

BCLC - Service Delivery Plan October 2019.

The Service delivery plan is the document that I have used during my tenure as Senior Pastor, as my overview of all BCLC related issues.

Its purpose is three fold.

1. It serves as live document for me to record issues
2. It serves as a meeting agenda tool
3. It serves as a reporting tool for Trustees, Leaders and Partners, and is my handover document.

Over and above my standard reporting commitments to Trustees, since my decision to step down, I have shared 3 versions of this document in order to familiarise our Elders and Trustees with the key issues.

1. **June 7th**- As a part of a BCLC Transition email I sent following 2 elders meetings post my decision to step down
2. **July 18th**- In response to a Chair of Trustees request
3. **September 7th**- In response to Elders and Trustees meetings due to be held on September 7th and 8th

The **Left** Column is the area or department

The **Middle** column is the key minimum standards question for that area

The **Right** column contains the questions I raised in our final Elders meeting on **September 7th**

The Centre		
Area	The key Question	Status
Network	Interim Leadership Team	Status
BCLC Online Website- Facebook- Twitter- BCLC Life	Is our public face up to date?	A 5 day weekly posting schedule has been maintained for the past 5 years. Do you want the current schedule to be maintained and by who? Do you have an alternative marketing strategy that you want to employ, and the personnel in mind to action it?
Sundays @ BCLC	Are we providing an excellent Sunday experience? Is our worship uplifting? Is our teaching fit for purpose?	The Teaching curriculum and Sunday speaking schedule will be determined by the elders. The worship team and rota is managed by Nicola Berry, Outside of the dates that I have provided, is any further assistance required from me ?

<p>BCLC Leadership</p>	<p>Is our Organisational structure developing?</p>	<p>The transition plan has been to divest my role between Andrew and Joel to cover Buildings/Facilities and Pastoral Care respectively.</p> <p>Aside from the information provided in my 7th June email, 18th July trustees report and 11th June email to Nicola regarding worship, and this report, what assistance is required from me to aid transition?</p> <p>What is your proposed schedule of our elders meetings to the end of December?</p> <p>What is your proposed date for the AGM?</p> <p>Has consideration been given to the job description and recruitment process for a future pastor?</p> <p>Aside from the voting of Elders for a further term, what are the resolutions you are considering raising for a church vote?</p> <p>I have previously indicated that Mark Partridge be formally employed as Centre team Support. His initial hours were 10, and he has been working an average of 37 dependent on Centre need.</p> <p>Jodi has indicated that she does not wish to be considered for a community liaison role, but would be an excellent asset as a Centre Team Support staff member.</p> <p>A shared role may well be a good approach considering her footprint in the local community.</p>
<p>Pastoral Care</p>	<p>What are the current objectives for pastoral care?</p>	<p>Joel: what is your update on pastoral care?</p>
<p>Accounts</p>	<p>Gail Thomas</p>	<p>Status</p>

BCLC The Centre

Accounts	Are our finances stable and what additional resources do we need to be able to serve more people?	<p>Please see financials attached, which include Profit and Loss to July 31st 2019, and overheads listing to date.</p> <p>As of July 31st our P and L indicates that we are currently £435 in the black, awaiting August reconciliation.</p> <p>The bank balance is approximately £15,000 with 4k due in from conferencing invoices.</p>
Buildings & Facilities	Mark Partridge	Status
The Centre	What is the status of the centre building and facilities?	Andrew: From the buildings and facilities document that was attached to the 18th July trustees report (attached here), do you have any additions or amendments?
Conferencing	What is the status of this project?	Conferencing has taken an upturn in the past few months, due to some returning clients, and response to consistent facebook marketing.
The Gym	What is the status of this project?	Please see gym update document attached, which has been compiled by Mark as a result of his observations
Projects	Jodi Kinsey	Status

<p>Buzz</p>	<p>What is the status of this project?</p>	<p>Buzz is facilitated as follows: Sunday Volunteer set up post church. (45 mins to 1hour) Volunteer set up Jodi and Ryan (4 hours) Monday Jodi (4 hours paid) Sarah (3 hours paid) Mark (On reception) Ron (volunteers 9-5) Rosie (Volunteers Crib 9:30am-1pm)</p> <p>I met with Jodi this week to discuss her past long term concerns, as well as future concerns. She has stated that it has taken a personal toll on her health and well being, and the 6 week break has given her time to reflect.</p> <p>We need to discuss this.</p>
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<p>The Crib</p>	<p>What is the status of this project?</p>	<p>For context, please see Crib report, sent to trustees on 14th March.</p> <p>I received indication from Andrew on April 2nd of the trustee decision, which is attached, however in view of the need for the crib to support centre activities like Buzz, as well our Sunday use, it has been necessary to retain Heulwen's name as the licence holder whilst awaiting your long term plan.</p> <p>What is your plan for the crib?</p> <p>Have you decided whose name you would like to replace Heulwen as the licence holder?</p> <p>Have you decided on the process for weekly stocking?</p> <p>Have you considered the weekly volunteering/ staffing?</p> <p>Aside from the coffee machine and the stainless steel fitted area, what would you like done with the Cribs fixtures and fittings?</p> <p>Heulwen will remove the furniture that she recycles by 30th September.</p>
<p>Gospel Choir</p>	<p>What is the status of this project?</p>	<p>In line with our earlier discussions and based on the choirs demand, I announced to the church and choir that I would continue this activity in support of the community and church.</p> <p>It has been brought to my attention that thoughts on this have changed.</p> <p>What is your collective decision on this?</p>

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Seniors	What is the status of this project?	<p>Seniors group has grown from 8 to over 25. This is encouraging because the additional visitors are from outside the church community.</p> <p>Have you had any thoughts about Seniors post Jaci stepping down?</p>
Families HQ	What is the status of this project?	<p>This project continues to thrive.</p> <p>A succession of Brunch Clubs have been run successfully</p> <p>Uniform swap has continued to receive donations and there are plans to increase availability.</p> <p>As of the 24th July, Christmas activities are now in the process of being planned, with a view to bringing all of our outreach activities together.</p>
Food Locker	What is the status of this project?	<p>The food locker continues to be a successful part of our outreach as managed by Ray Lloyd.</p> <p>Do you have thoughts regarding how Foodlocker synchronises with the other community based outreach efforts we have?</p>