



The Arthur Rank Centre



THE CHURCH OF ENGLAND



The **Methodist Church**



Faithful advice

A guide for advice services in places of worship

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Foreword

In an era when the demand for advice services is increasing and funding cuts may result in advice outreach locations such as libraries facing closure, advice agencies must find cost effective ways of ensuring people can get the face to face advice they need.

By working with faith organisations, Citizens Advice Bureaux have already established partnerships which enable them to reach out and provide advice services to some of the most vulnerable and disengaged sections of our communities.

This guide draws on the experiences of bureaux, Anglican, Methodist and United Reformed Churches working in partnership. It is intended to support both faith groups and Citizens Advice Bureaux to develop advice services in their communities, to ensure people have the access to advice and information to make a real difference to their lives.

Introduction

Advice plays a key role in helping ensure people are not disadvantaged by a lack of awareness about their rights or responsibilities. Advice can increase income, help bring debt under control, prevent homelessness, improve health and tackle poverty.

Across England and Wales, Citizens Advice Bureaux have been looking at ways for people from isolated areas to access advice and information more easily. For some people phone or email advice will be their preferred method but for others, particularly more vulnerable people, face to face advice remains the most appropriate method.

Individual Citizens Advice Bureau (CAB) have therefore been working with a range of organisations to ensure face to face advice is available in areas that don't have an advice service in their locality (often rural communities, deprived housing estates on the outskirts of cities or small market towns). However, many of the premises that are used are owned and managed by public authorities, which may be restricting opening hours or closing venues as they seek to balance budgets as public sector cuts bite. This leaves bureaux looking for new partners to ensure people in rural areas can continue to access the advice they need to resolve the problems they are facing.

Many Churches want to extend use of their buildings by the community. Already churches are working to ensure their communities can retain vital services such as community shops and post offices. With the largest network of buildings in rural areas (estimated to be at least 15,000 buildings in England alone), churches and bureaux can be partners creating oases of information and support in 'advice deserts'.

The following guide draws on the experiences of churches and bureaux that are already working together. It addresses some of the practical issues of how a CAB and a church can work together to meet the advice needs of local communities.

Whilst, this research covers the experience of bureaux working with the Anglican, Methodist and United Reformed Church denominations, there are many other churches and faith groups that are active in their community and these should also be considered when looking at partnership working.

Identifying the need for an advice service

Citizens Advice Bureaux will routinely map the wards their service users, which they call clients, come from, looking to ensure that their advice service is accessible to people in all wards. When this mapping identifies difficulties in access for people in a particular location or community, then the bureau may take steps to ensure these individuals can access the advice they need.

Selby District is a rural area with poor public transport links. Throughout its recent history, the bureau has endeavoured to provide outreach services to allow clients in more remote areas to access advice services. The bureau provides advice services in two chapels: Carlton and Hambleton, as well as offering weekly advice sessions at a further five localities throughout the district.

In local communities, churches may also be aware of individuals or communities who have been unable to get advice and have a vision for offering an advice service in their church. The idea should be discussed as widely as possible within the church to ensure that any concerns can be aired and issues explored. If there is general support, then the local bureau can be approached to see if this need matches the experience of the bureau and also if they wish to explore taking a new service forward. Each bureau has a significant amount of monitoring information about their service users, including the postcodes where they live. With this data, it is possible to identify if there are areas in which people are not accessing advice services. If the area is underrepresented, then this can help build a case for having an outreach service. Churches can find their local bureau's details by putting their own postcode into the webpage: www.citizensadvice.org.uk

While it is worth ensuring that the bureau is aware of any gap in services, it should be remembered that the bureau will be working with limited resources and often has to prioritise spending. In situations like this, the church needs to consider what it can offer to add value to advice sessions through the provision of volunteers, help with promotion etc.

Why should bureaux and churches consider working together?

Once it has been identified that steps need to be taken to ensure that people in a particular area can access advice, then there may be advantages to churches and bureaux working together to meet this demand.

Advantages to bureaux

- Churches will often have premises which may be suitable venues for the delivery of advice services.
- Compared to council-run properties, they tend to have more straight-forward access and management agreements.
- Churches can help to make local outreaches more effective by using existing networks of contacts and relationships to promote the service.
- Churches may be able to encourage potential volunteers to work with the Bureau. They could also be asked to have a volunteer on hand to reduce the risk to an adviser's personal safety.

Nottingham CAB runs a drop-in general advice service for 2 1/2 hours every Monday morning at St Marks Church, Bestwood village. The CAB report that "The fact that they provide volunteers to simply be in the building and provide backup in terms of personal safety is very important to us".

Advantages to churches

- While some churches may have thought about providing advice services, bureaux already have a track record in delivering advice and have the required insurance and necessary quality systems in place to ensure the correct advice is given.
- Working with a bureau can ensure the local community has access to advice.
- It will also result in increased community use of church buildings, sometimes offering a regular stream of income and even helping to bring about improvements to the premises.

Hull and East Riding CAB run a 3 hour outreach session at St. Nicholas' church in Hornsea. Clients needing Face to Face advice are able to contact the CAB and are then booked into an appointment at an appropriate outreach. The bureau believes that "the two organisations have a natural affinity in that both are committed to helping the most vulnerable in society. It makes the church a true community building and helps their outreach to the wider community."

A bureau should be working with all religious groups, and bureaux should explore working with their local mosques, temples, synagogues and other places of worship. However, not all faiths will choose to have their place of worship used for the provision of advice.

Many bureaux may be nervous about setting up advice sessions in a place of worship, particularly fearing that people of other faiths would not engage. In reality this has not been the case for existing bureaux working in churches and can easily be addressed through the provision of home visits to clients who would be unwilling to use a service based in a religious building.

According to Citizens Advice Slough which runs a weekly advice sessions in St Georges Britwell and has run sessions at St Marys Church in Slough: "Slough has a very diverse community. Our client profile has many people who are not white, British Christian etc. In the professional and personal opinion of our staff, people of faith are as happy to go to other places of faith as they are to places of no faith."

Similarly, there have been no issues from the churches' perspective with bureaux' policy statements or their requirement to offer a service that is open to everybody in the community. Indeed, this is one of the attractions of the project to local churches – that it is open to all without any fear of hidden agendas.

Setting up a partnership project: key considerations

Who to contact

Bureaux can find details of local churches through websites:

Anglican: www.achurchnearyou.com

Methodist: Go to 'Find a Methodist Church' on the front page of The Methodist Church website at www.methodist.org.uk

United Reformed Churches: www.urc.org.uk/church/search

Details of others faiths including, but not limited to Baha'i; Buddhist; Christian; Hindu; Jain; Jewish; Muslim; Sikh; and Zoroastrian communities are available through the Interfaith Network www.interfaith.org.uk

The primary contact may be clergy, the church council or church members and further contact details should be available locally. As partnership discussions progress, it is important to check that the wider church congregation and leadership are behind the initiative and that any fears or concerns are dealt with.

Churches can find their local bureau's details by putting their postcode into the webpage: www.citizensadvice.org.uk

Funding and resourcing

Delivering outreach advice services costs money including reimbursing travel costs, paying for ongoing training and insurance as well as contributing to workers' salaries and rent for the premises. Bureaux funding comes primarily from local authorities and this funding may be used to support the advice services in churches. Other sources of funding tend to be Primary Care Trusts and Lottery Grants.

Churches will incur costs from hosting advice sessions. Many bureaux services in churches are not charged rent by the local church, which considers it as their contribution towards a local community project. Where rents are charged, these are generally low (typically £10 per session). The exceptions to this are where a bureau is using the building throughout the week and have exclusive use of an area, rather than as an outreach session.

[North Somerset CAB run an outreach service in the community centre at Nailsea Methodist Church every Friday between 10am and 2pm. This enables individuals to get face to face advice without having to travel 20 miles to the main bureau. The bureau pays about £250 a quarter for use of the confidential interviewing space at the centre.](#)

Given that the two organisations will be incurring costs, it is worthwhile both spending time together to work on a funding strategy. By working in partnership, the bureau and the local church can each access funding that the other wouldn't normally be able to access. For example, churches can be the lead applicant for grant making trusts that favour faith-based projects.

Building requirements

Ideal requirements

Ideally, bureaux would want to use a venue that had separate rooms for privacy. Most of the advice sessions run in church buildings are in self-contained rooms in church halls or in the vestry in the church. There is also a space needed for a reception and waiting area.

It is important to factor in this reception space when considering how the rest of the church or church hall is used at that time. There have been teething problems where advice rooms have been booked but the reception area has been taken up with other activities. This is easily avoided by ensuring that the reception area is a bookable space as well.

Where a drop-in service is offered (rather than an appointment-based service), it is important to have space available to hold leaflets and booklets as well as display space for suitable posters/advice information.

For a church it is important that a simple health and safety risk assessment has been completed and that public liability insurance covers the operation of the bureau on the church premises.

North Norfolk CAB were offered the use of a church building and accepted as it had two confidential interview rooms with broadband access and telephones and other venues within the small town were very limited. The church was happy for clients to use their café area to wait in and even provided free coffee while they waited. They understood the need for confidentiality and undertook not to ask questions. The centre also runs and facilitates drug and alcohol support programmes, pregnancy support groups, youth clubs, crèches and other well received projects for the community.

Minimum requirements

Some advice sessions are run in churches which do not have a hall or separate rooms within the church. If a church is in a key location where there are no other venues, then a bureau may consider running sessions in the main body of the church. In these situations, portable screens can be used for privacy and music may be played to cover the sound of conversations. Therefore, a church should not discount itself even if it feels that the building is not ideal for advice work.

CAB Cornwall run a monthly advice session in the Garden Room in the grounds of St Mary's Church on the Isles of Scilly. The Isles of Scilly Council had previously provided accommodation but had withdrawn it due to their own need for office space. The search for alternative accommodation resulted in the offer of the Garden Room. There is no internet connection; advisers use a laptop with the Advisernet CD. A mobile telephone is used for support and communication with third parties. Write up of the advice session is completed at the Penzance bureau on the volunteers' return. Whilst the premises may not be ideal, it is the only way to ensure a face to face service continues on the Isles of Scilly.

Equipment requirements

Ideal requirements

Equipment requirements are secondary to buildings. However, bureaux are more likely to be willing to work with churches that can offer both Broadband and a landline. Broadband enables bureaux staff to access a service users' records from their centrally based system. It means that information can be updated at the time of the sessions, rather than then needing to be inputted when back at base. This can reduce administration time for the CAB adviser. A landline overcomes the problems of poor mobile signal in rural areas. Many organisations may also have contact numbers (lines are either 0845 or 0800) which are free from landlines but can be expensive for long calls from mobiles. Clients being able to phone from a landline can help reduce their costs significantly.

Stourport is a small market town with a population of about 20,000 in Worcestershire. Wyre Forest CAB run a five day per week advice service in the town having adapted a large single room in the Methodist Church into two offices and a waiting area. This was all financed by the CAB. Additionally the bureau pay a rent of about £5,000 per year to use the church facilities. The bureau have exclusive use of the area as well as their own entrance and toilets. The premises include a fully equipped office with internet access, photocopiers, and phones.

Minimum requirements

In terms of equipment, the very basics needed are simply a table and some chairs. A CAB adviser can bring a laptop with their Advisernet CD which has the relevant information they require to give advice. Dependent on signal, they can also make calls via mobile phones.

Running a service

Working arrangements and dealing with problems

It is preferable to have a written agreement covering the basic commitments in the partnership such as when the service will be available, or who is responsible for opening and closing the building.

However, overly onerous agreements may be a barrier to taking a partnership forward. Examples of written agreements are in the Appendix.

Both parties should nominate a contact person. Ongoing communication between contacts can help ensure that the partnership is delivering and prevent the onset of problems. If problems do arise they should be raised as soon as possible with the bureau's manager and person responsible for the church. This enables them to be dealt with effectively and as quickly as possible.

Advertising and promoting the service

Outreach services, by their nature, are not as cost effective as running advice services in a central bureau. There are increased travel times and when clients do not show up the worker's time is often wasted whereas in the central bureau they could have seen someone else who was in the waiting room.

In the current climate of funding cuts, the outreach sessions are increasingly difficult to support and so a key factor in justifying a continued remote service is ensuring that it is well used. Consequently, promoting and advertising is very important. A church should be able to use its local contacts in the community to raise the profile of the service. Sessions may also be run when there are other activities in the building which can increase awareness of the service.

Citizens Advice Slough run an outreach at St George's church in Britwell, Berkshire at the same time as a coffee morning. The service is well-used, including by those of other faiths, who are often to be found having a cup of tea while they wait. Specific members of the congregation have taken on reception duties.

Another method of increasing the take up of outreach services is through providing a reminder service to clients. Many clients are in stressful, chaotic situations and so it is not uncommon for clients not to show up for appointments. A phone call or text message reminder the day before can help to reduce 'no shows'.

The co-ordinator of the service in St Mark's Church in Brent, London contacted clients the day before advice sessions were due to take place which helped with the efficiency of the service, reducing the number of missed appointments.

Using volunteers

Churches can add significant value to a bureau's outreach session through the provision of volunteers. Many churches, particularly in rural areas, have individuals in their communities who may be willing to give time to help with the service. Bureaux will only take on volunteers who meet the criteria within their selection process and agree with the CAB Service's aims and principles including impartiality. This covers the fact that the CAB is open to everybody, regardless of race, gender, disability and sexuality. Advice and help will be given on any subject without any preconceived attitude on the part of the bureau. In order to be covered by bureau's insurance and quality of advice systems, volunteers will be managed by the CAB rather than the church.

There are a variety of volunteering opportunities within the CAB Service, including trustees, reception workers, information assistants, Gateway assessors, generalist advisers, form fillers, social policy

coordinators and financial capability volunteers. In most outreaches where churches and a bureau have recruited volunteers, the volunteer roles tend to be reception workers or welcomers, information assistants or form fillers.

At Wheatley URC there is a rota of ten volunteers who support the Thame CAB outreach which runs every Monday between 10am and 1pm. These volunteers provide clients with a warm welcome and put clients at ease. As there is usually only one adviser at these sessions, having an additional volunteer helps in terms of safety and security.

In Horncastle, Lincolnshire, five volunteers have been trained as information assistants and are able to run a drop in without requiring a CAB staff member to be present. The volunteers help clients locate the right information and support them to use different facilities that are available, such as kiosks, online PCs, benefits calculators and direct-dial phones. East Lindsey CAB also offers appointments at the venue.

Citizens Advice Slough and St Mary's Church in Slough had volunteers trained to support people in completing Attendance Allowance and Disability Living Allowance forms. During the nine months that this ran, over £60,000 was raised for local residents.

Accepting that services may change

As communities change, the need for advice services also changes. It is therefore important to recognise that the nature of any partnership may also change. While a bureau may have to discontinue a service in a church due to demand and resource pressures or even if an alternative, more suitable venue becomes available, the relationship that has been developed can still have a positive outcome for people living in the area.

Berwick CAB operated a service in the URC in Wooler, a market town 25 miles from the main bureau. The service was highly valued by clients and produced some great successes gaining benefits for older clients and wages for migrant workers. When setting up the service, the bureau looked for the best available premises and then worked round any problems.

The development of a new community centre in Wooler has seen the bureau relocate with the reception workers being able to make appointments, and the bureau getting free use of the phone and photocopier. The bureau also has a permanent information point on the premises. Whilst the bureau is no longer in the church, the good relationship with local churches remain, with one local church allowing homeless vulnerable young people to sleep on their floor for a couple of nights if approached by the bureau.

Developing relationships further

As services develop and are well used the partnership can develop having positive outcomes for both organisations. The following case study involving East Lindsey CAB and churches in Lincolnshire demonstrates this. It shows:

- effective partnerships can be built whether the impetus comes from the church or the bureau
- increased local access to advice
- improved use of church buildings
- new volunteers for CAB
- increased funding for both CAB and local churches.

East Lindsey CAB developed a Micro Advice Centre at the Methodist Church in Horncastle in November 2009. On average the services see about 30 clients per month.

The CAB uses a reasonably sized office which is situated behind the large community area of the Church. The room was furnished jointly with the Methodist Church, blue display boards and bookcases were provided. Members of the congregation have been trained as information assistants and they staff the one drop-in session per week. The employed adviser attends the Centre for one full day per week seeing clients by appointment.

Potential clients can also phone the main office for an appointment at the Micro Advice Centre. The room is used as the Church office when the CAB is not using it.

Five volunteers staff the drop-in service. Three volunteers from the church welcome clients. The church decided not to charge or ask for any rent and also paid to put in broadband at the beginning of the project, which was of course also of benefit to the church.

No building work was required to accommodate the CAB but an initial grant of £5000 was accessed to buy furniture, a computer, telephone and broadband while the church decorated the room. The service is promoted through newspaper adverts, leaflet drop, word of mouth, signage when open and a sign on the lamp-post pointing to it.

The idea for the CAB service originated in a Bible study group which had encouraged opportunities for outreach to be sought. The CAB in the town had closed. The church approached the CAB and they were very willing to set up a 'micro-office'.

The service may be expanded as there is a waiting list for appointments of up to two weeks and the drop-in centre has worked particularly well. There is no evidence that clients are put off by the service being on church premises and the church itself is very supportive of the arrangement.

Following on from the successful partnership at Horncastle, the Methodist Church in nearby Coningsby was approached by the CAB and now also hosts a CAB outreach on its premises. The service started in September 2010, and it is open every Tuesday morning from 10am to 1pm providing a drop-in centre and appointments service, seeing up to 40 clients per month.

No building work was required as the church is a new building and the CAB is accommodated in the vestry, function room and upstairs room, with the entrance hall used as a waiting room. A lift is available.

Conclusions

With a network of over 15,000 buildings, churches can be useful partners for bureaux which are looking for ways for people, particularly in isolated or remote areas, to access face to face advice and information more easily.

Churches report that a CAB advice session is a good fit with a church's community mission. Typically, church community projects cater for a particular segment of the community (e.g. parent and toddler group, older people's lunch club). CAB advice is offered to a broad spectrum of people (young, old, single, families etc.) and so can be considered a service for the whole community.

In a time of reduced funding, outreach projects are under considerable threat. However, a church and a CAB can work together to ensure a good take up of sessions. This is through advertising, cross-promoting with other activities at the church such as coffee mornings and providing reminder phone calls or texts.

Where strong relationships are built between a CAB and church, additional funding and volunteers can be unlocked for both parties. Many churches, particularly in rural areas, have a high proportion of retired people who can be willing to volunteer as welcomers or information assistants.

Whilst, this resource covers the experience of bureaux working with the Anglican, Methodist and United Reformed Church denominations, there are many other churches and faith groups that are active in their community and these should also be considered when looking at partnership working. However, not all faiths would be willing to have their place of worship used for the provision of advice.

Top tips

Suggestions for churches looking to work with a CAB

- Discuss the issue with people in the local area first – do they identify the need for a local advice service?
- Raise the idea with the congregation and church leadership. Are there fears or concerns that people have in their church being used as an advice service that need to be addressed? Can the church add value by providing volunteers and promoting the service?
- Discuss the needs with the local CAB. Each bureau has a significant amount of monitoring information about their service users, including the postcodes where their service users live. With this data, it is possible to identify if there are areas where people are not accessing advice services. If your area is underrepresented, then this can help build a case for having an outreach service.
- Be clear from the outset whether the church is donating the building as a gift-in-kind or are you expecting to charge rent? It is preferable, although not essential, to have a written agreement (in the research under half had a written agreement). In this agreement you can clarify expectations (e.g. who is going to open and lock up, responsibility for cleaning, set up etc..)
- Think of ways to add value to the advice service such as recruiting volunteers or promoting the service in newsletters.
- Undertake a health and safety risk assessment and make sure your public liability insurance is in place.
- Consider joint funding applications, where both the bureau and the church can add value to any bid by working in partnership.
- Review the service with the bureaux every six months with a view to improving the service that is being offered to the local community.

Suggestions for bureaux looking to work with churches

- Don't be afraid to consider using places of worship as a setting for advice.
- Build good relationships with the church leader or key church volunteer. However, make sure that the wider church community is brought into discussions of the use of church buildings at an early stage.
- Be clear with the church what areas of the church building are going to be used and what area is going to be used as reception. It is preferable, although not essential, to have a written agreement (in the research under half had a written agreement). In this agreement you can clarify expectations (e.g. who is going to open and lock up, responsibility for cleaning, set up etc.)
- As well as having a main contact, it is good to have a secondary contact within the church (preferably somebody who lives nearby) in case of problems with the building when the main contact is away.
- Think of ways the church could add value to the advice service such as recruiting volunteers and welcomers or promoting the service in newsletters or posters which can be displayed in the building.
- Consider joint funding applications, where both the bureau and the church can add value to any bid by working in partnership.
- Review the service with the church every six months with a view to improving the service that is being offered to the local community.

Useful contacts

For bureaux:

Identifying local churches and other places of worship:

Anglican: www.achurchnearyou.com

Methodist: www.methodist.org.uk

United Reformed Churches: www.urc.org.uk/church/search

Other church denominations: Churches Together in Britain and Ireland www.ctbi.org.uk

Other faiths: Interfaith Network www.interfaith.org.uk

For Bureaux wanting more information on developing services in places of worship contact Gerard Crofton-Martin at Citizens Advice Gerard.Crofton-Martin@citizensadvice.org.uk

For places of worship:

Identifying local CAB: www.citizensadvice.org.uk

For churches wanting more information on this guide or obtaining information on more involved in their local community see:

Church Urban Fund www.cuf.org.uk email: info@cuf.org.uk

Arthur Rank Centre www.arthurrankcentre.org.uk email: info@arthurrankcentre.org.uk

Churchcare www.churchcare.co.uk

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Appendix

Examples of written agreements between Churches and bureau

Example 1:

Working Document for... *(insert name of outreach)*... Outreach

1. In partnership with ... *(insert church name)*... and ...*(insert CAB name)*... CAB, the aforementioned CAB has opened an outreach in ...*(insert location of church premises)*... from...*(insert date)*... This outreach is open every ...*(insert day)*... for advice on a drop-in basis from ...*(insert opening time)*... to ...*(insert closing time)*...
2. ...*(insert staff)*... and ...*(insert staff)*... from the CAB will be the usual members of staff working at this outreach. The CAB will require ...*(insert number)* ... interview rooms and ... *(insert church name)*... agree to make them available as required.
3. A receptionist from the ... *(insert church name)*... will assist with the drop-in sessions when available. As the reception area will only accommodate a few clients ... *(insert church name)*...agree that clients can use the coffee bar as a waiting area when it is available.
4. The drop-in session is from ...*(insert opening time)*... to ...*(insert closing time)*... but the rooms will be available until ...*(insert time)*... for writing up cases. The premises will be vacated by ...*(insert time)*...at the latest.
5. Opening and closing the premises will be the responsibility of ... *(insert church name)*... therefore keys will not be required by CAB personnel. The primary contact for the keys is ... *(insert church contact name and phone number)*... and in the event of the primary contact being unavailable, ... *(insert second church contact name and phone number)*...can be contacted.
6. ...*(insert CAB name)*... agree to pay ...*(insert agreed amount)*...for using the premises, payable on presentation of an invoice from ... *(insert church name)*...
7. ... *(insert church name)*... will provide telephone sockets in the interview rooms. ...*(insert CAB name)*... agree to pay for any reasonable costs for the work to facilitate this.
8. ...*(insert CAB name)*... will use the telephone and the internet during the advice session and ...*(insert CAB name)*... agree to pay ...*(insert agreed amount)*...for telephone and the internet use on presentation of an invoice.
9. In order to develop and maintain a good working relationship, ...*(insert CAB name)*...and ... *(insert church name)*... agree to six monthly review meetings. Should any issues arise in the interim both parties should meet to discuss and resolve them as necessary.

Signed

Name:

Name:

CAB:

Church:

Date:

Date:

Example 2:

Hiring agreement between:

...(insert CAB name)... ("you")

And

... (insert church name)...("we"/"us")

Details:

(Any incomplete details should be completed by an official representative of the organisation named.)

Name of organisation: ...(insert CAB name)...

Name of Representative: ...(insert CAB manager/CEO' name)...

Position held: ...(insert representatives job title)...

Address: ...(insert CAB address)...

Telephone number: ...(insert CAB phone number)...

Room(s) to be used: ...(insert rooms to be used)...

Purpose of use: Advice sessions

Period of agreement: ...(insert date the agreement runs from and to)...

Days/Date(s) of Use ...(insert day)...

Times of use:(insert opening time)... to ...(insert closing time)...

Cost ...(insert agreed cost)... per week/month/annum.

Please advise the centre co-ordinator separately if you will not require the Room(s) on any particular occasions during the period of the Agreement (e.g. School holidays, Bank holidays), so they may be available to other users. Failure to this may result in you being charged for these occasions.

Example 3:**BOOKING FORM AND CONTRACTUAL GUIDELINES**

Organisation:

Contact Name:

Address:

.....

Tel:

Date of Hire or start date:

Fees to be paid:

Due on:

Contractual Guidelines

1. No alcohol on the premises.
2. No smoking on the premises.
3. No misused drugs or solvents on the premises.
4. Only gambling not requiring a licence is permitted (details on request).
5. Please leave the premises clean and tidy. Any person or group who fail to comply will be charged an extra £10 per session.
6. Please report all breakage and damages to
7. If the kitchen facilities are to be used for anything other than hot drinks please ensure someone holding a basic food hygiene certificate is present to oversee their correct use.
8. The kitchen should always be left clean and all equipment used must be cleaned and put away.
9. All groups using the premises and whose activities involve working with children or vulnerable adults must ensure that their employees and/or volunteers have undergone all necessary police checks.
10. Nothing may be stored on the premises without the permission of the Church Council.
11. Groups must provide their own cleaning cloths etc.
12. Although the property is covered by public liability insurance, any additional insurance is the responsibility of the individual booking the premises i.e. negligence, equipment and contents stored on the premises.
13. At present(*insert church name*) ...does not hold a public entertainment licence, so if groups wish to use the premises for entertainment they will need to obtain a licence with the permission of the Church Council.
14. The Church Council would respectfully ask that all invoices are paid promptly, however any invoices that remain unpaid one month after being received will incur a penalty charge.
15. This booking form should be signed and returned to

I the above named agree to ensure that these guidelines are followed and that full payment for the hire is paid by the agreed due date.

Signed..... Date.....

Citizens Advice
Myddelton House
115-123 Pentonville Road
London N1 9LZ

www.citizensadvice.org.uk

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