

## Summary of 2018 Feedback

Thank you for taking part in this year's feedback exercise. 19 completed questionnaires were returned. As in previous years, your feedback is being taken into account by the PCC as issues are discussed and decisions are made.

### 1 The Pew Paper

18 people completed this section, all of whom said they read the pew paper. 11 people read it at church and at home. Of the other 7, as well as reading it at church and/or at home, 3 read it online. The average score for its importance was 8.8/10.

Of the 27 comments given, people only concurred on three issues. 2 people said they don't read the Sunday Link, 2 people said that items sometimes stay on too long and 4 people commented that the earlier deadline for information is not helpful.

As a result of this feedback the request for information by a weekly deadline has been changed to the following: It is most helpful if articles are submitted by TUESDAY 11.00am (when the weekly communications meeting is held), but later articles will be accepted up until Thursday evening.

### 2 The APCM Brochure

18 people completed this section. 1 of those did not read the brochure. Of the 17 who did read it, 12 read all of it and 5 read some of it. The average score for its importance was 7.7/10.

Comments were generally positive, with 3 people clearly agreeing that it was interesting and informative, and others expressing appreciation for the presentation and the work that goes into writing the articles and producing the brochure.

### 3 Questions for the APCM

13 respondents completed this section. Questions were addressed by Alan at the APCM on 29th April.

The main concerns were:

- Lack of information about ongoing matters/projects – (generally, lighting, sound system, café/drop-in, Twinkles Go Large, vestry redecoration, noticeboards, hardboard over grating, Director of Music) (7 respondents)

- The water ingress causing damage to murals (5 respondents)
- Addressing declining attendance (3 respondents)

#### 4 Anything else?

Comments and concerns fell into four areas: Projects and maintenance, worship, falling numbers and PCC/churchwardens. There was very little correlation between comments except for:

- concerns about the shortage of sidespersons (2 respondents),
- the absence of a choir procession (2 respondents),
- the need for a sacristan (2 respondents),
- concerns over falling numbers (3 respondents),
- questions about last year's proposal to create named PCC representatives for regular attenders (2 respondents)
- concern over the churchwardens' workload (2 respondents).

These results were presented to the PCC on 22nd May. The PCC agreed that:

- This information should be communicated to the congregation.
- We should reintroduce a combination of noticeboards, the TV screen and the pew paper to keep the congregation better updated on ongoing matters and projects.

At the PCC meeting on 10th July, Geoffrey Blachford kindly agreed to collate all the update information, so it will be appearing on the website and in church very soon.