



SATURDAY KITCHEN at St Matthew's Church

Safeguarding and Safety Procedures

These procedures have been set out to ensure that we provide a safe environment for guests, staff team, and volunteers when serving in the Saturday Kitchen. This document has been produced so that no-one is exposed or exploited in their service of care but is ultimately intended to empower individuals to look after and share God's love with vulnerable people.

We hope you find these procedures on conduct and boundaries helpful.

Without your help, Saturday Kitchen couldn't happen and we want to make it a fruitful and safe environment for everyone involved.

1. Introduction

Saturday Kitchen is an outreach ministry that is both an expression of Christian discipleship and an environment for Christian discipleship, in which support and opportunities are provided to needy and vulnerable people in the community.

This is accomplished by:

- Praying that God would restore lives to wholeness through emotional and physical healing
- Expressing love in a variety of ways that will, over time, root and establish our guests in love so that they would be closer to grasping Christ's love (Ephesians 3:17-18)
- Practically assisting by 'sign posting' our guests towards relevant support (housing advice, medical care, addiction recovery etc)
- Providing a meal at lunchtime.

2. Responsibilities

Richard Coombs, as Rector, has overall responsibility for all outreach ministries.

Team Leaders will have responsibility for the running of Saturday Kitchen.

Safeguarding for vulnerable adults at St Matthew's Church, Cheltenham is the responsibility of Emma Abbey and Paul Collacott.

In addition to this document there are three documents covering safety and safeguarding for Saturday Kitchen:

- St Matthew's Church, Cheltenham Health and Safety Policy Document
- Policy of the Protection of Vulnerable Adults
- Food Management Policy Document

Copies of these are available on request.

3. Operational Guidelines for leaders and helpers at Saturday Kitchen

3.1. Catering and Hygiene

All food preparation, cooking and serving in the church kitchen, must be carried out in line with the St Matthew's Food Management System.

The following points must be observed:

- Ideally there should not be more than four people working in the kitchen at any one time.
- At least one person must hold a food safety certificate and be present at all times when food is being prepared, cooked and served. All other helpers must have a short Food Safety Induction.
- All kitchen helpers must be issued with and comply with the basic food safety requirements including regular hand washing and wearing of aprons.
- All crockery and utensils are to be washed in the dishwasher.
- All surfaces and the kitchen floor are to be cleaned with appropriate cleansers and disinfectants after use.
- Guests are not allowed in the kitchen.

3.2. General Safety and Security

- Where possible, trained first aid will be present within the team.
- Adequate first aid boxes are available in St Matthew's Church kitchen
- Team members must not give out their home addresses, personal telephone numbers, or email addresses. If necessary, give St Matthew's contact details.
- Team members must not give any form of help privately to individuals such as food, clothes, money, household goods, etc. Requests for specific help should be referred to the Team Leader.

3.3. Praying for Guests

It is really important that we pray for our guests if and when they are open to receiving prayer, but under the current Covid-19 restrictions, social distancing requirements mean that we can offer to pray for that person in our regular church prayer time, but not privately in person.

3.4. Conversations with Guests

It is important that we greet our guests with a warm and friendly welcome, but we need to be wise in how we conduct ourselves with our guests. Touch is not in any circumstances appropriate under current social distancing guidelines. While it is important to break yourself in gently by speaking to people you feel comfortable with, it is also important to be inclusive in the range of guests you chat to. Care should be taken to avoid intense conversations in isolation, particularly if they become regular with the same individual.

Ensure that your Team Leader is aware of any such interactions and include other volunteers where appropriate. We have learned from experience that some guests will try to engage helpers of the opposite sex in conversations which are of an intimate nature, e.g. about sexual relationships they are involved in. We suggest that it is better to disengage yourself from those conversations and, if necessary, ask a helper of their gender to take over. Flirtatious or suggestive remarks should normally be lightly handled and not responded to. If anyone becomes overly friendly or in any way physically or verbally harasses you, then immediately inform a leader of the circumstances as that type of behaviour is not tolerated. It is really important that helpers do not encourage overly intimate conversations.

3.5. Dress for Leaders and helpers:

Everyone should dress modestly and practically in a way that honours guests and other team members.

3.6. Further contact with guests

Contact with Guests outside of the ministry is not possible under current social distancing guidelines. If a guest asks this of you then you must politely explain the current constraints.

3.7. Leader and Volunteer responsibilities

Our Saturday Kitchen Safeguarding and Safety procedures will be issued to all leaders and helpers. These volunteers will be asked to sign to say that they have understood the procedures. Team members should be committed members of St Matthew's Church and must ensure that these guidelines are complied with and refer any issues concerning the running of Saturday Kitchen to the Team Leader.

3.8. Specific Procedures relating to the behaviour of guests

Alcohol, drugs, and bad behaviour are strictly not tolerated. However, the following procedures have been established following risk assessments. Violent, Aggressive or Threatening Behaviour within St Matthew's Church - notices are displayed that such behaviour is unacceptable. Generally it will be the responsibility of the Team Leader to deal with behavioural issues. Non-physical intervention is essential - try to talk people down, rather than getting physically involved and endangering yourself. Stand non-aggressively; with open body posture and arms behind your back so that it is clear that you are not a threat. Where guests do not refrain from such behaviour when asked, they will be required to leave and banned from attending for a period. For any Physical Assaults or threat, or if the perpetrator refuses to leave, call the police immediately, and advise guests that you have done so.

As above, try not to respond physically as this will escalate the situation. Try to talk them down. Keep your voice calm. The biggest risk in this scenario is other guests trying to intervene on your behalf which should be stopped, if possible.

No drugs or alcohol are allowed on the premises and notices to that effect are displayed. Any situation involved in drug dealing, or possession of drugs or alcohol should be referred to the Team Leader who will decide the action to take, which is likely to include asking the person or persons involved to leave the premises, and involving the police.

Discarded needles - The Ministry Leader must be informed.

Disposal of drugs - Should substances be found on the premises which are believed to be illegal drugs, the Ministry Leader should be informed, the police notified by telephone, and their instructions regarding disposal followed.

4. Training and Communication

All staff and volunteers involved with the running of Saturday Kitchen will receive appropriate induction and training. Induction is done by the Team Leader and will cover Safety, Hygiene, and the other issues contained in this document. The team will be briefed before each session to make them aware of issues that they need to know about. Training workshops for team and helpers will be held periodically.

Topics include:

- Drug and Alcohol abuse and its consequences
- Mental Health Issues
- Dealing with Violent and Aggressive behaviour

5. Procedures for dealing with misconduct

To ensure clarity and consistency, the responsibility for dealing with any form of misconduct, or any interface with Saturday Kitchen guests lies with the Saturday Kitchen Team Leaders who will follow an agreed procedure as outlined below. Operations will facilitate and support the provision of safety, safeguarding and security for all Saturday Kitchen activities but behavioural issues with guests will be managed by the ministry leaders. Operational staff will be available to assist in this area if requested to do so by the ministry leaders. In any confrontational situation involving a guest, team leaders and helpers should support each other and any differences in the way a particular issue is being dealt with should be discussed away from the guest. It would be helpful to review any guest issues at the end of the session and pray for ongoing clarity, discernment and wisdom in handling these, and to have an agreed plan for next steps.

The procedure for dealing with misconduct and actions recorded in the Incident log is as follows:

- The team leader will talk with the guest and remind him or her of the rules we have in place (which are clearly displayed at every session) and that we will not tolerate bad and disruptive behaviour.
- If the bad behaviour persists a verbal warning will be given and recorded in the Incident Log.
- For further bad behaviour, or a serious incident, the ministry leader may decide to impose a suspension or ban, and a standard letter will be issued by hand immediately, and the guest asked to leave. The content of the letter should be made clear to the guest (may need reading out loud) to ensure clarity and understanding. The team leader may decide to contact the safeguarding officer for advice prior to issuing the suspension.
- Before returning, after the suspension, the ministry leader and safeguarding officer will meet with the guest to review conditions for return.
- In the case of continued serious misconduct an indefinite ban will be imposed. Any refusal by a guest to comply with our attendance rules or to leave our premises should be referred to the police. However, if a suspended guest shows up then, unless they are causing a disturbance, we should not intervene. If there is concern about their presence then the team leader will consult with operations as to what action, if any, should be taken.

6. Emergency Evacuation Procedures

The Fire Evacuation procedure can be found on the notice board in St Matthew's.

7. Police

If the police turn up unannounced and/or uninvited, they should be encouraged to come into the building to speak first with the Team Leader.

8. Medical Attention

If a guest needs urgent medical attention (seizures, fainting), call for an ambulance. At least one member of the team will be first aid trained, but unless appropriate PPE is available and the first aider is trained to use it, hands on first aid will not be possible under the current pandemic restrictions, however supplies can be passed to the guest to use on themselves.