



The Parish of Putney  
St Mary and All Saints'

THE PARISH OF PUTNEY

**PASTORAL WORK**  
at St Mary's and All Saints'

**STATEMENT OF GOOD PRACTICE**

March 2017

## **AIMS**

We believe all human beings are unique and created in the image and likeness of God. Our Christian faith calls us to value each individual and, as we seek to follow Christ, to love one another as he loves us. In doing this we seek to provide a secure and caring atmosphere in which there will be respect for each other. This extends to the environment in which we operate, whether belonging to the church or recipient of our care. So we do not seek to “convert” or proselytise, but to encounter Christ in one another for the enrichment of all.

The Parish of Putney is a team of 2 churches and each church organises pastoral care for its own church. At St Mary’s and All Saints each group is known as The Pastoral Care Group. This Policy Statement applies to both groups. Their purpose is to comfort and support those adults who are facing personal difficulty through befriending. We are not a professional agency offering such skills as counselling, financial advice or medical intervention. To this extent warmth and kindness but not personal involvement are advocated.

## **SAFEGUARDING**

The adults we support as part of the church’s pastoral work are valuable members of our church and its spiritual life or people we know of in the local community. It is of the utmost importance that those who are members of the wider community who undertake this work are aware of situations, which might render either the person visited, or the visitor themselves, at risk.

## **RECRUITMENT**

All volunteers will be asked to complete a short form, offer 2 people as referees, complete a DBS check and have an informal interview with one of the leaders.

# **GUIDELINES FOR PASTORAL WORK**

## General Guidelines

1. All those who are to be supported should be known to the leaders of the group.
2. The broad reasons for why the support is being offered e.g. isolation through age, disability or recent bereavement should be known to them.
3. All adults visited should first be discussed between the vicar and leaders. Any known risks or disabilities can be identified.
4. Confidentiality will confine the person's identity to the Pastoral Care Group only.
5. The nature of the support will also be clarified, in particular the extent of the support.
6. Volunteers must be clear that although the people visited may be needy, professional services such as counselling or work undertaken by Social Services are offered elsewhere.
7. The location of visits should be either public meeting spaces or the person's home but not the volunteer's home, with the exception of the vicarage.
8. Care must be taken at all times with personal property and possessions when visiting someone in their own home.
9. It is important that volunteers establish boundaries: set a time limit for the visit, the frequency of visits, are clear about what is expected during the visit, do not over reach their role nor give the impression that they can offer more than the above.

10. If a situation arises in which the volunteer feels they are being asked to increase or alter the support agreed at the outset they should discuss the appropriateness of this development with the Parish Priest and/or leaders of the group.
11. The volunteer should be aware of what actions or discussions would put themselves in a vulnerable position and avoid these.
12. A register of members will be kept by each church.
13. Any concerns that arise during visits must be notified to the Parish Priest or Safeguarding Officers of the church.
14. Regular meetings will be held by each group to review the support being offered.

Training is available through the diocese and all volunteers are encouraged to take it.

## **GOOD PRACTICE**

The location of the meetings/visit may vary but a neutral location, such as a high street café is wise. The volunteer's home may give rise to problems e.g. about how to end the visit. In the case of the elderly a visit to their home may be the only practical choice. If necessary a risk assessment should be undertaken by the leaders of the group.

At all times volunteers must be aware that their own conduct could be misconstrued. Therefore it is important to follow the guidelines to minimise the possibility of allegations being made. Workers should ensure that their relationships with those visited are appropriate to the help offered. Attitudes, behaviour and language all require care and thought.

Volunteers should be especially conscious of the risks associated with physical contact e.g. handling a disabled adult or comforting when a person is distressed. Such situations are best avoided.

## **ABUSE**

Volunteers should be alert to the possibility of physical or emotional abuse by a third party of those being supported. Abuse may manifest in a number of ways. It may be a vague feeling about some inappropriate comment or behaviour towards them. Other matters may come to light in discussion, which cause alarm e.g. domestic abuse. Any concerns must be discussed, without delay with the Parish Priest or Safeguarding Officers.

## **CONTACT DETAILS**

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### Parish Safeguarding Officers

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