

# St. Luke's Church, Maidenhead

## Pastoral Ministry Policy and Practice

***Our Vision at St. Luke's*** to be an inclusive church which is 'In Faith, Out There', bringing Jesus' healing and wholeness to people around us. With the whole Diocese of Oxford, we seek to become more Christ-like as we live out his teaching and example, helping people to live 'life in all its fullness'.

### ***Our Mission:***

At St Luke's we aim to grow in faith and encourage each other along the way. As Christian people, strengthened and enthused by our faith in God, Father, Son and Holy Spirit, we are committed to spreading the light of the Gospel into our community, our nation and our world. We are responding to the vision of the Diocese of Oxford to live out the Beatitudes (Matthew 5. 1-10) by trying to be more compassionate, contemplative and courageous disciples of Jesus.

***Our Values are:*** Inclusivity   Creativity   Generosity   Wholeness   Hospitality

### **Pastoral intent**

As Jesus, the Good Shepherd, told Peter to feed his sheep, so we are all called to care for the people around us. This is the responsibility of all Christian disciples. Our pastoral team exists to ensure that we offer this care to those who have chosen to associate with our church, and to be aware of and alert to the wider needs of people within our parish. The pastoral team supports the vicar and ministry team in this front-line ministry. In all things we seek to 'be with' people and not to 'do for' them.

### **Pastoral Team**

The whole pastoral team consists of members of the ministry team and those who have been invited to minister as contactors within the church. Ultimate responsibility lies with Revd. Sally Lynch, vicar.

Contactors, as of 29<sup>th</sup> April 2025

Barbara Essam (PSO)

Peter Goford

Fiona Leonard

Kath Davies

Lucy Young

Kate Taylor

Jenny Ocock

John Salter

Sue Hinchliffe

Jacqueline Lewis (Pastoral lead during vacancy)

Dorothy Strack-Hankey

Ruth Sheppard

Margaret Gibbon

### **Safeguarding**

The parish has a Safeguarding policy and all contactors should be aware of it and work within it. Any concerns regarding any aspect of safeguarding should immediately be passed to the vicar or to the Parish Safeguarding Officer (PSO), Barbara Essam.

## **Practice**

### **1<sup>st</sup> tier: contactors**

Almost every person / couple / family on our Pastoral Roll will have an allocated contactor. Contactors will be given an emailed list of the contact details of their contactees, updated as necessary. They will also know who each person's contact for the full roll (but not have personal details) is. On leaving the contactor role this list should be destroyed, and a form returned to the Incumbent / PSO confirming this.

Contactors are the first port of call and main link between the church and people on the pastoral roll. Their key roles are:

- To be a friendly and welcoming face to folk on their list.
- To contact someone who is a regular church attender and who has not been seen for a few weeks and check they are ok/ if they need anything.
- To deliver information about church activities etc to their contactees, especially those on the fringes of the church / infrequent attenders / house bound.
- To visit people on their list, if both parties so wish, and with the knowledge of the vicar.
- To pass on to the ministry team any information or details of those who would like second tier care.
- To attend six monthly pastoral team meetings, which act as supervision.

What being a contactor is: commitment to

- Being alongside people
- Caring
- Offering practical help (ONLY if appropriate)
- Praying for (and with if requested)
- Acting as a bridge between the church and individuals on the fringes
- Sharing faith with members of the church family

What it is NOT:

- Spiritual support or guidance
- Gossip
- Counselling
- Teaching / nurture
- Holding confidences

Whilst it is recognised that contactors may develop personal friendships with contactees, it is important to maintain clear boundaries and ensure a clear demarcation between contact which is in the name of the church and that which is through friendship.

Contactors should not benefit materially from their contactees.

In the case of any concerns the vicar and / or Parish Safeguarding Officer should be informed immediately, and confidentially.

## **2<sup>nd</sup> tier: ministers**

The ministers of the ministry team will respond to requests for further support either directly or via contactors. This may include:

- Home or hospital / hospice visits
- Home communion
- Prayer support

The vicar / Pastoral Lead will usually inform contactors of any relevant news regarding their contactees to ensure smooth communication. Contactors should likewise inform the vicar / Pastoral Lead of information that she needs to know.

## **Data Protection and Recording**

Our Pastoral Roll is wider than the Electoral Roll. It is a database of names and contact details of those who have expressed a wish to be in contact with this church. The original contact form includes a signature allowing for the storage of these details. The church is registered for Data Protection and the Pastoral Roll is kept on computer by the Parish Administrator on the shared drive with Admin. No one else has access to the full roll, except the PSO and Pastoral Lead during a vacancy.

## **Training and Support / Supervision**

Pastoral training and support will be offered regularly to team members. Should any contactor feel the need for further supervision this will be provided from within the ministry team or more widely if necessary.

Contactors are encouraged to pray for their contactees. The whole pastoral roll is prayed for throughout each month on a daily basis, at Morning Prayer.

## **The Occasional Offices:**

### **Baptisms**

Baptism contactors, when used, support the ministers in welcoming and maintaining church contact with baptism families. Their role is crucial in helping parents to keep their baptismal promise to bring the child to church.

Baptism contactors:

- Meet the family prior to the baptism (preparation meeting or home visit) and welcome them at church.
- Maintain contact with the family – delivering information about church activities such as Messy Church.
- Deliver the annual Baptism anniversary cards for the first four years after Baptism.
- Make the occasional contact to keep the family linked to the church.

### **Weddings**

With time, we hope to introduce contactors to support wedding couples.

## **Funerals**

Bereaved families and individuals are supported through the ministers and offered the opportunity to attend Keeping Company with a designated Keeping Company contactor maintaining the invitations to Keeping Company. All contactors are invited to attend Keeping Company from time to time and may offer to support an individual for whom the ministers are seeking a 'friend'.

**Last review: 12th March 2024**

**This review: 13<sup>th</sup> May 2025**

**Next review: March 2026**