



# Policies & Procedures

Governance and Practical Processes

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"How do we do things safely?"

Safeguarding Policy

Prayer Ministry Policy

Confidentiality Policy

Data Protection & Privacy Policy

Complaints Policy

Volunteer Agreement & Code of Conduct

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Life Essence Ministries

82A James Carter Road, Mildenhall, Suffolk, IP28 7DE

[connect@lifeessenceministries.co.uk](mailto:connect@lifeessenceministries.co.uk)

# Safeguarding Policy

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## 1. Purpose

Life Essence Ministries is committed to the safety and wellbeing of all who engage with our services. This policy sets out our commitment to creating safe environments where people are protected from harm, abuse and neglect.

## 2. Scope

This policy applies to all staff, volunteers, facilitators and anyone acting on behalf of Life Essence Ministries in any capacity.

## 3. Principles

We believe every person has inherent dignity and worth. We will act promptly on any concern or disclosure. We will maintain appropriate boundaries at all times. We will not undertake any activity that could be considered coercive, manipulative or controlling. We recognise the particular vulnerabilities of those who have experienced abuse or trauma.

## 4. Recognising Abuse

Abuse may be physical, emotional, psychological, spiritual, sexual, financial or neglect. We are alert to signs of harm and take all concerns seriously, including those relating to the misuse of spiritual authority or power.

## 5. Responding to Concerns

If a safeguarding concern arises, the person receiving the disclosure should listen without judgement, reassure the individual, make a written record as soon as possible, and report to the Designated Safeguarding Lead. Confidentiality cannot be promised where there is risk of harm.

## 6. Designated Safeguarding Lead

Reverend Kelleigh W. Hudson is the Designated Safeguarding Lead for Life Essence Ministries. Contact: [connect@lifeessenceministries.co.uk](mailto:connect@lifeessenceministries.co.uk).

## 7. Record Keeping

All safeguarding concerns and actions taken will be recorded securely, stored confidentially, and retained in accordance with data protection legislation.

## 8. Review

This policy will be reviewed ~~annually or sooner if circumstances require.~~

# Prayer Ministry Policy

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## 1. Purpose

This policy outlines how prayer ministry is offered within Life Essence Ministries, ensuring it is conducted safely, respectfully and in a trauma-informed manner.

## 2. Principles

Prayer ministry is always invitational, never coercive. The dignity, autonomy and pace of the individual are honoured at all times. We do not offer prayer ministry as a substitute for professional medical, psychological or legal support.

## 3. Consent

Explicit verbal consent must be obtained before any prayer ministry takes place. Consent may be withdrawn at any time without explanation. Physical touch during prayer is not permitted unless explicitly requested and appropriate.

## 4. Boundaries

Prayer ministry sessions are not counselling or therapy. Ministers will not offer diagnoses, directive prophecy, or claims of authority over another person. Ministry should take place in an open, visible setting where possible.

## 5. Confidentiality

What is shared during prayer ministry is treated as confidential, subject to safeguarding obligations. Ministers must not share details of sessions with others unless there is a risk of harm.

## 6. Training & Accountability

All those offering prayer ministry must be approved by the ministry leader, familiar with this policy and the safeguarding policy, and willing to receive feedback and supervision.

## 7. Review

This policy will be reviewed annually.

# Confidentiality Policy

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## 1. Purpose

This policy sets out how Life Essence Ministries handles personal and sensitive information shared within its activities, ensuring trust and safety.

## 2. Principles

We treat all personal information shared in ministry contexts as confidential.

We will not share information without consent unless required by law or safeguarding obligations. We foster a culture of discretion and respect.

## 3. Limits of Confidentiality

Confidentiality cannot be maintained where there is a risk of serious harm to the individual or others, where a child or vulnerable adult is at risk, where disclosure is required by law, or where there is a safeguarding concern that must be reported.

## 4. Sharing Information

Where information must be shared, this will be done on a need-to-know basis, with the minimum information necessary, and the individual will be informed wherever safe and possible to do so.

## 5. Volunteers & Team Members

All volunteers and team members are required to maintain confidentiality as part of their agreement. Breaches of confidentiality will be taken seriously and may result in removal from the team.

## 6. Storage

Any written or digital records containing personal information will be stored securely in accordance with the Data Protection & Privacy Policy.

## 7. Review

This policy will be reviewed annually.

# Data Protection & Privacy Policy

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## 1. Purpose

This policy explains how Life Essence Ministries collects, stores, uses and protects personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## 2. Data Controller

Life Essence Ministries, 82A James Carter Road, Mildenhall, Suffolk, IP28 7DE is the data controller. Contact: [connect@lifeessenceministries.co.uk](mailto:connect@lifeessenceministries.co.uk).

## 3. What Data We Collect

We may collect names and contact details, correspondence and communications, attendance records, safeguarding records, and any information voluntarily provided in ministry contexts.

## 4. Lawful Basis

We process personal data on the basis of consent, legitimate interest, or legal obligation as appropriate to the context.

## 5. How We Use Data

Personal data is used only for the purposes for which it was collected: communication, administration, safeguarding, and the provision of ministry services.

## 6. Data Storage & Security

Data is stored securely with access limited to authorised persons. Digital data is password-protected. Paper records are kept in locked storage. Data is retained only as long as necessary and disposed of securely.

## 7. Individual Rights

Individuals have the right to access their data, request correction or deletion, withdraw consent, and lodge a complaint with the Information Commissioner's Office (ICO).

## 8. Review

This policy will be reviewed annually.

# Complaints Policy

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## 1. Purpose

Life Essence Ministries is committed to handling complaints fairly, transparently and promptly. This policy provides a clear process for raising and resolving concerns.

## 2. Scope

This policy covers complaints about the conduct of staff, volunteers or facilitators, the delivery of services or activities, breaches of policy, or any other matter relating to Life Essence Ministries.

## 3. Informal Resolution

Where possible and appropriate, we encourage concerns to be raised directly with the person involved or with the ministry leader in the first instance. Many matters can be resolved through open and respectful conversation.

## 4. Formal Complaint

If informal resolution is not possible or appropriate, a formal complaint may be submitted in writing to: [connect@lifeessenceministries.co.uk](mailto:connect@lifeessenceministries.co.uk). The complaint should include the nature of the concern, relevant dates and details, and the outcome sought.

## 5. Process

Complaints will be acknowledged within 7 working days. An investigation will be conducted fairly and proportionately. A written response will be provided within 28 working days where possible. If more time is needed, the complainant will be informed.

## 6. Appeal

If the complainant is not satisfied with the outcome, they may request a review in writing within 14 days of receiving the response.

## 7. Safeguarding

If a complaint involves a safeguarding concern, the Safeguarding Policy takes precedence and the matter will be handled accordingly.

## 8. Review

This policy will be reviewed annually.

# Volunteer Agreement & Code of Conduct

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## 1. Purpose

This agreement sets out the expectations and responsibilities for all volunteers serving with Life Essence Ministries, ensuring a safe, respectful and well-supported environment.

## 2. Our Commitment to Volunteers

We will provide clear information about your role and responsibilities, offer appropriate training and support, treat you with respect and value your contribution, provide a named point of contact, and review this agreement regularly.

## 3. Volunteer Responsibilities

As a volunteer, you agree to act with integrity, kindness and respect at all times, uphold the values and policies of Life Essence Ministries, maintain appropriate boundaries with those you serve, maintain confidentiality as outlined in the Confidentiality Policy, attend any required training or briefings, and raise any concerns promptly with the ministry leader.

## 4. Boundaries

Volunteers must not offer advice or ministry beyond their role or competence, enter into dual relationships with those they serve, share personal contact details with service users without prior agreement, or act in any way that could be perceived as coercive, controlling or manipulative.

## 5. Safeguarding

All volunteers must read and agree to the Safeguarding Policy. Any concerns about the safety or wellbeing of another person must be reported immediately to the Designated Safeguarding Lead.

## 6. Conduct

Volunteers are expected to be punctual and reliable, communicate openly and honestly, respect the pace and boundaries of others, and represent Life Essence Ministries with care and integrity.

## 7. Ending the Agreement

Either party may end this agreement at any time. We ask for reasonable notice where possible. If conduct falls below the expected standard, the agreement may be ended immediately.

## 8. Declaration

By serving as a volunteer, you confirm that you have read and understood this agreement and the associated policies, and that you will abide by them.