

CHURCH WITH WARMTH

**Renew Lounge and workspace
Handbook**

EMMANUEL
CROYDON

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Church with warmth

An introduction and thank you

Emmanuel Church seeks to be a place of unconditional welcome, and through community engagement, to be a church church where:

- our faith moves us beyond our walls
- we use what we've been given to serve the vulnerable and suffering
- we work and partner for the good of our local community and our world

At this time of Cost of living crisis, we are seeking to be a "Church with Warmth" and have formulated a number of initiatives where we, as a church, can express unconditional welcome and warmth to our local community.

1. Providing **warm spaces** at Emmanuel - Renew Lounge and Warm work space
2. Training and **equipping** Emmanuel members to:
 - act as a Street ambassador providing a first line response to neighbours in need
 - serve as debt advisors, budgeting/life/job coaches via existing community projects (eg Christians Against Poverty (CAP), Mental health first aid)
3. **Supporting existing Emmanuel** ministries (eg Selam, Homeless support, Refugee work and Foodbank)

The purpose of this handbook, it to provide guidance and help to those who are seeking to host and welcome at the

- Renew Lounge and
- Work Space

Thank you for being prepared to welcome, love and serve our community at this time

Emmanuel "Church with Warmth" team

Renew Wellbeing

We are joining in a national Church based initiative



Emmanuel's Renew Lounge is part of Renew wellbeing - <https://www.renewwellbeing.org.uk/> which supports churches to create

Quiet shared spaces where it's OK not to be OK

Open spaces of welcome and inclusion in partnership with mental health teams to improve mental and emotional wellbeing.

Renew spaces are simple cafe style spaces run by local churches where hobbies and activities are shared or co-produced. Each cafe space is attached to a quiet room or prayer space where inner habits of wellbeing are shared. Each church partners with a mental health professional from the local council or other suitable organisation to ensure good inclusive practices for safe spaces where it's OK not to be OK can be sustained.

BEING PRAYERFUL • BEING PRESENT • BEING IN PARTNERSHIP

Video

Renew Wellbeing Introduction

<https://vimeo.com/527704903>

Or at

<https://www.renewwellbeing.org.uk/>

Renew Wellbeing

Being prayerful, present and in partnership

CHURCH
WITH WARMTH

CHRISTIAN
COUNCIL

Renew Wellbeing

Simple, safe, sustainable spaces
where it's ok not to be ok

Renew Wellbeing

Being Prayerful
Being Present
Being in Partnership

Being Prayerful

- Good prayer practices of our own
- Praying alongside others

Renew Wellbeing

Being Present

- Being there
- Journeying with
- Listening to

Renew Wellbeing

Being in Partnership

5 WAYS TO WELLBEING



Renew Wellbeing

Being in Partnership

- Link with local mental health services
- With other Renew spaces
- With Sanctuary Ministry UK

Renew Wellbeing

Renew Lounge and Workspace at Emmanuel

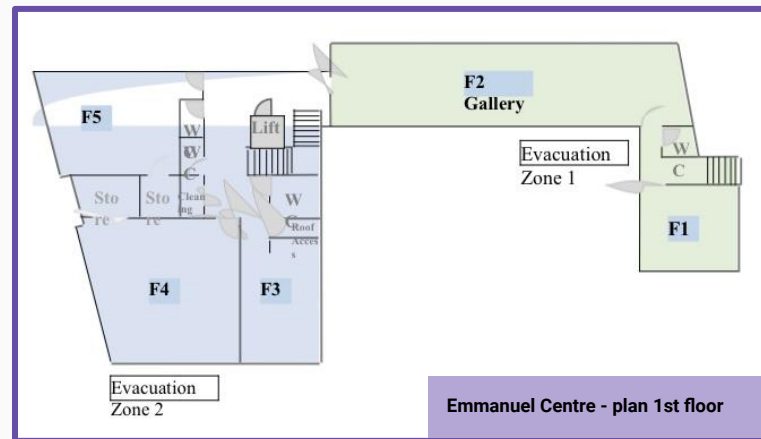
How is this going to work at Emmanuel

Renew Lounge

- Fridays from 8.45am to 5pm including soup & bread lunch from 12:30pm to 1.30pm (Kitchen and G4)
- Held in F2 Gallery (Lounge) and F5 (prayer room)
- Follow the national Renew wellbeing initiative - <https://www.renewwellbeing.org.uk/>
- Hobbies and activities are shared or co-produced.
- Quiet room or prayer space where inner habits of wellbeing are shared.
- Links to mental health professional
- Free coffee, tea, juice will be provided, along with free soup and bread for lunch
- 4 local churches are participating in this on Mon-Thurs, and Emmanuel will complete the week on Friday

Workspaces

- Will take place on Monday, Tuesday & Friday 9am – 5pm
- F4, F3 and Prayer room (F5)
- Soup and rolls will be provided from the Kitchen and G4 on Fridays
- Under the umbrella of Renew principles
- Providing 10-15 workstations for people to work
- Providing a warm and inclusive environment for people to work
- Free coffee, tea and juice available for self-help



Renew Lounge guidance

How is this going to work at Emmanuel

- Renew Lounge is based on prayer
- Lead host to lead morning, lunch and afternoon prayer
 - 5 - 10 mins
 - Everyone is welcome to join the lead host (but no-one is required to do so)
 - Structured prayer times based on Renew material
 - People encouraged to make the prayers personal by personally saying one word (to themselves)
- Welcome is important
 - Door to centre - welcome and directing people to Renew Lounge or Workspace
 - Lounge - encouraging people to join in and feel apart of the welcome
- Drinks - tea, coffee and juice
 - Self-serve - but host ensuring that this is all working
 - Lounge of equals - everyone is a host and guest
- Activity leaders e.g. craft, games
- Other hosts are able to float within the lounge ensuring that everyone is welcome

Workspace guidance

What can we expect from the workspace

- This space is to provide
 - A warm place to work
 - Social / Physical interaction
- The intention is to create a professional working environment.
 - We are not expecting the room to be silent
 - People are encouraged to chat quietly
 - People should use the broadband appropriately, if inappropriate use is seen the host will invite the person to leave
- People are welcome to have meetings however should use headphones
- If people need privacy then they might want to use F3 or F5 if they are empty.
- Desk layout will be flexible we will experiment to see how people prefer to use the space
- We are not here to provide IT support, this will be like working in a coffee shop
- Broadband is being upgraded should be done in December
- 5th December new tables will arrive to allow a better working experience, also will allow flexibility in how the room is setup
- We will be purchasing some monitors to allow people to have an extra screen

Being Prayerful

Prayer is at the centre of Renew experience

Prayer is an important part of Renew Lounge. Hosts will take time in morning, lunch and afternoon to lead a time of prayer in the prayer room (F5). Everyone is welcome to join these prayer times- hosts and guests. Guests may value the opportunity for prayer which as hosts it would be good to encourage.

Praying with people is a privilege and a responsibility. In doing so, we follow guidelines:

- We pray in pairs, when possible, a male and female.
- Either one or both of you pray, as you feel led.
- Make sure that the person wants to be prayed for, and is happy and comfortable
- If you are a bit uncertain, clarify what they have asked you to pray for.
- Try to be in a quiet place, away from distractions and out of earshot of others.
- Pray in an encouraging and loving way. When relevant base your prayers on Bible verses.
- Be sensitive to the Holy Spirit as you pray, as there could be something encouraging that you might hear from God.
- It's always more reassuring to pray out loud for someone who's being prayed for as it means they know exactly what you're praying for them, and they can also be encouraged as you do it.
- Say "Amen" at the end of a prayer time so that it's clear that it's the end.
- Prayer is provided as a one off, for the issue presented.
- We do not offer follow up. We do not specifically ask for updates when we see the person in future weeks.
- If appropriate we hand out a card with a prayer or Bible verse
- If you wish to lay hands on the person you ask permission to do so
- We do not offer advice
- Everything is kept confidential, unless it is safeguarding issue

Helping people to explore faith at Emmanuel

Opportunities for sharing God's love

As we come into contact with our community, we'd love to ensure that everyone has the opportunity to find out about Jesus.

For many people, seeing the church in action in the community is a powerful magnet that prompts them to begin to think. For some, a conversation could start between someone from the community and a volunteer from Emmanuel that is key to prompting them to think more deeply about faith. It's at this point that we'd love to step in and give you an easy way to invite them to look more deeply at Christianity.

As the Church With Warmth begins, there will be natural ways to invite people to **Christmas services** – please do so by using one of the **postcards** that will be available in the Lounge and at the Centre with all the details

We also want to be sure that you are aware of the upcoming **Hope Explored course** that will begin in January 2023 as an opportunity for people to explore faith. There will be three Tuesday evenings (10, 17, 24 Jan 23) when we will be looking at the subjects of Hope; Peace; Purpose. For many non-believers, these are huge subjects that they either haven't thought about before, or which they wouldn't know how to begin to explore.

We'd love hosts to use the **Hope Explored postcards**, or our website www.emmanuelcroydon.org.uk/hope/ to invite people to attend the course and begin to chat with Christians about where they find answers to these big questions, as we look at the life of Jesus.

If there are any questions on this or similar, please direct people to email: discipleship@emmanuelcroydon.org.uk

Team roles

How are we going to work as a team

Renew Lounge - Minimum of 5 people per 3 hour session

To provide an unconditional welcome to everyone who arrives at the Centre and providing a safe environment by following the guidance in this handbook.

Each of the 3 sessions will have specific roles allocated by the lead host:

- Lead host will lead prayer for 5 - 10 mins 3 times a day (provisionally at 09:15, 12:15 and 16:00)
- Welcome door to the centre welcoming and directing people to lounge or workspace
- Welcomer to lounge
- Drinks - encouraging people to self-serve
- Activity leaders
- Host is able to float and be available

Between 12:30 and 13:30 soup and rolls will be served in G4

Times are:

- Opening time is 08:45 - 17:00 (09:00 - 17:00 workspace)
- Host session times for Lounge are:
 - 08:30 - 11:30
 - 11:30 - 14:30
 - 14:30 - 17:30
- Friday lunch
 - 11:30 - 14:00
- Workspace
 - 08:45 - 13:00
 - 13:00 - 17:00

Workspace - Minimum 2 people per half-day session

To provide an unconditional welcome to everyone who arrives at the Centre and providing a safe environment by following the guidance in this handbook.

- Hosts able to work in the workspace and
- Take responsibility for creating a welcome and safe environment
 - Ensuring drinks available
 - Following the rules of the building, e.g. fire safety, safeguarding
- Being part of the Renew Lounge experience, e.g. welcome to attend the prayer times 3 times a day

Caretaking team - 2 people at the end and beginning of each day

Responsible for:

- Opening up and closing up the centre
- Working with the lead hosts to ensure that rooms are ready
- Working with lead hosts to clear rooms at the end of the day
- Being available to support hosts

The Emmanuel office team will arrange for cleaning of toilets and centre at key times in the week, as part of normal clearing programme.

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Appendices

The things we all need to know

- A. Emergency and first aid procedures
- B. Safeguarding
- C. Key contacts

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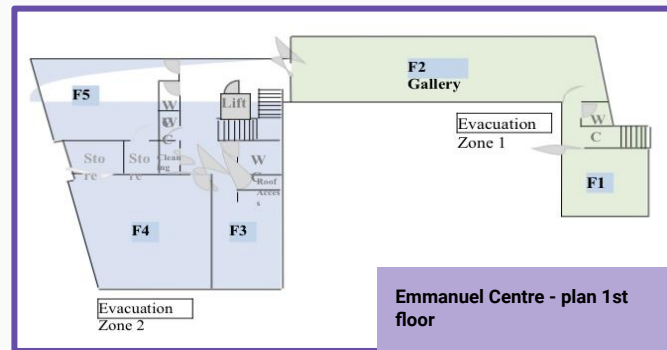
A. Emergency and first aid procedures

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a) Emergency and first aid procedures

Hosts must familiarise themselves with the Centre Guidelines, including the

- First Aid Boxes
- First aiders on the staff ministry team include: **Stuart Burke and Sam Merrow** who generally work in the church building (most of the week but not on Tuesdays)
- If in doubt emergency services should be called using 999 for medical or other incidents
- Incident report book is located with the first aid box
 - All incidents need to be fully recorded in the incident report, as soon as possible after the incident and
 - The Lead Host and the church office should be informed that an incident has been recorded office@emmanuelcroydon.org.uk
- Emergency Evacuation
 - Lifts should not be used in the event of fire or evacuation
 - Exiting the building should be the stairs on the plan
 - Those who have disabilities or are elderly should be prioritised for care
 - Evacuation gathering zones are marked on the diagram
- Fire Extinguishers should only be used as per the appropriate guidance and where safe to do so



CHURCH WITH WARMTH

B. Safeguarding



b) Safeguarding - 1/4

We all need to have Adult (unregulated) and Child status DBS

All hosts are required to ensure that children and vulnerable adults are protected at all times, by taking all reasonable steps to prevent injury, loss or damage.

Hosts will all have a current Emmanuel DBS Adult (unregulated) clearance agreed with Jane Mash and recorded on ChurchSuite.

- Many people at Emmanuel have a "Child" DBS clearance
- As part of the process of becoming a Renew Lounge or Workspace Host
- Jane will work with you to get DBS clearance increased to "Adult non-regulated" level of clearance
- Jane will be in contact in the next day or so
- Clearances are being obtained in about 1 week from submission of the right information

All hosts confirm that they have seen and aware of the Emmanuel South Croydon policies and guidelines for safeguarding children and vulnerable adults and agrees to abide by them, which are available on the Emmanuel website at <https://www.emmanuelcroydon.org.uk/safeguarding/>

In addition the safeguarding policies are available online on <https://southwark.anglican.org/safeguarding/website>

Finally, the key points, taken from the The Code of Safer Working Practice are set out on the following 3 pages.

b) Safeguarding - ¾

The Code of Safer Working Practice - key messages

In addition, those working with children and young people must:

- always aim to work with or within sight of another adult
- ensure another adult is informed if a child needs to be taken to the toilet
- respond warmly to a child who needs comforting but make sure there are other adults around
- ensure that the child and parents are aware of any activity that requires physical contact and of its nature before the activity takes place.

All those working on behalf of the parish with children, young people and adults must not:

- use any form of physical punishment
- be sexually suggestive about or to an individual
- scapegoat, ridicule or reject an individual or group
- permit abusive peer activities, for example initiation ceremonies, ridiculing or bullying
- show favouritism to any one individual or group
- allow an individual to involve them in excessive attention-seeking
- allow unknown adults access to children, young people and adults who may be vulnerable.
- Visitors should always be accompanied by an approved person
- allow strangers to give lifts to children, young people and adults who may be vulnerable in the group
- befriend children, young people and adults who may be vulnerable on social media
- take photographs on personal phones or cameras as this means that images are stored on personal devices.

I

b) Safeguarding - 2/4

The Code of Safer Working Practice - key messages

The Code of Safer Working Practice

The Code of Safer Working Practice expresses our commitment to demonstrating God's love by placing the highest priority on the safety of those to whom we minister. It sets out what we expect from anyone who ministers in our church, in both paid or voluntary roles, and is one of the ways we ensure high standards of safeguarding in all we do.

Upholding the code

All members of staff and volunteers are expected to report any breaches of this code to the Parish Safeguarding Officer (PSO).

Staff and volunteers who breach this code may be subject to disciplinary procedures or asked to leave their role. Serious breaches may also result in a referral made to the relevant statutory agency.

All those working on behalf of the parish with children, young people and adults must:

- treat all individuals with respect and dignity
- respect people's rights to personal privacy
- ensure that their own language, tone of voice and body language are respectful
- ensure that children, young people and adults know who they can talk to about a personal concern
- record and report any concerns about a child, young person or adult and/or the behaviour of another worker with their activity leader and/or the PSO. All written records should be signed and dated
- obtain written consent for any photographs or videos to be taken, shown, displayed or stored.

b) Safeguarding - 4/4

The Code of Safer Working Practice - key messages

In addition, for children and young people, you must not:

- give lifts to children you are supervising, on their own or your own (unless there are exceptional circumstances, for example in an emergency for medical reasons or where parents fail to collect a child and no other arrangements can be made to take a child home. In such situations, the circumstances and your decision must be recorded and shared with an appropriate person at the earliest opportunity)
- smoke or drink alcohol in the presence of children and young people
- arrange social occasions with children and young people (other than events which also include family members/carers) outside organised group occasions.

Acceptable touch

Sympathetic attention, encouragement and appropriate physical contact are needed by children and adults. Some physical contact with children, particularly younger children, can be wholly appropriate. However, abusers can use touch that appears safe to 'normalise' physical contact which then becomes abusive. As a general rule, the use of touch between adults in positions of responsibility and those with whom they are working or volunteering should be initiated by the person themselves, and kept to the minimum. In addition to this, always follow the guidelines below:

- ask permission before you touch someone
- allow the other person to determine the degree of touch except in exceptional circumstances (for example, when they need medical attention)
- avoid any physical contact that is or could be construed as sexual, abusive or offensive
- keep everything public.
- A hug in the context of a group is very different from a hug behind closed doors
- touch should be in response to a person's needs and not related to the worker's needs.
- Touch should be age-appropriate, welcome and generally initiated by the child, not the worker.

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C. Key contacts



D. Key contacts

As hosts Emmanuel church wants to fully support you in your roles. We are encouraging engagement with the Community and therefore we will have less knowledge about guests than at many of our activities.

If you feel uncomfortable at any time in your role:

1. In the first instance chat to the Lead Host or another host within the session
2. Other individuals who will can also be contacted include:
 - a. Matt King - Church with warmth - 25mattking@gmail.com - 07843 326324
 - b. Carol Trower - SPA - carol.trower@emmanuelcroydon.org.uk
 - c. Al Roseweir - Workspace lead - alroseweir@emmanuelcroydon.org.uk
3. The church office are also helpful to contact for many logistical challenges - office@emmanuelcroydon.org.uk
4. Any safeguarding concerns should be dealt with per the safeguarding procedures, which can be found at <https://www.emmanuelcroydon.org.uk/safeguarding/>
5. If you have any safeguarding questions or concerns, contact Linda Penn the Emmanuel safeguarding lead at safeguarding@emmanuelcroydon.org.uk
6. If in doubt, and you are concerned about your personal safety, do not hesitate to call emergency services to support and help you.