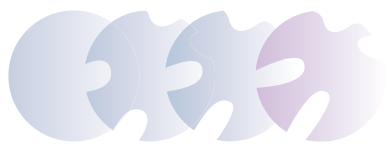


Thank you for being willing to be part of our follow-up visiting team. As part of that team you will have helpful information to share with folks. But just as important is you: your visit, your thanks, your time and your commitment to our church, our ministry and mission in this community.



Follow-up visiting: visitor guidelines

Thank you for being willing to give time to visit as part of our Giving in Grace stewardship programme. Please be assured that you are visiting members of our church or very good friends of the church, even if they don't attend.

The people you visit have asked for the information that you are bringing. They are expecting a call. You are not cold-calling and there are no personal questions. You are not asking people about their giving. You are there to bring some literature they have requested and to answer any questions if you can.

If there are questions you cannot answer explain that you or someone else will find out and get back to them. Your visit will help resource the ministry and mission of our church. Thank you and enjoy the visit

Be safe, feel safe

Relationships matter and you may well know the person you are visiting. Even so, visitors must visit in pairs unless the meeting is in a public place such as a cafe. The church may have a coffee morning which you could plan to meet at or perhaps a local coffee shop. Even if you know someone well and are happy to visit alone this is a visit on behalf of the church.

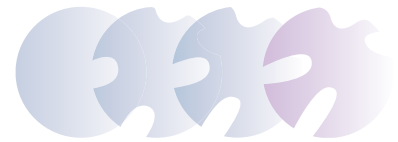
Being safe and feeling safe is vital. Only accept an invitation to step inside and any hospitality offered if you feel safe and have time. As per local safeguarding practice the simple details of a visit (who, when, where, why) are recorded in the same way as any other visit.

Why are we visiting?

- To thank the people you call on for their response to Giving in Grace in our church
- To deliver any information people have requested: Parish Giving Scheme (or Standing Orders), Gift Aid declarations and information about leaving legacy gifts in wills
- To pass over the information leaflets and to ask if there are any questions they may have
- To answer the questions that you can answer or explain you will find the answer or that someone else will get back to them promptly.
- To encourage the folk you visit that their response is valued and appreciated and that their response is shared by many others in the church congregation
- To encourage them that the congregation, working together and meeting the weekly giving target will allow the church to a) balance the books and b) sustain and grow our ministry and mission in our community.

To encourage you as a visitor

- As above, the people you visit have already responded to Giving in Grace. They have asked for the information you bring.



- You are visiting members of our church family and they are expecting someone to call
- The church has a vision and the gifts we give and the commitments we make are vitally important. Generous giving blesses us and our church.
- You are going with good news about how the church family is responding to the financial challenge
- You will be asked to visit a small number of people
- You will be supported by prayer.

Before you call

- Pray, for those you are visiting and for yourself
- Make sure you have made your own response or that you intend to do so. Of course, you are not expected to share the details of your own response. Nor is the person you visit expected to share their response with you. Your own response matters because you are calling to answer the requests of others who have made their response
- Familiarise yourself with the materials you are leaving with people. But remember, you really don't need to be an expert or know everything. The explanatory literature will answer most questions and you can refer people to others in the church if you are not sure.
- Plan enough time for the visit – 15 to 20 minutes is fine, maybe less, maybe more if you get chatting. But don't try to rush it or make too many appointments at once
- Telephone, message or email where possible to arrange a visit at a convenient time.

At the house

- As above, be safe and feel safe. Visit in pairs and go inside only if you feel confident and safe.
- Introduce yourself, thank them for their response and say you have the information they have requested
- Pass over the relevant form (e.g. a Gift Aid declaration) and the relevant explanatory leaflet.
- If someone wishes to read the information whilst you are there give space to do so. Don't try to fill any silence with conversation
- Answer any questions people have if you are able and say you will get back to them if you are not sure or that someone else will contact them, with their permission.
- PGS applications and standing order forms can be completed online. But some people prefer hard copy and the Gift Aid declaration is attached to the Gift Aid leaflet. Completed paper forms can be sealed in an envelope and returned to the church by the person you visit. Or you can offer to pick

up the completed form, in a sealed envelope, at a later date.

- On balance avoid people completing forms whilst you wait but there may be pastoral considerations.
- Conversations can occasionally flow and cover a range of things relating to the life of the church. Do listen carefully to what is being said. You may feel you should pass on any pastoral concerns. If so, always ask the person's permission, of course. The exception is if you have a safeguarding concern which you must report to the Parish Safeguarding Officer.
- Respect the confidentiality of the visit.



Don't do this!

- Visit without planning in advance
- Visit at meal time or clash with TV soaps or televised football and rugby league
- Try to carry out a rushed, unscheduled visit at the back of church. A relaxed, planned, private chat over coffee at the end of the service or in a local coffee shop may be a good option.
- Pretend to know the answers to questions when you don't – say you'll find out and get back to them - and do
- Get involved in arguments or feel you have to defend the church against criticism
- Accept cash donations – ever. Encourage online gifts as an alternative. If a cheque is offered it should be made payable to the PCC. You may wish to arrange for a receipt
- Give advice about what you think they ought to do, especially when delivering information about gifts in wills. Let the literature do the talking.