



Escalation Protocol for Stewards 2026

GENERAL PRINCIPLES:

- Stewards are the first point of contact for congregation members and visitors.
- They must act with calmness, courtesy, and discretion at all times.
- Safety of the congregation and staff always takes priority.
- Stewards must never place themselves in danger – if a situation escalates, they should seek support immediately.

LEVELS OF ESCALATION:

Level 1 – Routine Support (Low Risk)

Examples:

- Welcoming late arrivals.
- Helping someone find a seat.
- Assisting a confused or distressed person.

Actions:

- Approach with a smile and calm voice.
- Offer assistance, guidance, or reassurance.
- Resolve at steward level if possible.
- Inform the Lead Steward/Parish Priest discreetly if ongoing support is needed.

Level 2 – Disruption or Disturbance (Moderate Risk)

Examples:

- Raised voices, arguments, or disruptive behaviour during worship.
- Someone refusing reasonable instructions (e.g. seating, safety requests).
- Signs of intoxication or agitation.

Actions:

- Approach with another steward if possible.
- Speak calmly and respectfully, reminding them of church expectations.
- Offer alternatives (e.g. “Let’s step outside for a moment to talk.”).
- If behaviour continues, inform the duty leader/minister immediately.
- Record incident afterwards.

Level 3 – Aggression, Threat, or Safety Concerns (High Risk)

Examples:

- Threatening behaviour towards others.
- Physical aggression or property damage.
- Medical emergency or safeguarding concern.

Actions:

- Do not engage alone. Signal for support from other stewards.
- Remove congregation members from immediate risk if safe to do so.
- Alert the Lead Steward/Parish Priest at once.
- Call emergency services (999) if safety is at risk, or if directed by the duty leader.
- Provide first aid if trained and safe to do so.
- Complete an incident report.

COMMUNICATION CHAIN

1. Steward attempts to resolve at appropriate level.
2. Lead Steward / Parish Priest is informed if issue persists or escalates.
3. Parish Priest is notified for pastoral intervention if appropriate.
4. Emergency Services are contacted in high-risk situations.

AFTERCARE AND REPORTING

- All incidents beyond Level 1 should be logged on an Accident Report Form.
- Safeguarding concerns must be referred to the Parish Safeguarding Officer.
- Follow-up support offered to those affected (including the steward).
- Review of incident at next steward team meeting for learning and improvements.

Approved date	October 2026
Review date	October 2027