



Our Commitment to Joint Working

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