



Policy for callers to the Vicarage or Office who are seeking support.

Adopted by the PCC: December 2023
Reviewed by the PCC: Wednesday 2 July 2025

Date of next review: July 2026

Signed: *P W Townsend*

Phil Townsend (Churchwarden) on behalf of the PCC

August 2025

Overview

Occasionally people will present themselves to the vicarage or church office in distress and looking for help.

They may present themselves as homeless or in trouble and looking to speak to someone who can help them. This may be in person or on the phone.

As a church we are keen to support all those who come to the door of the church seeking assistance but must be mindful of safeguarding and lone working practices to keep us and them safe.

In the first instance please make sure that their immediate needs are met (i.e. offer them the use of the toilets, get them a drink, call for help/ 999 as appropriate). It may be that they would like to use the phone.

If possible, ask them their name and ask them their details, if they would be happy to share.

Please make contact with another church member at the earliest opportunity (the Vicar, Church Wardens, Lead of the Pastoral Team, another member of staff or another person in the building) so that you are not alone with the person.

Please ask them to wait in a public space whilst someone comes to be with you. If you feel unsafe, please lock the office door.

If the Vicar is around, she will meet with them in a public space– usually at the back of the church, with the church/ link door open to listen to what it is that they want. The Vicar will explain what time they have available and how they can help once they have heard their story.

Most will have had a difficult time recently and will be looking for assistance, this may be

- Financial
- Mental Health
- Health
- Spiritual

We have a list of useful organisations. Attached below as an appendix that it may be helpful to refer people to.

Financial

A general rule of thumb is that we do not give money, but may be able to assist them with a little bit of shopping or a ticket. To enable this, the person should be asked to meet the church member at a supermarket or the train station at a specified time. Sadly, people often do not turn up again as it is cash that they have wanted and not food or a ticket.

It may be that you take them to the supermarket/ station – please let someone know where you are going and with whom, and what time you will be back. This is generally not advised, and if possible, take another person with you if you are going with or taking the person who has asked for help in your car.

Mental Health Issues

We may be presented with someone who is struggling with their mental health. We may not know this and they may not chose to tell us.

Often sitting and talking with someone is all that they need and some time and a cup of tea will help them to clarify what it is that they want.

Health

We may be presented with someone who has health issues – perhaps they have had a recent diagnosis that they wish to talk through with someone, or they are currently presenting with symptoms. Do not be afraid to call an ambulance if the person is in need of urgent medical attention.

Spiritual

People who present themselves at churches are often looking for something else, but can't quite put their finger on it. If the vicar is not available, please ask for their contact details and say that the vicar will call them back as soon as possible. It may be that they don't wish to give details as they are only after cash.

If at any point you feel unsafe then do ask them to leave, lock the door and if needs be call 999 for assistance from the Police or Ambulance service.

Please write up any interaction that you have so that you have a record of it if it is needed later.

KCM Lone Working and Promoting a Safe Church (Safeguarding) Policies can be found on our website <https://kcm-church.org.uk/policies/> and should be read by all members of staff each year.

Appendix 1

KCM PASTORAL CARE GROUP SIGNPOSTING

LIST OF USEFUL NUMBERS

ELDERLY

Red Cross Potters Bar 0170 765 5493

Age UK 0800678 1602 Telephone Club / Visiting Scheme Hertsmere
01727 859583

Hourglass 0808 8141

The Silver Line 0800470 8090

Independent Age 0800 3196789

Adult Social Services 0300 123 4042

Herts Help 0300 123 4044

Hertsmere.gov.uk gov meals-on-wheels and safe and well visits -
referral by GP

Adult Community Health Services at Potters Bar Oakmere Ward - "
01707653286

Advice for carers UK 0800 808 7777

Carers in Hertfordshire 01992 586969

BEREAVEMENT

Cruse Bereavement Care 0808 808 1677

National Bereavement Partnership 0800448 0800

Compassionate Friends 0345 123 2304

Child Bereavement UK 0800 028 8840

Child Death helpline 0800 028 2986

DEMENTIA

Dementia Admiral Nurses 0800 888 6678

Alzheimer Society 0333 150 3456

Dementia Carers Count 0800 652 110 2000

CANCER

Macmillan Cancer Support 0808 808 0000

DOMESTIC ABUSE

The National Domestic Abuse Helpline 24 hrs for women 0808 2000

Refuge women and children 808 200 0247

Men's Advice Line 0808 801 0327

SEXUAL ABUSE

Childline 0800 1111

NSPCC 0800 800 50000

Police 101

Safeline 0808 800 5005

National Association for males abused in childhood 0808 801 0331

Rape Crisis Helpline 0808 802 9999

Rape and Abuse Women 0808 800 0123

Men 0808 800 0122

Adult Social Services 0300 123 4042

BULLYING

Childline 0800 1111

National Bullying Helpline 0300 323 0169 / 0845 225 8787

Family Lives family support and bullying 0808 800 2222

GENERAL

CAB Wyllyotts Centre 02089539961

Advice Line 0800 144 8846 Money/benefits advice 0800 144 8848

HOMELESSNESS

Shelter 0808 800444

St Mungos 0203856 6000

Social Services

DRUG ADDICTION

Frank helpline 0300 123 6600

Alcoholics Anonymous Meetings in Watford 0143 874 7475 and South Herts 0192 321 112

SUICIDAL

Samaritans 116123

MENTAL HEALTH /Depression

MIND 0300 123 3391

hubofhope 116123

Shout 85258 (text 24/7) see website - giveusashout.org