

archdeacons'

visitation news

Spring 2018 - issue 15

Support for Mission and Ministry

In order to support and challenge Mission Communities as they seek to live out the diocesan Vision to Grow in Prayer, Make New Disciples and Serve the People of Devon with Joy, the Diocese is renewing its Mission and Ministry Development Team.

Mission and Ministry Development Team:

Revd Jon Marlow has recently started as the full-time team leader and in addition there will be three 0.5 posts. Each person will focus on one Archdeaconry (Jon Marlow will cover Plymouth Archdeaconry), the role of these Mission and Ministry Advisors will be to:

- help Mission Communities develop or review their Mission Action Plans
- encourage the development of local ministry teams
- advise on the restructuring of Mission Communities
- work with Mission Communities in vacancy or particular times of transition, eg organising a Vision evening to help the creation of the MC Profile.

Lay Discipleship Project Manager:

we are in the process of appointing someone to develop lay training which is locally delivered at multiple venues across the Diocese. His/her role will be to:

- communicate a vision for collaborative ministry and the nurture of the gifts of all the baptised
- research both existing national training resources and the existing lay training needs of Mission Communities
- establish a financially viable and sustainable programme of lay training across the diocese.

These posts will be a key resource in developing lay and ordained ministry teams, which, as numbers of stipendiary clergy fall, will be at the heart of future mission and ministry in our churches.



The Venerable Mark Butchers
Archdeacon of Barnstaple



The Venerable Christopher Futcher
Archdeacon of Exeter



The Venerable Ian Chandler
Archdeacon of Plymouth



The Venerable Douglas Dettmer
Archdeacon of Totnes



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Ecclesiastical



Training Days for Churchwardens in 2017

Three training days for churchwardens were held last year in different parts of the diocese. They were primarily aimed at those who were relatively new to their post, to provide a basic introduction to the role and responsibilities of the churchwarden, but were also attended by some experienced churchwardens. Around 80 people participated.

Topics included:

- the role of the churchwarden, challenges and opportunities, presented by an archdeacon
- looking after your church building, presented by the Church Buildings Officers
- parish finance, presented by Neil Williams, Diocesan Director of Finance
- parishes and the law, presented by Martin Follett, the Diocesan Registrar
- safeguarding, presented by Charlie Pitman, the Diocesan Safeguarding Adviser.

After the speakers introduced each topic there was much discussion as churchwardens shared their experience and raised questions. Conversations continued over lunch and refreshment breaks.

The archdeacons are keen to support churchwardens in their roles. Do contact our offices with any issues or advice sought. Sometimes, especially at a time of vacancy or in beginning to plan changes to the church building, a visit is desirable, and also much can be covered through the provision of more training days.

Do keep in touch with us and let us know about particular matters you would like to be covered by a training day. It is highly likely that if you ask for it, many other churchwardens will gratefully think – yes, I need that too!

A churchwarden's checklist

Churchwardens are some of the most valuable volunteers in any church, bearing much of the responsibility of running and maintaining the building, not to mention the day-to-day functioning of the parish. The wide range of duties Churchwardens undertake makes the role one of the most varied in the church community. From rising damp to blocked drains, from unserviced boilers to crumbling stonework, they always have plenty on their plate!

The specific duties of a churchwarden vary from parish to parish. To help them – and your church – the leading church insurer Ecclesiastical has put together some guidance on key tasks and responsibilities. If the answer to any of the questions below is 'no', it's a good idea to speak to your churchwarden and work out a plan of action.

Your church and churchyard

1. At the last annual meeting of the PCC, did anyone present a report on the fabric, goods and ornaments of the church?
2. (i) Are any essential works for the church building, as noted on the last quinquennial report, in hand or planned?
(ii) Do you have proper arrangements in place for routine maintenance, including the regular clearance of gutters and down-pipes to prevent blockages?
(iii) Are arrangements in hand for proper maintenance of the churchyard?
3. Do you arrange for the electrical installation to be checked every five years?
4. If the church has a lightning protection system, do you arrange for periodic inspection of the system?
5. Do you review your health and safety arrangements on an annual basis?
6. Do you review your fire risk assessment on an annual basis?

Presentation and care of church records

7. (i) Are your service book records and registers for burials, baptisms and marriages up to date?

(ii) Are all your church registers, records and books in a satisfactory condition and properly stored or deposited within the archives?
 8. (i) Are your external and internal noticeboards in good order and up to date?

(ii) Is the current Table of Parochial Fees displayed clearly in the church?

(iii) Is the Churchyard Directive displayed prominently and publicly?
 9. Are you satisfied with arrangements for the care and cleaning of the church's interior, church linen and other ornaments and vessels?
 10. Do you have up-to-date church guidebooks available and, if appropriate, are they available in other languages?
 11. Is there a logbook for your church and is it up to date?
 12. Is there a plan of your churchyard and is it up to date?
- ## Finances
13. Did you pay your clergy expenses in full last year?
 14. Is all your church insurance up to date and does it give you appropriate cover?

If you'd like to know more about the role of the churchwarden, your diocese can provide you with a guide, and you'll find a number of books available commercially too. If you'd like to raise an issue with your Archdeacon, please contact them directly.





2018 – Ecclesiastical's year of the church volunteer

In 2017, Ecclesiastical's annual church competition celebrated the role that churches play in their local communities and the positive change brought about by various community initiatives.

Churches were asked to submit a piece of artwork that encapsulated their community offering, be it a regular food bank service, mother and toddler groups or coffee mornings for the elderly to combat loneliness, etc. More than 270 wonderful and creative submissions formed the Great Community Mural, a 10m x 3m structure, which was unveiled at St Paul's Cathedral before going on to tour cathedrals around the UK.



This year, Ecclesiastical will be honouring the invaluable contributions of church volunteers – the people who tirelessly devote their time and energy to make a difference to support their church and to make a difference to their local communities.

Michael Angell, Church Operations Director at Ecclesiastical, explains that the 2018 competition is all about recognising and celebrating those who do so much to support their church and enrich their communities. "We're continually inspired by the dedication of church volunteers and all they do. Our hope is that this year's competition will not only recognise outstanding voluntary work, but also encourage others to consider devoting their time for the benefit of others," said Michael.

Look out for details of this year's competition on www.ecclesiastical.com/church

Risk Management Advice Line

We know that managing the risks of a church or church hall can be a demanding responsibility.

That's why we've introduced the Risk Management Advice Line. Whenever you need information about managing risk and can't find what you are looking for on our website, our experts are here to help.

Call our Risk Management Advice Line: **0345 600 7531**

The line is open from 9:00 to 17:00 Monday to Friday excluding Bank Holidays.

Alternatively you can email us at:

risk.advice@ecclesiastical.com and one of our experts will call you back within 24 hours.

Our Risk Management Advice Line offers Ecclesiastical customers free risk advice. Please have your policy number to hand when you call.



New health and safety guidance

Nobody wants to see anyone suffer an injury, so it's important that your church has taken steps to protect those who use your buildings. This can seem a bit daunting when starting from scratch, so we've developed a series of new webpages, guidance notes, checklists and videos to help make health and safety straightforward. They provide a range of information and examples to help you get started, or check the adequacy of what you already have in place.

Find out more at: **www.ecclesiastical.com/healthandsafety**



Do you receive our monthly e-news?



We send updates and useful advice by email once a month. If you or anyone else in your church would like to be added to the list, you can sign up at: **www.ecclesiastical.com/signup**

If you no longer wish to receive our emails, you can unsubscribe at any time – just click the unsubscribe button at the end of the email.



Allchurches Trust

Every year, we give a large proportion of our profits to Allchurches Trust, the charity that owns Ecclesiastical Insurance Group.

General Data Protection Regulation – Is your church ready?

The increased rate of technological developments and globalisation have brought new challenges for the protection of personal data. General Data Protection Regulation (GDPR) has been introduced to reflect changes in technology since the Data Protection Act was introduced in 1998.

The changes will come into effect from 25 May 2018 and will affect all organisations that handle personal data relating to living EU citizens. This means that churches will need to comply with the new regulation.

Guidance on how to prepare for GDPR is available from the Information Commissioner's Office (ICO), and you can find detailed guidance on how this applies to churches on the Parish Resources website.

ICO overview of GDPR www.ico.org.uk

Parish Resources' Church guidance www.pariahresources.org.uk/gdpr



Allchurches uses this money to give grants to churches and Christian charities. Sir Philip Mawer, Allchurches' Chairman, said: "Thanks to the generosity and hard work of Ecclesiastical Insurance Group and the loyalty of its customers, last year we were able to give £15.6 million to projects all over the UK and Ireland that are improving lives, strengthening communities and bringing hope."

One of Allchurches' largest grants in 2017 was £300,000 for the Church Urban Fund's

Together Network that supports local groups tackling poverty and deprivation.

Of the many small but vital grants of between £500 and £6,000 made annually, recent examples include £2,000 towards a night shelter, £1,250 for a school library and, over the course of 2017, 37 grants to restore or repair church bells.

For more information about Allchurches Trust, and the grants they give, visit www.allchurches.co.uk



Maintenance Booker



Ecclesiastical are pleased to be supporting the National Churches Trust's new MaintenanceBooker initiative. The new

web-based service makes it easy to keep church buildings in good repair. MaintenanceBooker allows churches and chapels in England and Wales to get a quote from accredited contractors with experience in church and historic building maintenance.

You can find out more at: www.maintenancebooker.org.uk



Casts of Christian crosses conserved by V&A Museum

Six towering early Christian crosses in the Victoria and Albert Museum's famous Cast Courts will be conserved thanks to a grant from Allchurches Trust, owners of Ecclesiastical. The crosses were cast in plaster from ancient stone crosses around the British Isles during the mid-19th century, and installed in the Cast Courts along with copies of other architectural and ecclesiastical wonders including, astonishingly, Trajan's Column.

Allchurches Trust's grant contributes to the V&A's project to restore the West Court and Central Gallery, which are due to open in autumn 2018, completing the redevelopment of the magnificent Cast Courts.





What would your church do with a donation of £130?

To celebrate both our 130th anniversary and being voted as the most trusted home insurance provider in the Fairer Finance rankings, we are offering to donate £130 to your church when you take out a new home insurance policy.



All you have to do is take out a new home insurance policy with us, quoting 'Trust130' and we will do the rest. Full terms and conditions are available on our website: www.ecclesiastical.com/trust130.

**Call our team to find out more:
0800 783 0130**

Our home insurance

At Ecclesiastical, we pride ourselves on providing honest and specialist insurance for those associated with the church, and our home insurance is no different. Our home insurance is tailored to meet the specific needs of our customers, including specialist cover for clergy, church workers and church volunteers.

We aim to keep insurance simple, and make it as clear and easy for you to understand as possible.

There's nothing standard about our standard policy

Some companies might charge more for useful extras, but your Ecclesiastical policy includes cover against losing keys, legal expenses and home emergency protection at no extra cost.

You'll be insured against a range of events such as fire, theft, subsidence, storm or flood and escape of water. Our home contents and buildings policy includes:

- Up to £750,000 buildings and £75,000 contents cover
- Home emergency cover
- Up to £50,000 legal expenses cover
- Up to £3,500 for accidental loss or damage to valuables and personal belongings that you take away from your home.

Find out more about our award-winning home insurance at:
www.ecclesiastical.com/homeinsurance
or call our team: **0800 783 0130**

Has your church already received a donation?

Tell us how you've used it by posting your story on our Facebook page and tagging us @Ecclesiastical.

Alternatively, you can send your story in to our team at:
Trust130@ecclesiastical.com and we might share it on our website and Facebook account!



Information at your fingertips

Our dedicated website for churches contains bespoke advice on how to look after your buildings and the people that use them.

From health and safety guidance and risk assessment templates to ideas for fundraising events, our website provides a wealth of information. Our Church Matters website is dedicated to churches and contains bespoke advice for your church buildings and the people who use them, plus more information on all our products and services.

Find out more at:
www.ecclesiastical.com/churchmatters

Do we have up-to-date contact details for you?

If your contact details are out of date or are incorrect, let us know via phone or complete the form on our website available here:

www.ecclesiastical.com/churchchangedetails

You can also update us on changes to names, emails addresses, phone numbers and changes to PCC members by phone.
Call 0345 777 3322



Overall customer satisfaction*

99%



*Based on 1464 responses to Ecclesiastical's customer opinion survey 2017.

We're here for you...

Ecclesiastical supports our church customers with more than just church insurance – read on to find out more about how we can help you.

Theft of metal

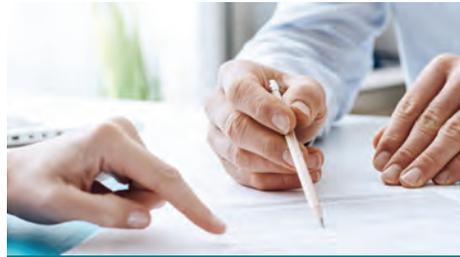
Theft of metal is, unfortunately, an ongoing problem for churches. In recent years, we have received numerous claims for theft of metal from our policyholders, the vast majority of which have been from church properties. Metal theft can have a massive impact on a church, from the cost of the replacement metal, to subsequent damage to the church during the course of the theft or subsequent leaks in a roof.

What can you do to protect your church?

There are steps you can take to help protect your church from theft of metal, and your policy only covers you for metal theft if the following steps have been taken:

- Apply a forensic marking system approved by us (such as SmartWater) to external metal
- Register the marking system with the provider
- Clearly display signage of the marking system to deter thieves.

To find out more and to read our full guidance notes visit: www.ecclesiastical.com/theftofmetal



Financial Advice

Ecclesiastical Financial Advisory Services (EFAS) bring you independent financial advice from a company you know and trust. Our experts advise clergy, church people and PCCs on making investments (including ethical investing), pension and retirement planning, mortgages and life assurance.

Call 0800 107 0190

Email: getadvice@ecclesiastical.com



Car Insurance

Ecclesiastical Insurance Services offer extra benefits tailored for the clergy. Including business use (anything relating to the church), no charge for monthly payments, no administration charges for changes to the policy and up to £500 for church goods in the car.

Call 0345 450 9396

www.ecclesiasticalinsuranceservices.co.uk



Funeral Plans

A funeral plan from Ecclesiastical is an ideal way to make financial provision for your funeral, as well as reducing the worry for your loved ones at a difficult time. Making your funeral wishes known in advance and providing for the cost makes sound financial sense.

Call 0800 055 6503

Email: info@epsfunerals.com



Making a Claim

We will work swiftly and deal with your claim fairly and if we can resolve it when you first contact us, we will. If it is a little more complicated, we will give you direct access to an expert claims handler, so you always know what's happening with your claim.

Call 0345 603 8381

www.ecclesiastical.com/claims

Our specialist customer service team

Our dedicated church customer service team have a deep understanding of the specialist needs of those who look after, and protect, churches. Our friendly team are ready to help you with any query, no matter how big or small, and are available by telephone, email or post.

Call 0345 777 3322

(8am-6pm Monday to Friday except Bank Holidays)

Email: churches@ecclesiastical.com

Post: Church customer services, Beaufort House, Brunswick Road, Gloucester GL1 1JZ



Hiring out your church premises

From music groups to yoga classes, thousands of clubs, societies and groups across the country rely on churches and church halls to hold regular meetings and events. When hiring out your church or church hall, it is important you take some simple steps to make sure you are protected.

Make sure the PCC is happy with the activity your facilities are being hired for

When hiring out your premises, it is important that the PCC check what the hirers are planning to use the facilities for. Make sure that you are happy with the activities and that the space you have to offer is safe and appropriate. For example, a church hall might be safe for youth clubs or business meetings, but not appropriate for energetic keep-fit classes.



You should also consider your diocesan safeguarding guidelines for anyone hiring your premises for groups of children or vulnerable adults, as well as making sure you have written confirmation that these groups have a current safeguarding policy in place.

It is also worth checking that regular hirers are still using the church or church hall for the same activities as the PCC originally agreed.

Insurance protection

Any groups or activities run by the church, for example church-run youth groups or mother and baby groups, will be covered by the church's insurance. However, any outside users, or groups not run by the church will need their own public liability insurance. When hiring out your premises, make sure to see and take a copy of their public liability insurance, which can be in their insurance renewal document or policy schedule.

Individuals who hire your church or church hall will often have public liability cover included in their home insurance policy. Ecclesiastical Insurance's church insurance policy has an extension called 'indemnity to private hirers'. This means that there is contingency cover in place for individuals who hire your church or church hall up to three times a year.

Hiring agreement

When hiring out your premises, it is important to have a formal hiring agreement that outlines the responsibilities of both the church and those hiring the premises. You should make sure to include in this agreement details of the public liability insurance in use. If your church doesn't have a formal hiring agreement document in place, and you regularly hire out your church, it is worth seeking legal advice to help create one as it is a legal document.

Security

Hiring out your premises can mean giving church and church hall keys to the hirers. We recommend you keep track of this through a key register. Ask key holders to sign keys in and out using the register, and remind them to return the key promptly after use.

Ask long-term hirers to re-sign the register annually, and remind them that they should not get any additional keys cut themselves, or lend the keys to anyone other than those detailed on the register.

If the premises are secured by an intruder alarm or access entry system, the relevant codes should be changed on a regular basis.



General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) will take effect in the UK from 25 May 2018. It replaces the existing law on data protection (the Data Protection Act 1998) and gives individuals more rights and protection in how their personal data is used by organisations. Parishes must comply with its requirements, just like any other charity or organisation.

While the principles of GDPR are largely in line with those of the old Data Protection Act, there are some key changes that parishes will need to make around how they capture, handle and store personal data.

There is a very useful website to help parishes through the process of checking what personal data is held, the permission needed to continue holding it, the uses to which it may be put, and how access to it will be controlled.

The website address is <http://www.parishresources.org.uk/gdpr/> I would particularly commend the use of the checklist.

It will be helpful if each parish, or Mission Community working together on this, appoints someone who will work through the clearly listed tasks. The website also provides very helpful definitions of the jargon:

- personal data is information about a living individual that is capable of identifying that individual
- processing is anything done with/to personal data, including storing it
- the data subject is the person about whom personal data is processed
- the data controller is the person or organisation who determines the how and what of data processing, in a parish usually the incumbent or PCC.

There are also some templates for the paperwork each parish will need to prepare to make their compliance with the data protection rules transparent.

I don't think this is as scary or complicated as it may sound at first. It just needs a careful, methodical approach so that parishes can fully comply. If you have questions, after working through the guidance on the parish resources website, you may contact Annemarie Kendell at the Diocesan Office: annemarie.kendell@exeter.anglican.org

Please see the article 'General Data Protection Regulation – is your church ready?' on the inner pages for further details.

Trustee Indemnity Insurance – Protecting Church Council Members

Parochial Church Council (PCC) or Church Council members make a real difference to their local church. They help to make sure that the PCC is properly run and that it uses its charitable funds and assets wisely. Put simply, it's their responsibility to see that the PCC delivers on its charitable objectives.

PCCs are actually recognised as charities, which means their members are acknowledged as trustees. So, what happens if the trustees do not meet some of their duties or responsibilities? Leading church insurer Ecclesiastical explains how you can protect your church and your PCC members.

When might there be a problem?

Sometimes a PCC member might make an innocent mistake that could lead to a possible claim. For instance, they might not meet their responsibilities due to neglect, or they might breach their authority in some way. Although unintentional, a mistake could lead to costs and a damaged reputation.

How are you protected?

To help protect you, your Parishguard cover from Ecclesiastical automatically provides you with Trustee Indemnity insurance (see your policy for the level of cover you have). This covers any liability claim arising from a wrongful act by a trustee, as well as the cost of defending a claim, which can be significant. It brings you the peace of mind that as long as you have acted lawfully and with a duty of care, you should be covered.

Trustee Indemnity insurance directly protects an individual trustee, rather than the PCC itself. That means a trustee will not have to personally pay out for any

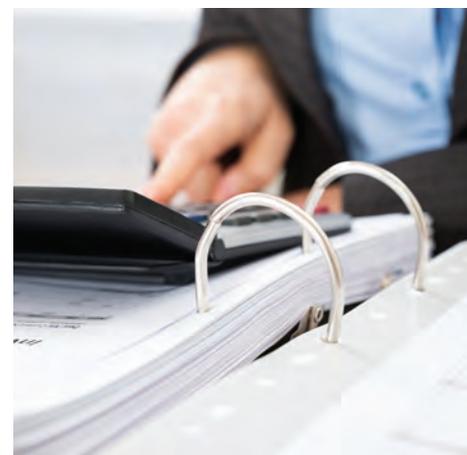
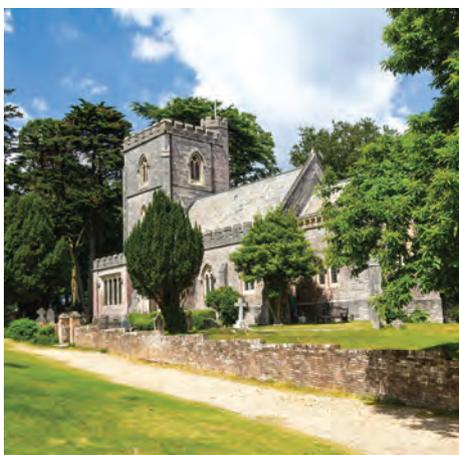
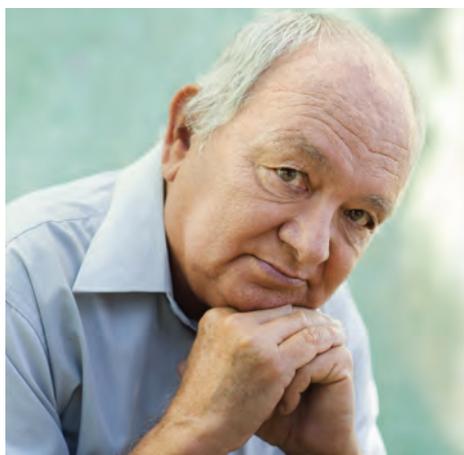
legal claims made against them for any breach of trust or duty of negligence or care. **The cover specifically excludes reckless or wilful wrongdoing.**

Reassurance for potential new recruits

Just knowing the insurance is in place can make it easier for people to volunteer to join PCCs. As Marcus Booth, Ecclesiastical's Church Underwriting Manager, explains: "A lot of people today, particularly those in employment, can be quite clued up about personal liabilities and will make a point of asking what kind of protection is in place. Being able to demonstrate that insurance cover is available can make all the difference."

You can find out more about the role of PCCs at the Church of England's website www.churchofengland.org/clergy-office-holders/pcc-information. Many dioceses also provide their own guidance notes, while the Charity Commission also provides useful information online at www.gov.uk/topic/running-charity.

If you'd like more information on the insurance protection that Ecclesiastical offers PCC members, visit www.ecclesiastical.com/churchinsurance or call **0345 777 3322**.



Whilst Ecclesiastical has used reasonable endeavours to ensure that the information in this newsletter is correct at the time of publication, please note: (a) the information is not intended to constitute a definitive or complete statement of the law on any subject, (b) the information may over the course of time become incorrect or out of date; and (c) neither Ecclesiastical Insurance Office plc. nor its subsidiaries can accept any responsibility or liability for action taken or losses suffered as a result of reliance placed on the information provided in this newsletter.

When it feels **irreplaceable**, trust



For more information, call **0345 777 3322** email churches@ecclesiastical.com  [@churchmatters](https://twitter.com/churchmatters)

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