

St Andrew's Sunday Services

Summary of Congregational Questionnaire

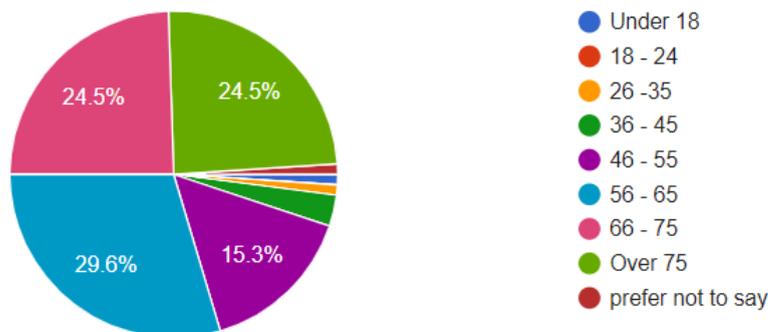
This summary, by its very nature, excludes much fine detail contained within the survey returns - particularly from the questions with free text responses. It has also relied on the subjective assessment of free text by the compilers as they have categorised the responses.

Throughout the review of the results we should remember this is a survey of our current church membership and does not tell us anything about non-church members who tuned in on-line during lockdown or who may be reached in the future through on-line services.

1. General Information

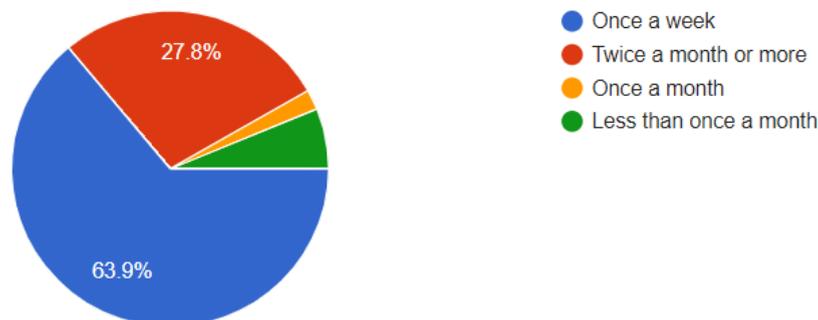
1.1. We have had 99 responses which include 18 of the 24 issued by post. This is an excellent result. In the majority of the set answer questions we had 95+ responding.

1.2. Question 19 gave us an age profile of 97 who answered it as follows:



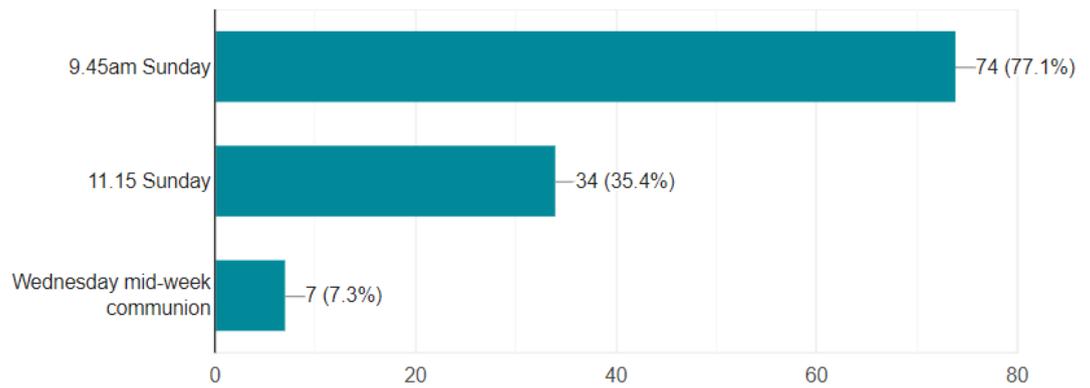
78% of respondents are over 55 and only 7% are aged 45 or below.

1.3. Question 2 gave us a profile of the regularity of attending services before lockdown as follow:



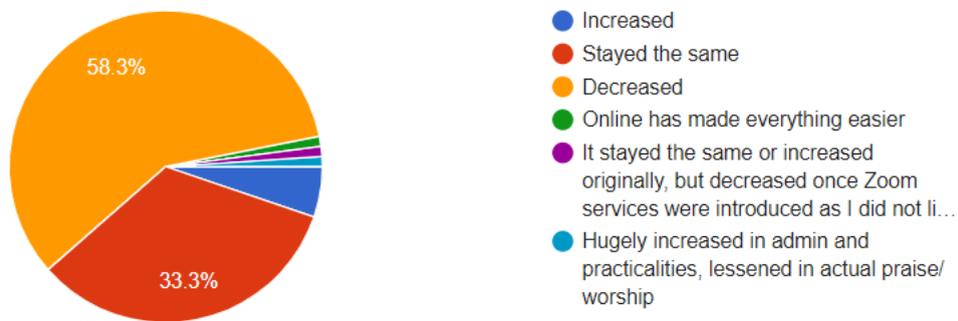
So 92% of respondents were regular attendees at services.

1.4. Question 3 gave us a profile of which services were attended before lockdown. (Note: respondees could identify more than one).



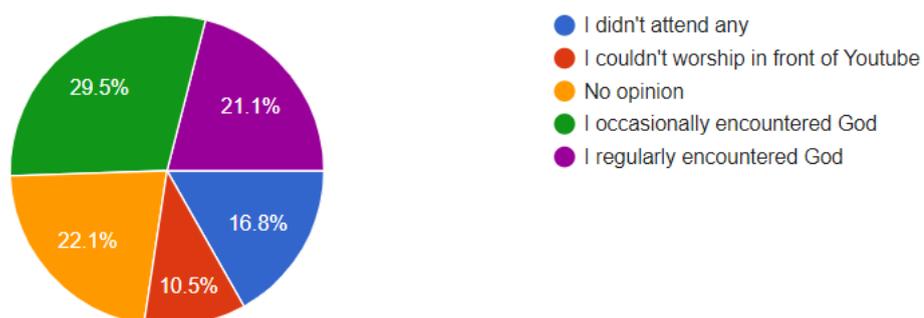
2. Life in Lockdown

2.1. Question 4 gives an overview of how people feel about their engagement with St Andrew's worship in lockdown:



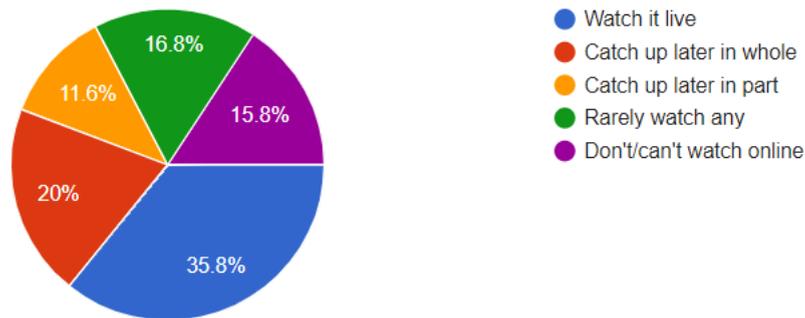
A 60% decrease - maybe we should take encouragement by the 40% for who it was the same or better!

2.2. Question 8 addressed how we had found on-line services for engagement with God:



Across a number of questions there was a consistent, about a sixth, who did not/could not engage on-line. If we leave those out then over 60% of those who attended livestream services occasionally or regularly encountered God through them.

2.3. Question 9 addressed how folks interacted with the online offering:



We hope to have data from YouTube which will allow us to cross-check the accuracy of people's perception of how they watch.

2.4. Question 11 was the first of the free-form text questions asking folks what they found particularly helpful, or unhelpful, with the livestream. We received 61 responses. The list below gives some broad categorisation of the responses.

Helpful

38 respondents provided feedback to this question and offered a range of opinions. The most appreciated aspect of the live stream was the flexibility with which it may be approached, with 16 comments reflecting the benefit of watching/worshipping anytime, anywhere, and able to watch again.

14 respondents commented upon connection, either with God in worship or the community that is St Andrew's

Zoom: 6 people commented on Zoom, with 5 out of 6 appreciating the connection that it brought.

Room to Improve

8 comments reflected a sense of disconnect from the body. Can we engage more with these using our imagination in leading and technological capabilities, or Style - there are mixed responses regarding the more informal approach, and the choice of music. This tends to be chosen by the leader/musicians and will vary accordingly.

2.5. Question 16 asked the same thing but more generally, "What has worked well during lockdown that you hope our church continues to offer and develop?" to which we had 56 answers (although five did not relate to the question!) which are summarised as follows:

- 32 highlighted on-line services. Most seem to be referring to the recorded/livestream services although Zoom services got two mentions - one positive and one negative. Specific items highlighted include the ability to "time shift" (x3), the relaxed chat/sofa aspect (x2), Family services, the band, variety of leaders and being a shop-window to the wider world.
- 10 highlighted pastoral care in various forms (prayer, phone calls and the service sheet for those not on-line (x5))
- 8 highlighted community in a number of senses. Two noted Zoom Coffee specifically and two Foodwise - particularly that it allowed us to reach other parts of the local community.
- 2 highlighted the recent Outdoor Service

3. Life Beyond Lockdown

3.1. Question 1 provides an overall response to wanting to return. We included an “Other” category which was probably a mistake but analysing all the results we summarised the following:

About 30% have returned to worship or will do so at the first opportunity.

About 30% are waiting for the return of singing.

There is no indication that this is dependent upon the removal of masks. Nearly 15% of those that are waiting to sing indicate a continued need or concern to maintain precautions such as distancing and masks.

16% are waiting for restrictions to be lifted.

While restrictions are no longer a legal requirement, guidelines do remain in place, and we might assume that this applies to any restrictions as recommended and supported by the PCC.

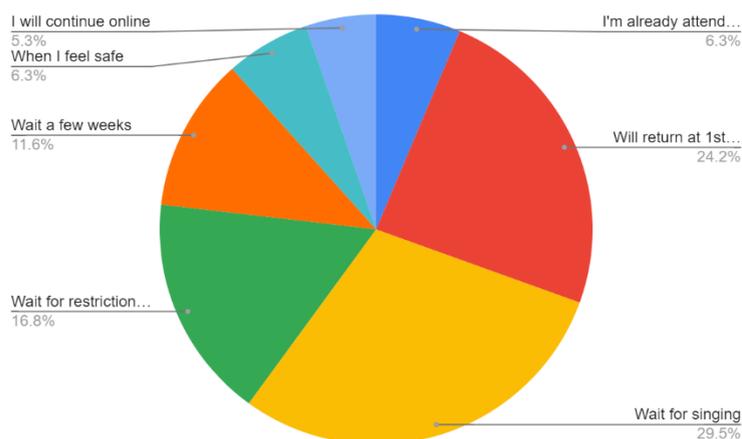
11% are waiting a few weeks.

Responses suggest that space and distancing are key concerns with this group

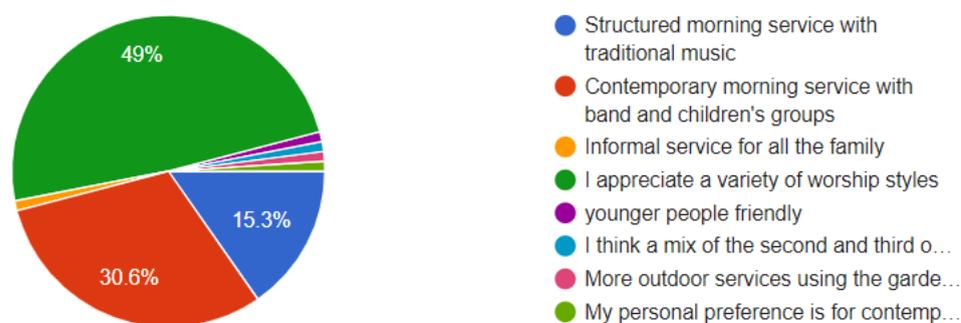
6% are waiting until they personally feel safe.

Reasons include ventilation, distancing, and vaccines.

5% will continue online for a variety of reasons.

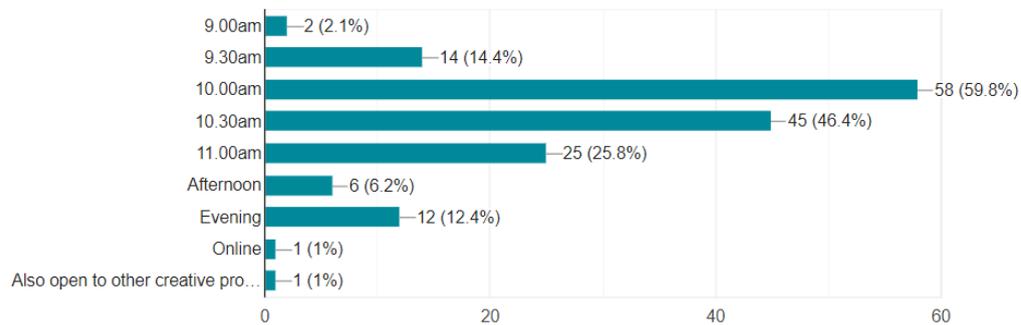


3.2. Question 5 was about what type of services people prefer and we constrained them to a single answer although gave them an “other” category.

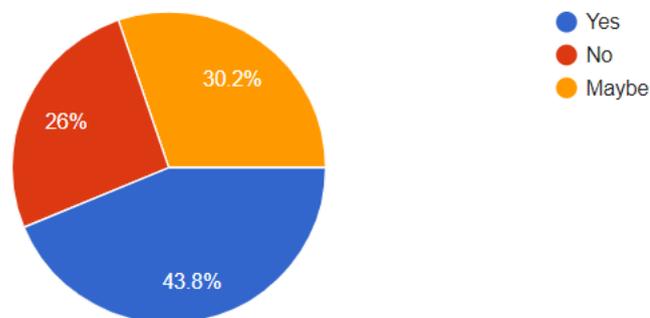


Around 45% chose one of the three specific styles we listed with essentially 2:1 for contemporary compared to traditional and only one response preferring family services. However 50% appreciated a variety.

3.3. With respect to service timing there was a fairly clear response that something around 10:00am would be preferred. (We allowed multiple responses to this question - there were about 1.7 answers per respondent - ie. the majority selected two times)



3.4. Question 7 is an important indicator as to whether we should continue with livestream services:



75% of respondents would continue to make some level of use of livestream services. Unfortunately very few said they were willing to help, that weren't already involved.

3.5. Question 15 is one of four free-text questions about the future, "What questions and concerns do you have about reopening?", to which we had 63 responses which are summarised below. Summary as follows:

- 17 people essentially had no concerns (five because they trust the precautions we will have in place, three desperate to get back to coffee and cake and 1 specifically highlighted wanting to sing).
- 35 highlighted the need to maintain precautions with specific mentions as follows:
 - o General 4
 - o General distancing/mixing 10 (two highlighted coffee)
 - o Masks 6
 - o Ventilation 4
 - o Too many people 4
 - o Peace/Communion issues 3
 - o Wheelchair access 2
- 2 highlighted the potential impact of Test & Trace
- 2 highlighted the risk of losing church members
- 3 registered concern that we would not use the opportunity to change what we do - not wanting to revert to pre-pandemic life). One is concerned that we won't revert.

3.6. Question 12 asked, "Is there anything else you wish to tell us as we plan worship for the future?", which had 46 responses. The 37 that we can make use of covered a wide variety of issues and again with few consistent messages, "Go back to how it was",

“keep the changes and be more creative”, “more modern worship songs”, “too much modern music”, “liked the mix of worship” etc.! There were, however, some themes that emerged as summarised below. Well worth a read of the detail. Should also say a number were very positive about the effort everyone has put in over lockdown.

9 indicate a happiness/longing to be back in person (mixing before church, after church, communion, singing all get a mention).

13 indicated a wish to continue with livestream services (for those who cannot get to church due to health or holiday, five indicated they see this as an outreach tool).

3 specifically identified that our services need to appeal to young/families/under 40s. 2 highlighted that we had found new ways to serve our community in lockdown and we should retain them.

10 mentioned the number, type and style of services with a complete cross-section but some imaginative ideas buried within it - see response 54 particularly (and they gave their name).

3.7. Question 17 asked, “Is there anything else we could do as a church to help people stay connected to God and each other?”, to which 45 people responded although only 39 had something to say. There was a wide range of suggestions from the spiritual (“prayer”) to the more prosaic (“eating together”). Again a quick read through all the answer may trigger good ideas for the future. Themes were harder to discern but some of the more popular items were:

7 mentioned simply getting back together - with or without food!

6 specifically identified small groups as important in the process.

4 specifically mentioned Zoom as a help (although one other wanted no more Zoom!).

4 mentioned using phone contact (voice, text or WhatsApp).

3 specifically mentioned community events.

4 suggested specific types of get together (Courses, Quiet Days, Wednesday Service, Week-end Away).

3 suggested greater access to the church building/Andy’s.

3.8. Question 18 asked, “What is the best thing about our church? And what one thing would you like to improve?” 78 people responded which gave us 85 positive items and 40 to improve. Three people thought it was fine just as it is! Again great variety. On the positive some distinct themes are summarised below, on the improve there was little consistency.

Best Thing

46 responses related to the church family with 10 specifically mentioning our diversity/inclusiveness and 8 our welcome.

20 identified our community focus - be it about the location of our building (10), Andy’s (2) or community involvement (8).

4 specifically called out our leadership team

9 identified our services or elements thereof (preaching, singing, music).

Things To Improve

5 want for greater community focus

5 want greater focus on families/young people

5 want to improve our church community

3 want more help to the invisible/non-online

3 want us to be more welcoming

8 want improvements on various aspects of service

Of the other individual items we should mention the request for the return of the cake ministry - particularly Rocky Road!

Patrick Coad
Rob Rattee
25-Jul-21