



Clerks



Information on how to access the resources and support available to local and area meeting clerks.



Contribute to Quaker work

Contribute time – There are many opportunities to get involved with the work we do on behalf Quakers in Britain, including serving on committees, volunteering at events and joining the Quaker Life Network. Visit www.quaker.org.uk/quaker-service to find out more or email nominations@quaker.org.uk or phone 020 7663 1121.

Contribute money – You can contribute to Britain Yearly Meeting funds direct or via your local or area meeting. To find out more about making a financial contribution visit www.quaker.org.uk/contributions or email contributions@quaker.org.uk or phone 020 7663 1015.

Leave a legacy – Legacy giving helps sustain Quaker work for future generations. After taking care of family and friends, please consider leaving a gift for Quaker work in your in your will. Visit www.quaker.org.uk/legacy or email legacy@quaker.org.uk or phone 020 7663 1019 for more information.

Find out more and connect with us

Find out more – You can find out more about all of Britain Yearly Meeting's work by reading the Trustees' annual report. Copies are sent to every meeting in April or visit www.quaker.org.uk/annualreport. *Quaker News* is a free magazine about the work of Britain Yearly Meeting. It is distributed via local meetings. You can also subscribe by email, access electronic back issues and read it online at www.quaker.org.uk/qn.

Connect with us – Contact details for specific areas of work are provided throughout the Directory of Services. The general contact details for Friends House are:

Friends House, 173 Euston Road,
London NW1 2BJ
www.quaker.org.uk
Email: enquiries@quaker.org.uk
Switchboard: 020 7663 1000.

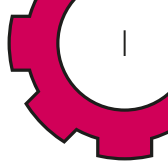
Quaker Centre Bookshop

You can order books, book boxes, resources and posters from the Quaker Centre Bookshop at Friends House, London.

Quaker Centre Bookshop, Friends House, 173 Euston Road, London NW1 2BJ

www.quaker.org.uk/shop
quakercentre@quaker.org.uk
020 7663 1030/1031.

Clerks



Introduction

“Remember that while you, as clerk, are the servant of the meeting, you do, by your very attitude and your arrangement of the agenda, set the pattern of worshipful listening which should characterise our meetings for church affairs. The meeting is likely to repose great trust in you, and you bear an important responsibility in enabling the meeting to listen and wait for God’s guidance in its deliberations.”

Quaker faith & practice 3.13

Clerks occupy a key role in their local or area business meeting. In addition to preparing the business, conducting the meeting and drafting the minutes, they help the meeting to discern God’s will and find the way forward. They are a vital point of contact between Britain Yearly Meeting (BYM) and local Friends with regard to sharing information throughout our national community.

We support clerks by providing information, training and networking opportunities. We are also on hand to discuss, in confidence, any challenging issues your meeting may be facing.

Resources

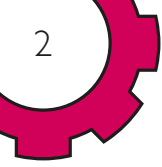
The following printed or electronic materials support clerks.

Book of Meetings

The *Book of Meetings* is an annual publication produced by Britain Yearly Meeting that gives details of meetings held throughout Britain and Ireland. It also includes details of contacts for central work carried out on behalf of meetings by BYM, and for some key Quaker organisations around the world.



Information includes addresses, dates and times of Quaker meetings. You can buy copies of the *Book of Meetings* from the Quaker Centre Bookshop (see the contact details on the back page of this booklet), and new revisions are produced annually. Publication is usually in April.



All clerks are contacted towards the end of the year in order to update information about their meeting for the next edition, but they can share updates throughout the year by sending the amended text to updates@quaker.org.uk.

Governance Gold

Governance Gold is a series of guidance sheets sent out with the monthly mailing. They are not sent out every month but when an appropriate time or issue arises. Each of the series has a theme, requested action and reason for the action, and draws on quotes from *Quaker faith & practice*.

Governance Gold is available at www.quaker.org.uk/clerks under 'Resources'. For information on how to subscribe to the monthly mailing please see the relevant section above. Questions relating to the content of *Governance Gold* should be directed to the Support for Meetings Officer at supportmeetings@quaker.org.uk or on 020 7663 1023.

Guidance for clerks and custodians of records

The Library at Friends House can provide advice and guidance on the creation, custody and use of Quaker records. Visit www.quaker.org.uk/dos-records for access to guides giving information about the job of the Records Custodian, the retention and disposal of records, and their long-term storage, among other topics.

The staff at Friends House Library can send you guides if you are unable to access them online, and can also advise on matters relating to meeting records and meeting libraries. Email library@quaker.org.uk or phone 020 7663 1135.

How Quaker meetings take decisions

This short online guide to Quaker business meetings is available at www.quaker.org.uk/dos-clerks.

Monthly mailing

This is an informational mailing sent out monthly from BYM to correspondence clerks of local and area meetings. It is sent on the last Tuesday of most months by both post and email. It includes

information, opportunities and documents for meetings and Friends.

Correspondence clerks can subscribe to the email monthly mailing or see recent and archived months at www.quaker.org.uk/clerks-monthly-mailings. They can also contact the Treasurers' and Clerks' Support Officer at tcsupport@quaker.org.uk or on 020 7663 1045 to subscribe to the postal mailing, to cancel their subscription, or with any other questions. Friends are also welcome to subscribe to the email version of the mailing at the web address above.

Quaker faith and practice

Chapters 3 and 4 of *Quaker faith & practice* are an essential resource for clerks. Always refer to the most recent edition (currently fifth) and any further updates as agreed by the yearly meeting. <http://qfp.quaker.org.uk>.

Quakers in Britain: A short guide to our structures

This booklet gives an overview of the national structures of our Britain Yearly Meeting. It is available, free of charge, from the Recording Clerk's Office at Friends House.

Email recordingclerk@quaker.org.uk or phone 020 7663 1161 to request a copy. This information is also available online: www.quaker.org.uk/dos. An updated version of the booklet will be available during the course of 2016. This will include more detailed information about Quaker structures in Scotland and Wales, as well as England.



Support

Support for Meetings Officer

The Support for Meetings Officer can help with general and specific enquiries about the life of the meeting or the Quaker business method. You can ask for help with worrying, long-standing or seemingly intractable meeting problems, advice on creating a meeting community where all are welcome, or how to get in touch with other meetings. Email supportmeetings@quaker.org.uk or phone 020 7663 1023.

Area meeting clerks' cluster

This email cluster provides a forum for area meeting clerks to share ideas. Area meeting clerks are subscribed to, and removed from, this cluster when details of a change of role-holder are received. Please email updates@quaker.org.uk to update us on any such changes.

If you think you should be subscribed to this cluster, please contact our Meeting Relationships Officer at meetingrelations@quaker.org.uk or on 020 7663 1019.

Church government advice

Queries about church governance can be referred to the Support for Meetings Officer at supportmeetings@quaker.org.uk or on 020 7663 1023. The *Governance Gold* guidance series can also assist with any governance topics or issues that may arise (see the 'Resources' section on page 1). These are posted out on an ad-hoc basis with the monthly mailing (see the 'Resources' section on page 1).

Conflict in meetings (Quaker Life Network cluster)

The Quaker Life Network has a cluster devoted to the types of conflict that may be present in Quaker meetings. It explores these themes and shares experience and practice to work with meetings to help resolve issues. To seek assistance from this cluster or to request a workshop exploring conflict, contact the Quaker Life Network Development Officer at qlnetwork@quaker.org.uk or on 020 7663 1007.



How to get an urgent message out to all meetings

If you feel an urgent message should be sent to all Quaker meetings in Britain Yearly Meeting – for example, if you are concerned that someone may be targeting Quakers fraudulently for money – you should contact the Recording Clerk, who will be able to contact meetings if appropriate. Email recordingclerk@quaker.org.uk or phone 020 7663 1161.



Mental Health in meetings (Quaker Life Network cluster)

What support can meetings be expected to offer to Friends who experience mental illness? When is it right to say that the support requested is beyond the capability of a meeting and needs to be met by professional expertise or the state? This cluster has been developed to work to find a balance that is

realistic for Friends and meetings. To request support or advice, please contact the Quaker Life Network Development Officer at qlnetwork@quaker.org.uk or on 020 7663 1007.

Quaker Stewardship Committee (QSC)

QSC was set up by Britain Yearly Meeting to “give help, guidance and active monitoring in order to meet the requirements of charity law in the stewardship of finance and property, encouraging openness, accountability, transparency and integrity in all our affairs” (*Quaker faith & practice* 14.38).

A leaflet on QSC is available at www.quaker.org.uk/dos. To contact any member of QSC or obtain paper copies of QSC publications, contact the staff member for the Quaker Stewardship Committee at qsc@quaker.org.uk or on 020 7663 1161. Other sources of advice on charity law are the Charity Commission for England and Wales or the Office of the Scottish Charity Regulator (see ‘Other organisations’ on page 8 for contact details).

Quaker Stewardship Committee Link Friends

Each member of QSC is personally linked (as a ‘Link Friend’) with area and other meetings in a particular region. The purpose of these links is to provide all meetings with an individual on the committee who will build up knowledge of that meeting and be a listening ear.

Link Friends are not necessarily experts and are not able to provide any sort of audit or examination of accounts. However, drawing on their contacts within QSC, they can help to pass on

useful ideas or to point Friends towards help from staff at Friends House. Help can be offered in a number of ways; for example:

- advice via email or phone;
- an informal visit to talk with a group that is developing or changing;
- a more formal visit to talk with the area meeting.

Link Friends will receive copies of the relevant annual accounts and reports, which are submitted to Friends House each year. Link Friends also bring significant concerns about issues within meetings they are in contact with to the attention of QSC as a whole. This will enable others to help, rather than leaving issues unanswered.

You can contact any member of QSC or request paper copies of QSC publications by contacting the staff member for Quaker Stewardship Committee at qsc@quaker.org.uk or on 020 7663 1161.

Requesting help from the Quaker Life Network

If you would like support or advice from members of the Quaker Life Network, or would like to make a request for Friends to come to speak or work with you in your meeting, email the Quaker Life Network at qlnetwork@quaker.org.uk or phone 020 7663 1007. Alternatively, complete an online request form at <https://forms.quaker.org.uk/qln-request-form>.

Treasurers' and Clerks' Support Officer

The Treasurers' and Clerks' Support Officer is responsible for the production and distribution of the clerks' monthly mailing and for updating mailing lists relating to this. Email tcsupport@quaker.org.uk or phone 020 7663 1045.

Training and events

Area meeting clerks' conference

This is a triennial residential conference for area meeting clerks. It is run jointly by Quaker Life and Woodbrooke Quaker Study Centre. On the years in between the triennial residential conference, a day conference is arranged in the autumn at Friends House. For general

information about the conferences please contact the Meeting Relationships Officer at meetingrelations@quaker.org.uk or on 020 7663 1019. Booking information will be sent out to clerks via the monthly mailing (see 'Resources' section on page 2).

Area meeting clerks' training (Woodbrooke Quaker Study Centre)

Training courses for area meeting clerks are arranged by Woodbrooke Quaker Study Centre. For new and prospective clerks, it runs a 'Being an area meeting clerk' course.

General clerks' training (Woodbrooke Quaker Study Centre)

General clerks' training is arranged by Woodbrooke Quaker Study Centre. For new and prospective clerks, it runs a residential and online course called 'Being a Quaker clerk'.

For more information, to request a brochure and for bookings, please visit www.woodbrooke.org.uk, email enquiries@woodbrooke.org.uk or phone 0121 472 5171.

Other related publications

God and decision-making: A Quaker approach – Jane Mace (Quaker Books, 2012)

In this book, Jane Mace explores how British Quakers reconcile their search for God's will with the reality of time and other everyday commitments. She looks at the role of clerks in facilitating discernment and drafting minutes, and at the concept of 'upholding'.

Right Ordering: A handbook of business practice within the area meeting

This resource was produced by Luton & Leighton Area Meeting and details our business procedures and responsibilities in the organisation of our church affairs. It can be accessed at www.quaker.org.uk/dos-clerks.

Key contacts

- **Britain Yearly Meeting Safeguarding Officer** (for support and advice about safeguarding issues, see also the 'Trustees' booklet (booklet 5) or the inside back cover of all of the booklets in this directory. Or email safe@quaker.org.uk; 020 7663 1023.
- **The Library at Friends House** (for advice on the creation, custody and use of Quaker records as well as meeting records and libraries): library@quaker.org.uk; 020 7663 1135.
- **Meeting Relationships Officer** (for information about the area meeting clerks' cluster): meetingrelations@quaker.org.uk; 020 7663 1019.
- **Quaker Life Network Development Officer** (for any enquiries about the Quaker Life Network and for support in dealing with mental ill-health and conflict in meetings): qlnetwork@quaker.org.uk; 020 7663 1007.
- **Support for Meetings Officer** (for advice on Quaker business method and church governance): supportmeetings@quaker.org.uk; 020 7663 1023.
- **Treasurers' and Clerks' Support Officer** (for any enquiries about the monthly mailing or to update your contact details): tcsupport@quaker.org.uk; 020 7663 1045.

Other organisations

- **Charity Commission** Independent regulator for charities in England and Wales: www.charitycommission.gov.uk; 0300 066 9197.
- **Office of the Scottish Charity Regulator** Independent regulator and registrar of Scottish charities: www.oscr.org.uk; 01382 220 446.

Supporting information

Safeguarding – Safeguarding is protecting children, young people and vulnerable adults from harm. For more information visit www.quaker.org.uk/safeguarding. Here you will find a link to Meeting safety, which outlines the responsibilities for Quaker meetings in Britain. We recommend that area meetings join the Churches' Child Protection Advisory Service. Visit www.ccpas.co.uk or email info@ccpas.co.uk.

For general safeguarding advice, as well as Quaker advice on how specific safeguarding matters may affect the pastoral needs of individuals and the meeting community, contact our Safeguarding Coordinator at safe@quaker.org.uk or on 020 7663 1023.

General issues relating to a Quaker meeting

– If you have concerns about issues in your Quaker meeting that you would like to talk over, contact our Support for Meetings Officer at supportmeetings@quaker.org.uk or on 020 7663 1023. Alternatively, contact the Recording Clerk's Office at recordingclerk@quaker.org.uk or on 020 7663 1161.

Information updates – Please keep us informed of changes to the key role-holders in your local and area meetings: clerk, treasurer, safeguarding coordinator, registering officer, clerk of (area meeting) trustees. To let us know of any such changes please contact our Database Administrator at updates@quaker.org.uk or on 020 7663 1119.

Data safety – Quaker meetings in Britain need to store information on their members and attenders in accordance with the Data Protection Act 1998, which protects individuals from the unauthorised use of their personal information. Friends House Data Safety Group can offer meetings general advice on data safety. For more information visit www.quaker.org.uk/data-safety. Here you will find a link to Data Safety and Information Security, which offers guidance to meetings. You can also contact our Data Safety Officer at datasafety@quaker.org.uk or on 020 7663 1161.

Complaints and feedback –

Britain Yearly Meeting's complaints and feedback procedure enables anyone to let us know about problems or to give feedback on service received from staff at Friends House. To find out more visit www.quaker.org.uk/contact-us. Complaints can be made in writing to the Recording Clerk's Office at Friends House. Alternatively, email feedback@quaker.org.uk or phone 020 7663 1161.

Quaker faith & practice – *Quaker faith & practice* is the book of Christian discipline of Quakers in Britain. It expresses the breadth of Quaker theology through the experience of Friends and describes our corporate structures. Copies can be purchased from the Quaker Centre Bookshop. It is also available at <http://qfp.quaker.org.uk>.

Directory of Services

1

Introduction




Information on how to access the resources and support available from Britain Yearly Meeting




Directory of Services

2

Clerks




Information on how to access the resources and support available to local and area meeting clerks.




Directory of Services

3

Treasurers




Information on how to access the resources and support available to local and area meeting treasurers and those managing financial contributions.




Directory of Services

4

Elders and overseers




Information on how to access the resources and support available to Friends entrusted with the spiritual and pastoral needs of their worshipping community.




Directory of Services

5

Trustees




Information on how to access the resources and support available to Friends responsible for the governance of Quaker area meetings.




Directory of Services

6

Registering officers




Information on how to access the resources and support available to registering officers and those responsible for the right holding of Quaker marriages.




Directory of Services

7

Chaplains




Information on how to access the resources and support available from the Library at Friends House.




Directory of Services

8

Wardens



Information on how to access the resources and support available to wardens and meetings that employ people to care for meeting house premises.



Directory of Services

9

Libraries and records



Information on how to access the resources and support available to Friends responsible for their meeting libraries and records.



Directory of Services

10

0 to 18 Year olds



Information on how to access the resources and support available to those working with or responsible for children and young people.



Directory of Services

11

Outreach



Information on how to access the resources and support available to Friends running outreach events and sharing the Quaker experience.



Directory of Services

12

Property




Information on how to access the resources and support available to those entrusted with the care of Quaker property.




Directory of Services

13

Peace



Information on how to access the resources and support available to those working with peace and nonviolent social change.



Directory of Services

14

Social justice



Information on how to access the resources and support available to those taking action for social justice and a more inclusive society.



Directory of Services

15

Economic justice



Information on how to access the resources and support available to those challenging inequality and working for a fairer society.



Directory of Services

16

Sustainability



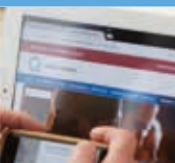
Information on how to access the resources and support available to those working locally and globally to build sustainable communities.




Directory of Services

17

Speaking out




Information on how to access the resources and support available to Friends engaging with politics and the media to call for positive change.




Directory of Services

18

The library



Information on how to access the resources, support and advice available from the Library at Friends House.



www.quaker.org.uk

Follow us on Twitter @BritishQuakers
or see our Facebook page at
www.facebook.com/QuakersinBritain

Britain Yearly Meeting is a registered charity, number 1127633.
This leaflet is printed on recycled, FSC certified paper.