

Frequently asked questions



Risks and Safeguarding

- Where do we find risk assessments?

Contact your CCT contact if you are unable to find what you need on this site.

- Safeguarding?

All our volunteers and community supporters are offered online safeguarding training as part of our duty of care. There is also a safeguarding protocol available. Friends' groups are responsible for their own safeguarding procedures but can follow CCT's procedures if they choose to.

- Accident books & first aid kits

If there is an accident or near miss on site, please report to your Local community officer or Site Officer and fill in a form. These are also part of the volunteer handbook. You should only have a first aid kit on site if there is a trained first aider present.

Finance

- **Why should we pay the utilities costs?**

If you are using the church for events, any income should in the first place be used to pay the bills. Our core funding allows us to cover regular maintenance costs, but utility costs need to be generated where possible by church-based income. If you are happy for all generated income to go to CCT, we first make sure operational costs like utilities are covered before any other project at the church is financed.

Maintenance / projects

- **Why can't we paint the door / clear the gutters / fix the lock ourselves?**

CCT is the legal owner of all churches in our care. They are all listed and as such, the upkeep is fixed by legal and statutory regulations. To make sure we get value for money, abide by regulations as well as invest in the upkeep of skills in the regions, we have contracts with several businesses who are professionals in conservation. They do frequent maintenance checks and are in touch with our conservation team to make sure regulations are followed and the right materials/methods are used.

- **What do I need to do to start a Community Initiative Project?**

You can get CIP information from your Local Community Officer or Site Officer.

Communication

- **What happens if my CCT contact is unavailable for a while?**

You can get in touch with their line manager (often the Lead Local Community Officer), or with volunteering@thecct.org.uk

- **Why do you send out an annual survey?**

Volunteers and community supporters are vital to our organisation, and we send out an annual survey to get a snapshot of how things are going. This gives you a chance to feedback to us, to improve the way we do or communicate things. Responses are voluntary and we hope you will take the opportunity to engage with us.

Events

- **How many services can we hold in the church?**

The churches are still consecrated, and as such, services can still be held. There is a guidance on a maximum of 6 Sunday services annually. Please remember that all services need to be agreed by your CCT contact and the local incumbent.

- **Why is it not possible for us to host ghost tours/seances/Halloween etc?**

The Church of England is one of our main funders and they have put redundant churches in our care, under the understanding that what we do, doesn't go against CoE advice. Realising the sensibilities that people feel with the churches in our care, been we steer clear of ghosts/seances/Halloween – many local people will have family connections to the church and could be upset. We suggest focusing on All Souls' or Harvest festivals instead.

- **How do I hire a toilet?**

Temporary toilets can be essential for the smooth running of an event, especially if it lasts more than a few hours and if you are serving refreshments. Your CCT contact can advise on the best local company to approach and can suggest specifics you might need to agree with them (around accessing the venue, cleaning, pick up, water access, supplies). When planning your event, keep the cost of toilets in mind. It is easily around £130.

- **What about filming licences?**

If you get a query about filming, please refer these to filming@thecct.org.uk . If you would like to show a film, licenses are often needed to stay legal and can be costly. Please discuss with your CCT contact.

- **How can we sell alcohol at our event?**

To sell alcohol at an event you need a Temporary Event Notice (TEN), and you can't have more than five TENs a year. See the [government website](#) for more. Remember to give enough notice of the event.

- **Why do I need a TV licence?**

It can be illegal to show TV without the correct licensing in place. Your CCT contact can advise.

- **How can we trial bell ringing?**

Bell ringing can only be undertaken by specially trained bell ringers and not all of our bells are safe to ring. There is a **bell ringing policy** available, please ask your CCT contact.

- **Where can I find the CCT logo for use on our posters/leaflets?**

Your CCT contact will be able to give you access to our branding guidelines.