



Special Briefing for customer service

2 June 2020

The [newsletter which goes out today \(click to see the draft\)](#) will be arriving in the inboxes of 16,178 people (or thereabouts) involved in managing churches in the Church of England and Church in Wales.

Energy

Although the lead item is once again the [Energy Basket](#), on a theme of “Net Zero”, the main news items, in addition to online giving, relate to planning a gradual resumption of some access to church buildings.

Covid-19 supplies

The first item, you are already well aware of from 2Buy2 internal briefings. It is the introduction of a new category – [Covid-19 Supplies](#). This has certainly involved a lot of work by the team at 2Buy2 and will also generate its share of incoming calls. From the perspective of the Church of England (although please note that we also feature Church in Wales guidance) it is important that any request for guidance on what to buy should be firmly re-directed to the links on all the pages. This advice will change, as the situation changes. You should not under any circumstances offer advice as to what to buy. Below is the information on each of the Parish Buying pages:

Not sure what you need?

In deciding what you should purchase please refer to the Church of England's guidance on www.churchofengland.org/coronavirus

For Church in Wales guidance see [here](#) and [here \(Cymraeg\)](#)

<https://www.parishbuying.org.uk/covid-19-supplies>

<https://www.parishbuying.org.uk/categories/covid-19-supplies/hygiene-and-cleaning>

<https://www.parishbuying.org.uk/categories/covid-19-supplies/ppe-supplies>

Please do not offer advice yourself - direct churches which seek advice only to the guidance pages above

This new category is much awaited among those in dioceses and in the parts of the national church responsible for policy, so we can expect a measure of interest and – possibly – some criticism. That's good! Let's take note of it and improve what we do.

Survey – audio-visual and buildings security

There then follows our first major survey for several months, where we ask churches whether they would like to see two new categories on Parish Buying – audio visual installations (which we think will be a hot topic for churches looking for ways to serve congregations in church and at home) and building security.

Online giving – the movie

Promoting this new video will – we hope – mean that some of the questions being asked of you - about how to set up online giving - are answered in an approachable way. This is followed by two related items: on webinars available to churches about online giving on 10 and 18 June, and a little case study and call to action. Further guidance on how to promote online giving is being produced.

Connectivity and security & insurance

The two final items are a case study on church security using connectivity, and a good stewardship item on insurance.

Best wishes, Nick + Emma