

dialogue

The twice-yearly newsletter from the Methodist Insurance Company

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A humbling list of winning volunteers

We asked you to nominate volunteers who had given up their time and energy to support their church and the wider community – and your response was amazing.

More than 200 people were nominated, from Shetland to Cornwall, and from Northern Ireland to Great Yarmouth.

All showed the selfless and important work that Methodists do, and it left our judges with the near-impossible task of choosing eleven Regional Winners.

Two of the nominees are in their eighties. One group of volunteers has helped at least four hundred unemployed people to find work.

People are helping refugees to navigate their way through new lives in the UK, while others are easing the stress and heartache of dementia.

Many churches have been renovated and thrown open to local people for all manner of clubs and activities – with heart-warming results.



One volunteer – himself unemployed – has spent his own benefit money on wildflower seeds to brighten up his housing estate, as well as organising mass litter-picks, and helping children from troubled backgrounds to imagine a better future.

Another is offering youngsters the chance to star in West End-style musicals – her work has enabled an otherwise struggling church to stay open and thrive.

Many are Jacks and Jills of all trades – it's easier to list what they don't do for their church and community than what they do.

Now, after much deliberation, the judges have chosen the final eleven. Each has already won £1,000 for their church. Now it's your turn to help decide the National Winner, whose church will receive a further £2,000 donation.

Please turn to our centre spread to learn more about the winners and see how you can vote for your favourite.



Church Volunteer
AWARDS



Keeping in touch and informed

More than ever, it's important to keep in touch and feel informed. We hope that you, your church and community are well and finding new ways to stay connected. Please also feel reassured that we continue to be here for you.

We are updating our website regularly with the latest COVID-19 advice. The website is also a fantastic source of information from safety to security and grants to outreach,

in addition to the products and services we offer. www.methodistinsurance.co.uk

Each month we share updates by email including tips about unoccupied properties, tackling theft, and responding to your questions. Our monthly e-news is a great way to hear about the amazing things churches are doing, and keep up to date with how we can support issues affecting the church community.

The monthly e-news is available to you and anyone in your community. If you haven't yet signed up and would like to receive these monthly updates then please give us a call or visit: www.methodistinsurance.co.uk/signup

Our customer services team are also available via phone and email: **0345 606 1331**
enquiries@micmail.com

For our latest COVID-19 statement please visit: www.methodistinsurance.co.uk/coronavirus

All We Can launches 'Change begins with a bicycle' initiative

All We Can is a Methodist international development and relief organisation. It supports local partners to overcome poverty in the world's poorest communities. Its new initiative 'Change begins with a bicycle' provides bicycles to the most vulnerable people living in rural Uganda.

For girls such as 16-year-old Nawalat, receiving a bike has halved the daily four hours it takes to journey to and from school. Now she has time to study, take care of her widowed mother and siblings and the family has sustainable transport.

Nawalat said: "Before I got the bike, I used to get tired with the long journey and I told my mum I'm not going to school... I love chemistry... I want to be a nurse. But now, with the bike, I feel good. I'm able to reach school in time and I have many friends around me."

For more information visit:
www.allwecan.org.uk



Keeping your buildings safe

In these unprecedented times, we are collectively facing many changes and one of those is the temporary closure of your church property.



If your church property is unoccupied for any length of time, it can be at greater risk from things like escape of water and, unfortunately, whilst the majority pull together and find new ways to support one another, a minority can try to take advantage and commit theft, arson and anti-social behaviour. We have five top tips to help keep temporarily closed buildings safe:

- **Protect against electrical fires** – turn off and unplug electrical equipment with the exception of security systems.
- **Guard against escape of water losses** – turn water supplies off at the mains where possible.
- **Protect your property** – remove bins away from the property, lock ladders away and ask neighbours to report suspicious activity.

- **Periodically check the property** – try to stop by on a weekly basis, perhaps as part of permitted exercise or a shopping trip.
- **Review your health and safety arrangements** – include any additional precautions necessary to secure premises and protect people.

For more information about protecting your buildings, visit:

www.methodistinsurance.co.uk/coronavirus

There are many wonderful examples of how communities are supporting one another and finding new ways to remain connected and deliver services. We would love to hear yours. Please send your examples and stories to:
enquiries@micmail.com

Made Simple Guides keep you covered!

Our Made Simple Guides provide easy-to-understand, up to date information on the issues we are asked about the most. From events to building works, outreach to legal expenses. You can access the guides from our website as you need them.

To see all the Made Simple Guides, visit
www.methodistinsurance.co.uk/madesimple



A good time to review your emergency plans

Many of our communities were battered by flooding and high winds over winter resulting in unexpected damage and disruption. Flooding from surface-water run-off also happened in areas away from rivers – places where prevention measures may not seem so important.

With increasingly erratic patterns of weather-related damage, it's never been more important to take stock of your emergency planning, review potential risks, and update procedures to prevent serious impact events or, if the worst should happen, know how to deal with them.

A few things to consider:

- Brick buildings; purchase covers for airbricks that can be used and removed
- Flood barriers for buildings and a stock of sandbags
- Fit non-return valves to drainage systems. Check gutters, pipes, drains and culverts are in good repair. Ensure surface-water is not being directed towards buildings



- Move valuable items to above potential flood levels
- Raise electrical sockets and wiring to above flood levels. If refurbishing, consider flood-resistant flooring and materials, like tiles, plastic skirtings or stainless steel
- Review and update flood, fire and recovery plans, including contacts and procedures
- Update staff and volunteer training

As soon as is practical, a little preventative effort could make all the difference to protecting your church and reducing the risk of damage, disruption and loss over the coming year.

For more information, visit:
www.methodistinsurance.co.uk/risk-management/flood-advice



Risk Advice Line

We know that managing the risks of a church or church hall can be a demanding responsibility. That's why we offer a Risk Management Advice Line. Whenever you need information about managing risk and can't find what you are looking for on our website, our experts are here to help.

Call our Risk Management Advice Line on
0345 600 7531

or email us at:
risk.advice@micmail.com

Please have your policy number to hand when you call.



Ensuring we have your most up-to-date contact details

If your contact details are out of date or are incorrect, let us know via phone or email: **enquiries@micmail.com**

You can also update us on changes to names, email addresses, phone numbers and changes to church contacts by phone.

Call: 0345 606 1331



Bristol & West Midlands

Christ Church Ross-on-Wye
Anne Parsons

Anne Parsons and the volunteers at the Meeting Centre at Christ Church in Ross-on-Wye give up their time to offer vital support and help to people living with dementia and their carers, improving their lives.



Scotland & Shetland

Pollokshaws Methodist Church, Job Club:
Philip Haggis, Alison Maulden, David Robson, Maggie Robson, Michael Gadsden

Volunteers at Pollokshaws Methodist Church in Glasgow helped over 400 people find work, and offer refugees, long-term jobless, and those suddenly unemployed, lunch and a vital opportunity to socialise.



Church Volunteer AWARDS



Vote for your favourite church volunteer

We asked you to nominate volunteers who had given up their time and energy to support their church and the wider community – and your response was amazing.

Congratulations to your Regional Winners, who have each won £1,000 for their church.

Now it's your turn to help decide the National Winner, whose church will receive a further £2,000.

To vote, visit:

www.methodistinsurance.co.uk/volunteerawards



East of England

Capel St Mary Methodist Church
Maureen Clarke

Mo Clarke may be blind, and nearing ninety, but that hasn't stopped her volunteering as the driving force behind The Beacon – a popular community café run by Capel St Mary Methodist Church in Suffolk.



North West & Mann & NI

Latchford Methodist Church
Andrew Barber

Andy Barber's volunteer army is on a mission to sow 400 million wildflowers – and hope – in the deprived estate around Latchford Methodist Church, Cheshire. Andy also helps children with special needs, the elderly, and troubled youths.



Cymru Wales

Northop Hall Methodist Church
Randall Peers

87-year-old Randall Peers' decades of hard work and self-sacrifice as a volunteer at Northop Hall Methodist Church in Flintshire haven't finished yet – an astonishing example to all.



Southern & Islands

London Road Methodist Church, Horsham
Jane and David Casey

Jane and David Casey's work helping Syrian refugees settling in Horsham is just a drop in the ocean of their volunteering.



The South West

Plymouth Methodist Central Hall
Alison Stephens

Alison Stephens and other volunteers are serving cakes and coffee to a thousand customers a week at the wildly successful Plymouth Methodist Central Hall soft play café – and bolstering church attendances.



London

Winchester Road Methodist Church
Roger Pettit

From squeaky doors to a huge building project, Roger Pettit's volunteering has kept Winchester Road Methodist Church in Walthamstow running smoothly for fifty years.



East Central

Bladon Methodist Church
Alicia Rumsby

Alicia Rumsby's 20 years of hard work, dedication and passion for musicals has brought hundreds of children to Bladon Methodist Church in Oxfordshire, entertained thousands, and secured her church's future.



North East

Hutton Rudby Methodist Church
Community Hub Team

Hard-working volunteers transformed Hutton Rudby Methodist Church into a vibrant, modern, and energy efficient seven-days-a-week community facility – with a popular radio station bolted on.



Yorkshire Plus

Summerbridge Methodist Church
Rose Gosling

Volunteer Rose Gosling's amazing work at Summerbridge Methodist Church near Harrogate is the original 'Jill of all trades' helping her growing church to thrive, and bringing in new worshippers.



Church Volunteer
AWARDS
METHODIST INSURANCE

Is your church committed to living and working sustainably?

Every church has the opportunity to make a difference and to engage with communities about climate change. We have put together a few ideas to help you start the ball rolling in your church.

Sharing

Arrange car shares for church members; share information about climate change in your newsletter; share your church grounds with schools or community groups; set up a community tool share scheme.



Activities

Introduce environmental activities into youth projects; raise funds for environmental improvements to your church or for a community or bee-friendly garden; provide storage for bicycles and encourage use by the community; use special days or events to highlight climate change.

Changes

Replace single-use plastics; improve recycling; change lightbulbs to LEDs; put heaters on timers; improve insulation; reduce draughts; switch electrical equipment off at the plug; reduce pesticides and consider alternative energy sources.

So, what small steps can you take to turn the crisis of climate change into an opportunity?

For more information and ideas, visit: www.methodist.org.uk/about-us/news/latest-news/all-news/adopt-a-lenten-lifestyle-for-40-days-and-for-life/ and for solar panel and other techniques, visit: www.methodistinsurance.co.uk/risk-management/solar-panels

£50,000 grant helps Strathmore Road Methodists open doors to their community

The Methodist Insurance Fund, administered by Allchurches Trust, awards charitable grants for building development, mission, outreach and community benefit that enhance the ministry of the Methodist Church. We would like to share with you an example of a grant we recently awarded.



In 2019, Strathmore Road Methodist Church received a grant of £50,000 from the Methodist Insurance Fund towards a major building redevelopment, 'Opening the Doors', to support its ministry going forward.

The church has 150 members, with a thriving ministry across all age groups. The redevelopment will support the essential elements of the church's mission which are worship, fellowship, pastoral care, mission and service.

Opening the doors to the community

The 'Opening the Doors' development steering group stated: "We see a need to unify, to develop and to expand the church premises to address a number of endemic problems with the current suite of buildings in order to enable our growth and future Mission plans. The new development will make it easier to invite people to church, to offer hospitality and it will open up the worship area to all who use the premises."



Improving their green credentials

Strathmore Road Methodist Church is also working towards being an Eco Church, an ecumenical certified scheme that enables churches to monitor, measure and improve their environmental impact. The scheme covers five aspects of church life: 'worship and teaching'; 'buildings'; 'land'; 'engagement with local and global communities'; and 'lifestyle'.

Visit www.methodistinsurance.co.uk/grants to find out more about the Strathmore Road project. You will also find full details of the Methodist Insurance Fund, along with our grant-giving policy guide and top tips for making an application for your church project.

Important updates to our grant-giving schemes

We are very pleased to announce some threshold increases to our grant-giving schemes.

Our **standard property grant scheme**, for projects with a maximum cost of £100,000, will now allow grants of up to £15,000.

Our **large property grant scheme**, for projects between £100,000 and £2.5million, can be broken down into two categories:

- **Projects in the range of £100,000 to £500,000**

The maximum grant for projects in this category has been increased to £30,000.

- **Larger projects between £500,000 and £2.5million**

The maximum grant for projects in this category has been increased to £60,000.



Prevention is better than cure

The lighter, warmer months are the perfect time to clean and wash away the remnants of cold, wet and muddy months – and let the fresh air and new life in. It's also the perfect time to make sure your church buildings are in good repair and haven't suffered or been damaged over the long winter season.

It may sound surprising that escape of water is one of our top ten claims¹ for the last year (not including floods). It is a significant risk that can cause serious damage to your church property and contents. We all know prevention is better than cure, and a little effort at this time of year could make all the difference when it comes to protecting your church and reducing the risk of significant damage, disruption or loss to your church community.

Escape of water

While a burst pipe is obvious, the vast majority of our water damage claims come from unseen, lower-level leaks of water that have soaked through the fabric and structure of church buildings.



Give your buildings, especially basements, lower walls, window casings and ceilings, a thorough inspection to identify any signs of water leakage or ingress. Early identification can significantly reduce damage and the

time, cost and disruption of repair. And don't forget to clear drains, gutters, culverts and watercourses around your property too.

www.methodistinsurance.co.uk/risk-management/escape-of-water

Theft of metal

The theft of lead, copper and other metal roofing and guttering materials remains one of the top claims¹ we receive each year. Increased demand for stolen metal means thieves are becoming increasingly organised and brazen – often posing as builders working on church property – and are attracted to a wider range of assets.

It's not just the damage done to roofs (which can cause water damage if not detected quickly) and the loss of metal itself, metal theft can cause significant damage to your building's plasterwork too.

Our church customers need to have applied and registered SmartWater®, or an alternative approved forensic marking system, and appropriately displayed signage as a condition of their insurance policy. But you can do more, e.g. installing a roof security system or CCTV, applying anti-climb paint and asking neighbours to be vigilant. Walk around your buildings to evaluate if foliage could potentially screen theft; secure or remove anything that could assist access, such as bins, water butts, ladders or wheelbarrows; and start a routine of regularly checking for damage or metal theft.

www.methodistinsurance.co.uk/risk-management/metal-theft

Visit our website for a whole range of advice and resources, from common sense ideas to technical high-security options.

www.methodistinsurance.co.uk/risk-management

¹Compiled from 2019 Methodist Insurance claims data.



Our award-winning claims service

In the event that the worst happens and you do need to make a claim, we promise to work swiftly and always deal with the claim fairly. If we can resolve the claim when you first contact us then we will. If we can't, then we will work with you and treat you as we would expect to be treated ourselves.

We have protected the nation's Methodist churches for 148 years and we know and understand the specialist care and attention that is needed to restore them in the event of a loss. To learn more about our claims service, visit:

www.methodistinsurance.co.uk/claims

Home Insurance – Your questions answered

We are very proud to have been insuring Methodist churches for over 148 years, but did you know we also provide home insurance? We recently spoke with our fantastic team and asked them to answer some of the questions they commonly receive.



What is the difference between buildings and contents insurance?

Buildings insurance covers the general structure of your property, and any fixtures and fittings like a kitchen or the doors and windows. Contents insurance covers your possessions like jewellery, electrical goods and carpets too.

What is the difference between standard cover and accidental damage cover?

Standard cover will cover your property and/or contents for the perils noted in the policy document, e.g. fire, earthquake, storm, flood and subsidence. Accidental damage cover will provide cover for your property and/or contents for any damage caused accidentally, for example, spilling paint onto a carpet or bursting a pipe whilst carrying out some DIY.



What is an excess?

An excess is the amount you pay towards any claim you make. So, for example, if you had an excess of £100 and you made a claim for £300, you would pay the first £100.

How do I make a claim?

In the unfortunate event you do have to make a claim, by reporting it immediately, we will be able to provide you with the best possible service. Either call us on **0345 606 1331**, 24 hours a day, 7 days a week or email us at: **methodistclaims@micmail.com**. Enquiries about existing claims can be made from 8am to 6pm, Monday to Friday (excluding bank holidays).

Home Insurance that gives back

Our Home Insurance includes cover against losing keys, legal expenses and home emergency protection at no extra cost. Our premiums are competitive and, if you take out a policy with Methodist Insurance, we will give you back 20% of your first annual premium to donate to your church or the charity of your choice¹.

If your renewal is coming up soon, please do not hesitate to give us a call for a quote on **0345 606 1331**. Our specialist team are very happy to help.

¹ Minimum premiums apply. Subject to terms and conditions – please visit: www.methodistinsurance.co.uk/home

More than just your insurance policy

Dedicated service and claims teams who **only** deal with churches



You have **peace of mind** thanks to our 148 years' experience

Customer satisfaction¹

97% 



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www.methodistinsurance.co.uk

Call: 0345 606 1331

¹ Based on 612 responses to Methodist Insurance customer opinion survey 2019.



Methodist Insurance PLC
St Ann's House
St Ann's Place
Manchester M2 7LP
Tel: 0345 606 1331
Fax: 0345 604 6302
www.methodistinsurance.co.uk

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