



Church Partner FAQ's

We have compiled some answers to questions that we are frequently asked about response with CVO. We hope that these may help you with anything you may need to know.

1. How long per week will response take?

You are able to choose how many responses per week that you would like to receive. Based on data, 5 responses to your church inbox per week will take around 2 hours per to complete. This time will be spread out throughout the week as the messages are received.

2. What do I do if someone shows they are at risk?

Vulnerable adults will need to be referred to specialist help outside of our own capabilities. Our Safeguarding Guidance lists a range of support agencies to refer them to. Please use these and direct the explorers to get suitable help, always reminding them you are not a skilled support organisation or counsellor.

For more urgent situations refer to the **Emergency Steps** document within the Safeguarding guidance.

Occasionally we do get younger children contact us but we are not allowed to engage with them (under 16's). Please advise them to speak to an adult they can trust, such as a parent, guardian, a church leader or teacher.

3. What happens if more messages come through for my area and I've already met my limit for the week?

We have a team based at our Head Office who are trained in response and pick up any overflow not covered by our church partners.

4. I haven't heard back from someone - why?

Even though people have taken their time to fill in the contact form and write a message, sometimes they do not respond. Don't be disheartened - see this as an opportunity to have planted a seed, and pray for the person.

5. Can others from my church be added to our response team?

Yes, we have several churches who have multi-responders in their team. Reach out and we will show you how!

6. I am getting messages from people who aren't in my area - why?

Some inaccuracies may be due to misreading of a persons physical location, if it is hidden or outdated, for example. Other times this can be because there is no local partner churches in their area and you are the most local church to them.

We still encourage you to have a conversation with this person as we can support you to connect them to a local church should they choose to do so. CVO is a kingdom building tool for missional outreach, and we encourage you to join us on this mission.



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7. I'm going on holiday; can I pause response?

Of course, contact our team to arrange this.

8. Can I increase/decrease the number of responses I receive?

Yes, absolutely!

9. Has someone already replied to my message?

Sometimes it may look like someone has responded before you but the response you're seeing is a bot in action - starting the conversation off and encouraging them to write to us!

10. What happens if someone uses abusive language?

Occasionally you may receive abusive language within a message. Try not to be offended, walk away and take a breather and then come back to respond. Remember hurt people, hurt people - and every opportunity is an opportunity to share Christ.

12. Where can I see the content that you use?

CV Resources contains all of our current content. To find out more look at resources.cvglobal.co

13. Why am I getting questions from Christians?

Don't be surprised when you receive response from Christians who come across our content and get in touch. In an ideal world, there would be no Christians who feel they need pastoral care from someone online. However, in reality, sadly, we sometimes find Christians who are disengaged or disenfranchised with church for one reason or another.

In this scenario, please don't feel that there is a conflict of interests because you are another church, we are all working towards the same goal. Often people just need a little encouragement to go and talk to their own pastor or leader, or even just to go back to church if it has been a while.

14. What do I do if someone wants to attend a church but they don't live locally to ours?

We love to get the explorer plugged in to a church locally to them so that they can grow and be disciplined. Occasionally you may have had a conversation with an explorer, and they want to get involved with a church locally.

Here at CV we have a vast network of partner churches. Feel free to check in with our team for a local church to the explorer.

For any questions not answered in this document, please contact the team at info@uk.cvoutreach.com.