothing has been damaged when exiting the building.
- Extinguish any candles and turn off portable electrical equipment.
- Ensuring that all lights are off and the building is secured.
- Checking that all windows and doors are closed.

(During Sunday services, this will be the responsibility of the Staff team and the Ministry Leaders.)

All staff and church attendees are responsible for:

- Reporting any new hazards or maintenance issues that need to be corrected to the administrator via email (unless urgent).

A weekly inventory of the following will be completed by the caretaker and housekeeper:

- Weekly test of the fire alarm. Choose a different part of the system (for example a smoke detector or call point) each week.
- Checking battery-powered torches are working and replacing torches or batteries that are not. There are 2 at Connect Corner and 1 in the upstairs hall.
- Checking that all fire exit doors are clear of obstruction and working correctly.
- Check the self-closing mechanisms of self-closing doors and the release mechanisms of automatic fire doors.
- Making sure that all Fire safety equipment is in the right place, such as fire extinguishers and fire blankets. With fire extinguishers, look to see if the tamper seal has not been broken and that the pressure gauge is OK (not all extinguishers have a pressure gauge).
- Test emergency lighting, checking that it remains lit and shows no sign of failure, such as flickering or flashing.
- Check all doors along exit routes open without the use of a key and all fire exits are clear of obstructions.

In addition, the following tasks will be carried out by the caretaker and housekeeper:

- Checking the premises - both inside and out - and ensuring that there are no new hazards or maintenance issues that need to be corrected.
- Inspect any grounds, checking that trees and fences are in good condition.
- Ensuring the ground surrounding the premises is clear of obstructions such as litter.
- Checking seating for signs of damage and other problems.

A monthly inventory of the following will be carried out by the housekeeper:

- Ensuring that all first aid kits are adequately stocked and operational.
- That there are enough accident report forms available.
- The defibrillator on the outside of the building is as expected.

The following safety checks and compliances are carried out, organised by the administrator:

- Annual Fire Safety Check - Have fire extinguishers tested and inspected by a competent person - obtaining a certificate show that equipment has been checked.
- Annually arrange for the testing and inspection of the fire detection and alarm system.
- Regular checks for Legionella by fully qualified engineers/technicians.
- Annual PAT testing - Ensure electrical appliances are tested by a competent person and obtain certificate.
- 5-year electrical safety testing
- That heating systems are serviced (for gas systems, this must be done by a CORGI registered gas installer competent to work on non-domestic systems) and certified.
- The Annual gas safety check of the kitchen facilities.
- Ensure the stairlift is inspected and serviced at least once a year.
- Ensuring that safety signs are in the correct place.
- Ensuring that your risk assessments are reviewed and updated as needed, along with all other paperwork such as the health and safety policy.

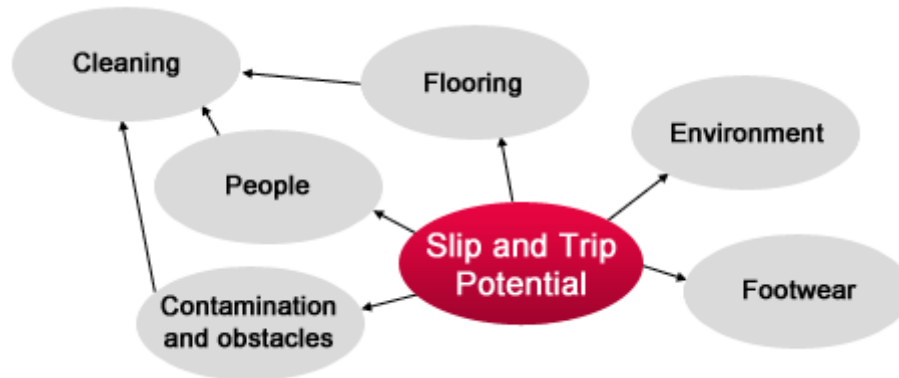
Plymouth Christian Centre Slips and Trips Policy

Slips and trips are the most common causes of injuries. It is everyone's responsibility to follow simple guidelines to reduce the chances of slips and trips occurring

1. Clean up any dropped food, spilt liquids, and grease immediately.
2. Always place a 'wet floor' sign to alert others of slippery conditions.
3. Carry out thorough and correct cleaning of floors.
4. Ensure adequate ventilation in all areas.
5. Wear slip-resistant shoes suitable for the environment if working in the kitchen.
6. Ensure that exits, stairways and through-ways are clear of rubbish and other items that may cause a person to stumble or trip.
7. Keep all areas clean and tidy.
8. Report to the Church Manager/Administrator/Building Supervisor any condition that may cause a slip/trip for example lifting flooring, loose matting, trailing cables, etc in order that the hazard can be removed or controlled.

Prevention of potential slips and trips

The diagram below is a slip and trip potential model. The bubbles highlight the main factors that can play a part in contributing to a slip or trip accident. One or more may play a part in any situation or accident. (HSE, 2011)



Environment

- Ensure the correct level of lighting is available for the activity.
- All stairs will be well lit when in use.
- Lights are to be switched on when the space is occupied.
- During cold months, or when there is a risk of ice, entrance and exit areas will be gritted with salt.

Plymouth Christian Centre use of Baptisteries Policy

Before the baptism

- Information to be collected: written consent (from parent of guardian if over 18), any medical information and associated actions, emergency details collected)
- A written risk assessment will be reviewed and stored on Sharepoint
- Brief candidates on suitable clothing and footwear
- Explain the process to candidates

During the baptism

- Wire free microphones only should be used in or around the pool.
- A first aider will always be present (all staff team are first aid trained)
- Electrical worship equipment is to be kept a reasonable distance from the Baptismal tank.
- Mop up spills as quickly as possible.
- Ensure any adjustments that need to be made are
- Always have two people baptising the candidate
- Ensure the baptistery is covered and secured when not in use. If left uncovered at any time, e.g. to dry, the area must be secured to prevent access.
- Ensure that there is adequate warning signage.
- Ensure children are always supervised by an adult and that parents/guardians are aware of their responsibilities.
- Suitable changing facilities will be provided

Plymouth Christian Centre: Food Safety and Hygiene Policy

Details taken from: www.elim.org.uk/food

Essentially, food supplied, sold or provided outside of the family or domestic setting must be safe to eat. It must not be 'injurious to health' or 'unfit for human consumption'. This is regardless of whether those supplying or selling the food are trying to make a profit.

At Plymouth Christian Centre, there are a number of events that require the preparation of food.

The same basic food safety rules apply to all situations.

This is in accordance with these government legislations:

- Regulation (EC) No. 852/2004 on the hygiene of foodstuffs
- The **Food Hygiene (England) Regulations 2006** (and equivalent regulations in Scotland, Wales and Northern Ireland)
- We are registered with Plymouth City Council as a food service supplier.

Kitchen users

At Plymouth Christian Centre the following ministries offer food:

Ministry	Frequency	Foodstuffs
Sunday services	Weekly	Tea, coffee, squash
Kidzone	Weekly	Squash & biscuit
Youth	Weekly	Drink & Biscuit
Connect Tea	Monthly	Sandwiches & cake, tea & coffee
Monday Freedom Encounters	Weekly (Term time)	Tea & Coffee
Central Community Group	Weekly	Tea & Coffee
Wednesday Prayer Centre	Weekly (Term Time)	Sandwiches & cake, tea & coffee
Jellybeans	Weekly (Term Time)	Tea, coffee, squash, biscuits, homemade cake
AA	Weekly	Tea & Coffee

Kidz Klub	Weekly (Term Time)	Water, sweets
Youth	Weekly (Term Time)	Tuck shop
Soup Run	Weekly	Sandwiches, Pasties, Soup, tea & coffee
Summer Holiday Club	Weekly (School Holidays)	Food & drink
Men's	Ad – hoc 3-4 x per year	Breakfast/Curry Night
Ladies	Ad – hoc 3-4 x per year	Breakfast/ cream tea
Alpha	2 x 10 week course per year	Dinner, dessert, tea & coffee
Love Thy Neighbour	Tues & Saturday	Groceries and provisions

Kitchen guidelines:

These guidelines apply to any use of the main church or small church kitchen:

1. It is the responsibility of the user to clean and return all dishes, utensils, and cookware to proper storage area, and take all rubbish to the outside bins.
2. All food, beverages, grease, etc. used in the kitchen must be correctly stored or removed by the group and/or the responsible adult.
3. When using the main church kitchen, the Fire Exit and rear gate are to be unlocked.
4. The user must have instruction on proper use of all kitchen equipment prior to use.
5. Any non – Plymouth Christian Centre Group using the kitchen must provide all supplies used by that group. This includes paper products, utensils, trash bags, cleaning supplies, dish towels and table linens unless otherwise arranged with the church office.
6. Cooking is not permitted without prior approval. Fan must be in operation whenever stove is used.
7. If any kitchen supplies or equipment are taken from one kitchen to the other kitchen, they must be returned to their original location.
8. All lights, equipment and appliances must be turned off when leaving the building and all doors are to be locked.
9. Smoking is not permitted on church property at any time.
10. Alcoholic beverages are not permitted on church property at any time.

11. Plymouth Christian Centre is not liable for any injuries or damage to personal property.

~~12.~~ In case of an emergency, please call 999 and then inform the church office on 01752 661019.

Hygiene Training

It is currently not a legal requirement for volunteers serving on a rota basis to receive a Food Hygiene qualification. However, at Plymouth Christian centre volunteers who regularly handle food will receive an opportunity to obtain the basic food hygiene level 2 certificate.

Food Safety Management:

Plymouth Christian Centre have implemented **Food safety management procedures** based on the principles of HACCP (hazard analysis critical control point).

Hazards
Dirty or damaged work surfaces and stores in food preparation areas
Storage and preparation of raw and cooked foods together
Signs of pests in areas where food may be prepared or stored
Food that is out of date, of poor quality or contaminated
Inadequate cooking, re-heating or thawing
Cleaning chemicals stored with foodstuffs
Food being prepared too far in advance
Foods containing known allergens
Storing food at the wrong temperature
People who are unwell handling food
Contamination from foreign items

Precautions
Premises will be kept clean, well maintained and in in good condition – including walls, equipment, ceilings and floors. Each ministry is responsible for leaving the kitchen in a high standard of cleanliness once they have finished.
The church food preparation surfaces are in good condition and are easy to clean and disinfect. There are cleaning materials and blue roll situated in the kitchen.
We will purchase food from reputable suppliers or ensure it is prepared in homes where people practice good standards of hygiene.
Food deliveries will be checked to ensure food is supplied packaged safely, at the correct temperature, in date and is clean and undamaged
Fridges and freezers will be checked weekly for unused food
Chilling equipment will be checked before any food is taken and used form it Fridges are to be operating below 8 degrees Celsius and freezers at -18 degrees Celsius.
Correct storage of fresh food will be practiced. i.e if raw meat and poultry are in the same fridge, raw meat/ poultry/fish should always be stored below ready-to-eat food
Anyone cooking food will make sure that food tested using a probe and recorded in the temperature in log book.

Examples of safe time/temperature combinations include: • 80°C for at least 6 seconds • 75°C for at least 30 seconds • 70°C for at least 2 minutes • 65°C for at least 10 minutes • 60°C for at least 45 minutes
All food will be kept covered to help protect it from bacteria and to prevent contamination
At Plymouth Christian Centre we will promote good hygiene practices when preparing food. No one who is unwell should prepare food during their illness or for 48 hours after.
Anyone who prepares food on a regular basis will be encouraged to obtain a basic food hygiene qualification.
All packaging materials and food waste will be disposed of correctly and immediately
We will ensure our pest control contractors make regular visits and will report any activity to them immediately.
We will provide suitable washing facilities (i.e. wash hand basins, hot water, soap, disposable hand towels etc.
Both kitchens have a dedicated area for storing cleaning chemicals, away from foodstuffs
We will have regular water testing for Legionella.

The basic principles of safe food preparation can be summarised as the '4Cs':

- **clean:** wash your hands, surfaces and utensils properly and keep them clean
- **cook:** cook food properly
- **chill:** chill food properly
- **cross contamination:** avoid spreading food poisoning bacteria between foods by cross contamination

Preparation area:

The kitchen is annually visited by environmental health and assessed.

The church is also registered as a food provider due to the weekly service to the Plymouth Soup Run.

The main kitchen where food is prepared includes worktops designed for ease-of cleaning, provision of suitable workspace and wash basins, etc. There are also separate fridges, freezers and storage areas for the Church and Nursery use.

The small kitchen to the rear of the main auditorium is used to prepare drinks, communion (monthly), and serve food which has been prepared either in the main kitchen or off-site.

There is also a fly light and an extractor. An gas safety check is carried out annually and the extractor is also cleaned annually.

Food handling and preparation

Keep ready-to-eat foods, such as cakes and biscuits, away from raw food, especially raw meat.

Keep cakes and desserts in the fridge if they contain fresh cream or butter-cream icing. Don't leave them out at room temperature.

Use clean tongs or a cake slice to serve cakes.

People who are handling foods must wear suitable protective clothing, like aprons. These should only be worn in the food preparation area, and must be removed before the person leaves the room. Food preparation gloves will also be available.

Jewellery can present a contamination risk and should be removed by food handlers. In addition, it is good practice for food handlers with long hair to securely tie hair back. Similarly, any cuts on the skin should be protected using a brightly coloured plaster (blue is normally used for kitchen use).

Food safety

Keeping food safe:

Following the 4Cs of food hygiene, cleaning, chilling, cooking and avoiding cross-contamination will help you prepare, make and store food safely.

Here are some general practical tips for when you're making food for large numbers of people:

prepare food in advance and freeze it, if you can, but ensure the food is properly defrosted before you use it wash your hands regularly with soap and water, using hand sanitisers if hand washing facilities are not available

always wash fresh fruit and vegetables keep raw and ready-to-eat foods apart do not use food past its use-by date always read any cooking instructions and make sure food is properly cooked before you serve it ensure that food preparation areas are suitably cleaned and sanitised after

use and wash any equipment you are using in hot soapy water keep food out of the fridge for the shortest time possible

Chilled food

Food that needs to be chilled, such as sandwich fillings served as part of a buffet, should be left out of the fridge for no more than four hours. After this time, any remaining food should be thrown away or put back in the fridge. If you put the food back in the fridge, don't let it stand around at room temperature when you serve it again.

Use-by dates

Use-by dates show how long the food remains safe to eat or drink. Check and follow the use-by dates of the food you serve. Food cannot be supplied in any circumstances if its use-by date has passed. This also applies if you are supplying people with packaged food from a food bank.

WRAP date labelling guidance provides advice on how to safely redistribute surplus food and avoid food waste.

Foods that need extra care

Some foods are more likely to cause food poisoning than others. These include:

raw milk raw shellfish soft cheeses pâté foods containing raw egg cooked sliced meats

Cakes

You can serve home-made cakes at community events. They should be safe to eat if a recipe from a reputable source is used, the people who make them follow good food hygiene advice the cakes are stored and transported safely

Making and transporting cakes

If you make a cake at home:

- use recipes from reputable sources always wash your hands before preparing food make sure that surfaces, bowls, utensils, and any other equipment are clean don't use raw eggs in anything that won't be thoroughly cooked, such as icing or mousse
- keep cheesecakes and any cakes or desserts containing fresh cream in the fridge store cakes in a clean, sealable container, away from raw foods
- On the day, when you bring in cakes from home or run the stall, you should transport cakes in a clean, sealable container make sure that cheesecake and any cakes or desserts containing fresh cream are left out of the fridge for the shortest time possible, ideally not longer than 4 hours when handling cakes use tongs or a cake slice

Storing cakes

You can keep cakes and baked goods with high sugar content in:

- airtight containers - this will prevent mould growth through absorption of moisture from the atmosphere
- the fridge - cakes will last for longer, but their quality may be affected

Food Allergens:

Plymouth Christian Centre request that information on allergens are available when food is served.

Any food prepared on site and taken off to be consumed will be labelled with allergens. A food label machine is available in the main church kitchen.

The UK Food Information Amendment, also known as Natasha's Law, came into effect on the 1st of October 2021 and requires food to provide full ingredient lists and allergen labelling on foods which are pre packed.

Record keeping

It is essential to keep certain records so that they can be referred to. Each person that uses the kitchen must record their use.

Temperature control is important to prevent food poisoning, either by killing off bacteria (e.g. through cooking) or reducing the multiplication of bacteria (e.g. through refrigeration).

Therefore, a record of the temperature of the fridge or freezer where food has been stored must be recorded and also checking to see if there is an ice build-up in freezer compartments.

Refrigerators must be set so that high-risk foods are kept below 8 degrees Celsius. Freezers should be below -18 degrees Celsius.

In addition, they must record any hot food temperatures.

Sheets can be found in the food safety file in the main church kitchen.

Cleaning and Disinfecting

Cleaning is the process where visible dirt, grease and food debris are removed. Detergents such as washing-up liquid will be used for cleaning worktops and followed by an antibacterial spray suitable for this purpose.

Rubbish must be removed from the kitchen regularly. After each ministry event, the ministry leader is responsible for ensuring that all refuse is removed from the kitchen and taken to the outside bins.

The kitchen will be cleaned thoroughly after each use. **A Food Preparation Record must be completed each time the kitchen is used.**

Plymouth Christian Centre COSHH

COSHH is the law that requires employers to control substances that are hazardous to health. Sometimes substances are easily recognised as harmful. Common substances such as paint, bleach or dust from natural materials may also be harmful. Below is a basic list of products that are used at Plymouth Christian Centre. A more extensive list including data sheets can be found in the main kitchen of the church. All chemicals are stored in locked cupboards.

<u>LOCATION</u>	<u>HAZARDOUS MATERIALS</u>	<u>CONTROL MEASURES</u>
Cellar/Storerooms	Paints, White Spirit and Combustibles	Out of public access --- PPE available for painting and white spirit use.
Cleaners Cupboard (GF – to the right of the foyer)	Cleaning Materials and Detergents	Stored in a locked cupboard and only used by cleaning staff in measures recommended by label PPE available as required
Main Kitchen – First Floor	Cooking Oil, Detergents, Dishwasher Chemicals Sanitisers	Dishwasher chemicals and cooking oil only stored as needed. Detergents and Sanitisers used as recommended by label PPE equipment available as required
Nursery Kitchen (GF)	Cleaning Materials, Detergents, and Sanitisers	Stored out of reach of children and used as recommended by label
Main Office - Corridor	Printing Toners	Stored in locked cupboard and only ordered as required
Cleaners Cupboard in Men's Toilets	Cleaning Materials and Detergents	Stored in locked cupboard and used as recommended by label PPE Equipment available as applicable
Nursery Laundry Room	Laundry Detergents and Cleaning Materials	Out of public access and only used as recommended by label

Administrator:Allie Woodfield

Buildings & maintenance: Garry Hick

We will provide adequate first aid provision in our building.

There are 4 First Aid kits situated throughout the building:

1. Main entrance foyer
2. Staff corridor
3. Upstairs Hall above the youth fridge
4. Main Kitchen

All First Aid kits contain a plentiful stock of basic first aid equipment. In addition, the First Aid kit in the main kitchen contains blue plasters and a burns kit.

First Aid kits are checked by PHS on a bi-monthly basis and have a large supply.

Allie Woodfield (Church Administrator) is responsible for maintaining the First Aid kits in between these times and will be responsible for notifying PHS of any concerns regarding the kit itself or stock levels.

Allie Woodfield is the nominated workplace first aider at Plymouth Christian Centre. All the church staff are all qualified First Aiders also.

During Sunday and special services when larger numbers of people are employed, and in situations where first aid treatment might be required for members of the public, staff are the first aiders.

The youth and children's ministries are responsible for ensuring sufficiently qualified First Aiders are available during their meetings.

All accidents are to be recorded under the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations** (Known as **RIDDOR** for short).

You must keep a record of all accidents that happen on official business and on your property.

Accident report forms are available in the church office, in the Connect Corner File and there are

also specific Accident reporting forms for youth and children's documents.

In accordance with the latest Data Protection laws, accident reports are to be handed into the church office immediately or if unavailable placed in a sealed envelope and posted into the white Connect Corner box which is locked and only Church staff have access.

This document will then be filed in a securely locked cupboard within the church office.

Serious injuries to employees and situations where a member of the public is taken to hospital, should be reported as accidents under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Reports are usually made in writing or via the HSE Website. Written forms are usually submitted to the Environmental Health department of your local District, Borough or Unitary Authority.

RIDDOR also requires that certain dangerous occurrences are reported (dangerous occurrences are incidents that did not result in personal injury, but could have done). Similarly, certain diseases are reportable.

If any injury or dangerous occurrence is reported, a record should be kept of when and how the report was made.

Plymouth Christian Centre will carry out a duty to prevent the outbreak of fire by minimising all possible risks. This will be achieved by:

- Annual Fire Safety Check - Have fire extinguishers tested and inspected by a competent person - obtaining a certificate show that equipment has been checked.
- Annually arrange for the testing and inspection of the fire detection and alarm system.
- Arrange for an annual Fire Risk Assessment to be carried out and respond to all recommendations.
- That heating systems are serviced (for gas systems, this must be done by a CORGI registered gas installer competent to work on non-domestic systems) and certified.
- The Annual gas safety check of the kitchen facilities.
- Ensure the stairlift is inspected and serviced at least once a year.
- Ensuring that Fire Escape safety signs are in the correct place.
- Have all electrical installation tested for electrical safety. Annual PAT Testing and 5 yearly electrical testing.
- Looking around the building and checking that things like fire extinguishers are in place.
- Doing a safety check for things such as trip hazards, etc.
- Checking any security fastenings on fire exits have been removed.
- Securing doors that need to be open where needed for safety (such as inward-opening entrance doors).
- During Sunday services Garry Hick will be responsible for unlocking the building, including all fire exits, and arrange cover in his absence.
- Weekly test of the fire alarm. Choose a different part of the system (for example a smoke detector or call point) each week.
- Checking battery powered torches are working and replace torches or batteries that are not. These are 2 at Connect Corner and 1 in the upstairs hall.
- Checking that all fire exit doors are clear of obstruction and working correctly.
- Check the self-closing mechanisms of self-closing doors and the release mechanism of automatic fire doors.

- Making sure that all Fire safety equipment is in the right place, such as fire extinguishers and fire blankets. With fire extinguishers, look to see if the tamper seal has not been broken and that the pressure gauge is OK (not all extinguishers have a pressure gauge).
- Test emergency lighting, checking that it remains lit and shows no sign of failure, such as flickering or flashing.
- Check all doors along exit routes open without the use of a key and all fire exits are clear of obstructions.

Church Emergency Action Plan – FIRE

Assembly Point:

Astor Park

Kidzone to congregate with their Zone Leaders within the Basketball Court

Action on Discovery of Fire

- Raise the Alarm by breaking glass at various call points around the building in order to activate the fire alarm.
- Nominated Fire Warden (Liz, Allie, Garry or staff team if all three are absent) to meet at fire panel, put on fire warden jackets, and check which Zone the fire alarm is located in.
- Announcement will be given from the front to evacuate the building.
- Children are not to be collected as they will be evacuated by youth and children's teams.
- Multimedia will immediately halt all background music and sound.
- Fire wardens to announce the route of evacuation depending on the location of the alarm source.
- Call the fire brigade 999 by mobile phone (Allie)
- Welcome Team to begin directing people who are evacuating.

- Leave the building by the nearest fire exit which is illuminated – Kidzone will be evacuated separately by their leaders and will congregate in the basketball cage of Astor Park.
- Fire warden (Allie) to ensure that anyone at the upstairs muster point is evacuated safely, using the evac stretcher if necessary.
- Fire Safety Warden(s) to sweep building to ensure everyone is evacuated paying attention to small rooms and toilet areas.
(Liz - Kidzone, Allie – main church, Garry – Upstairs and toilets).
- Garry to give grab bag from Fire Cupboard to the fire brigade on arrival. This includes layouts of the building, fire alarm zoning, COSHH Register, etc.
- Report to the assembly point.
- Garry to liaise with the fire brigade on their arrival ensuring that you have checked the fire alarm panel to know which zone is being indicated as 'on fire'. Hand over fire grab bag. Have knowledge of a full roll call from Kidzone leaders to know if anybody is left in building.
- Only attempt to tackle small fires if confident and trained to do so.
- Do not put yourself at risk.
- Do not re-enter the building until told safe to do so by the fire brigade.

Congregation and Visitors – Extra Consideration

- Ensure all congregation members and/or visitors are directed to the assembly point in a calm manner by on duty Welcome Team.
- Assist any disabled, elderly or infirm persons with their evacuation as necessary by the Welcome Team.
- Assist in the evacuation any disabled, elderly, or infirm persons from the upstairs Muster point outside the offices as necessary using Welcome Team. Fire slide available. DO NOT USE THE STAIRLIFT.
- Liaise with Kidzone leaders to ensure all youth and children have been evacuated successfully once they have completed a roll call of names.

Kidzone

Kidzone leaders will have registers in order to roll call all children and match children with parents. Parents should report to basketball court where Kidzone staff will release children as per normal protocol.

Special Events

Where visitors unfamiliar with the layout of the building may be attending special events such as Christingle, Christmas services, etc, extra stewards to be on duty and given a fire brief before the event is held to ensure effective evacuation if necessary.

Fire Safety Management Plan

Fire Safety Plan

Person with overall responsibility for Fire Safety

Liz Crudgington

Fire Risk Assessment

Person responsible for carrying out and review of

Allie with Garry and Liz

Maintenance Programme

- Maintenance of Fire Safety Provisions
- Fire Alarm
- Emergency Lighting
- Fire Fighting Equipment
- Escape Routes
- Fire Safety Signs/Notices

Staff Training

Person responsible for Fire Safety Training for staff & department heads:

Liz Crudgington & Allie Woodfield

It is recognised that there is a need to make places of worship as accessible as possible and to ensure that there is a welcoming atmosphere within. This does however need to be balanced with robust measures to protect those inside from threat; this policy outlines these measures.

Sunday Services

Risks

Unknown people entering the building, with no way of knowing whether they are a potential threat or not.

Control Measures

Welcome and staff teams to be vigilant and either

- (i) Challenge any odd behaviour
- (ii) Seek help from the security team
- (iii) Call the police if necessary (in the first instance this would be the Operations Manager or Church Administrator but can be anybody if necessary).

Action

Low level behaviour e.g. talking loudly, walking around without taking a seat

- If the welcome team member feels comfortable doing so, they will approach the individual cautiously and ask them to stop the behaviour.
- Welcome team leader to be aware and assist if needed.

Medium level behaviour e.g. approaching the platform in what feels a threatening way, shouting, being under the influence of drugs or alcohol.

- Welcome team member communicates with other welcome team and security team. Security team make selves available for assistance if needed.
- Welcome team member or security team member approaches individual and asks them to stop behaviour and if appropriate, asks them to come out to the foyer, toilet corridor or stairwell.

Considerations:

- (i) One on one communication recommended.
- (ii) Avoid approaching a disruptive person in groups as this will escalate a situation.
- (iii) Security team to be on standby within close proximity but not involved in interaction.
- (iv) This may result in a downgrade to a low risk level or escalation to high.

High level behavioural threat e.g. threat of violence or danger of immediate harm to congregation

- Security to ask individuals nearby to move.
- Security to open nearby doors leading outside including fire escapes. Move individuals away from doors to allow individual to easily vacate building.
- Security to ask the individual to leave the building
- If the person refuses to leave and poses a significant threat, we¹ will initiate an emergency evacuation by triggering the fire alarm and following our fire evacuation procedure². (If the threat is significant, this stage will be actioned straight away.)
- Police to be called.

Things to consider when approaching disruptive individuals:

- Think about what else may be going on e.g. a mental health crisis or someone having difficulties communicating. Consider that a person's behaviour and reactions may be due to a mental or physical illnesses (e.g. diabetic crisis), physical disability, reduced mental capacity or neurological difference (e.g. autism).

General recommendations for security approaching disruptive individuals:

- Try to maintain a safe distance. Be aware of own emotional state. If you have had a particularly stressful day, it may be wise for someone else to approach.
- Approach the person calmly with an open, non-threatening stance.

¹ Anyone on the security team, Ronny, Steve, Liz, Allie or any of the staff team.

² Fire alarm sounds, children congregate in football cage, adults congregate outside the cage, 999 is called by Liz Crudgington, Allie Woodfield or any member of the staff team.

- Don't get too close to the person. Give them plenty of space.
- Use a low, consistent voice. Do not shout or use threatening language.
- Introduce yourself, ask for the person's name and use it.
- Be sensitive and compassionate.
- Use clear, non-threatening, directive, communication.
- Be patient and check the person's understanding.
- Try to explain, as much as possible, that you are no physical threat to them.
- Try to move the person to a calmer and more familiar place, with fewer people and less noise.
- Try to avoid any physical contact (e.g., a reassuring hand on the shoulder).
- Ask whether the person has any problems you may not know about.
- Be alert to changes in behaviour i.e. the person may be displaying clenched fists, raising hands above waist or standing side on.
- Be prepared to back off. Give space and time if possible. Attempt early negotiation. Be aware of your own non-verbal signals – signalling a non-aggressive but clear response can help defuse a situation.
- Individuals may have weapons or may have infectious diseases or needles for drug use.

Communicating potential threats

At times, outside of a Sunday, we are made aware of individuals who may be a threat to a member of the congregation or the wider congregation. This is what we will do in this instance;

- Information to be taken to SLT to discuss whether it needs to go to the whole security team.
- If it meets a threshold (case by case), Operations Manager to communicate with the wider security team via email.

Security team 2026 - 2027

Garry Hick



Brian Green



Nathan Drew



Matt Crudgington



Andy Bennett



Paul Wright



Josh Laidlaw



Hamish Macdonald



Matt Fish



Geoff Lee



Plymouth Christian Centre Terrorism Policy

Main Sunday Services

See 'Dealing with threatening behaviour' policy

Day to Day Office Use

– Risks

Delivery people and other members of the public who may need pastoral care or help.

– Control Measures

There are video access systems to both the offices and the nursery, thereby reducing any open access to any members of the public. The only way to enter either of these areas is by key code or by a member of staff physically buzzing the person in. No member of staff should allow access into the building unless completely happy with the person wishing to enter.

Evacuation Policy

Day to Day offices – In the event of a Suspicious Package/Bomb Threat

- No parcels or packages to be left unsigned for by reputable mail delivery company and without knowing their contents
- If a bomb threat is received via telephone, follow phone log checklist and report to police on 999 as soon as possible. Find out where the suspicious package is if possible. If credible, break glass on fire exits to sound the alarm and leave the building as quickly as possible.
- Get as far away from the building as possible.
- At no time put yourself in any unnecessary risk of harm – do not be a hero.

Day to Day offices – In the event of a Gunman/Knifeman

- If any threat, run to the nearest exit and away from the threat, breaking the fire alarm system glass on the way to alert the rest of the building to leave urgently.
- Run / Tell Hide
- Call 999 and try to keep the police on the line whilst making sure that it is silenced.
- Spread out and get out of the line of sight of the building, trying to put as many buildings between you and the church building.
- At no time put yourself in any unnecessary risk of harm – do not be a hero.

Plymouth Christian Centre Lone Working Policy

A priority at Plymouth Christian Centre is to keep staff safe

On occasions it may be necessary for a member of the church to work alone. This will predominantly apply to members of the staff team.

This may create issues in relation to personal safety, but also, if they have an accident, it could be some time before they get help.

By adhering to these guidelines it is hoped that the risk of lone working is reduced to a minimum.

- Notify a member of the team or a family member of your intention to work at the church alone, detailing the tasks you are doing, the area of the church you are working in and the time you intend to be there.
- Keep a mobile phone on you should you need to call for assistance.
- Enter the premises via the front side (ramped) entrance. If you are working alone you can lock the front glass door as long as you keep your key close at hand should you need to exit quickly.
- If you are working in the church office and feel comfortable, you may leave the front glass door unlocked so that postal deliveries can be made but ensure that the door into the nursery corridor and the bridge door remain locked for your personal safety. Always keep the staff corridor shut for additional safety.

- When in the church office use the intercom to assess who is at the bridge door. If you are in any doubt do not open the door, ask for deliveries to be left or take a name and number and inform the person that a member of the staff team will call them back.

If you at any time feel threatened or vulnerable, inform the individual that you are calling 999 and dial immediately.

- Keep as little money in your church as possible. If people regularly take a trip to the bank, use a different route from time to time and vary when the trip is made. Don't carry large amounts of money at a time.
- If an incident does occur a report must be made to the Operations Manager, Liz Crudgington immediately. It may be necessary to report this to RIDDOR or the police.

Plymouth Christian Centre Confidentiality Policy

Confidentiality is considered integral to the community at Plymouth Christian Centre, whether employed, a ministry leader or a volunteer worker. Church members and the wider congregation should also be encouraged to maintain confidentiality, as it can cause unnecessary pain and upset when information isn't shared appropriately.

The basics of confidentiality

- Things people share should be treated in confidence.
- Don't assume that a person's friends or family know any details.
- Confidentiality is just as important with children as with adults.
- Don't share information without express permission, even in open prayer or intercessions.
- If you know someone in more than one context, remember to keep the boundaries.
- The limits of confidentiality should be set by an open and agreed policy rather than by assumption.
- Pastoral workers should not share details with their own friends or family
- All persons or groups discussing the status of an individual need to be aware of the rules of confidentiality.
- Material discussed during ministry meetings is to remain confidential unless the ministry leader gives permission for it to be shared. If you are unsure, discuss this with the ministry leader concerned.
- Remember when disposing of or passing on computers to delete all sensitive information.

- All sensitive information on computers or data storage devices should be password-protected.
- Treat email, text or messages on other social media platforms with the same level of care and security as written correspondence.
- Shred all documents containing personal or sensitive information.
- **If you believe that you require support or wisdom for a situation, then arrange to discuss this matter with the pastors. If you feel that there is a Safeguarding issue, you may disclose the information only to the Safeguarding Coordinator, who will notify the relevant authorities.**

Plymouth Christian Centre – Prayer (Ministry) Policy

1. Introduction

At Plymouth Christian Centre, we believe in the power of prayer and regularly offer opportunities for individuals to receive prayer during our gatherings. These moments provide space for people to seek God's help for personal needs, pray for others, or give thanks for His blessings.

To ensure that prayer ministry is conducted safely, respectfully, and in line with biblical values, all who participate in prayer ministry must be appropriately trained through the Freedom Encounters ministry*, accountable to the Pastors, and follow this policy.

** Not required for Community Group leaders when supplementing the prayer team in a Sunday morning service.*

2. Purpose of the Prayer Ministry Team

The purpose of the Prayer Ministry Team is to:

- Encourage and promote prayer within the life of the church.
- Be open and responsive to the leading of the Holy Spirit.
- Pray that God's love, guidance, and healing power would be released for the benefit of His people and to His glory.

3. Oversight and Accountability

- Prayer ministry during services is overseen by the **Pastors and Elders** of Plymouth Christian Centre.
- Only individuals **known to and approved by the leadership team** may engage in prayer ministry.
- The Prayer Ministry Team operates under the **authority and guidance** of the church leadership.
- Team members must:
 - Be known by, and accountable to, the leadership team.
 - Have participated in appropriate, approved training as given by the Freedom Encounters ministry.
 - Conduct themselves in a manner that honours Christ and represents His church well.

4. Prayer Ministry During Services

Morning Services

- Prayer ministry is normally conducted by members of the **Prayer Ministry Team** and/or **Community Group Leaders**, depending on the size of the response.
- Oversight is maintained by Pastors and Elders to ensure only authorised individuals participate.

Evening Services

- Due to the more relaxed atmosphere and larger number of non-regular attenders, prayer ministry will be managed appropriately by the prayer ministry team.
- To that end, trained personnel (Prayer Ministry Team members) will wear **“Prayer Team” lanyards** for clear identification in the evening services.

5. Guidelines for Praying with Individuals

- **Gender Guidance:**
 - Prayer should normally take place between individuals of the same gender although if in the main auditorium, i.e. in public, this is not essential.
 - However, if someone begins to disclose gender sensitive or extremely personal information, gently pause and ask someone of the appropriate gender to join you.
- **Introduction and Approach:**
 - Introduce yourself if you do not know/recognise the person asking for prayer.
 - Ask for a brief outline of their prayer need.
 - Explain what will happen during prayer.
 - If the concern is personal, encourage them to be still and receive prayer.
 - If praying for another person, offer them the opportunity to join in the prayer if they wish.

- If you intend to lay hands on the person you are praying for, seek their consent first and ensure the area is appropriate, i.e. arm, shoulder, or hands etc.
- If praying for physical healing involving the laying on of hands and the area is private/sensitive, ask the person to place their hand on the area while you pray.
- **Location:**
 - If praying for someone you do not know personally, remain in the **main auditorium** so that assistance can be sought if needed.

6. Confidentiality

Confidentiality is essential to maintaining trust and safety in prayer ministry.

Information shared during prayer must remain confidential, except where there is a **safeguarding concern** or a need for pastoral support.

If a concern arises during prayer, you must share it only with:

- A **church leader**, or
- A **member of the Safeguarding Team**, as listed below:

Safeguarding Contacts:

- **Safeguarding Coordinator:**
Hamish Macdonald – 07790 734012
- **Deputy Safeguarding Coordinator:**
Allie Woodfield – 07737 157817

7. Support and Debrief

If you require further support, guidance, or debriefing after praying with an individual, please approach:

- The **church pastors**,
- The **safeguarding team**, or
- The **prayer ministry lead**.

8. Review

This policy will be reviewed periodically by the leadership team to ensure it remains consistent with best practice, safeguarding requirements, and the spiritual life of Plymouth Christian Centre.

General Data Protection Regulation (GDPR)

Elim guidelines for GDPR for local churches:

The **General Data Protection Regulation (GDPR)** comes into force on 25 May 2018.

This legislation will supersede the Data Protection Act 1998 (DPA). The DPA established several fundamental principles which are based upon the right of the individual to have respect for their private and family life free from interference by the State. These principles form part of the new GDPR.

Put simply GDPR aims to ensure that those processing personal data (whether held in electronic or paper form):

- do so in a way that is consistent with what they said the data would be used for
- are keeping the data safe
- ensure that the person who the data is about retains control of the data
- are not keeping data longer than is necessary.

Section A – Terminology

Data subject

A data subject is the living person to whom the personal data refers. In a church context this could include members, enquirers, youth group attenders, children in Sunday School, amongst others.

Data controller

The data controller is the legal entity that determines purposes and the way personal data are processed.

Data processor

Any person (other than an employee of the data controller) who processes the data on behalf of the controller.

Personal data

Personal data is any information relating to a living individual who can be identified by the data directly or indirectly. Personal data can be held in computerised or paper filing systems. GDPR widens the definition of personal data to include 'online identifiers' such as IP addresses.

Special categories of personal data

Previously referred to as sensitive data, the GDPR defines special categories of personal data as, "Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation." Much of the data a church processes is likely to be considered special category of personal data as it will concern the individual's religious beliefs. Where a church carries out DBS checks they may also process special categories of data in relation to an individual's criminal convictions.

Subject Access Request

A subject access request (SAR) allows an individual to ascertain whether an organisation is processing any information about them or that of a child they have

parental responsibility for and to obtain a copy of that information. Organisations will be required to confirm the request meets the criteria and if so, to issue the information within 30 days. (This may be extended by a further two months in certain cases).

Privacy notice

A privacy notice is information that informs individuals the reasons their personal data is being collected and how it will be used.

Section B - Data subject rights

The eight key rights of data subjects are as follows (A data subject is the individual whose personal data is held).

1. The right to be informed 2. The right of access 3. The right to rectification 4. The right to erasure 5. The right to restrict processing 6. The right to data portability 7. The right to object 8. Rights in relation to automated decision making and profiling

The right to be informed: This right gives the data subject the right to be informed about what their data is being used for. This would typically be done through a privacy notice. GDPR states that such information must be:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child and;
- Free of charge

The right of access: Data subjects have the right to ask any organisation if they are holding or processing any personal data about them. If the organisation is holding

or processing data the subject can request a copy of that data. This is also known as a Subject Access Request (SAR). After having verified the identity of the person making the request, the data must be provided in a clear way and must not include code that would be meaningless to the subject. SARs must be complied with, without delay, and within one month at the latest and must be free of charge. If the request is complex, this can be extended to two months but the data subject must be notified of the delay within one month and the reasons for the delay.

The right to rectification: Data subjects have the right to have personal data rectified if it is inaccurate or incomplete. As above, the rectification must be carried out within a month or where it is complex within two months. Where the personal data has been disclosed to third parties you must inform them of the rectification where possible. Where appropriate, you must also inform the individuals about the third parties to whom the data has been disclosed.

The right to erasure: (Also known as the right to be forgotten). The broad principle here is to enable an individual to request the deletion or removal of personal data where there is no compelling reason for its continued processing. Erasure must be done thoroughly and completely. For example, it is not acceptable for data to be removed from the organisation's computer system but be recoverable from a backup of the system.

There are additional requirements when the request for erasure relates to a child's personal data. This reflects the GDPR's emphasis on the enhanced protection of children's data, especially in relation to online environments. This is due to a child possibly not being fully aware of the risks involved in processing at the time of consent.

Where personal data has been disclosed to third parties you must inform them about the erasure of the personal data unless it is impossible or involves disproportionate effort to do so.

There are also some specific circumstances where you can refuse to comply with a request for erasure.

The right to restrict processing: When processing is restricted, an organisation can continue to store data, but cannot further process it. It is important that systems are in place to ensure that the restriction is respected in future. If data has been supplied to third parties, it is the responsibility of the organisation to ensure that the third parties are aware of the restrictions and comply with the rights.

The right to data portability: This is a new feature of GDPR which permits data subjects to obtain and reuse their personal data for their own purposes across different organisations and services. The data must be transferred in a safe and secure way and should be provided in a useable format.

This right must be complied with within one month or as above within two months if the data requested is complex.

The right to object: Data subjects have the right to object to the processing of their personal data under certain conditions including processing carried out for the purposes of profiling or direct marketing. In the case of a request to cease using data for direct marketing, the processing should stop as soon as the objection is received. There are no exemptions or grounds to refuse the request.

Organisations must inform individuals of their right to object at the point of first communication and in their privacy notices. The right to object must be “explicitly brought to the attention of the data subject and shall be presented clearly and separately from any other information.” Rights in relation to automated decision making and profiling: Individuals have the right not to be subject to decisions based solely on automated processing where the decision has legal or similarly significant effects on the individual.

Section C - GDPR Principles:

The principles are similar to those in the Data Protection Act 1998 and lay out the responsibilities of the Data Controller when processing personal data. Article 5 of the GDPR requires that personal data shall be:

- (a) Processed lawfully, fairly and in a transparent manner in relation to individuals;
- (b) Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- (c) Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- (d) Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;

(e) Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals;

(f) Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Article 5(2) requires that:

"The controller shall be responsible for, and be able to demonstrate, compliance with the principles"

Section D – Lawful bases of processing

Under GDPR you must have a valid reason for processing personal data and you must be able to demonstrate that reason. There are six lawful bases available and according to the ICO no single basis is more important than any other. The basis will be determined by the relationship to the data subject and the purpose for which data is collected.

(a) Consent:

GDPR sets a high standard for consent. If consent is difficult to obtain, consider whether you can use a different lawful basis.

- Consent must be opt-in rather than an opt-out. GDPR specifically bans pre-ticked opt-in boxes.
- Consent statements should be clear, concise and unambiguous.
- Separate consent statements should be obtained for separate things. Vague or blanket consent will not be sufficient.
- Consent should be given after individuals have been informed of the purpose for which the data is being collected and how it will be processed. This may be through the use of a privacy statement.
- Consent statements should be separate from other terms and conditions. Consent statements must name any third party controllers who will rely on the consent.
- Keep clear records that demonstrate consent has been given - who, when, how, and what you told people. You will be required to provide evidence of consent if this is requested by either the individual or the ICO.
- Consent should also be able to be withdrawn at any time. You need to inform people about their right to withdraw, and offer them easy ways to withdraw consent at any time.

Where it is difficult to demonstrate valid freely given consent you may need to find an alternative legal basis for processing data. (EG Employer/employee)

You need to review existing consents and your consent mechanisms to check they meet the GDPR standard. If they do, there is no need to obtain fresh consent.

Where consent relates to a child's personal data, the child must be 16 or older to be able to provide consent under GDPR. (This is likely change under the new UK law to 13 years or older). Where a child is too young to give consent, consent can be given by an adult with parental responsibility for the child. (There are some exceptions for counselling services to children).

If you believe consent is the best basis for obtaining the data you require please refer to the ICO consent checklist

PRACTICAL APPLICATION: Churches cannot collect data from members to inform them about church activities and then use that data to fundraise. If you wish to use the data collected for fundraising that must be specifically stated in the consent.

When a children's worker wants to collect and store contact details of the primary school aged children in their group, they must obtain consent from the person with parental responsibility for each child.

(b) The processing is necessary for the performance of a contract:

You can rely on this lawful basis if you need to process someone's personal data to fulfil your contractual obligations to them or because they have asked you to do something before entering into a contract (e.g. provide a quote).

You should document your decision to rely on this lawful basis and ensure that you can justify your reasoning.

(c) The processing is necessary for compliance with a legal obligation:

An example where this applies is where an employer needs to process personal data to comply with its legal obligation to disclose employee salary details to HMRC.

(d) The processing is necessary to protect the vital interests of the Data Subject or another person:

You are likely to be able to rely on vital interests as your lawful basis if you need to process the personal data to protect someone's life.

PRACTICAL APPLICATION:

If you are in a pastoral care situation where someone has indicated a desire or intention to harm themselves or another person then you may rely on this basis to process their personal data.

(e) The processing is necessary for the performance of a task carried out in the public interest:

You can rely on this lawful basis if you need to process data in the exercise of official authority or to perform a specific task in the public interest that is set out in law.

(f) The processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party:

Legitimate interests is the most flexible lawful basis for processing but it may not always be the most appropriate. It is likely to be most appropriate where you use people's data in ways they would reasonably expect and which have a minimal privacy impact. If you choose to rely on legitimate interests, you are taking on extra responsibility for considering and protecting people's rights and interests.

There are three elements to the legitimate interests' basis and it may help to think of this as a three-part test:

- Can you identify a legitimate interest?
- Can you demonstrate that processing is necessary to achieve it?
- Can you balance it against the individual's interests, rights and freedoms?

If you believe legitimate interest is the best basis for obtaining the data you require please refer to the ICO legitimate interest checklist.

Plymouth Christian Centre Policy for Live streaming or filming.

If a service is pre-recorded, or with no congregation, there are no data or safeguarding issues.

If there are members of the congregation attending a meeting which is to be live streamed or recorded for others to participate in or watch later, there are a number of safeguarding and data protection issues which need to be addressed in order to maintain individual privacy rights and practice good safeguarding. This is to ensure that children and vulnerable adults are protected at all times.

For example: There may be members of the congregation who prefer to attend in privacy. They may not wish their whereabouts to become known to an abuser for instance.

- The congregation are not filmed in the livestream.
- Any child or vulnerable adult taking part in the livestream or recorded service are to have permission to do so by an adult.
- Do not allow children or young people to be visible without prior permission from their care givers.
- If a person speaks on stage they will be made aware that their contribution to the meeting will be livestreamed.
- Relaying or recording sound only is unlikely to cause an issue as individuals will not normally be identifiable by audio alone.

Data Protection

Filming or recording usually done in your church, will be covered by your existing GDPR consent forms or the legitimate interest base for processing personal data.

Social media guidelines for Plymouth Christian Centre staff and volunteers

- **Treat everything you share on social media like it's public.**

All communication sent digitally (email, social networking sites, notes or posts) is *not* confidential. It's so easy for someone to take a screenshot of a conversation or post and share it publicly with others.

- **Be safe.**

The safety of children, young people and vulnerable adults must be maintained. In the world of social media, boundaries and safety practices must mirror the physical world. For example, a youth leader would not hold a conversation alone with a child and should also not have a private chat on Facebook.

- **Be respectful.**

Do not post or share content that is sexually explicit, inflammatory, hateful, abusive, threatening or otherwise disrespectful. Be mindful of your audience. Get permission to share other people's situations and prayer requests.

- **Be kind.**

Treat others how you would wish to be treated and assume the best in people. If you have a criticism or critique to make, consider not just *whether* you would say it in person, but the tone you would use.

- **Be honest.**

Don't mislead people about who you are.

- **Take responsibility.**

You are accountable for the things you do, say and write. Text and images shared can be public and permanent, even with privacy settings in place. If you're not sure, don't post it.

- **Be a good ambassador.**

Personal and professional life can easily become blurred online so think before you post. Speak positively about the church.

- **Disagree well.**

Some conversations can be places of robust disagreement and it's important we apply our values in the way we express them. Face to face conversations can be more appropriate.

- **Credit others.**

Acknowledge the work of others. Respect copyright and always credit where it is due. Be careful not to release sensitive or confidential information and always question the source of any content you are considering amplifying.

- **Follow the rules.**

Abide by the terms and conditions of the various social media platforms themselves. If you see a comment that you believe breaks their policies, then please report it to the respective company.

Plymouth Christian Centre Bookings Policy

All bookings are to be confirmed with the administrator at the church office.

Administration staff will confirm the booking terms with the individual and terms of hire and payment. The following table serves as a guide to charges:

	Cost per half day	Cost per half day
	*non-member	**member
Upper Hall (& Kitchen)	Not for hire	No charge
Main Church (& Kitchenette)	£500 Only to established organisations and in conjunction with the approval of the church office	No charge
Use of tea/coffee facilities	£50	£50
Wedding service (includes member of staff to unlock/lock up, ministers fees & 3 volunteer musicians/multimedia. Additional volunteers are £40 each)	£500	£120 3 volunteers @ £50 each No charge to hire the building or ministers' fees
Funeral service (includes member of staff to unlock/lock up, ministers fees & 3 volunteer musicians/multimedia. Additional volunteers are £40 each)	£500	£120 3 volunteers @ £50 each No charge to hire the building or ministers' fees

***Non members**

Non-members are those that have not regularly attended the church in the last 12 months or are not signed up for membership. Relatives of members are also classified as non-members.

****Members are classified as:**

Members of the church or those who have attended church services regularly in the last 12 months.

Plymouth Christian Centre Handling of Finances Policy

Tithes and offerings:

Two people are always required to put offerings in the safe: the welcome team leader plus one other. Two people must be in the room when counted during the week. The finance administrator plus one other.

All the income, including Gift Aid donations, should be entered on the approved offering/cash income forms for each meeting/event.

The offering sheets must clearly differentiate between Gift Aid donations and non-Gift Aid. Non offering income received during a meeting such as Building Fund, also needs to be shown on the offering income sheet, under a separate header to offerings.

Petty Cash:

Petty Cash is to be kept securely in the safe located in the church office suite.

The Church Finance Administrator is responsible for monitoring the flow of petty cash.

Only the finance administrator and administrator can withdraw money from the petty cash and must complete a Petty Cash slip stating

Date

Purpose

Amount

Ministry

Signature & name

Cheque/Payment request

If a person is making an expense claim or is being gifted financially then it is vital that there is an audit trail which offers details of the payment.

This will include details of the purchase, explanation, and an attached receipt as proof of purchase.

Payment request forms are to be completed by a Ministry head, or member of the church staff team and given to the Church administrator for processing.

All payments will be made within 28 days.

Plymouth Christian Centre Equal Opportunities Policy

In accordance with Elim Foursquare Gospel Alliance we have adopted their Equal Opportunities Statement which is:

The Elim Foursquare Gospel Alliance (Elim Foursquare Gospel Alliance) is a registered charity whose object is to spread and propagate the full gospel of our Lord Jesus Christ. Part of the fulfilment of this object is to provide social care facilities.

The Fundamental Truths of the Elim Foursquare Gospel Alliance as set out in its Constitution include the statement that,*the Bible is the supreme and final authority in all matters of faith and conduct.*

It is the policy of the Elim Foursquare Gospel Alliance that there must be no unlawful discrimination on the grounds of race, colour, national origin, disability, age, sex, sexual orientation, religion or belief in the area of employment or within its churches.

Given the ethos of Elim Foursquare Gospel Alliance, a particular post may be restricted to those who accept the Fundamental Truths where that is a genuine occupational requirement having regard to the nature of the work or the context in which it is carried out. Where a post exists for the purposes of organised religion, a requirement relating to sexual orientation may be imposed.

In the matter of admission to the Elim Ministry, any candidate must adhere to the fundamentals of the Elim Foursquare Gospel Alliance and to the provisions of its Constitution.

Anyone who believes they have suffered any discrimination or harassment should utilise the appropriate procedure under the Constitution.

It is the duty of all members of staff to implement this policy in all their activities. Any failure to do so may result in disciplinary action.

The Elim Foursquare Gospel Alliance recognizes the importance of taking pre-active measures to remove barriers to disabled people from the working environment. The Elim Foursquare Gospel Alliance will make such adjustments to work arrangements as are reasonable to enable a disabled person to carry out their duties.

Plymouth Christian Centre Disability Policy

The law requires that churches take measures to ensure accessibility. This includes making reasonable adjustments to buildings and facilities.

These rules apply whether you have someone in the congregation with a disability - you must provide for members of the public.

At Plymouth Christian Centre we want to be accessible to as many people as possible so that they may come and worship here.

We will do our utmost to be accessible to all individuals by:

- Providing a drop off zone in the front of church for anyone who has limited mobility.
- Although there is limited parking around the streets of Plymouth Christian Centre individuals with a Blue Disabled badge will find spaces in the Cattedown Road Car park and roadside.
- We will ensure that the church welcome team are trained to assist anyone with a disability to enter the church and settle them into a seat.
- We provide an access ramp for wheelchair users to enter the building. There is also a handrail on the ramp for those who require it.
- We will advertise the availability of a stairlift to members of the congregation whenever we are publicizing an event in the upstairs hall.
(This is regularly serviced and maintained)
- Internal doors are wide enough to accommodate wheelchairs.
- We can offer wheelchair users and those with other mobility impairments a wheelchair-friendly toilet facility. This is fitted with handrails and is spacious enough for a wheelchair and a carer.

- We will leave spaces in our seating plan for wheelchairs and guide dogs. (It is not acceptable for these people to use aisle spaces for fire safety reasons.)
- We will reserve seats for those not requiring a wheelchair but to have another disability.
- We will use clear English, avoiding jargon and words which might be easily misread or misunderstood.
- We will be aware of storing items where they could prevent access for people using wheelchairs or where they could pose a trip hazard to someone with a visual impairment.
- If an event is held in the upstairs hall and the person is unable to use the stairlift, we will endeavour to provide them with the same experience in the main auditorium.
- We will ensure that anyone with a disability, mobility or otherwise are part of any emergency evacuation procedure.

Plymouth Christian Centre Volunteer Policy

As a church we want to enable each person to feel they are valued and have an important role. The body of believers can only meet and serve in ministry and mission because of the willingness of volunteers to use their gifts and abilities.

When a person is interested in becoming a volunteer, it is important that the church office are informed, this can be done by the person themselves or by the ministry leader.

The person is expected to be part of our church database and may be required to complete an application or check depending on the ministry area.

The leader of the ministry will provide more specific details and training and expectations. They will also give the volunteer a copy of the Plymouth Christian Centre Volunteers Handbook.

As a volunteer it is expected that the volunteer will have been signposted to the church safeguarding policy, as well agree fully adhere to the policy, procedures, and practice guidelines.

The ministry leader will provide contact details for the volunteer so that they have someone they can call on for help and advice.

If there is a ministry WhatsApp/messenger group, permission must be sought before they are added, all recommendations for the App are to be adhered to. Such as content, sharing, and age restrictions.

As a church, we recognise that it is important for people to serve in different areas and are happy for those serving to change to different areas of supporting church life. When stepping down from serving in a ministry, wherever possible the volunteer will allow the ministry leader a reasonable period of time to arrange cover for them.

Any issues that are identified must be immediately reported to the church office immediately.

Plymouth Christian Centre Under 18's Volunteer Policy

Any young person, their guardian, and the ministry leader will complete the following form:

Under 18 Volunteer Form PLYMOUTH CHRISTIAN CENTRE, EMBANKMENT ROAD PLYMOUTH PL4 9HP Tel: 01752 661019 Email: contact@plymouthchristiancentre.org	
Volunteer details: Full name of Volunteer: _____ Date of Birth of Volunteer: _____ Address: _____ Telephone Number: _____ E-mail address: _____ School/College/University: _____	
Ministry area: Please circle: Kidzone Kidz Klub Welcome Tea/Coffee Worship Multimedia Source Youth Other Please state: _____	
Plymouth Christian Centre Under 18 Volunteer Policy Statement: As a multi-generational church family we want to encourage people under the age of 18 years to become involved in serving the church fellowship in a number of volunteer roles, this may include the welcome Team, Coffee team, Catering & Hospitality, Worship Band, Multimedia, or children and Youth work. We recognise that other people serving in a ministry and attending the church are over the age of 18 years. We have completed a detailed Risk Assessment in order to try and identify any potential areas of concern in order to reduce risk, and to protect and safeguard young people, other volunteers serving in ministry, and people attending the church, as well as the reputation of the church. By reading and completing the form overleaf, the under 18 volunteer, the guardian, and ministry leader, will have agreed to the terms, and guidelines, they will be minimizing areas of risk which may prevent a cause for concern.	
Thank you for volunteering! We very much value and appreciate your willingness to serve God in this way. This form is an agreement between yourself, your parent/guardian, and the Ministry Leader who will oversee you. Please read the details on the next page thoroughly and carefully, and sign to show you agree with the guidelines. Please also ask your parent/guardian to do the same. Please keep one copy for yourself and return one to the ministry leader or church office.	

VOLUNTEER

As a volunteer we would ask that:

- You would be reliable and honest, where possible please give advance notice when you are unable to serve or need to swap duty.
- You will help and support your leader as directed.
- You are representing Plymouth Christian Centre so please conduct yourself in a way that honours and respects God, other people, and the church.
- Never be aggressive, angry or unfriendly towards other people, always try to be a cheerful ministry member, and if faced with a difficult situation or person seek help from an adult.
- Ask for help if you are unsure or feel worried about anything.
- If you are part of a ministry WhatsApp group, you will **only** use this for relevant messages, and you will not initiate new conversations with other members of the group without informing your parent/guardian first.
- Should you have a concern about Safeguarding or anything at all you will speak to one of the following: Pastors Geoff Lee or Paul Wright, Safeguarding Coordinators Hamish Macdonald, Donna Yull, or Emma Marlow, or your ministry leader.
- Attend training and planning sessions wherever possible. This will help you serve in your role and also cover guidelines for your safety and other people in the ministry team, and across the church.

Where you are serving youth or children you will also:

Avoid too much close physical contact, children may wish to cling to you or constantly sit on your lap or jump on you whilst rolling around on the floor. Instead just encourage them to take part in what has been organised for them.

Never put yourself in a position where you are alone with a child.

Report any concerns or disclosures to Safeguarding Coordinators Hamish Macdonald, Donna Yull, or Emma Marlow

Signed: _____ Date: _____

PARENT/GUARDIAN

As the parent/guardian of an Under 18 volunteer I agree to:

- Support and encourage the young person to adhere to the above conditions as they serve in the ministry area.
- Recognise that not all ministries require people over the age of 18 to undergo a DBS clearance process, and my son/daughter will be serving alongside people who are over the age of 18, and who have not had a DBS check.
- Acknowledge that they may be added to a WhatsApp ministry group chat and accept responsibility for monitoring this.
- If I have concerns will approach the ministry leader, church pastor, or a member of the safeguarding team.

Signed: _____ Date: _____

MINISTRY LEADER

As the ministry leader of an Under 18 volunteer I agree to:

- Provide training and uphold the church safeguarding policy in order to protect all the ministry volunteers and church attendees.
- Follow the guidance on how manage, rota, and oversee Under 18 volunteers while they serve.
- Regularly check in with the young person serving.
- Identifying members of the ministry team who can supervise and mentor the U18 while they are serving. (ie those with a DBS check)
- Carefully monitor the ministry WhatsApp group chat.
- Where possible place the under 18 serving in a visible area, and always accompanied by an adult.
- Discourage private communication between ministry members introduced via WhatsApp ministry.
- Report any concerns to the church pastors, elders and/or Safeguarding coordinators.

Signed: _____ Date: _____

Plymouth Christian Centre Complaints Policy

We take complaints very seriously at Plymouth Christian Centre and will work closely with you to resolve any concerns or issues you may have.

In the first instance go to the person in charge of the relevant ministry or area.

Under 7's: katy@plymouthchristiancentre.org

8-11's: aimee@plymouthchristiancentre.org

Youth: youth@plymouthchristiancentre.org

Men's ministry:

paul@plymouthchristiancentre.org

Pastoral care:

care@plymouthchristiancentre.org

Operations, finances, buildings, administration: liz@plymouthchristiancentre.org

Services, courses, worship, Alpha, Prayer Centre, Ladies' ministry:

geoff@plymouthchristiancentre.org

All of these can also be contacted by phoning the church office on 01752 661019 or by writing to;

Plymouth Christian Centre
Embankment Road
Plymouth
Devon
PL4 9HP

If the matter involves the person in charge of the area or you are not satisfied with their response you can contact the church Elders. Contact

juliecnash59@gmail.com.

If the matter is still not resolved you can take it to our regional leader, Steve Ball, who can be contacted on steve.ball@elim.org.uk.

Plymouth Christian Centre Reporting a serious incident policy

Plymouth Christian Centre operates in a transparent and honest manner, it endeavours to maintain the safety of any person who enters the building and protect them against harmful situations. This includes, leaders, elders, staff, volunteers, and children.

If a situation occurs it may be necessary to report this to the appropriate governing body or external regulator.

Safeguarding

Safeguarding issues and concerns are to be reported to:

Plymouth Christian Centre Safeguarding Coordinator

Hamish Macdonald – 07790734012

Plymouth Christian Centre Deputy Safeguarding Coordinator

Allie Woodfield - 07875424404

Other useful numbers include:

Plymouth Gateway 01752 668000

Police Child Protection Team (MASH) 03451551071

National Safeguarding Officer for Elim

Grace Saalmans 07718 479086 or Rachel Cook 07312 134260

safeguarding@elim.org.uk

Thirtyoneeight 0303 003 1111

(RIDDOR) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

2013

The quickest way to report a problem is via an online form. This can be found at www.hse.gov.uk/riddor/report.htm

Alternatively you can telephone 0300 003 1647. Lines are open Monday to Friday from 8.30am to 5pm (on Wednesdays we are open from 10am to 5pm).

Charity responsibilities

The Charity Commission requires charities to report serious incidents. If a serious incident takes place within a charity, it is important that there is prompt, full and frank disclosure to the Commission. You need to report what happened and, importantly, let the Commission know how you are dealing with it, even if you have also reported it to the police, donors or another regulator.

Contact details: www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity

Charity Numbers for EFGA Elim Churches: 251549

Elim HQ

If you have a concern regarding the conduct of the Plymouth Christian Centre, its leaders, or elders you can contact:

Sarah Bale 01684 588913 or 07814 783855

Sarah.bale@elimhq.net

Reporting

When recording an incident you should:

- Document the incident at the first possible opportunity
- Include, date, time, names, location, others present
- Detailed description of events, including any observations you have made.
- Outcome
- Date reported

Useful Information:

Name of Church: Plymouth Christian Centre

Address: Embankment Road

Plymouth PL4 9HP

Tel No: 01752 661019

Email: contact@plymouthchristiancentre.org

Insurance Company: Congregational & General