

All Age Service Questionnaire

120 copies of the All Age Service questionnaire had been handed out. These include those attending the 9.30 Sunday Service, the 1130 Sunday Service, the Wednesday Communion Service and the All Age Service. Copies were also handed to the Rainbows, Beavers, Cubs and Scouts. Of the 120 forms given out some 37 (31%) were returned.

There was no requirement to state who had completed the form but 6 people did and of these only 1 wanted to speak further with Charmaine about what they had written.

1. **Question One** asked if the person had actually been to one of the new All Age services. 36 people (97%) said they had and 1 (3%) had not. This person who said that they had not stated they were new to St Faiths.
2. **Question Two** sought to establish awareness of what the new service was trying to do. 33 people (89%) answered that knew what it was trying to achieve and 4 (11%) said they did not.

Comments

- Where these had been given these tended to indicate only some or partial knowledge what the service was trying to do.

3. **Question Three** asked if the person liked the coffee and breakfast before the start which gave a chance for people to meet and chat. 33 people (89%) answered yes and 4 (11%) said no.

Comments

- Those favourable to this idea thought it was very positive and provided a chance to talk and catch up. It gave an opportunity for more young families and to meet new people. The staggered start was appreciated as was the warm welcome, and it was felt it encouraged children.
- Those who did not like it said that they would prefer a quiet start to the service and that the coffee should be after the service. It was also felt there was a need to mix up different groups.

4. **Question Four** asked for peoples views on the theme activities which are an integral part of the service. There were 29 (79%) positive replies, six unfavourable (16%) and 2 (5%) with no answer.

Comments

- Favourable comments included that people found it enjoyable, exciting, different and fun. There were great ideas which changed each month. It was felt suitable for all age groups, was informal and gave people a chance to get to know new things. It was a happy and interesting part of the service especially for newcomers and gave them a good introduction to morning worship. People liked the choices and the

informal and comfortable nature of them. Those who were not regular felt it was a comfortable experience that gave opportunities to meet new people. It helped people to focus and link to the main service.

- Those who did not like it said that it was not traditional and that it wasn't for them. There was a Sunday School for children. It was felt to be chaotic and the content did not always reflect the weekly liturgical theme. It was felt that the Music Group role had been diminished.

5. **Question Five** asked for peoples views on the period of joint worship. There were 18 (49%) where the comments were favourable and 12 (32%) where they were not. 7 (19%) forms did not have any comment.

Comments

- Favourable comments included that people loved to sing a new song and loved the gap between the activities ending and the worship period commencing. They thought the service part was very good and short enough for children to take part. It was felt good that everyone stayed together which provided a good opportunity for people to show what they had learned or done. People like the variety of service options and like being able to sit down more during the service. It was felt to be relaxed and it was liked that idea that communion could be taken after the service if desired. It gave a taster for those who were not regulars to experience worship in a relaxed and informal way and it provided an opportunity for reflection. The music was well received by visitors and it was recognised that the tried to engage with ages and levels of knowledge.
- Those who did not like it said it was too short in length and wasn't really a service. They felt unfulfilled spiritually and that there was nothing for teenagers being geared either for the very young or old. One person felt unable to take communion because the church was in a mess.

6. **Question Six** asked for comments and suggestions on the period after the All Age Service ended and the Communion Service started. There was an opportunity for people to have more coffee in the side rooms. 22 people (59%) had no comment to make

Comments

- Those who did make comment said that the service was not traditional; it was trying to be modern and did not worship God enough. It finished later than the 'normal' time and there was not enough time between the All Age Service and the Communion Service and that they felt rushed as a result. Others felt there was a good break between the two services and it gave a break between differing styles of worship. It provided a good break point for those with children and gave a further opportunity for more chatting. Some wanted the formal part of the service to be at the start of the day as the current format made the whole morning too long. One idea was to combine the 11.30 and 9.30 service to be at the start. One person felt that every Sunday was special and it was a shame when the All Age Service fell on a

'Church Festival' day. Another person felt it was essential to have the Communion Service after the All Age service. There was also a view that the Communion Service should have music rather than be a said.

7. **Question Seven** asked for any other thoughts about the service. There were 10 (27%) people who had no comment to make but 27 (73%) did.

Comments

- Some people said they preferred the traditional form of service and a couple of people said it was not for them in its present form. One person felt that they could go elsewhere on those Sundays as they have changed and one preferred a 1030 communion time. Worries were expressed about the safety of older people moving between the activities and that change was difficult for some. They also asked in the form how the feedback to the questionnaire would be given.
- Another person said that they had been dubious at first but now felt it worked and that it was great. It gave a chance for children and parents to interact; it was enjoyable and nice to be able to worship God with this new form of service and it was felt to be ideal for families, informative which made it great and allowed for a more relaxed atmosphere and were fun. Others looked forward to the service every time and enjoyed the change. One person new to the church felt that the service had provided a very good and easy way to meet with the established congregation and as a result felt part of the church community. Others said they enjoyed it every time. Another said their children loved it and another said it was very welcoming. Some thought it at its best when it involved the uniform groups as this brought outsiders into church. Although one person thought it was good there was a lost opportunity for worship through music and that the music group was doing less. They suggested a different service each month for music worship and would prefer the music used in the two services to be different and not the same. One suggestion was that the younger people organised an activity. Another person summed it up as 'the best thing since the pub lunch'

What next

All of these comments will be discussed and further analysed by the All Age Steering Committee at its next meeting, which is on 4th July 2011. It's is acknowledged that change can often be challenging and difficult for many people but the answers given and the honesty in which they have been completed, will help to crystallise and focus the minds of the steering group in the future planning and arrangements for this service.

Those people who submitted the questionnaire are sincerely thanked for taking the time and trouble to complete it and for the frankness of their views.

Copies of this report will be placed on the church notice board, on the church web site and an item has been written for the weekly bulletin. The forms will be kept for future reference.