

Session 1: Discover

Making the church more visible

I Personal contacts

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total points
1. Are you in touch with non-churchgoers?					
2. Are the people you know mainly sympathetic to church rather than antagonistic?					
3. Are at least some of your contacts local, not too far away to realistically invite?					
4. How easy would you personally find it to invite someone to come to church?					
5. If your minister asked all regular church attenders to invite someone to 'Back to Church Sunday' do you think most people would do so?					
6. Does your church have a variety of services and events to invite non-churchgoers to?					

Your Score out of 18 =

An average score of 12 or more suggests your church is doing pretty well in this area. Under 12, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

Who is your first priority to invite to an event and what sort of event would be appropriate?

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2 Church programme

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Does your church have a programme that is open and attractive to the whole community?					
2. If you have a hall, do non-churchgoers use it?					
3. Do people in need turn to your church for help?					
4. Do church members go out of their way to befriend hall-users and other contacts?					
5. Are fund-raising events in your church mainly about meeting people rather than taking their money?					
6. Does your programme keep making new contacts?					
7. Is your programme small enough to be done well?					
8. Is it easy for people to progress from attending an event in the hall or church to attending services?					
9. Could your church turn an existing event into 'church' for those who come?					
10. Is there a culture of inviting contacts to church services and nurture courses?					

Your Score out of 30 =

An average score of 20 or more suggests your church is doing pretty well in this area. Under 20, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

How do you think your church programme might be made more inviting?

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3 Special services

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Is there a range of Christmas services that attract non-churchgoers?					
2. Do you have other regular or one-off special services throughout the year?					
3. Do congregation members make good contact with those who come for baptisms, weddings, and funerals?					
4. Do lots of congregation members attend the special services?					
5. Are attractive invitations to your normal services given out at the special services?					
6. Are individuals who attend special services followed up and befriended?					
7. Do you take part in 'Back to Church Sunday' and do your congregation members actually bring people?					

Your Score out of 21 =

An average score of 14 or more suggests your church is doing pretty well in this area. Under 14, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

What would be the two most effective changes your church could make to increase the chances of people finding their way from special services into regular attendance?

1.

2.

Session I: Discover

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4 Premises and publicity

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	Poor/No 0 points	Total Points
1. Can your church be found on the web?					
2. Do you have an informative website, regularly updated?					
3. Is it easy to find out your service times without going to look at the notice board?					
4. Does the notice board look attractive and contemporary?					
5. Is your notice board up to date and informative?					
6. Does the church widely distribute a magazine or equivalent around the area?					
7. Does the church widely circulate attractive invitations to Christmas services?					
8. Does the church ever have positive coverage in the local media?					
9. Does the church make personal testimonies available, e.g. on a DVD?					
10. Does the church have any sort of 'newcomers' pack' to give to people who may try you out?					

Your Score out of 30 =

An average score of 20 or more suggests your church is doing pretty well in this area. Under 20, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

What would be the single most effective improvement to the way you inform people about your church and encourage them to try it?

Session 2: The Premises

Making them more inviting

I Exterior and entrance

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Is your church's location one people feel safe walking to?					
2. Is there a good, clear, safe route from the pavement and car park?					
3. Is there good quality car parking, adequate for normal usage?					
4. Are the grounds and graveyard well kept and attractive?					
5. Is it obvious which door gets you into the building and is the signage clear?					
6. Is your church door easy to use at service times?					
7. Can you see through the door or is it forbidding, like a prison door?					
8. Is there good access for those who use wheelchairs and partially sighted people?					
9. Does your building provoke feelings of awe, wonder, and a sense of God?					
10. Overall, how good is the experience of walking into church for the first time?					

Your Score out of 30 =

An average score of 20 or more suggests your church is doing pretty well in this area. Under 20, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

What do you think your church should do about any specific issues?

- a. cheaply in the short term?

- b. more expensively in the long term?

Session 2: The Premises

Making them more inviting

2 The worship space

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Is the church lighting good enough for reading?					
2. Is the church heating effective and will the visitor be comfortable?					
3. Is the church seating comfy and back-friendly?					
4. Are there clear signs for the church toilets?					
5. Are the sound system and hearing loop clear and not overpowering?					
6. Are the books, leaflets and notice sheets or projector and screen clear and good quality?					
7. Are minority groups and people with special needs well provided for?					
8. Is the building tidy and uncluttered?					
9. Do the furniture and fittings (e.g. altar cross, wall hangings) draw you to God?					
10. Is the general feel of the place 'warm'?					

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What do you think your church should do about any specific issues?

- a. cheaply in the short term?

- b. more expensively in the long term?

Session 2: The Premises

Making them more inviting

3 The social space

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Are the refreshments close at hand and obvious?					
2. Is the hall or social space attractive and well cared for?					
3. Is the kitchen clean and hygienic rather than a mess?					
4. Does the refreshment system have easy access rather than a long queue?					
5. Are the refreshments appetizing and attractive rather than cheap and nasty?					
6. Are the refreshments free rather than a donation being asked for?					
7. Are children offered good and appropriate refreshments?					
8. Do children have good facilities and play options rather than being bored while adults chat to each other?					
9. Does it look like health and safety issues have been addressed?					

Your Score out of 27 =

An average score of 18 or more suggests your church is doing pretty well in this area. Under 18, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

What do you think your church should do about any specific issues?

- a. cheaply in the short term?

- b. more expensively in the long term?

Session 2: The Premises

Making them more inviting

4 Provision for people with special needs

Is provision made for	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. ...those who are deaf or hard of hearing?					
2. ...wheelchair users?					
3. ...parking for disability scooters?					
4. ...elderly people unsteady on their feet?					
5. ...dealing with distressed, difficult people?					
6. ...food allergies?					
7. ...those with alcohol problems (e.g. non-alcoholic wine)?					
8. ...partially sighted or blind people?					
9. ...poor readers?					
10. ...those for whom English is a second language?					

Your Score out of 30 =

An average score of 21 or more suggests your church is doing pretty well in this area. Under 21, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

What is the most urgent and relevant issue to tackle in your church?

Session 3: A welcoming God and his welcoming people

I. The Initial Welcome

Do sidespersons/welcomers	Yes/Good 3 points	OK? Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. ...welcome people outside or by the initial door?					
2. ...appear smiling and confident?					
3. ...have good identification - are easily found?					
4. ...have a reasonably small bundle to pass over?					
5. ...ever escort people to seats?					
6. ...introduce new people to regular members?					
7. ...adjust to the mood of different people arriving?					
8. ...give you a warm welcome when you arrive?					
9. ...know the congregation well enough to know who to pass newcomers on to?					
10. ...represent all ages and types of people there at that service?					

Your Score out of 30 =

An average score of 20 or more suggests your church is doing pretty well in this area. Under 20, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

Is there a quick and easy way of improving your initial welcome you could try *next week*?

Session 3: A welcoming God and his welcoming people

2. The Worship Event

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Does your church service make you feel spiritually alive as you encounter God together?					
2. Is your worship easy for strangers to join in with and understand?					
3. Would newcomers always be shown the relevance of Jesus to their lives?					
4. Does your service help you to cope with the real world rather than being remote from it?					
5. Can you normally follow a clear overall theme to your church service?					
6. Are church members helpful towards strangers in worship?					
7. Does your church service place equal emphasis on God the Father, God the Son and God the Holy Spirit?					
8. Can everyone feel involved as participants not spectators?					
9. If an artist, actor, poet or jazz singer joined your church would they be able to contribute their talents to worship?					
10. Does your service come over as the best that this united group of Christians can offer to God? If you brought your next door neighbour to a church service what aspect of it do you think would most attract them and most repel them?					

Your Score out of 30 =

An average score of 20 or more suggests your church is doing pretty well in this area. Under 20, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

Session 3: A welcoming God and His welcoming people

3. Welcoming the children

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Do you have good links with schools? (assemblies, church visits, school carol service etc.)					
2. Does your church put on holiday clubs for children?					
3. Are the church children encouraged to bring their friends?					
4. Are your family services and children's groups advertised widely in the area?					
5. Is there a good culture of inviting parents to bring their children?					
6. Is your service time a good one for local children?					
7. Are the buildings safe and attractive for children?					
8. Are the adults friendly to and tolerant of children?					
9. Do your service and groups nurture children spiritually?					
10. Is the quality of experience offered to children maintained well each week?					
11. Do you have a strong and committed children's team?					
12. Is there an adequate budget for children's work in your church?					
13. Is there a youth ministry for children to move on to?					

Your Score out of 39 =

An average score of 26 or more suggests your church is doing pretty well in this area. Under 26, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

What are your strong and weak points as a church and what do you think can be done about them?

Session 3: A welcoming God and his welcoming people

4. Caring for people after the service

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. During the service is everyone invited to stay for refreshments?					
2. Do newcomers and fringe folk normally get chatted to by nearby regulars when the service ends?					
3. Are newcomers usually brought to the refreshments, not left to fend for themselves?					
4. Are there any church members with a specific responsibility to look after newcomers?					
5. Do the regulars seek out strangers to talk to rather than stick with their friends?					
6. Are the clergy free enough of other distractions after the service so they can meet newcomers?					
7. Is it normal to find out names and contacts on the first visit?					
8. Might an interested newcomer be given details of the church's life and be invited to other events?					
9. Might a newcomer receive a personal invite to other events from a regular member?					
10. Is the general atmosphere happy and relaxed?					

Your Score out of 30 =

An average score of 20 or more suggests your church is doing pretty well in this area. Under 20, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

What can you do to make newcomers, visitors or people on the fringe feel at home at the end of church services?

Session 4: Belonging to the church community

I. Personal Friendship

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Do you have some good friends at your church?					
2. When you joined your church did you make friends quickly and easily?					
3. Do you have a good system for getting contact details from newcomers?					
4. Are there people in your church with the time and energy to make friends?					
5. Do you have a wide variety of people in your church so that most newcomers would find a natural friend?					
6. As far as you know, do newcomers get contacted quickly?					
7. Do congregation members go out of their way to befriend newcomers?					
8. Have you become friendly with new people who have joined your church in the last year?					

Your Score out of 24 =

An average score of 16 or more suggests your church is doing pretty well in this area. Under 16, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

Is your church a 'friendly church' or a place where people can 'make friends'? Are there any changes which need to be made?

Session 4: Belonging to the church community

2 Community Life

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Does your church have a social life which is really good with a regular round of social events suited to most congregation members?					
2. Are newcomers invited and welcomed to social events?					
3. Do you see social events as a place to get to know new people in church?					
4. Do you regularly hold special newcomers' events where they can find out about the church and meet the leaders?					
5. Does the notice sheet always have clear and up-to-date information about events?					
6. Are events always advertised clearly for everyone, with a poster?					
7. Does your Welcome Booklet let everyone know what's happening?					
8. Are you a friendly church where newcomers get invited to things that are happening?					
9. Does your church ever go away for the day or for a weekend away?					
10. Does your church ever do communal meals, perhaps after a Sunday service?					

Your Score out of 30 =

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What can you do to improve the church's community life for new people?

Session 4: Belonging to the church community

3 Christian Nurture

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Does your church regularly run a nurture course?					
2. Are new people personally invited to the nurture course?					
3. Does the course you run suit the type of people new to your church?					
4. Do you advertise the course to outsiders?					
5. Is the course you run attractive to the people in your neighbourhood?					
6. Is the venue of your course suitable?					
7. Do you have a team involved in running the course?					
8. Do you use a meal or some other way to encourage friendships?					
9. Is the time(s) of year you hold it strategically chosen or ad hoc?					
10. Do you have anything for people to attend following the nurture course?					
Your Score out of 30 =					

An average score of 20 or more suggests your church is doing pretty well in this area. Under 20, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

- a. Do you think the church needs to start a nurture course or change the way in which nurture of new people happens?

- b. What happens after your nurture course?

Session 4: Belonging to the church community

4 Pastoral Care

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Do you have an effective pastoral care team and not leave it all to the minister?					
2. Are new people quickly integrated into fellowship groups or the normal supportive structures?					
3. Do your small groups care for most people in the church?					
4. Have you carefully thought through your pastoral care networks?					
5. Are people missed when they stop coming and is something done about it?					
6. Are newcomers routinely invited to join home groups or cells?					
7. Do you have other small groups where newcomers may be loved and cared for? (e.g. choir, bellringers)					
8. As a church do you think you take pastoral care very seriously and make sure you do it well?					

Your Score out of 24 =

An average score of 16 or more suggests your church is doing pretty well in this area. Under 16, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

Are newcomers well cared for? How easy is it for them to slip away from regular attendance unnoticed? Does anyone notice if they stop coming and does anyone do anything? If so, who?

Session 4: Belonging to the church community

5 Christian Service

Questions	Yes/Good 3 points	OK/ Satisfactory 2 points	Could be better 1 point	No/Poor 0 points	Total Points
1. Does your church encourage everyone to use their gifts?					
2. Do you have a way of helping people to explore their gifts to find their right area of service?					
3. Are there clear job descriptions for roles in your church?					
4. Is there a probationary period and time limit for jobs in the church?					
5. Do the people who do jobs feel affirmed and valued?					
6. Does your church have teaching about gifts and service?					
7. Do you get to know newcomers as people before asking them to take on jobs?					
8. Are people asked to do anything in church without having to wait years to be approached?					

Your Score out of 24 =

An average score of 16 or more suggests your church is doing pretty well in this area. Under 16, and you might want to revisit your answers to see where improvements might be made in this general area. Any individual item scoring 1 or 0 may also need highlighting for improvement.

How easy do you think it would be for a newcomer to get involved in an area of service in your church?