

# Your Volunteer and Community Supporter Handbook

Version 1.5 December 2025

#### Version history

1.1	September 2024	Complete rewrite
1.2	February 2025	Updated with brand guidelines
1.3	June 2025	Updated with names, summary strategy
1.4	August 2025	Updated links
1.5	December 2025	Updated with new Shared ways of working

For comments/questions, please get in touch with your CCT contact or with [volunteering@thecct.org.uk](mailto:volunteering@thecct.org.uk) or phone 0845 3032760

## Volunteering with the Churches Conservation Trust

We are delighted to welcome you as a volunteer or community supporter with CCT. You are joining many like-minded people to care for our unique collection of historic churches. We hope you find all the information you need to get started with the Trust in this handbook. This handbook will apply at the majority of CCT sites although here may be exceptions at staff-based sites.

This document is written for volunteers and community supporters registered with CCT. Whilst much of the content may be of use to Friends groups, please refer to the separate guidance at the volunteer area of our website: [Have a look at the link here](https://www.visitchurches.org.uk/get-involved/volunteers-and-communities.html) : [visitchurches.org.uk/get-involved/volunteers-and-communities.html](https://www.visitchurches.org.uk/get-involved/volunteers-and-communities.html). This website also provides additional supporting material and your CCT contact is available to answer any questions you may have.

At the end of this handbook, we have highlighted the main policies for your reference. Other advice and policies, such as our candle policy, cleaning guidelines, manual handling advice, and cash handling guidance, are available via our website.

When we refer to your “CCT contact”, this will most likely be a Local Community Officer or site-based member of staff, and it will be the person in the CCT with whom you will have the most frequent interactions.

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## 1. Welcome to CCT

Welcome to the Churches Conservation Trust (CCT) and thank you so much for choosing to support us by offering your valuable time. We simply would not be able to protect historic churches without the support and commitment of our volunteers and community supporters. Now, more than ever, you are the very life force of our organisation.

Many of you may choose to support us by giving time to your local CCT church. But you are also part of a national organisation, which is pivotal to protecting our nation's unparalleled inheritance of beautiful historic churches, whilst also supporting community, culture, the arts and regeneration.

Each year, nearly 2 million visitors to CCT churches find themselves in some of the most remarkable English churches, immersed in over 1,000 years of history. Thank you for helping to make this remarkable achievement happen. This handbook is designed to offer you an insight into how our organisation works, how we collaborate with volunteers and community supporters, and the part you play.

For any further questions, you can reach out to your CCT contact or send an email to [volunteering@theccct.org.uk](mailto:volunteering@theccct.org.uk)

Thank you for playing a part in looking after England's historic churches and keeping them open at the heart of their communities.

Greg Pickup, CEO Churches Conservation Trust



## 2. Our Commitment to Joint Working

We aim to foster collaborative working, mutual respect and understanding between us and the communities we work with. These ways of working are intended for volunteers registered with the CCT, Friends groups will likely have a separate agreement with us.

CCT will	Communities and individuals will
<p><b>Generally</b></p> <ul style="list-style-type: none"> <li>• Treat you with respect and listen to you</li> <li>• Provide you with a main contact person and an alternative</li> <li>• Respond to you within a reasonable timeframe, managing your expectations and explaining decisions</li> <li>• Live by our values and behaviours which will be shared with you</li> <li>• Operate consistently across all departments and in all decisions so that communities understand our approach (Expressed under the term ONE TRUST)</li> </ul>	<ul style="list-style-type: none"> <li>• Work harmoniously and respectfully with CCT</li> <li>• Appreciate and adopt our values and behaviours</li> <li>• Follow policy and procedures that provide protection for all as per the Volunteer Handbook and suite of documents</li> <li>• Refrain from smoking or vaping at CCT premises or being under the influence of alcohol or illegal drugs</li> </ul>
<p><b>Support</b></p> <ul style="list-style-type: none"> <li>• Hold a welcome and induction meeting when you start volunteering</li> <li>• Supply a copy of our Volunteer Handbook</li> <li>• Offer travel and other authorised expenses</li> <li>• Cover volunteers and supporters through CCT's employer's liability insurance</li> <li>• Seek feedback through the annual volunteer and supporter survey</li> <li>• Offer 20% discount at CCT Champing™ churches</li> <li>• Send a <a href="#">regular community bulletin</a> (3 per year) detailing local and regional work</li> <li>• Keep you up to date on national CCT matters annually</li> <li>• Hold an annual celebration and awards ceremony for volunteers and communities</li> <li>• Provide you with the opportunity to attend 2 gatherings per year in the region</li> <li>• Explain how best to make donations and maximise fundraising</li> <li>• Explain what monies have been received and where they've been spent on a church</li> </ul>	<ul style="list-style-type: none"> <li>• Engage with CCT's church plan process for the benefit of the church</li> <li>• Hold events and activities in line with CCT's Events and Bookings Policy</li> <li>• Follow H&amp;S guidance and Safeguarding training to ensure you, our visitors and the building are safe</li> <li>• Fundraise for the church - this may be for general maintenance, running costs or specific projects at the discretion of the community</li> <li>• Maintain a professional and courteous manner in all physical, verbal, written and online communications</li> <li>• Respect the confidentiality of CCT information that may come your way, in accordance with the UK GDPR and Data Protection Act 2018</li> <li>• Support the Churches Conservation Trust to fulfil its purpose and strategy, and act as an ambassador</li> </ul>
<p><b>Building specific</b></p> <ul style="list-style-type: none"> <li>• Explain our routine works and the purpose of them as best practice on a historic building</li> <li>• Undertake all routine and cyclical maintenance in a timely and transparent manner</li> <li>• Hold the legal duty of care for the building under planning law</li> <li>• Work with communities and volunteers to ensure the building is open as per the 'Open Churches Policy'</li> <li>• Work with communities and volunteers to identify and enable projects in a timely manner</li> <li>• Comply with our statutory and legal duties as custodians of the churches in our care</li> </ul>	<ul style="list-style-type: none"> <li>• Respect the historic fabric of the building</li> <li>• Understand, appreciate and accept that there will be restrictions to building alterations and repair methods due to the historic nature of the church</li> <li>• Follow guidelines and undertake training where required e.g. church cleaning</li> <li>• Refrain from using the church for (temporary) storage of personal items, apart from during your volunteering shift</li> </ul>

## 3. Introduction to the Churches Conservation Trust

### a. Some Information About...

#### Our volunteers and community supporters

By joining the Churches Conservation Trust as a volunteer or community supporter, you are part of an organisation with around 2,000 volunteers and community supporters nationally who support our work caring for over 350 churches in England. Volunteering with the Trust is varied, with roles carried out in churches, offices or at home. The time and skill provided by volunteering is estimated to be the equivalent of £1m every year.

A volunteer is an individual who undertakes tasks in line with a defined role profile, who has been through the volunteer recruitment process. A community supporter is somebody who does not undertake tasks in line with an agreed role profile.

Thank you for your contribution. We greatly appreciate the care, enthusiasm, and efforts of all our volunteers and community supporters. Each year we hold a national 'Community Supporter and Volunteer awards' and thank you event. Anyone can nominate an individual or team for an award and you will be informed when nominations open. In addition to this, there are more localised activities and gatherings in each of the three regions: North, West and South East.

As a volunteer or community supporter, you have a direct CCT contact with whom you will liaise. They could be a Local Community Officer, site-based or another member of staff, and for brevity we will refer to them as your CCT contact. You will receive a regular e-newsletter with the latest news and events from the Trust. It is a great way to keep up to date with what is happening and hear from different members of your Regional Team. We welcome volunteer contributions, so please do get in touch if you have news to share, an event to promote or a quirky story about a church! If you don't receive these, [you can sign up here](#). CCT has a presence on social media, so please look out for these and join them.

### Our history

The Churches Conservation Trust was originally established in 1969 as the Redundant Churches Fund. This unique partnership of church, state and charity was the result of tireless campaigning by a pioneering group of 1960s church heritage enthusiasts. The Trust was created through the Church of England's Pastoral Measure of 1968, approved via Parliament, including the Redundant Churches and Other Religious Buildings Act 1969. In 1994, it was renamed The Churches Conservation Trust.

The 1960s were a challenging time for historic churches, with historic buildings sometimes seen as an impediment to progress rather than a benefit to society. Many fell into disrepair and were threatened with demolition. There was no formal mechanism in place to care for churches where parishes felt they could no longer afford to keep going. Without the commitment of local communities and national campaigners such as Ivor Bulmer-Thomas (our first chairman), many historic churches might have been lost forever. Bulmer-Thomas was also instrumental in setting up the Friends of Friendless Churches in 1957, which is a charity that looks after 32 places of worship in England and 31 in Wales. He was also one of the key founders of the Historic Churches Preservation Trust (now the National Churches Trust), a charity that was established in 1953 to provide financial grants and support to historic churches.

## What we do

The Trust operates the third largest heritage estate in charitable ownership in the UK, after the National Trust and English Heritage. Contrary to those charities, our churches are free to enter. We have an international, award-winning reputation in heritage conservation and regeneration. All the churches in our care are listed due to their architectural significance, with most being Grade I and II\* listed, while some are Scheduled Ancient Monuments. We have saved over 350 buildings, which attract close to 2 million visitors a year. Our unique collection of English parish churches includes irreplaceable examples of architecture, archaeology and art from 1,000 years of history. In a typical year, around two churches are added to the Trust's holdings through a vesting process. We have a legal and statutory duty to look after the churches in our care, which requires us to follow certain processes.

Without our care and your support, the buildings we look after might have disappeared completely. Instead, they are enjoyed as cultural, social, tourism and educational resources, kept open, in use and living once again in the heart of communities. All our churches remain consecrated and are used for occasional worship. Many are available to hire, and communities are encouraged to organise events involving our churches. This helps the buildings to remain a part of their locality and brings in much-needed income.

Whilst we are best known for protecting historic churches at risk, a lesser-known aspect of our work is the significant positive economic and social impact it has had on local communities across the country. Each year...

- Our teams and our churches generate over £12m of business in local communities, using core funding of just £4.2m.
- This includes a direct boost of £10m to the local economy.
- Our repair programme supports over 70 local full-time craft and related skilled jobs.
- Around 2,000 volunteers contribute their time and skills to our churches, with a value equivalent to £1m.
- Close to 2 million visitors to our churches enjoy a heritage experience valued at more than £4m.
- Our churches host several hundreds of community, arts and educational events.

## Where our budget comes from

A significant amount of our funding comes from an annual grant provided by the Government through the Department for Culture, Media and Sport (DCMS) and the General Synod of the Church of England, via the Church Commissioners). In recent years this was around 40%.

These core funds are important, but increasing our own income is vital to CCT's continued existence. There are a range of ways to increase our income.

Our commercial team is involved in Champing™, where overnight stays are provided in some of our churches. This is proving to be very popular and is even franchised. We are offering informal advice to other countries on the potential of this fundraising opportunity, but we realise that it is only viable for a small number of churches.

Our Fundraising team seeks and supports applications for funding from organisations such as the National Lottery Heritage Fund. As with all charities, legacies and donations are an ever-important income stream for us.

Essential funds are also generated by events, often held in our churches. This is where volunteer and supporter groups are best placed to lend a hand. A well-visited church will

often be able to help generate higher donations, which in turn helps the Trust to cover maintenance and repair bills. Events need to be booked via your CCT contact and carry the necessary paperwork, especially around health and safety.

For those who wish to offer regular support, there is the option of becoming a Member of the Churches Conservation Trust. Money from membership helps to protect 1,000 years of history, art and architecture for the nation, ensuring that the 350-plus historic churches in our care are open for everyone to enjoy. Members enjoy a range of benefits and there is also the option of church-based membership, where 50% of the membership fee is ringfenced for the maintenance of that church.

[Find out more on our website](#) or ask your CCT contact for more information.

## How we spend our money

Each of our churches has a dedicated architect and maintenance contractor, arranged via our Conservation Project Managers and Estate Officers. Each church will be visited at least twice a year for routine maintenance, and periodic surveys are carried out by architects and submitted to the Conservation team. Any maintenance or conservation issues can be raised with your CCT contact at any time, but they may need to form part of a scheduled maintenance visit. Larger conservation issues may need to be considered as a project with fundraising elements included.

### 3b. Our Strategy: 2025–2030

This strategy has been developed in full consultation with staff, volunteers and stakeholders. CCT's overall strategic aim is to protect historic places of worship, which we aim to do by empowering and supporting communities.

We take as our starting point three themes that reflect the fortunate position from which we begin our new strategy, namely:

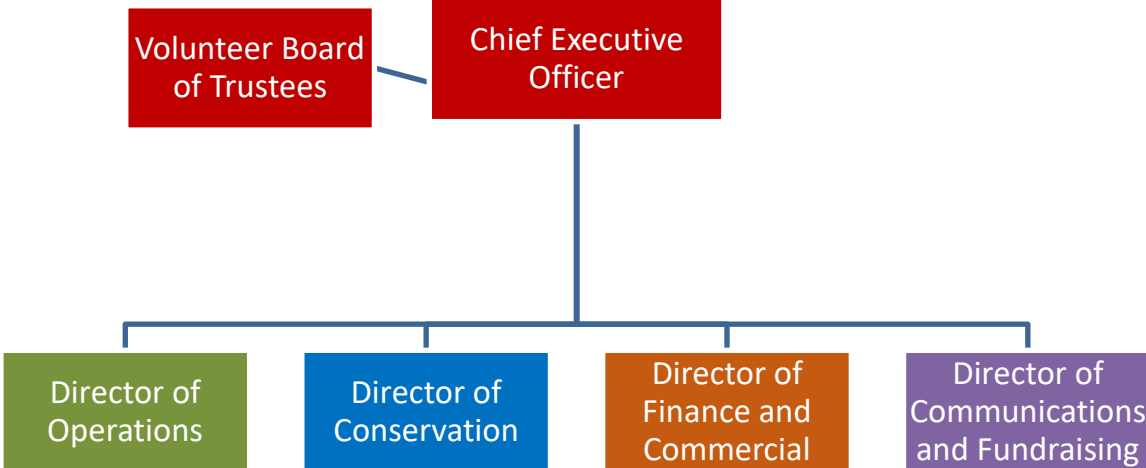
- a collection of beautiful historic buildings to conserve,
- a community of people who care about them, and
- the creativity to imagine a sustainable future that keeps them alive for future generations.

Over the next five years we plan to deliver our mission by focusing on these three interlinked themes.



### 3c. The national and regional teams

#### Senior Leadership Team



#### National teams



A full list of our volunteer Trustees can be found [on our website](#).

# North Regional Team



Head of Region: Anthony Willder

Lead Local Community Officer: Mark Sproat

Local Community Officers:

Pauline Carroll

Peter Clegg

Charlotte Mee

Mahalia France-Mir

Steve Tarling

Site Leads:

Gemma Murray (Holy Trinity Goodramgate, York)

Robert Milton (St Mary's, Shrewsbury)

Business Support Officer: Charlotte Suleyman





## 4. Important to Know

### Induction and Training

You will receive an induction to CCT and your volunteering role, which will be delivered online and/or face to face. This session will provide you with more information about our organisation, your key contacts and important policies and resources. We will also highlight the specifics of the church(es) you will be involved in, including safety precautions. Please use this opportunity to ask any questions and highlight any areas in which you would like further support or training.

Depending on your volunteering role, there are a few areas of training that we would like you to complete to enable you to volunteer effectively and safely. You will be kept up to date by your CCT contact through emails and a few newsletters each year.

### Expenses

The Churches Conservation Trust can provide expenses for volunteers. We will pay legitimate out-of-pocket expenses incurred during your volunteer activities. Please discuss with your CCT contact before submitting any claims to ensure they are claimable under this policy. As expenses are a reimbursement of actual costs, they are not subject to taxation by HM Revenue & Customs.

Out-of-pocket expenses may include:

- Travel expenses to and from your place of volunteering, up to a maximum of a 30-mile round trip\*\*. (Please note that the Trust's policy is to use public transport wherever possible.)
- Postage, phone calls, stationery costs, cleaning kit costs etc. associated with the role you have been asked to carry out.

\*\* Some volunteer roles (such as Area Volunteers) may cover larger distances and claims of over 30 miles must be agreed in advance with your CCT contact.

### Insurance

You are covered by our Employers' Liability Insurance when you are carrying out volunteer and community supporter activities on our behalf, provided we have a record of your details, and CCT is aware of and has agreed upon the activities you are carrying out. It is important that we have been informed of and have agreed to the activities you are undertaking so that we can ensure they have been properly risk-assessed and that you have completed any related training. Your CCT contact will discuss generic and activity-specific risk assessments with you.

Please note that your personal property is not covered by this insurance. If you are injured whilst performing tasks that are not a part of your role, insurance coverage may not apply. If you use your own car for Trust activities, we advise you to inform your insurance company. Most companies agree to cover car journeys which are undertaken for volunteering or community supporter activities at no extra fee. Registered Friends groups are advised to get their own insurance policy.

## Accident Reporting

CCT has a legal responsibility to report some accidents/incidents outside of CCT, within 24 hours. This external reporting is called RIDDOR (Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations) and is made to the Health and Safety Executive (HSE). We therefore ask you to report accidents to us as soon as you are able to do so.

If an accident does occur, you should report this by completing an Accident, Incident, or Near Miss report form. As well as our legal duty to report this information, knowing about accidents allows us to take action, if needed, and to prevent potential further harm.

We ask you to complete the same form if you experience or witness an incident, a medical accident, or a near miss (e.g. a slip or trip that doesn't result in injury, or almost catching your finger in damaged door furniture). Information about incidents and near misses is important, as it allows us to look for patterns and mitigate possible future accidents/incidents for everyone who visits our sites.

It is useful to have a few paper copies of the form available in church. You can obtain these from your CCT contact.

Where you have witnessed an accident, incident, or near miss with a visitor or other third party, please collect the information needed to complete the form as soon as possible. You will need details from that person(s).

Completed Accident, Incident, and Near Miss forms should be sent to [healthandsafety@thecct.org.uk](mailto:healthandsafety@thecct.org.uk). You can copy in (cc.) your CCT contact.

An example of an Accident, Incident, or Near Miss form is attached as an [appendix](#).

If a situation remains dangerous, please make sure you are safe, phone 999 if needed, and immediately let your CCT contact know.

## Photo Consent

Images and videos are very valuable to us as they help us to showcase the amazing work we do. They are also essential when it comes to applying for funding, to save and promote our historic buildings. We are very keen to be able to show people, not just buildings! To comply with the Data Protection Act, we need your full and informed consent so that we can use images in print and on social media.

Please send the signed form to [volunteering@thecct.org.uk](mailto:volunteering@thecct.org.uk) or take it with you to your CCT contact. For more information, please refer to the [photo consent form in the appendix](#), and read our privacy policy at [visitchurches.org.uk/privacy.html](http://visitchurches.org.uk/privacy.html). There is a link to the specific [volunteer and community supporter privacy notice](#).

Should you wish to take photographs on behalf of CCT, for example at events, please read [Photographing People Best Practice for Volunteers and Groups](#), to allow you to uphold the rights of others.

Should you wish to become a photography volunteer, and regularly take photos for CCT, please speak to your CCT contact.

## Bullying and Harassment

The Churches Conservation Trust believes that everybody, including visitors, staff, volunteers and community supporters, should be treated with dignity and respect and should not be subject to bullying, harassment, or any discriminatory treatment. It expects all staff, volunteers and community supporters to honour and comply with this code of conduct and to behave accordingly. Should a situation arise where you feel that you have not been treated accordingly, please discuss this with your CCT contact. Advice and assistance can also be sought from the National Community Engagement and Volunteering lead via [volunteering@thecct.org.uk](mailto:volunteering@thecct.org.uk)

## Complaints and Concerns

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We also expect our volunteers and community supporters to share this commitment. Please note, that in case of a safeguarding concern, the process for safeguarding escalation should be followed. This is also highlighted in this handbook.** Our [complaints policy procedure](#) is available on our website.

Complaint or concern about another volunteer or community supporter

Should any issue arise between you and another volunteer or community supporter, we suggest you try to resolve this with them in a constructive way. If this is not successful, or if the issue is with the Trust, the next step would be to raise the issue with your CCT contact. They will listen to both sides of the story, and if it is appropriate to do so, suggest a way through it. If either of you do not agree with any solution that is proposed, you can request that another member of staff be involved. This may be the Head of Region. Ultimately, if you are unable to accept the suggested solution, while we will consider alternative options (for example, if you are concerned about working with another volunteer, we may consider whether there is a different role for either of you to fulfil within the Churches Conservation Trust), it may be necessary for us to part ways with you.

Complaint or concern about your CCT contact

If you have a concern about your CCT contact, we would hope that you first raise this with them in a constructive way. If you feel unable to do so, there are a few steps to consider. If you have any safeguarding concerns, please raise these with the safeguarding officer. If a different issue remains with your CCT contact, please get in touch with the National Community Engagement and Volunteering lead via [volunteering@thecct.org.uk](mailto:volunteering@thecct.org.uk), as they oversee the volunteer experience.

Complaint or concern about you

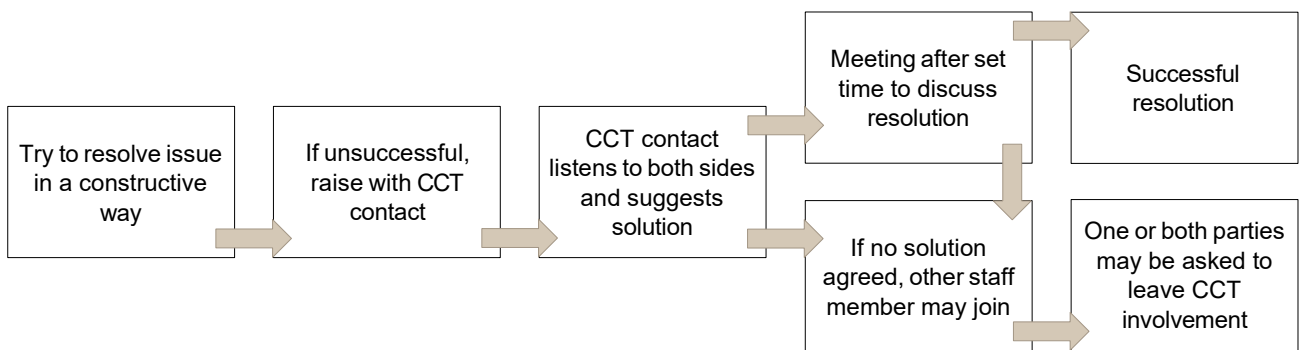
If anyone raises a concern about your behaviour or actions, we will discuss these concerns with you in an open and respectful way and will undertake such investigation as may be necessary to establish the facts. Depending on the seriousness of the issue, we may firstly have an informal discussion and seek to agree on a way forward, in writing. If this doesn't lead to an outcome, we will have a formal discussion with an agreed way forward in writing. If neither of these steps is successful, we will have a formal discussion in which we will consider the potential ending of the volunteering agreement, which will be followed up in writing.

These discussions will take place in a private environment, and the volunteer or community supporter will have time to give their perspective. A time frame will be set for a review of the actions.

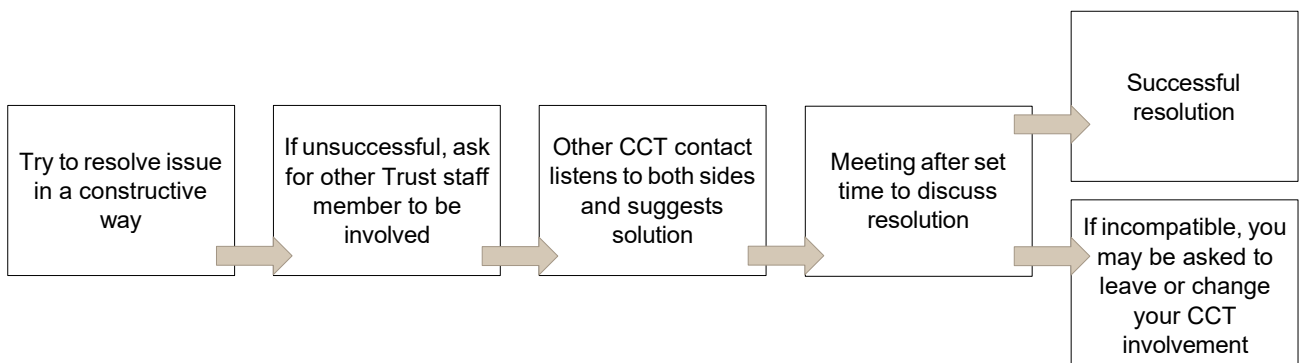
Examples of serious misconduct that may lead to a volunteer or community supporter being asked to leave immediately include:

- theft or fraud
- physical violence
- bullying
- deliberate and serious damage to property
- serious misuse of CCT’s property or name
- deliberately accessing internet sites containing pornographic, offensive or obscene material while volunteering
- discrimination, harassment or victimisation
- bringing CCT into serious disrepute (including but not limited to via statements on social media or other public platforms)
- causing loss, damage or injury through serious negligence
- a serious breach of health and safety rules
- a serious breach of confidence or data privacy requirements

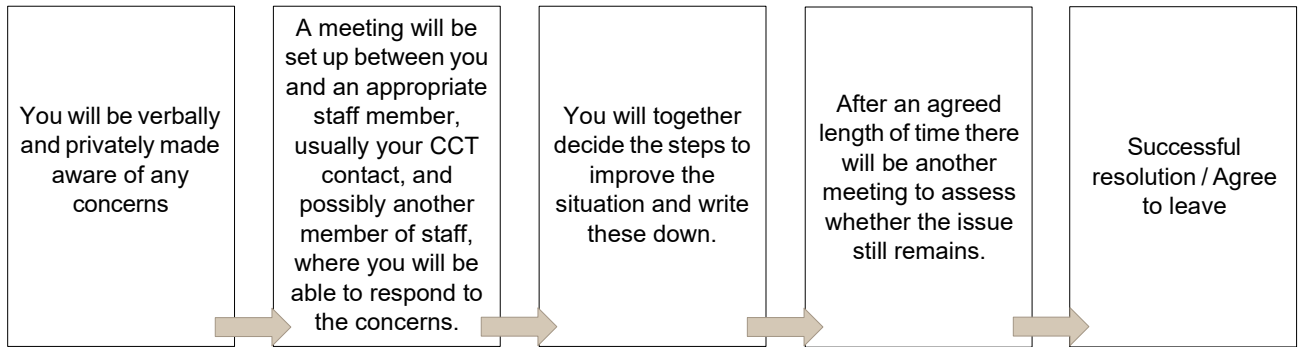
Possible steps when an issue is indicated by a member of the public/volunteer/staff member:



Possible steps when you have an issue with your CCT contact (non-safeguarding):



Possible steps when an issue is indicated about you:



While we all have the churches' best interests at heart, sometimes we may disagree on the best course of action, and so the ultimate responsibility lies with the Churches Conservation Trust. We have sometimes encountered aggressive and emotionally abusive behaviour towards our staff, volunteers and community supporters, and though we understand that situations can get heated, if this is a recurring situation, we will choose to end your connection with CCT and your privileged access to the church.

## Leaving

Your volunteering involvement with the Churches Conservation Trust will end at some point. Reasons for this could include work commitments, moving location, family matters, or simply the need to do something different. If health issues arise, we can put your volunteering role on hold so that you can return at a time agreed with your CCT contact.

Another reason why your connection to CCT may end is due to concerns and issues that have arisen due to a complaint. The process for this has been described above.

In some instances, access to the church you support may no longer be possible due to major repair work. When this happens, alternative volunteering opportunities may be possible, and these will be discussed with you.

If you find yourself in disagreement with the way that CCT is managing the church you support, we will aim to explain to you why we have taken specific actions. For example, Champing™ or events to generate income, or closure due to safety concerns. We would never expect you to be involved with a cause you don't agree with.

If you decide to leave, we kindly request that you notify your CCT contact some time in advance so that we can work to make this process as seamless as possible. We would be very happy to receive your thoughts on volunteering for the Churches Conservation Trust and ask you to send these to the National Community Engagement and Volunteering lead via [volunteering@thecct.org.uk](mailto:volunteering@thecct.org.uk)

## 5. Key Policies:

# Important to Know Health and Safety

As a volunteer or community supporter, you are protected by the Churches Conservation Trust's Health and Safety (H&S) Policy. The purpose of our H&S policy is to protect our staff, volunteers and community supporters in all the activities they carry out for CCT. This protection comes in the form of:

- A safe working environment, in conditions that are not adverse to your health.
- Adequate communication regarding H&S responsibilities.
- Any necessary information, instruction and training regarding H&S risks in a particular environment.
- Provision of any necessary H&S equipment regarding a particular duty or role.

A full copy of our H&S policy is available on request. Please speak to your CCT contact. Various communications, including this one, the [General Volunteers and Community Supporters Risk Assessment](#) and our Events guidance on the volunteer part of the website help to distill our H&S Policy and highlight the parts that are relevant to you.

If you have any concerns about Health and Safety, please initially speak to your CCT contact.

### Responsibilities

Whilst CCT has the overall responsibility of ensuring that H&S policies are followed and that all its staff, volunteers and community supporters are protected, it is also the responsibility of each individual to protect themselves and be responsible for their own health and safety as well as others. We ask that all our volunteers and community supporters:

- Never take unnecessary risks.
- Only undertake tasks that you are competent/well enough to perform.
- Follow CCT guidelines regarding all H&S matters.
- Always consult with your CCT contact regarding any concerns and report any accidents/incidents/near misses as soon as possible.

### Risk Assessments

We ask that all our volunteers and community supporters take care when carrying out activities and familiarise themselves with potential risks at churches. Your CCT contact will provide more information about specific churches or offices you may visit as part of your volunteering duties or your role as a community supporter. You should also be familiar with the [General Volunteers and Community Supporters Risk Assessment](#).

General assessments cover aspects such as building safety, fire hazards and events. However, activities such as working at height or bell ringing require specific assessments that should be consulted when such activities are being undertaken.

All our Risk Assessments are regularly checked and updated, where necessary. Please ask your CCT contact for access to specific Risk Assessments or if you have any questions.

### Accident Reporting

In the interest of protecting all our staff, volunteers and community supporters, we have a procedure for recording any accidents or 'near misses' that happen on our sites. This is important for H&S, as it allows us to identify risks or areas of concern and address them before they become serious.

Your CCT contact will be able to show you how to complete our Accident Form. Please contact the Trust as soon as possible if there is an accident.

### Heritage Crime Reporting and Security Audits

The protection and security of our buildings and their contents relies on us making sure we are vigilant, report any incidents, and monitor the security of our buildings constantly. We do this in two ways:

- Security Audits: these are updated periodically and involve a basic form, which asks questions about the security of the building and all possible access points. These help us to identify and monitor items that are important parts of our collection/estate.
- Heritage Crime Reports: unfortunately, we sometimes experience crime in our buildings. It is imperative that all criminal acts are reported and recorded by us. It is also important that we communicate these reports to the local police force, our fellow colleagues, and our volunteers and community supporters. Your CCT contact can help you to fill in a Heritage Crime Report. Please contact the Trust as soon as possible if you suspect a crime may have taken place.

### CCT's H&S Committee

The Committee is made up of representatives from every team and department. This Committee meets at various points throughout the year and is responsible for signing off new policies and procedures as well as discussing concerns. CCT is supported in this by an external H&S Consultant.

If you have any concerns or questions regarding our H&S Policy, or you wish to discuss a particular element of your role with regards to H&S, then please contact your Local Community Officer or CCT contact.

# Church Building & General Access

## Our Guidelines

Your personal safety must come first. Never take a risk when it comes to your own safety or health. If you are concerned about anything, please speak to your CCT contact. Considering the age and nature of the buildings we care for, certain hazards are inevitable. We have to strike a balance between protecting ourselves and accepting the risks associated with our historic churches. The following guidelines are a summary of our Church and General Access Risk Assessment. We ask that all volunteers and community supporters familiarise themselves with this before starting in their role with us.

### Slips, Trips, Falls and General Access

The majority of accidents that occur at our churches and churchyards are slips, trips and falls. Our properties often have uneven or worn floors and steps. Some churches do not have very good lighting, and the floors and steps can become slippery during wet weather. These characteristics are part of the historic nature of the buildings we care for, and not due to neglect by CCT. We ask that all volunteers and community supporters:

- Report any new maintenance issue that needs addressing to your CCT contact in a timely manner.
- Always familiarise yourself with the building and make note of where there are uneven floors and steps, or other potential hazards.
- Wear sturdy footwear.
- Be attentive while moving. Avoid multitasking such as walking around whilst using your phone, reading or taking notes. Try to keep one hand free at all times to allow you to break a fall, should it occur.
- Look out for evidence of material falling from a height before and during your visit. For example, masonry or trees. Do not enter an area/building if you see evidence of this and report it immediately to your CCT contact.
- Never touch bats.
- Handle animal waste with care. Cleaning of any animal waste (e.g. faeces, urine, remains, pellets, etc.) could require special consideration, preparation and often special equipment, such as masks and gloves. Speak to your CCT contact if your church has lots of animal visitors.

### Evacuation in the Event of an Emergency

- Always maintain good housekeeping and make sure exits are kept clear.
- A Fire Risk Assessment is undertaken for each individual church and can be requested from your CCT contact.

### Access to Galleries

- Where there is no handrail or protection from falling, galleries are not to be accessed unaccompanied. Visitor access will be restricted with signage/a barrier.
- Where there is adequate protection and an appropriately installed handrail, access is permitted.

## Access to Towers and Bell Chambers

- No visitor or unauthorised access is permitted to towers.
- Areas including the tower stairs, bell ringing chambers, the bell chamber, and the tower roof are not to be accessed whilst unaccompanied. If you need to access these areas, whilst accompanied, speak with your CCT contact before doing so,
- Groups or individuals requesting access to towers are to be discouraged. Access must be arranged, via a CCT staff member, well in advance, to ensure that detailed information regarding access arrangements and a specific risk assessment are undertaken. CCT staff may need to be present at the time of the visit.
- Doors to bell chambers should be locked and access restricted to those undertaking specific tasks related to the bell chamber, such as maintenance.
- Before bell ringing is undertaken, you **MUST** speak to your CCT contact. CCT has a Bells Code of Practice that needs to be followed. All bells must be carefully assessed, by professionals, to determine whether they are safe to ring.

A full copy of the CCT [General Volunteers and Community Supporters Risk Assessment](#) is available in the appendix. Please raise any issues that concern you with your CCT contact.

# Lone Working & Volunteering

## Our Guidelines

Your personal safety must come first. Never take a risk when it comes to your own safety or health. If you are concerned about anything, please speak to your CCT contact.

The Churches Conservation Trust (CCT) provides an assessment of possible risks, precautions and control measures, which should be followed.

The personal safety of volunteers, community supporters, and staff is our most important priority. We ask that all volunteers and community supporters take the time to familiarise themselves with our risk assessment and the following guidelines, which summarise this assessment.

### Personal Security

- In an emergency, call 999.
- If you ever find yourself in a situation with an aggressive person, or feel threatened in any way, remove yourself as soon as possible in a calm manner.
- Please report any personal safety or anti-social behaviour incidents to your CCT contact immediately.
- If handling cash, wherever possible, ensure the building is closed and locked beforehand and that any counting or banking is done off-site in a safe location. Ideally you should be accompanied for cash collections, counting, and banking.

### Slips, Trips and Falls

- Make sure you know and understand the building and have an idea of the surrounding area. Ensure that your clothing and footwear are suitable and do not cause any obstructions or hindrances.
- Pay particular attention when the weather is wet or cold, as the risk of slipping is increased.

### Falls from a Height

- Never use a ladder or undertake any tasks that involve working from a height when you are alone.
- Never access tower stairs, bell ringing chambers, the bell chamber, or the tower roof whilst unaccompanied. If you need to access these areas, whilst accompanied, speak with your CCT contact before doing so.

### Medical Conditions and Fitness

- Inform your CCT contact of any illnesses or health problems, which may affect, or be affected by, volunteering with us or by your role as a community supporter.

### Personal Injury and Emergency Situations

- Always have a method of communication with you. It is also worth checking the mobile signal strength in your area before an incident occurs.
- In case of an emergency, always have the location, postcode and nearest road to the church you are visiting to hand. You could use the [what3words](#) location in rural areas, where the postcode is not always precise.
- Always make sure someone else knows you are visiting a church and let them know when you have arrived home safely.
- Never visit a church at night, unless accompanied and for a specific reason.

A full copy of the CCT [General Volunteers and Community Supporters Risk Assessment](#) is available in the appendix. Please raise any issues that concern you with your CCT contact.

# GDPR, Data Protection and Privacy notice

## Our Guidelines

Your role as a volunteer or community supporter may bring you into contact with personal data provided to the Trust from a number of sources. The Trust has legal and contractual obligations to uphold people's privacy rights, through the actions of all those who deal with data on its behalf, including its volunteers. The consequences to the Trust of any breach of those obligations can be significant, both financially and in terms of reputational damage. You are therefore expected to undertake any data protection training provided by the Trust, which is currently being developed. You are also expected to be familiar with and comply with the provisions of the Trust's [Data Protection Policy](#) in order to assist with the protection of the Trust's interests and reputation.

Friends groups are their own data controllers and should have their own systems and policies in place.

CCT is committed to protecting the personal data of its volunteers and community supporters. Our Privacy Notice was updated in May 2024 and can be found [here](#).

## Use of WhatsApp

- WhatsApp is a free tool which can be a useful way of keeping in touch with a group of people and is used by some groups of volunteers.
- It's optional to join any WhatsApp groups as part of volunteering with the Churches Conservation Trust.
- If you decide to join a WhatsApp group as part of volunteering for the Churches Conservation Trust please be aware that your telephone number and profile information will be available to others who are in the group or join later. By joining the group you are consenting to your information being shared in this way.
- What you put in a message on a WhatsApp group is available to anyone in that group. Therefore, you should not share your, or others', personal information in the group. This would include details of holidays, medical information etc.
- Please treat people with respect and courtesy on WhatsApp groups and remember that the CCT may need to release any messages for legal reasons, such as data protection or court cases.
- Remember you can leave a WhatsApp group at any point.

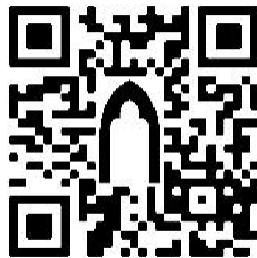
# Safeguarding & Volunteering

## Our Guidelines

We believe that everyone we come into contact with has the right to be protected from all forms of harm, abuse, neglect, and exploitation. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, and members of the public or any associated individuals.

To protect staff, volunteers and visitors alike, we ask you to read our Safeguarding Policy Summary and complete our Safeguarding Awareness training. The latter takes the form of several short videos and a quick quiz and should take about 25 minutes. Please be aware that if you have any concerns with regard to safeguarding (which applies not just to children or vulnerable adults, but to anyone you may encounter), we ask that you raise this with our Designated Safeguarding Lead, as soon as possible. Their contact details are on the following page. Where volunteers and community supporters have a shared space, the poster and Escalation Procedure (on the following two pages) should be displayed.

Click here to read our policy summary and access our training: [Safeguarding Communication for Volunteers.pdf](#) or scan the QR code:





Scan for current version  
and further resources

# The Designated Safeguarding Lead for Churches Conservation Trust is **Elizabeth B. Bell**

(Training and Health and Safety Officer)



email: [safeguarding@theccct.org.uk](mailto:safeguarding@theccct.org.uk) or tel: **07392 087 434**

If you are unable to reach Elizabeth and your enquiry is urgent, or if you need to speak to a different staff member, please contact:

**Victoria Allen** on tel: **0207 841 0400**

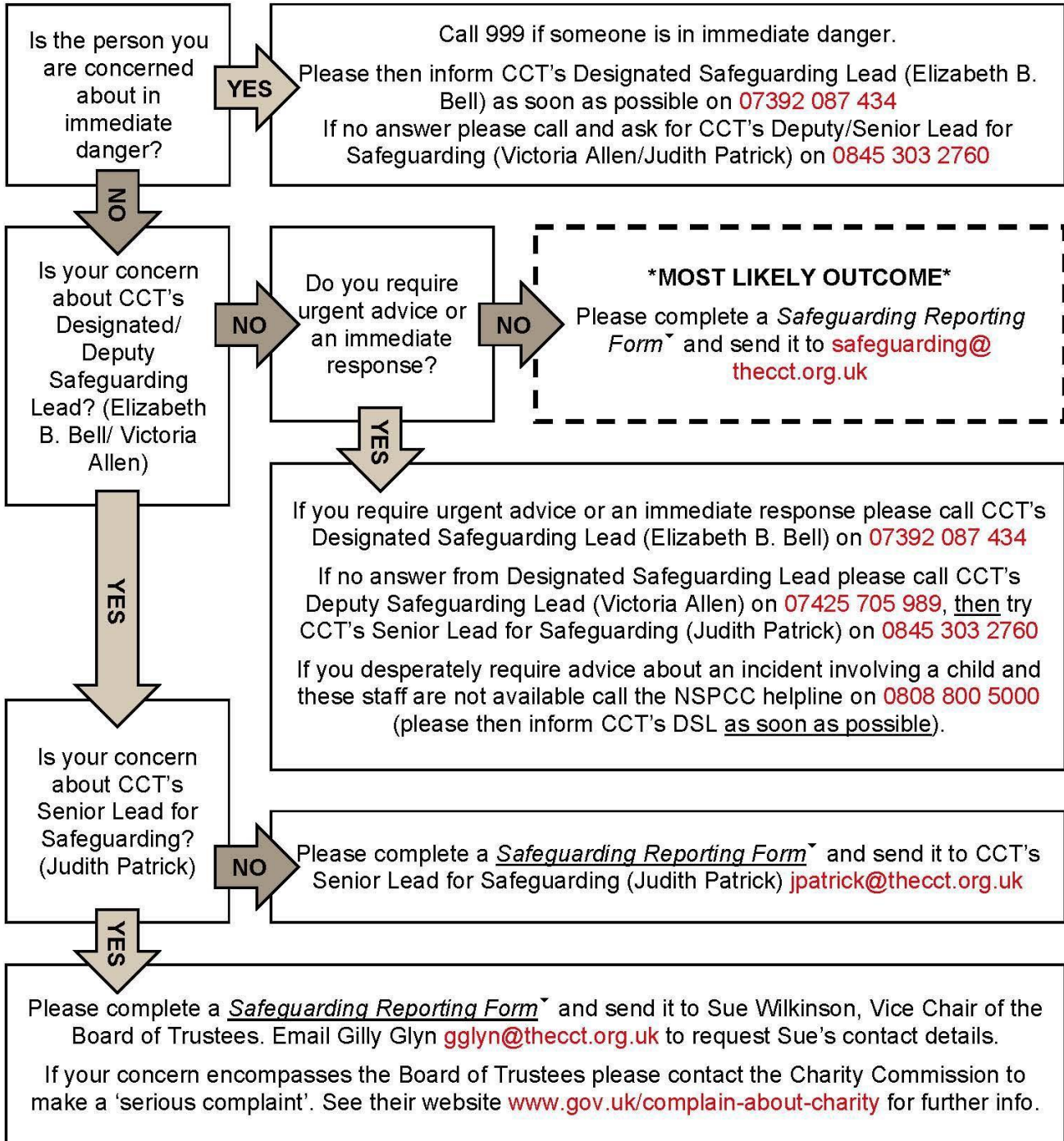
For further safeguarding information for volunteers and community supporters scan the QR code at the top of this page.

**IN THE EVENT OF AN EMERGENCY OR TO REPORT A  
CRIME IN PROGRESS PLEASE CALL 999**



## Safeguarding Policy Summary for Volunteers: Volunteers' Safeguarding Escalation Procedure

Please familiarise yourself with the Safeguarding Policy Summary *before* an incident occurs.




~To request a *Safeguarding Reporting Form* please contact [safeguarding@theccct.org.uk](mailto:safeguarding@theccct.org.uk)

# Appendices

These are available via your CCT contact

## A: Accident Form



**ACCIDENT / INCIDENT / NEAR MISS / MEDICAL REPORT FORM**  
(delete as applicable)



Name of Casualty / Person involved in near miss, or Medical etc.	Click or tap here to enter name.		
<input type="checkbox"/>	Churches Conservation Trust Staff (inc. Volunteers)		
<input type="checkbox"/>	Contractor	Company Name	
<input type="checkbox"/>	Churches Conservation Trust Visitor		
Permanent Address	Click or tap here to enter address.		
Temporary Address			
Date of Accident/Incident	Click or tap to enter a date.	Time of Accident/Incident	Time      hrs
Location of Accident/Incident/Near Miss/Medical			
Details of Accident/Incident/Near Miss/Medical			
Nature of Injury (where applicable)			
<b>Witness One</b>			
Name		Address	
<b>Witness Two</b>			
Name		Address	

Report completed by	Click or tap here to enter name..
Signature	

COMPLETE THIS SECTION IF RELEVANT TO INCIDENT				
First Aid treatment and advice given?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Refused	
Details of treatment and advice given				
Casualty went to hospital?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Hospital Details		
<b>Complete this section ONLY if the casualty is staff or a volunteer</b>	Casualty sent home?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Casualty escorted to hospital?	<input type="checkbox"/> Yes <input type="checkbox"/> No

### Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

(This section to be completed by the National H&S Administrator for RIDDOR events)

Accident/Incident/Dangerous Occurrence Notifiable	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Method of Reporting: HSE Contact Centre (Caerphilly)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Notification Reference No			
Method of Reporting: HSE Contact Centre (Caerphilly)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Reported by [print name]	Signed	Date	
			
Trust / H&S Advisor Investigation Actioned	<input type="checkbox"/> Yes	Signed	Date
	<input type="checkbox"/> No		



# C: Photography Consent Form



Region Code	Unique ID	Version	Church Code
		V3.0	VOL

Image ID: [REDACTED] [OFFICE USE upload to thankU]



## Volunteer (aged 18 and over) Photography Consent Form

Name of Volunteer

Region

Church/Location

By signing this form I confirm I have read and understood the information overleaf and consent to images being taken, stored, and used as outlined there.

Please tick this box if you are happy for us to use your **first name** with your image.

Please tick this box if you are happy for us to use your **surname** with your image.

Signed:

Date:

.....  
Email address:

.....  
Telephone number:

.....  
.....

Please provide at least one form of contact – we can't use the images without it! Thank you.

Please tick here if you would like to receive email updates about our work, membership, fundraising news, and events.

Thank you for taking the time to complete this form.





Region Code	Unique ID	Version	Church Code
		V3.0	VOL

## Adult Photography Consent Form Information

Images & video are very valuable to us at Churches Conservation Trust (CCT), as they help us to shout about what we do and apply for funding to save and promote our historic buildings.

To comply with the Data Protection Act (2018) we need your full and informed consent so we can use these images/videos, in digital or print form, for our:

- websites and digital communication, e.g. [visitchurches.org.uk](http://visitchurches.org.uk), e-Newsletters, advertising;
- social media, e.g. Facebook, Twitter, Instagram, YouTube;
- print, e.g. Pinnacle (our members' magazine), our annual review, advertising, guide-books;
- internal communications, e.g. staff e-Newsletters;
- reporting and applications, to funders and partners e.g. National Lottery Heritage Fund, Historic England;
- reference materials and other formal documents, e.g. interpretation plans;
- in-house and external conferences and training.

Images & video we use will be of activities which show CCT, and you, in a positive light and you are welcome to request to view any images or videos. Photography will only be accepted from devices provided/approved by CCT.

Copyright of these images & video will belong to CCT and images may be stored and/or used for a period of up to 7 years, which may extend beyond your period of volunteering at CCT. The images & video will be securely stored, inside our organisation, in a password protected catalogue located in the United Kingdom. Your personal data will not be transferred outside the European Economic Area.

Your privacy is important to us. We will take all reasonable measures to ensure the images are used solely for the purposes for which they are intended. We will only use the details you have provided for the purpose of photograph/video consent (unless you have provided additional marketing consent). We will only contact you regarding this and we will never disclose any personal information about you.

You have the right to request, at any time, the information we hold about you. You can also ask us to transfer your data to another organisation. You have the right to ask us to correct any incorrect information. You also have the right to ask us to stop any future processing of your personal data, or to remove it altogether. If you are not happy with how we have handled your data, you are welcome to contact us to update your preferences, or to make a complaint.

**You can withdraw your consent at any time by contacting [consent@thecct.org.uk](mailto:consent@thecct.org.uk).** It is important that you understand you may be recognisable in these images. If you withdraw your consent, it may not be possible to remove the images or video once they have been used/published.

We are regulated by the Information Commissioner's Office, who can be contacted by visiting [www.ico.org.uk](http://www.ico.org.uk).

To view our privacy policy visit [visitchurches.org.uk/privacy](http://visitchurches.org.uk/privacy).

*Please keep a copy of this form for your records (or snap, and save, a photograph of it).*

# D: General Risk Assessment



## GENERAL RISK ASSESSMENT FOR VOLUNTEERS AND COMMUNITY SUPPORTERS

### Activity to be undertaken:

- Volunteers and community supporters visiting churches for short periods e.g. cleaning, collecting donations, visitor comments, stocking leaflets, making routine checks and/or
- Volunteers and community supporters being present in a church for visitors e.g. stewards and/or
- Volunteers and community supporters who hold a key for CCT churches.

**People affected:** Volunteers/Community Supporters/Staff/Visitors/Contractors etc.

**Assessment completed by:** [Click to insert name & role](#)

**Date:** [Click for date](#)

**Date for review:** [Insert date](#) or if changes occur such as nature of use or access arrangements.

	Hazards Identified	Risk How people may be harmed	Precautions / Control measures	Residual risk H/M/L
1	Unaware of health and safety procedures inc. medical emergency, emergency evacuation	Panic; Trips or slips resulting in e.g. broken bones, concussions; Crush or impact injuries; People being trapped; Burns; Smoke inhalation; Death	<p>All volunteers and community supporters to be familiar with:</p> <ul style="list-style-type: none"> <li>- CCT's church-specific Church Building and General Access/ Use Risk Assessment.</li> <li>- CCT's church-specific Fire Risk Assessment.</li> <li>- Location, postcode and nearest road to the church. <a href="#">What3words</a> location could be used in rural areas, where the postcode is not always precise.</li> </ul> <p>Any incidents, inc. near misses, to be reported to CCT contact, using an <a href="#">Accident/ Incident/Near Miss form</a>.</p>	<a href="#">H/M/L?</a>
2	Evacuation in the event of an emergency e.g. Fire	Panic; Trips or slips resulting in e.g. broken bones, concussions; Crush or impact injuries; People being trapped; Burns; Smoke inhalation; Death	<ul style="list-style-type: none"> <li>- CCT church-specific 'Fire' Risk Assessment undertaken.</li> <li>- Measures in place relevant to number of visitors, whether staffed, and nature of use, volunteers and community supporters briefed in these measures.</li> <li>- Good housekeeping maintained.</li> </ul>	<a href="#">H/M/L?</a>

3	<p>Uneven or slippery floors/surfaces, low light conditions, steps</p> <p>N.B. For slips and trips etc. whilst lone working see <a href="#">row 18</a></p>	<p>Slips, trips, or falls; Impact injuries, bruising, cuts, fractures, broken bones, concussion</p>	<p>All volunteers and community supporters to be familiar with:</p> <ul style="list-style-type: none"> <li>- CCT's church-specific Church Building and General Access/ Use Risk Assessment.</li> </ul> <p>Any incidents, inc. near misses, to be reported to CCT contact, using an <a href="#">Accident/ Incident/Near Miss form</a>.</p> <ul style="list-style-type: none"> <li>- Appropriate clothing and footwear to be worn.</li> <li>- Regular checks undertaken by Local Community Officers and/or volunteers and community supporters. Issues reported to Conservation Projects Manager.</li> <li>- Removal of leaves and build-up of material, such as moss, undertaken to avoid surfaces/steps etc. becoming slippery.</li> <li>- Where available, lighting switched on when church open, torch to be carried for navigating areas known to have low light.</li> <li>- Risk assessments to be dynamic (i.e. sense checked on the day according to current conditions/climate/situation etc.), and areas/churches to be closed, if conditions etc. change.</li> <li>- Visits not to be undertaken at night/in the dark, unless accompanied and for a specific reason.</li> <li>- Trailing cables kept to a minimum and main access and egress routes kept clear of hazards.</li> </ul>	H/M/L?
4	<p>Presence of people (especially children and/or Adults at Risk) [Safeguarding]</p>	<p>Abuse; Maltreatment; Physical or emotional injury; Trauma; Abduction</p>	<p>All volunteers and community supporters to:</p> <ul style="list-style-type: none"> <li>- Be familiar with <a href="#">CCT's Safeguarding Policy and Procedures</a>.</li> <li>- Complete <a href="#">Safeguarding Awareness Training</a>.</li> <li>- Be familiar with <a href="#">CCT's Safeguarding Escalation Policy</a>.</li> <li>- Be familiar with <a href="#">CCT'S Lost or Missing Persons Guidance</a>. Agree a plan for lost children prior to larger events.</li> <li>- Carry and use Safeguarding Quick Reference Card (copies can be obtained from CCT contact).</li> </ul> <p>All CCT representatives to remain vigilant and appropriately escalate any issues.</p>	H/M/L?

5	<p>Aggressive or abusive behaviour from public and/or anti-social behaviour <u>whilst accompanied</u></p> <p>N.B. for aggressive or anti-social behaviour <u>whilst lone working</u> see <a href="#">row 17</a></p>	<p>Abuse; Physical injury e.g. broken bones, concussion; Emotional injuries inc. trauma; Death</p>	<p>All volunteers and community supporters to be familiar with this risk assessment.</p> <p>In event of incident, safe space to be sought and police contacted.</p> <p>After incident report to CCT contact, using an <a href="#">Accident/Incident/Near Miss form</a>.</p> <ul style="list-style-type: none"> <li>- Lone working to be avoided, wherever possible.</li> </ul>	H/M/L?
6	<p>People being locked/trapped in church (inc. visitors, staff, volunteers, community supporters, contractors etc.)</p>	<p>Panic. Hypothermia. Injury, bruising, cuts, fractures, broken bones. Damage to building</p>	<ul style="list-style-type: none"> <li>- Person(s) locking the church to ensure <u>all</u> people within the church are informed that closing time is imminent.</li> <li>- Person(s) locking the church to thoroughly check all areas of the church, to ensure they are clear, inc. any areas hidden from view toilets, vestries, side chapels, etc. To be conducted systematically – ensuring people cannot return to areas which have been cleared and with consideration for persons with disabilities e.g. those who are deaf/hard of hearing.</li> <li>- Person(s) locking the church to do a final shout e.g. 'locking the church now', with time for anyone remaining to make themselves known, before the door is locked.</li> <li>- Any church specific closing / locking procedure to be followed.</li> </ul>	H/M/L?
7	<p>Use of portable electrical equipment</p>	<p>Risk of fire – personal injury; As above in case of fire; Trips, due to trailing cables</p>	<ul style="list-style-type: none"> <li>- Electrical equipment that is damaged e.g. cracked plugs, exposed wires not to be used.</li> <li>- Formal Visual Inspections (FVIs) to be carried out regularly on all portable equipment.</li> <li>- Dynamic assessments to be undertaken when using portable electrical equipment i.e. look over it, to check for damage etc. before plugging in.</li> <li>- Portable electrical equipment not to be left plugged in unattended – only to be plugged in/used whilst staff/volunteers/community supporters present.</li> <li>- Cables must not be left on pedestrian routes, or they must be appropriately secured e.g. cable protector.</li> </ul>	H/M/L?

8	<p>Work at height <u>whilst accompanied</u></p> <p>N.B. For work at height <u>whilst lone working</u>, see <a href="#">row 19</a></p>	<p>Falls from height causing serious injury, or death</p>	<ul style="list-style-type: none"> <li>- Never use a ladder, or undertake any tasks which involve working from height, without first discussing with CCT contact. Volunteers and community supporters not usually asked to undertake this type of work.</li> <li>- Never access tower stairs, bell ringing chambers, the bell chamber, or the tower roof whilst unaccompanied. If access to these areas is required, <u>whilst accompanied</u>, speak with CCT contact before doing so.</li> <li>- Tasks only to be undertaken when well enough to do so. Remain mindful that capacity may fluctuate or change over time.</li> <li>- Before accessing balconies, galleries, rooftops etc. <u>whilst accompanied</u> consult with CCT contact and check information on edge protection, to ensure it is adequate/safe to do so.</li> <li>- When clock winding appropriate steps to be taken to ensure protection from falls.</li> </ul>	<p>H/M/L?</p>
9	<p>Lit candles</p>	<p>Burns; In the case of a fire - Crushing, people being trapped, burns and smoke inhalation</p>	<ul style="list-style-type: none"> <li>- Naked flames to be avoided wherever possible. Battery candles are a safer alternative.</li> <li>- Where lit candles are unavoidable, <a href="#">Candle policy</a> to be read and complied with.</li> <li>- Lit candles not to be left unattended and to be completely extinguished, before the building is exited/locked up etc.</li> </ul>	<p>H/M/L?</p>
10	<p>Weather inc. church temperature: Extreme heat or cold, exposure to heat or cold for extended periods</p>	<p>Heat stroke, exposure, sun burn; Chills, hypothermia</p>	<ul style="list-style-type: none"> <li>- Appropriate clothing and footwear to be worn, inc. layers/gloves etc. and appropriate footwear, to resist 'creep' of cold from ground up.</li> <li>- Access to water, or hot drinks, for longer stays.</li> <li>- In event of periods outdoors in full sun: apply suncream, wear a sun hat.</li> <li>- Risk assessed dynamically, leaving post/locking up early, if necessary.</li> </ul>	<p>H/M/L?</p>
11	<p>Miscellaneous rubbish</p>	<p>Trips or slips; Injury from falling items e.g. cuts, broken bones</p>	<ul style="list-style-type: none"> <li>- Church kept clean and tidy, rubbish regularly removed.</li> </ul>	
12	<p>Coming into contact with drug related paraphernalia (sharps)</p>	<p>Cuts, needle stick injuries, infection, life-long health conditions</p>	<ul style="list-style-type: none"> <li>- Do not touch sharps.</li> <li>- Barrier off the area, report the discovery to the relevant Local Authority and CCT contact.</li> <li>- All incidents of drug related activity to be reported.</li> </ul>	

13	Coming into contact with animals (incl. domesticated, livestock and wildlife), and evidence of animals (incl. faeces, urine, remains, pellets etc.)	Stings, bite, trample/crush, impact injury, bruising, cuts, fractures, illness/infection, lifelong diseases, possible fatality	<ul style="list-style-type: none"> <li>- Volunteers and community supporters to remain vigilant and alert at all times and follow local instructions and signage.</li> <li>- Those with allergies to take precautionary measures when visiting.</li> <li>- Cleaning of any animal waste (e.g. faeces, urine, remains, pellets, etc. particularly bat excrement) could require special consideration, preparation and often special equipment, such as masks and gloves. CCT contact to be consulted before interaction with these. Possible additional RA to be undertaken, appropriate equipment provided.</li> <li>- Do not touch bats.</li> </ul>	
14	Cash handling incl. collection, transportation, counting, banking	Anti-social behaviour, robbery; Abuse; Physical injury e.g. broken bones, concussion; Emotional injuries inc. trauma	<ul style="list-style-type: none"> <li>- Wherever possible cash collection, counting, and banking to be undertaken in pairs.</li> <li>- Remain aware of surroundings at all times, when handling cash.</li> <li>- Regular collections undertaken, to ensure smaller amounts and lighter loads. Consider breaking down larger/heavier collections.</li> <li>- Wherever possible, church to be locked and empty, whilst cash collected.</li> <li>- Wherever possible, cash to be counted in locked and empty church, or safely offsite.</li> <li>- Cash to be transported discreetly.</li> <li>- Should robbery occur, cash to be handed over without challenge.</li> </ul>	
15	<p>Medical condition/fitness, mobility <u>whilst accompanied</u></p> <p>N.B. For medical condition etc. whilst lone working see <a href="#">row 20</a></p>	Risk of worsening condition, potential increased risk of injury, over exertion, being unable to call for assistance	<p>All volunteers and community supporters to:</p> <ul style="list-style-type: none"> <li>- Inform CCT contact of known condition(s) and agree amendments to volunteer responsibilities, if necessary.</li> <li>- Tasks only to be undertaken when well enough to do so. Remain mindful that capacity may fluctuate or change over time.</li> </ul>	<b>H/M/L?</b>

Lone Working				
16	<p>Travel to and from churches or other venues, including by own car or public transport</p> <p>Minimal knowledge of travel routes, unfamiliarity with surroundings</p>	<p>Confusion; Physical injury; Exhaustion, exposure</p>	<ul style="list-style-type: none"> <li>- Charged mobile phone to be carried at all times. Wherever possible be aware of issues with mobile signal.</li> <li>- Route to be planned in advance and checked before setting off.</li> <li>- Weather to be checked/considered before departure. Follow <a href="#">Met Office</a> travel warning and advice.</li> <li>- Vehicles to be well maintained.</li> </ul>	H/M/L?
17	<p>Volunteers alone with threatening or violent people <u>whilst lone working</u></p> <p>N.B. for aggressive or anti-social behaviour <u>whilst accompanied</u> see <a href="#">row 5</a></p>	<p>Physical and mental abuse e.g. personal injury, trauma, assault</p>	<p>All volunteers and community supporters to be familiar with this risk assessment.</p> <ul style="list-style-type: none"> <li>- In event of incident, seek safe space and contact police on 999.</li> <li>- Charged mobile phone to be carried at all times. Wherever possible be aware of issues with mobile signal.</li> <li>- Lone working to be avoided, wherever possible.</li> <li>- Someone else to be aware of visit and planned arrival/departure times. This person to be informed when safely home/away from church.</li> <li>- Where church/areas etc. feel unsafe do not enter/linger/remain. Where necessary, church to be closed, even if at short notice and (if usually locked) left unlocked in emergencies.</li> <li>- Where threats/violence occur, this to be dealt with in a calm manner, whilst seeking safe space/removal from situation.</li> <li>- Consideration to be given to ease of access to vehicle (if used) e.g. parked in direction of exit, rather than having to turn before leaving.</li> </ul> <p>After incident report to CCT contact, using an <a href="#">Accident/Incident/Near Miss form</a>.</p>	H/M/L?

18	<p>Slips, trips and falls <u>whilst lone working</u></p> <p>N.B. For medical condition etc. <u>whilst accompanied</u> see <a href="#">row 3</a></p>	<p>Serious injury; Being knocked out; Being unable to call for assistance</p>	<p>In <b>addition</b> to <a href="#">row 3</a> also:</p> <ul style="list-style-type: none"> <li>- Charged mobile phone to be carried at all times. Wherever possible be aware of issues with mobile signal.</li> <li>- Lone working to be avoided, wherever possible.</li> <li>- Someone else to be aware of visit and planned arrival/departure times. This person to be informed when safely home/away from church.</li> </ul>	H/M/L?
19	<p>Work at height <u>whilst lone working</u></p> <p>N.B. For work at height <u>whilst accompanied</u>, see <a href="#">row 8</a></p>	<p>Falls from height causing serious injury, or death</p>	<ul style="list-style-type: none"> <li>- Never use a ladder, or undertake any tasks which involve working from height, when alone.</li> <li>- Never access tower stairs, bell ringing chambers, the bell chamber, or the tower roof whilst unaccompanied. If access to these areas is required, <u>whilst accompanied</u>, speak with CCT contact before doing so.</li> <li>- Additional steps to be taken if clock winding whilst lone working e.g. Someone else to be aware of visit and planned arrival/departure times. This person to be informed when safely home/away from church.</li> </ul>	H/M/L?
20	<p>Medical condition/fitness, mobility <u>whilst lone working</u></p> <p>N.B. For medical condition etc. <u>whilst accompanied</u> see <a href="#">row 15</a></p>	<p>Risk of worsening condition, potential increased risk of injury, over exertion, being unable to call for assistance</p>	<ul style="list-style-type: none"> <li>- Volunteers and community supporters with mobility issues must not work alone, if they have difficulty negotiating the church 'environment' i.e. uneven floors, steps of various heights, slight variations in floor levels e.g. stones/slabs that are no longer flush with each other.</li> </ul>	H/M/L?
<b>Keyholders</b>				

21	<p>Holding a key for a CCT church.</p> <p>Distributing the key to visitors either at home or at church.</p> <p>Locking and unlocking church.</p>	<p>Uninvited guests, anti-social behaviour, robbery/burglary, physical injury, emotional trauma</p>	<p>Where the key holder is at a domestic residence, wherever possible:</p> <ul style="list-style-type: none"> <li>- Wherever possible, church key(s) to be left outside, in an agreed location e.g. in a container/ plant pot/ on a hook. Keys to be put out in the morning and brought back in at night.</li> <li>- Where an unexpected visitor comes to the door you should: <ul style="list-style-type: none"> <li>- see who is at the door, before opening it;</li> <li>- use a security chain, where available;</li> <li>- not open the door if you feel at all uncomfortable or threatened;</li> <li>- call 999 in an emergency;</li> <li>- should robbery occur, key to be handed over without challenge.</li> </ul> </li> </ul> <p>Where the key holder locks and unlocks the church (e.g. morning and night), or attends the church to lock and unlock for visitors:</p> <ul style="list-style-type: none"> <li>- Volunteers and community supporters to remain vigilant and alert at all times.</li> <li>- Where church/areas etc. feel unsafe, or requests seem suspicious, do not enter/linger/remain. Where necessary, church to be closed, even if at short notice and (if usually locked) left unlocked in emergencies.</li> <li>- Someone else to be aware of visit and planned arrival/departure times. This person to be informed when safely home/away from church.</li> <li>- Charged mobile phone to be carried at all times. Wherever possible be aware of issues with mobile signal.</li> <li>- In event of incident, seek safe space and contact police on 999.</li> <li>- Lone working to be avoided, wherever possible.</li> <li>- Should robbery occur, key to be handed over without challenge.</li> <li>- Consideration to be given to ease of access to vehicle (if used) e.g. parked in direction of exit, rather than having to turn before leaving.</li> </ul>	
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## In the event of an accident, incident or near miss...

Ass appropriate:

- treat injuries using your own first aid supplies;
- request assistance e.g. from the emergency services;
- ASAP record and report the incident, using [CCT's Accident/Incident/Near Miss form](#) and sending it to [healthandsafety@thecct.org.uk](mailto:healthandsafety@thecct.org.uk), or by speaking with your CCT contact. CCT has a legal responsibility to report some incidents within 24 hours.

### Definitions

**Hazard** = Something with the potential to cause harm (to health or safety)

**Likelihood** = is the chance that harm will occur

**Risk** = the combination of the **likelihood** that the hazard will cause harm and the **severity** of harm

**Severity of harm** = level of injury/illness as a result of an event occurring/exposure.

### Residual Risk Ratings

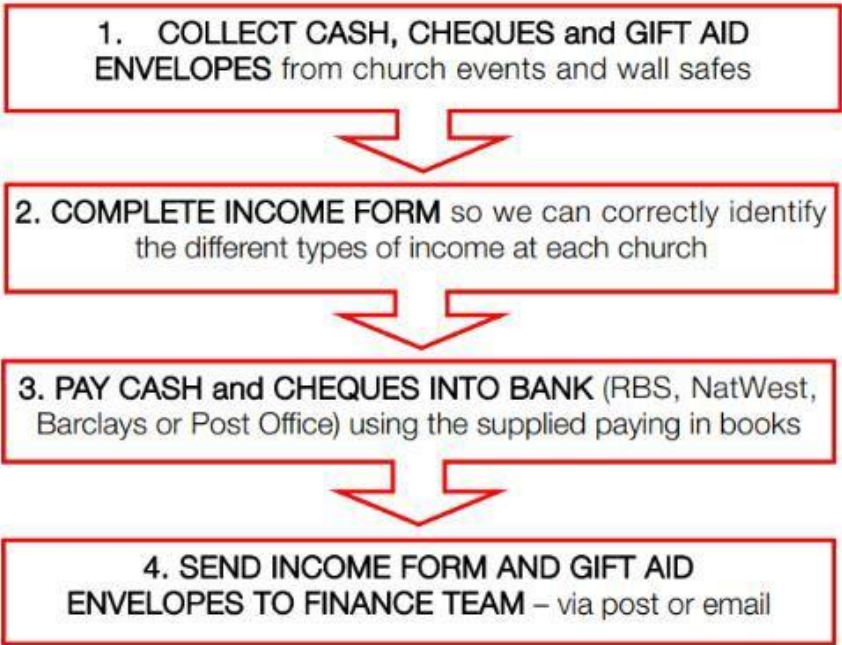
<b>High</b>	Deaths, permanent disablement, life-threatening or terminal illness/disease. RIDDOR Reportable.
<b>Medium</b>	Fractures, chronic illnesses, time off work. RIDDOR Reportable.
<b>Low</b>	Minor injuries/illnesses.

# E: Handling money in CCT Churches



## Handling money in CCT Churches

### A guide to paying cash or cheques in



Your assistance in collecting, counting and paying in income raised at CCT churches is greatly appreciated.

Please keep your own personal safety in mind at all times and remember that CCT staff are there to help you.

If you have any questions, need a new paying in book or income forms please contact the Finance Team via [finance@thecct.org.uk](mailto:finance@thecct.org.uk) or on 020 7841 0424.



1

### Collect cash, cheques and gift aid envelopes from church events and wall safes

Ideally donation boxes and wall safes should be emptied and the money banked at least once a month or as soon as £100 is held.

When a donation box or wall safe is emptied, the contents should be counted and banked as soon as possible thereafter. If a church safe is provided, the wall safe should be emptied daily, with the money placed in the safe.

2

### Complete the Income form (in: Sharepoint and attached below)

Please make sure you write the corresponding bank paying in slip number and your name at the top of the form.

Please select the correct bank you are paying into.

Note the date paid in, the name and location of the church the income relates to (e.g. St Andrew's, Buckland).

Use a separate row for each cheque with the amount under the appropriate income stream heading.

List the cash under the appropriate income stream heading (usually this will be wall safe or service collection).

If you complete the form in EXCEL it will automatically calculate the totals for you.

If there is not a suitable heading for the income type, please include details in the description column.

Email the completed form to [finance@theccct.org.uk](mailto:finance@theccct.org.uk) or post if you do not have access to email. See below for gift aid envelopes.

#### Direct payments to our Bank Account

If a donor wants to pay money directly into our bank account.

Account Name: Churches Conservation Trust

Account no: 04832981

Sort code: 18-00-02

Reference: Please include the three digit church code or the name of the church and area or project code

You should send an email to [finance@theccct.org.uk](mailto:finance@theccct.org.uk) clearly stating:

- the amount paid in
- the name of the church and area (ideally the three digit church code)
- the date paid in and
- breakdown of types of income banked

2

3

### Pay cash and cheques into the bank

Money collected can be paid in to the bank, or sent to the Northampton office. Cash should not be sent by post.

Money can be paid into branches of NatWest, Royal Bank of Scotland, Barclays or Post Office. Paying in books should be requested from the finance team.

Please write the name of the church in capitals in the "reference" space of the paying in slip. If there are multiple churches, please write the area covered.

Keep a separate record of dates and amounts banked just in case there are any queries.

Old counterfoils should be kept for five years and can be sent to finance for safe keeping.

<b>Paying in book/ cash card:</b>	Coutts paying in book (no card)	Barclays paying in book or cash card	Cash Card
<b>Pay money in at:</b>	NatWest, Royal Bank of Scotland	Barclays	Post Office

4

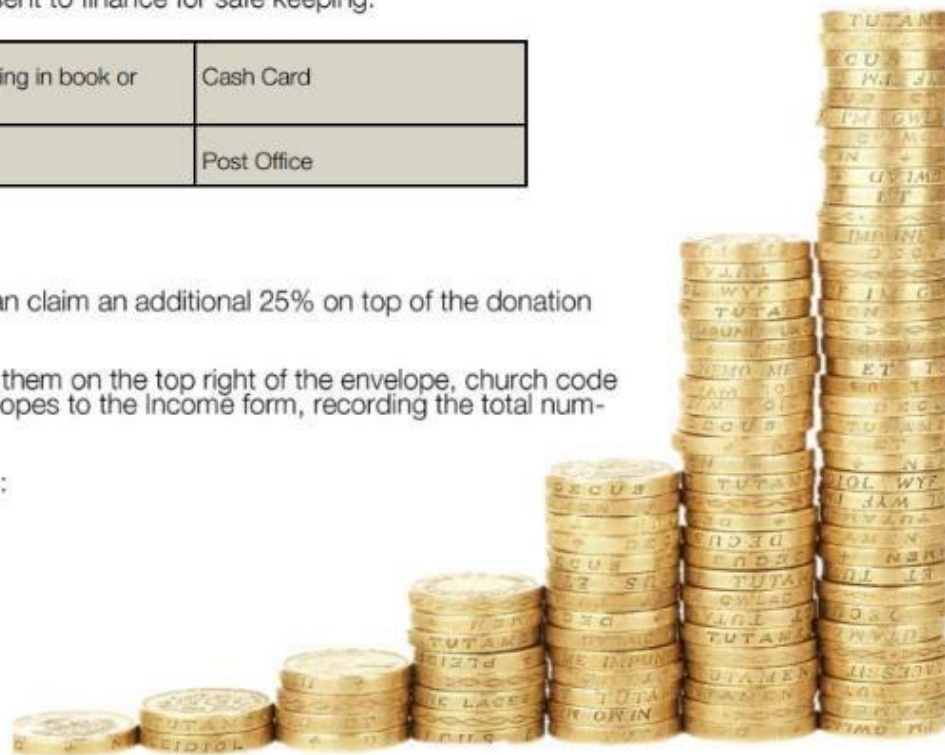
### Send Income form and Gift Aid envelopes to Finance

Gift Aid is a valuable source of income for the CCT. We can claim an additional 25% on top of the donation received, an extra 25p for every £1 donated.

Open any gift aid envelopes; write the amount taken from them on the top right of the envelope, church code and paying-slip number (this is essential). Attach the envelopes to the Income form, recording the total number of envelopes per church.

Send gift aid envelopes attached with the income form to:

Finance Department  
Churches Conservation Trust  
Old Black Lion  
St Peter's Street,  
Northampton, NN1 1FH



3





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Thank you for giving your time, skills and enthusiasm to the Churches Conservation Trust.  
For any queries, please get in touch with your CCT contact or send an email to  
[volunteering@thecct.org.uk](mailto:volunteering@thecct.org.uk)

Head office:  
Churches Conservation Trust  
Old Black Lion  
St Peter's Street,  
Northampton, NN1 1FH



END OF HANDBOOK