

Exterior and Entrance	Rating	Comment
1. Is the church easy to find?	2	We are seasoned churchgoers, so all seemed OK to us, but the entrance is a bit Spartan and for newcomers a brighter, more active welcome might be more appropriate to counter the brick exterior. Other ways of "softening" might be flowers, some bright notice outside....
2. Is there a clear safe route from the pavement & carpark?	2	
3. Is there good quality car parking sufficient for all who need it?	2	
4. Are the grounds & graveyard well kept and attractive?	2	
5. Is it obvious which door gets you into the building & is the signage clear?	3	
6. Is the door easy to use at service times?	2	
7. Is the church exterior attractive & well-maintained? or do passers by assume the church is closed?	2	
8. Is there good access for wheelchair users and the partially sighted?	2	
9. Is the notice board visible, up to date, informative, attractive, clean & enticing? Is the language easily understood by non-church goers?	1	Tidy, but not easy to pick out different bits of information – a bit samey
10. Overall how good is the experience of walking into your church for the first time?	2	
INITIAL WELCOME	Rating	Comment
Do welcomers/sidespeople:		
1. Welcome people outside or in the porch area?	1	In porch – welcome was "understated"
2. Open the door for people as they arrive?	2	Already open
3. Give you a warm welcome?	1	Not unfriendly
4. Appear smiling and confident?	1	Handing out service sheets rather than welcoming
5. Have good identification – are easily found?	1	
6. Have a reasonably small bundle to pass over?	2	Clear and easy to follow
7. Represent all ages and types of people there at the service?	1	Older end of age range – it was a parade service so some children would have been good
8. Did anyone explain the service to you?	1	Not before the service
9. Did anyone else speak to you apart from the sidespersons/welcomers?	2	Reader was in evidence and saying hello
10. Was there any problem finding a seat or any issue over where you sat?	3	
WORSHIP SPACE	Rating	Comment
1. Church Lighting. Able to read?	3	Light building

Enhances building?		
2. Church heating?	2	Was a bit chilly, but cool September day
3. Church seating. Comfy? Back friendly?	3	Comfortable seating; plenty of space
4. Church toilets & their signage?	2	Good
5. Sound system. Clear, not overpowering?	2	Good
6. Minority groups & special needs. Well provided? e.g. large print materials, hearing loop?	1	Nothing obvious
7. Children. Signs that the church is child friendly.	2	Difficult to tell as we didn't have children with us, and it was parade
8. Architecture, artefacts & symbols. Do they draw you to God?	1	Very few there
9. General ambience – is it a spiritual space?	2	Personal taste, but light, open, calm, but lack of symbols detracted for me
AFTER THE SERVICE	Rating	Comment
1. Refreshments – are you invited and can you find them?	1	Not invited – happened upon them, but then didn't go in right direction
2. Kitchen clean and modern?	1	Cubbyhole!
3. Refreshment system. Long queue or easy to access?	2	No queue – not sure anyone else was having any
4. Food and drink appetising?	1	No biscuits and not sure what available because no space to work in
5. Health and safety	2	
6. Are you left alone or do people come and speak to you?	1	Vicar greeting people as left, but we managed to escape (unintentionally!) and had to hang around outside to be discovered – didn't realise we were supposed to take coffee back into church. When we did go back in, we were warmly welcomed
7. Pushy? Are people sensitive or do they engulf you?	2	Sensitive
8. Friendship? Does anyone find out your name and details? Did anyone introduce you to other members of the congregation?	3	Would have done if we hadn't been so cagey! Reader very friendly
9. The door. Does the Vicar or someone else speak to people as they leave?		See above
ABOUT THE SERVICE		Comment
What was the name of the service?		Family and Parade Service
How full was the building?		Fifth
How would you describe the pre-service atmosphere?		Band were practising, Vicar and Reader sitting at front prayerfully; congregation were mostly contemplative and some chatting – which was fine because it had a relaxed family feel to it
What books did the congregation use during the service?		Mission praise and service sheet, and pew sheet for reading
Did the music enable people to worship?		Yes – young people and adults formed an orchestra of mixed instruments, including a harp! We were told they might not continue due to young ones going to uni, which would be a shame

Did anything distract you?		No
How would you describe the worship?		Muted but real; led by clergy
How long was the sermon?		Just right for parade – interactive and 10-15 mins
Were the congregation engaged by the preacher?		Yes
In a nutshell, what was the sermon about?		You come closer to God if you admit that you are broken and let him mend you. Through story of older brother in Prodigal Son.
Where did the notices come and what were they like?		At beginning – informal by Vicar
Was there an overall theme to the service or was it disconnected bits?		Overall theme of God as our rock
Would you be happy to take a friend there?		Yes
What were the highlights of the service?		Sermon and comfortable seats
What were the lowlights of the service?		Feeling rather lost at the end
What one thing will you remember about all this in seven days time?		String (used in sermon)
Any other comments?		<ul style="list-style-type: none"> • Choir in gallery – small and stuck away • Reading led by Vicar with congregation involvement – but would have been nice to have others reading/leading as it was a parade service • Prayers led by Reader – as above • Nice relaxed atmosphere, unthreatening but not enough welcome of parade, parents etc, nor enough “signposting” if you were new • Does the community know the church is there? They may do, but it wasn’t evident today, although the church was encouraged to join a community event in Warley Woods • Overall we enjoyed the service and were uplifted by it, and would have been happy to return.