



Anti-Bullying Policy & Procedures

Living Hope Church
Tel: 07468 477465 Email: jez62@yahoo.co.uk

Anti-Bullying Policy

Rationale

Living Hope Church (Teesside) does not tolerate bullying behaviour under any circumstances and operates a zero-tolerance policy. All members of Living Hope Church (Teesside)'s community have a right to work in a secure and caring environment. Living Hope Church (Teesside) actively promotes positive interpersonal relationships between all members of our community and is committed to providing an environment that is secure and supportive so that all individuals can develop and be socially free from fear of ridicule, harassment and physical threat.

If bullying does occur, all members should be able to tell and know that incidents will be dealt with promptly and effectively. Any person who has been subjected to bullying will be supported and staff will ensure that the victim, other people and the perpetrator are kept safe.

Scope

This policy applies only to incidents of bullying which take place on premises managed by Living Hope Church (Teesside). However, Living Hope Church (Teesside) has an enduring interest in the welfare and conduct of its members and will respond positively to any information it receives about bullying outside of Living Hope Church (Teesside); thus: if it emerges that a member is responsible for bullying others outside of their time at Living Hope Church (Teesside) then this matter will be addressed with the person and the organisation(s) the bully has an affiliation with or under the care of.

If the person is found to be the victim of bullying outside Living Hope Church (Teesside), then help and support will be offered and advice given on how to avoid further incidents in future. A victim's affiliated organisation or care institute will be informed.

Definition

What is bullying?

There are five recognised features of bullying:

- It is deliberate, hurtful behaviour;
- It is repeated over a period of time;
- It is difficult for those being bullied to defend themselves
- It is difficult for those who bully to learn new social behaviours;
- Those who bully have and exercise power inappropriately over others.

All forms of bullying can be damaging to the development of both the person being bullied and the person bullying. Bullying can take many forms, but the main types are:

Physical Pushing, hitting, kicking, punching, and taking belongings or an act of violence with intent to harm;

Verbal Name calling, insulting, threats/intimidation or making offensive remarks;

Indirect Spreading nasty stories about someone, exclusion from social groups or being made the subject of malicious rumours;

Cyber Tormented, threatened, harassed, humiliated, embarrassed or otherwise targeted using text messaging, e-mail, instant messaging or any other type of digital technology e.g. social networking sites. Misuse of associated digital technology such as camera and video.

Bullying is not a one-off fall outs between friends.

Responsibilities

The Responsibilities of The Leadership Team

The leaders of Living Hope Church (Teesside) will:

- Foster in its members self-esteem, self-respect and respect for others
- Demonstrate by example; the high standards of personal and social behaviour we expect of our members.
- Discuss bullying with all members, so that every member learns about the damage it causes to both the person who is bullied and to the bully and the importance of telling a member of the leadership team about bullying when it happens.
- Being alert to signs of distress and other possible indications of bullying.
- Listen to members who have been bullied, take what they say seriously and act to support and protect them.
- Report suspected cases of bullying to the Safeguarding officer.
- Follow up any complaint by an interested party about bullying, and report back promptly and fully on the action which has been taken.
- Deal with observed instances of bullying promptly and effectively, in accordance with agreed procedures.

The Responsibilities of members and volunteers

We expect our members and volunteers to:

- Refrain from becoming involved in any kind of bullying, even at the risk of incurring temporary unpopularity.
- Intervene to protect the members who are being bullied unless it is unsafe to do so.
- Report to a member of the leadership team any witnessed or suspected instances of bullying, to dispel any climate of secrecy and help to prevent further instances.

Anyone who becomes the target of bullies should:

- Not suffer in silence, but have the courage to speak out, to put an end to their own suffering and that of other potential targets.

Procedures for dealing with incidents of bullying behaviour

Living Hope Church (Teesside) will offer a proactive, sympathetic and supportive response to those who are the victims of bullying. The exact nature of the response will be determined by individual needs and may include:

Immediate action to stop the incident and secure the person's safety

- Positive reinforcement that reporting the incident was the correct thing to do
- Reassurance that the victim is not responsible for the behaviour of the bully
- Inform any relevant professionals at the earliest opportunity
- Strategies to prevent further incidents
- Sympathy and empathy
- Counselling
- Extra supervision/monitoring
- Peer mediation/peer mentoring
- Mediation between the perpetrator and the victim (provided this does not increase the victim's vulnerability)
- Arrangements to review progress.

For the person who has carried out the bullying:

- Talking about what happened, to discover why they became involved:
- Informing any relevant professionals
- Continuing to work with them in order to modify attitudes, this can include changes to subject groupings or travel arrangements

- Invoking disciplinary actions as appropriate to prevent further bullying.

Recording

Bullying incidents will be systematically recorded and used to identify patterns of behaviour.

Continuing professional development

Living Hope Church (Teesside) will provide training for all members in behaviour management and anti-bullying.

Anti-Bullying Policy - Advice for Members

Bullying can ruin life, affect mental health and wellbeing, so we treat it very seriously. It is a form of anti-social behaviour that has no place at Living Hope Church (Teesside). Bullying can take many forms: physical, psychological or verbal. It can affect the happiness and achievements of the victims, the on-lookers and the bullies themselves. Remember that there may be others being bullied so you will be helping them as well as yourself by talking to someone.

Steps to take:

- Try to ignore the person who is attempting to bully you.
- Tell someone what has been happening, even if you have been warned not to. You may go to any member of the leadership team at Living Hope Church (Teesside). They will want to know and to help.
- Do not retaliate (try to get even) in a physical or verbal way. Walk calmly away from the situation.
- Do not blame yourself.
- If you see someone else being bullied, find a member of the leadership team and explain what you have seen and heard.
- Do not just ignore bullying. Think about how you would feel in the victim's position. Remember that bullying doesn't go away by itself.

- Make sure that you do not get involved in the bullying as an 'easy' option out of the situation – don't help the bully, help the victim.

Some advice on how to avoid being bullied:

- Be friendly. Friends help you avoid these situations.
- React calmly, walk away to avoid further reaction.
- Think positively about yourself. Be confident.

Some advice on how to avoid being a bully:

- Talk about problems, rather than taking them out on someone else.
- Don't make unpleasant remarks about anybody – even if you intend them as a joke.
- Try to avoid confrontations: find some way and somewhere to cool down.

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20/07/2022	20/07/2023	<i>Haleema Harrison</i>	<i>David Brown</i>



Complaints Policy & Procedures

Living Hope Church

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Complaints Policy and Procedure

Introduction

Living hope Church (Teesside) endeavours to provide the best service possible for all of its members in an open and transparent environment. We

welcome any feedback that we receive from members and third parties, and we accept that not all of this will be positive.

Where concerns are raised Living hope Church (Teesside) intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

It is our policy to:

- Welcome complaints as an opportunity to improve what we do
- Record and review all complaints to ensure that we are learning from them
- Ensure confidentiality for all involved in a complaint
- Respond in a timely manner to all complaints
- Challenge any malicious complaints

Complaints Procedure

Informal Stage

Wherever possible, a complaint or concern should be raised as an issue in the first instance with the relevant member or volunteer, who will be happy to discuss the issue and who will seek to establish a solution. The member or volunteer will then record this. However, if the issue is not satisfactorily resolved a written note of the issue will be passed to a member of the leadership team including contact details of the person raising the issue and a brief summary of the concern/complaint.

The member of the leadership team will make contact with the person making the complaint within one working week and seek to resolve it within 5 working days. The member of the leadership team will make a record of the complaint on the complaint recording form following the conversation with the person making the complaint. If the complaint still cannot be resolved the management of the complaint will follow the formal procedure.

Formal Stage

The Senior Pastor will arrange to meet with the person making the complaint within 5 working days. The person making the complaint may be accompanied by a friend or colleague to the meeting. The person who has made the complaint is able to bring a member of their family, a friend or a colleague to support them at the meeting.

If it has not been completed beforehand the complaint recording form should be completed during this meeting. At the end of meeting the Senior Pastor will explain the next steps they will take following the complaint and the length of time this will take. Except in exceptional circumstances (e.g., a complaint being received about a limited time only service in the last week of the service) investigations should be completed within 10 working days.

Following the meeting the Senior Pastor will conduct an investigation into the circumstances of the complaint ensuring that they take written statements from individuals who may have been involved in, or witnessed, the situation or action leading to the complaint.

Where the complaint has identified a serious safeguarding concern then the Safeguarding Policy procedures will take precedence.

When they have completed the investigation, the Senior Pastor will make a further appointment to meet with the person making the complaint and feedback to them the outcome of their investigation, including whether the complaint has been upheld and if so, what actions are being taken as a result. The person who has made the complaint is able to bring a member of their family, a friend or a colleague to support them at the meeting.

The Senior Pastor will provide a written outline of their findings to the person making the complaint at this meeting and explain how to appeal against their decision if they are not satisfied with the outcome. If relevant, a copy of this letter will be provided to the member of staff about whom the complaint has been made.

Appeals

To appeal against the outcome of a formal complaint investigation, the person making the complaint should write to the person named in the letter

they received at the end of the investigation. This must be within 10 working days of the date of the letter.

The person named in the letter will either be a Trustee with responsibility for appeals or another Trustee, depending on whether the Trustee with responsibility for appeals has been involved with the complaint before this time. On receipt of a letter making an appeal, the person named in the letter will organise for an appeal's panel consisting of themselves and two other people, neither of whom has had anything to do with complaint before. The appeal's panel will meet at a date and time convenient to the person making the appeal, this should be no later than 10 working days after receipt of the letter.

The person making the appeal is able to bring a member of their family, a friend or a colleague to support them at the meeting.

At the meeting of the appeals panel, following introductions, the person making the appeal will explain the reason why they are not satisfied with the outcome of the formal complaint stage and explain what they would like the outcome to be. The Senior Pastor who dealt with the formal complaint will be present and will explain the reasons for their decision. The members of the appeal's panel may ask any questions or view any of the investigatory statements and other evidence.

Once everyone has had their say the appeal's panel will adjourn to consider its decision. Whenever possible the decision will be made the same day as the meeting.

In exceptional circumstances the appeals panel may adjourn for longer in order to gather or view evidence that is not available at the meeting. As soon as possible after adjourning – and never more than 3 working days later – the chair of the panel will meet with the person making the complaint and let them know of the decision.

The appeal's panel may agree or disagree with all or part of the outcome of the formal stage.

The decision of the appeal's panel will be provided in writing to the person making the appeal and, when relevant, a copy provided to the member of staff about whom the complaint has been made. The decision of the appeals panel is final.

Monitoring of complaints

It is the responsibility of the Trustee with responsibility for handling complaints to keep the complaints log up to date and to provide a regular report to the Board of Trustees. This report will form part of their termly report to the Board of Trustees.

- Electronic copies of all complaint documentation will be kept for at least 5 years.

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Data Protection Policy & Procedures

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Data Protection Policy & Procedures

Who are we?

Living Hope Church (Teesside) (“LHC”) is the data controller, managed by the Trustees (contact details below). This means they decide and are responsible for how your personal data is processed and for what purposes.

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or together with any other information LHC holds. The processing of personal data is governed by the General Data Protection Regulation (the “GDPR”).

How do we process your personal data?

LHC complies with its obligations under the GDPR by:

- keeping personal data up to date;
- storing and destroying it securely;
- not collecting or retaining excessive amounts of data;
- protecting personal data from loss, misuse, unauthorised access and disclosure;
- ensuring that appropriate technical measures are in place to protect personal data;
- profiling for your benefit not discrimination e.g. children’s groups, men’s or women’s events.

Why do we process personal data?

We process personal data to fulfil our **legitimate interests** and activities as follows:

- fulfil our charitable and company aims;
- maintain our record of current and former church members and regular contacts;
- enable church members to communicate with one another;

- record and track pastoral events and needs in order to coordinate and provide pastoral care for members and ministry recipients;
- provide, evaluate and improve services to church members and ministry recipients;
- inform people of news, events, activities and services running at LHC e.g. in notice sheets, emails, the website etc;
- safeguard children, young people and adults at risk;
- fundraise and promote the interests of the charity, our goods and services;
- recruit, support and manage trustees, staff, volunteers and trainees;
- provide education, training and references;
- purchase and deliver goods and services needed to fulfil a ministry;
- maintain financial accounts and records, including gift aid, pensions, pledges and salaries;
- secure and manage property and premises;
- undertake research and statistical analysis;
- respond effectively to enquirers;
- handle any complaints;
- send accurate reports to Companies House and the Charities Commission.

What is the legal basis for processing your personal data?

ANY one of the following, forms a legal basis for processing your personal data.

- This is the most common reason – as a not-for-profit organisation with a religious aim we can process data (including special categories like religious beliefs and health), in the course of our legitimate activities with appropriate safeguards, provided that:
 - the processing relates only to members or former members, or those who have regular contact with LHC in connection with those purposes/aims; **AND**
 - LHC will not pass that data on to a third party without your consent **UNLESS** your interests, rights and freedoms could be clearly harmed.
- Where it is necessary for carrying out legal obligations e.g. under employment, social security or social protection laws, or a in collective agreement.

- Where the processing is necessary to protect someone's life.
- Where processing relates to personal data, which is manifestly made public within the church community and/or more widely, by the data subject;
- Or with your clear, specific and informed consent.

Sharing your personal data

Your personal data will be treated as confidential and will only be shared with other members of LHC for purposes outlined above.

We will only share your data with third parties outside of LHC with your consent, unless we have a legal exemption, for example, safeguarding.

How long do we keep your personal data?

We keep data in accordance with our Data Protection policy. Please email the Data Protection Lead for more information.

Specifically, we keep gift aid declarations and associated paperwork for up to 10 years after the calendar year to which they relate; and records of baptisms, marriages, and funerals permanently.

If you think you might need a ministry or character reference from us after you leave LHC, you will need to give us permission to keep relevant data to refer to.

Your rights as to your personal data

Unless under an exception in the GDPR, you have the following rights: –

- The right to request a copy of your personal data which LHC holds about you;
- The right to request that LHC corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for LHC to retain such data;
- The right to withdraw your consent to the processing at any time;
- The right to request that LHC provide you with your personal data;

- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable);
- The right to lodge a complaint with the Information Commissioner's Office.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then before processing, we will provide you with a new notice explaining this new use and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your consent to the new processing.

Contact Details

To see our full Data Protection Policy, exercise your rights or express any queries or complaints please contact our Data Protection Lead for the Trustees, Lisa Carlin by email <mailto:lisajaynewilkinson@yahoo.co.uk> or by telephoning 07984 871310.

You can contact the Information Commissioner's Office on 0303 123 1113 or via email or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Volunteer Management Policy & Procedures

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Volunteer Management Policy

This policy is based on three underlying principles for Living Hope Church.

1. We are a body (1 Corinthians 12-27 NIV)

12 Just as a body, though one, has many parts, but all its many parts form one body, so it is with Christ. 13 For we were all baptized by one Spirit so as to form one body—whether Jews or Gentiles, slave or free—and we were all given the one Spirit to drink. 14 Even so the body is not made up of one part but of many. 15 Now if the foot should say, “Because I am not a hand, I do not belong to the body,” it would not for that reason stop being part of the body. 16 And if the ear should say, “Because I am not an eye, I do not belong to the body,” it would not for that reason stop being part of the body. 17 If the whole body were an eye, where would the sense of hearing be? If the whole body were an ear, where would the sense of smell be? 18 But in fact God has placed the parts in the body, every one of them, just as he wanted them to be. 19 If they were all one part, where would the body be? 20 As it is, there are many parts, but one body. 21 The eye cannot say to the hand, “I don’t need you!” And the head cannot say to the feet, “I don’t need you!” 22 On the contrary, those parts of the body that seem to be weaker are indispensable, 23 and the parts that we think are less honourable we treat with special honour. And the parts that are unpresentable are treated with special modesty, 24 while our presentable parts need no special treatment. But God has put the body together, giving greater honour to the parts that lacked it, 25 so that there should be no division in the body, but that its parts should have equal concern for each other. 26 If one part suffers, every part suffers with it; if one part is honoured, every part rejoices with it. 27 Now you are the body of Christ, and each one of you is a part of it.

2. Everyone is

- Significant
- Accepted
- Valued
- Important

3. The role of leadership is to equip others to fulfil all that God has called and purposed them to do release others into God's calling on their lives, enabling and equipping them to serve effectively.

General policy

The trustees recognise and value the contribution that volunteers make to Living Hope Church. In recognising that contribution, our policy is:

- To value volunteers as a core part of the charity
- To ensure that volunteering is mutually beneficial to both the charity and the individual, so that the needs of both parties are met
- To provide support, guidance, encouragement and appropriate line management where necessary
- To encourage volunteers to grow in their personal discipleship
- To provide training and equipping for volunteers
- To provide adequate and appropriate facilities, equipment and resources to enable volunteers to fulfil their roles.

Recruitment of Volunteers

- We implement a fair, effective and open system in the recruitment and selection of volunteers and treat all information collected in the process as confidential
- Wherever possible, vacant volunteer roles will be communicated to all
- All potential volunteers will go through a recruitment process that is appropriate to the role. This process is designed to assess whether the volunteer opportunities available match the potential volunteer's skills and gifting.
- We operate a safeguarding children and other vulnerable adults policy. Volunteers seeking to work with vulnerable groups will be subject to that policy
- Recruitment Processes may differ depending on the volunteering role. Normal procedure for volunteers is:
 - Completion of volunteer application form
 - Completion of satisfactory references
 - Volunteer interview
 - Workshadowing
 - Role-specific and general training

- Whilst we welcome volunteers from all faiths, and none, for some roles there is a “genuine operational requirement” for volunteers to be professing Christians

Management of volunteers

- To ensure mutual benefit, all volunteers will have periodic reviews with their personal point of contact or supervisor. Reviews will be taken place informally, as part of an ongoing supportive relationship. In some cases a personal file may be maintained as evidence of safe recruitment and ongoing training records. We will always let the volunteer know and these can be accessed if requested by the volunteer. We will store data in accordance with GDPR guidelines.
- In order to safeguard and protect volunteers returning to volunteering following a significant break due to illness or injury, a risk assessment may be carried out together with the volunteer informally, to ascertain if any adjustment or support is required for volunteer duties to be carried out safely. Permission is sought from the volunteer to share the outcome of the assessment with relevant Foodbank supervisors and data is stored securely and in accordance with GDPR guidelines.

Standing down or removal of volunteers

- We respect the right of volunteers to end their commitment at any time, but ask for reasonable notice so that a replacement can be recruited
- In cases of negligence, or gross misconduct which may cause reputational or other damage to the charity, we may ask a volunteer to stand down. This will always be done consultatively, and as a last resort.

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