

Glo Improvement Plan Working Party

Terms of Reference

Version Control

0.1	29 Mar 2022	Original Draft
0.2	31 Mar 2022	Added sentence in section 3 Scope to explain that it is not the working party's role to consider matters of theology/doctrine. Amended section 9 Membership to clarify the liaison role of the appointed elder and trustee.
0.3	02 May 2022	Minor re-wording
0.4	17 May 2022	Draft sent to working party members for comments
0.5	24 May 2022	Amendments to deal with issues raised by members of the Working Party.
0.6	26 May 2022	Addition of detail on requirements for making the consultation process accessible. Plus minor amendments for clarity as proposed by the Working Party.
0.7	7 June 2022	Cleaned up version produced with changes accepted.

No.	Item	Detail
1	Background	<p>In September 2021 the elders of Glo became aware of concerns raised privately about Mike and Stella Andrea. At the time, Mike was serving as the Team Leader and Stella as the Congregational Team Leader of Glo. The elders considered the concerns and recommended that an independent investigation should be commissioned. On the 15 November 2021, further concerns were raised publicly on social media. The Trustees therefore agreed that it was appropriate for the independent investigation to include these concerns.</p> <p>Working with 24-7 Prayer – where Mike Andrea was employed as CEO – Glo jointly commissioned Loch Associates Group, a highly experienced and integrated legal and HR advisory firm, to</p>

		<p>conduct an independent investigation into the grievances received.</p> <p>After a rigorous investigative process Loch Associates Group submitted their findings to the Trustees of Glo and 24-7 Prayer.</p> <p>The trustees and elders met with the staff, wider leaders and church congregation on Monday 21 March and published a statement regarding the findings of the investigation which was revised on Tuesday 22 March. In the revised statement they noted that the trustees believe that the evidence shows that Mike's conduct and behaviour did fall significantly below the standard expected of a Christian leader. They noted that Mike had resigned, and that Stella had also decided to step down. They offered their apologies to all those who had been hurt through their experiences of Glo and thanked all those who had participated in the investigation.</p> <p>In the statement they also explained that Loch had made some recommendations to Glo and that to take these forward and to set things right for the future they had decided to appoint a Working Party to develop an Improvement Plan. This Improvement Plan would set out the actions that the Church will take to implement the report's recommendations. They explained that one of the key roles of the Working Party would be to consult with key stakeholders including staff, congregation and those who participated in the investigation, to ensure the development of a robust, considerate and comprehensive plan.</p> <p>They stated their aim that the Working Party have its first meeting by 10 April 2022 and that the intention that its final report be submitted to the Trustees by the 12 June 2022. The Working Party would be aided by the publication of a report by Loch which sets out the findings behind the recommendations made. This report was expected to be released by the 4 April.</p>
2	Purpose	<p>The purpose of the Working Party is to develop an improvement plan for the church that ensures that policies, procedures and working practices are put in place that ensure that the church can be a community where people are completely safe from fear of abuse. This improvement plan should help the church develop a culture where inappropriate conduct is first and</p>

		<p>foremost prevented by fostering practices of listening, learning and education. A culture where people always have a safe and easily accessible route to raise any concerns they may have. And a culture which is quick to recognise and challenge abusive or inappropriate behaviour whenever it does happen.</p> <p>The improvement plan should also identify actions around supporting those who have been hurt in their experiences of Glo. This should be both for those who are currently hurting, as well as ensuring that there are mechanisms in place to support people in the future as well.</p>
3	Scope	<p>In developing the Improvement Plan the Working Party is expected to consult with anyone with a connection to glo particularly including :</p> <ul style="list-style-type: none"> ● The 36 individuals who responded to the investigation ● Any else affected by the cultures and behaviours described in the report dated 20th of May produced by Loch Associates ● Glo and Pipeline staff former and current ● Members of the church congregation former and current <p>And anyone else the working party deem necessary. The scope of the consultation will be focussed on how the church moves forward, it will not be a repeat of the investigation itself. The goal of the working party is to present the leadership team with a set of practical actions to consider taking forward to improve culture and working practices.</p> <p>The Working party can decide how it wishes to consult, and will need to be mindful of how to ensure that the responses received to the consultation can be easily collated and reviewed. We recognise that some participants may require longer than others to consider whether and how they wish to engage in the consultation. The working party will need to be</p>

		<p>mindful of this while publishing a clear timetable for consultation.</p> <p>The working party will look to design a consultation that encourages a high response rate across the stakeholder groups by providing multiple access routes which collectively ensure:</p> <ul style="list-style-type: none"> ● That the consultation is easy to access for all ● That those with limited time can meaningfully engage ● That people can contribute anonymously if they wish to ● That there are routes for people to engage face to face if they wish to ● That the consultation is open for a sufficient time period to allow people to consider whether and how they would like to respond <p>Demographic data should be captured where participants are willing to provide this, to help understand the reach of the consultation.</p> <p>Having completed the consultation and reviewed the feedback received, the Working Party should develop an improvement plan. The structure and format of this plan is for the Working Party to decide but it must contain a set (or sets) of actions for the Trustees and Elders to consider. The anticipated financial and staffing implications of each action should also be considered within the improvement plan.</p>
4	Output	<p>The output of the Working Party will be an Improvement Plan as explained within section 3 above.</p> <p>The Improvement Plan shall be created, reviewed, published and approved as follows:</p>

		<ol style="list-style-type: none"> 1. The proposed improvement plan will be presented to the trustees and elders for their consideration and published. 2. If there are any elements of the proposed improvement plan which the trustees and elders feel cannot be implemented, the reasons for this will be explained to the Working Party. Those reasons shall be published. 3. The working party shall then, in discussion with the trustees and elders if necessary identify any alternative actions to those the trustees and elders felt could not be implemented. Once this review process has been completed the agreed final version of the Improvement Plan shall put before the next meeting of the board of the trustees for approval, and published. The Working Party will then be closed.
5	Key responsibilities	<ul style="list-style-type: none"> ● To establish ground rules for the working party ● Deciding the approach to consultation ● Ensuring that the consultation is restricted to key stakeholders only ● Developing the Improvement Plan ● Ensuring that the financial and staffing implications of each proposed action are considered ● Progressing the development of the Improvement Plan to the agreed timeline.
6	Authority	The Improvement Plan Working Party is not an authoritative body. It acts as an advisory body to the Elders and Trustees with regards to the development of the Improvement Plan.
7	Governance	The Improvement Plan Working Party reports to both the Elders and Trustees who together represent the spiritual and legal governance of Glo.

8	Chair	Heather Skelton has been appointed as chair of the Working Party.
9	Membership	<p>The Working Party membership is; made up of an appropriate number of people to be an effective working group (i.e. not too many or too few)</p> <ul style="list-style-type: none"> ● made up of current members of the church who are actively committed to supporting the positive future development of Glo ● made up, so far as possible, of individuals who reflect a balance of the diversity of the church membership including some who are able to represent those who have been hurt through their experiences of Glo. <p>The trustees and elders are committed to ensuring that the working party operates entirely free from any influence by the Trustees and Elders of Glo. However a member of the Church leadership team will be available to provide advice and support to the Working Party, as required by the group.</p>
10	Reporting / administration	<p>Administrative support will be provided. Whilst attendance to meetings will be recorded, there is no specific requirement for minutes, action logs or decision logs, although the Working Party may decide to use these if it wishes.</p> <p>The Working Party will take responsibility for administering the consultation in a professional and inclusive manner. It will also be responsible for drafting the Improvement Plan and then presenting this to the Elders and Trustees.</p>
11	Frequency of meetings	The frequency of meetings shall be decided by the Working Party in order to finish the improvement plan in keeping with the timetable it has set.

12	Quorum / Attendance	We accept that not every member will be able to attend every meeting, but meetings will go ahead as long as there are 4 in attendance.
13	Review	<p>These ToRs will be kept under review on an ongoing basis throughout the life of the Working party.</p> <p>Once the Improvement Plan has been signed off the Working Party will formally close.</p>