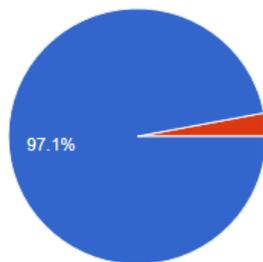


Analysis of Online Survey 15th to 24th May

We asked for one respondent from each household. There were 34 respondents.

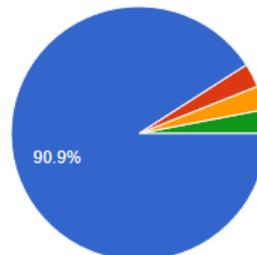
Weekly Emails:

Do you receive weekly emails?



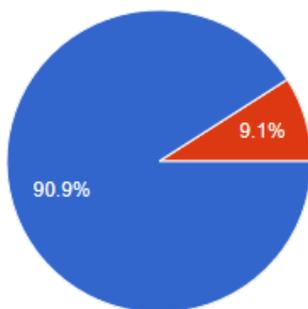
Do you open the weekly emails?

● Yes
● No



● Every week
● Most weeks
● Some weeks
● Occasionally
● Never

Do you read the weekly emails?



● All the email
● Just some of the email

What do you find helpful or encouraging about the church email? (Items in bold are most common types of response.)

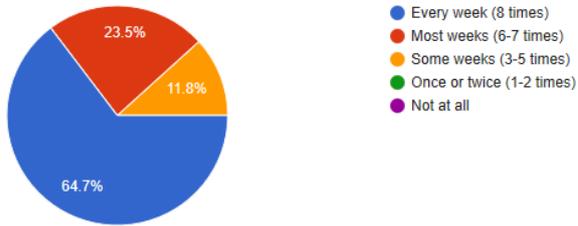
- **It keeps us connected**
- **Prayer requests**
- **Shared news and updates**
- Introduces next services
- Keeps right focus during lockdown
- Bible verse
- Feeling someone cares for you
- External links

What could be improved about the church email?

- **Nothing**
- News and interesting stories from church people.
- Inclusion of something from church members not online
- A bit lengthy
- Bigger writing

Online Service

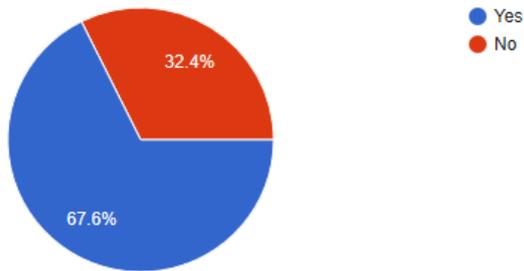
How frequently have you watched the online services?



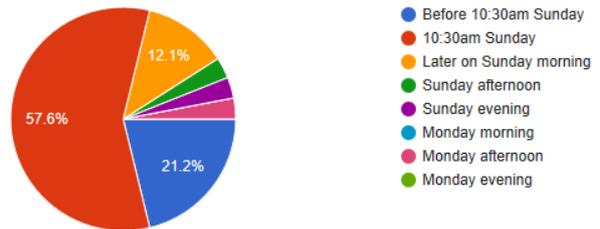
What are your views on recording parts of the service in church?



Do you watch the online service at the same time every week?

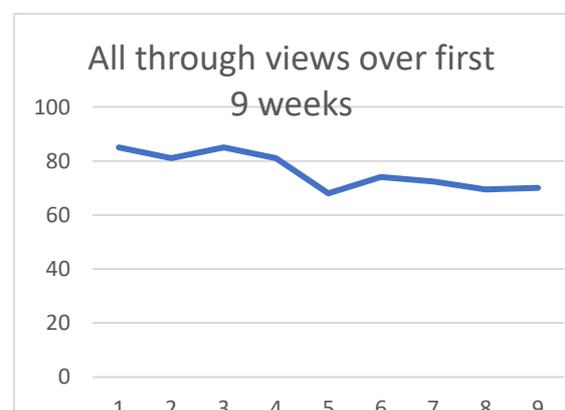
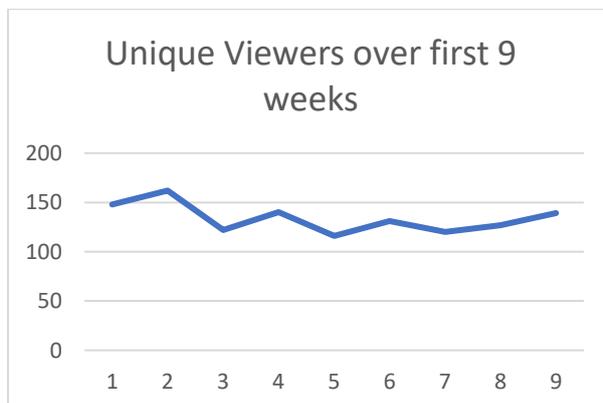
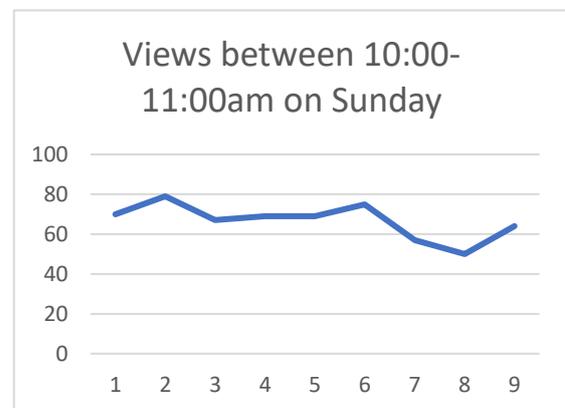


What is the most common time you watch the service?



Other comment: "It was really great to watch the service early as soon as I got up. This way I could focus better"

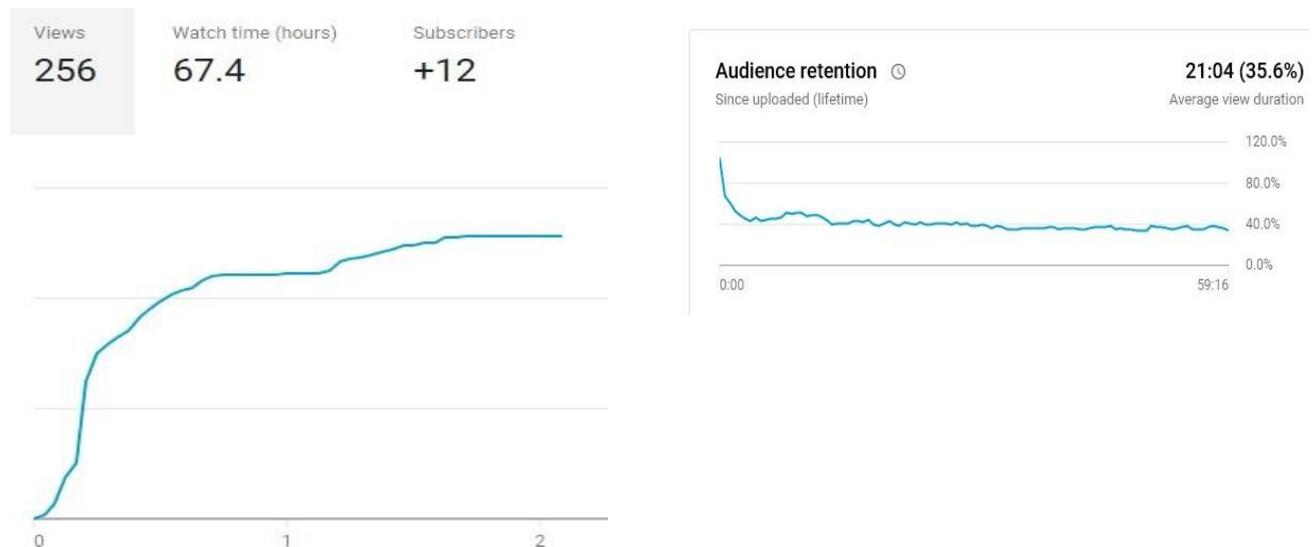
Analysis of watching figures on YouTube:



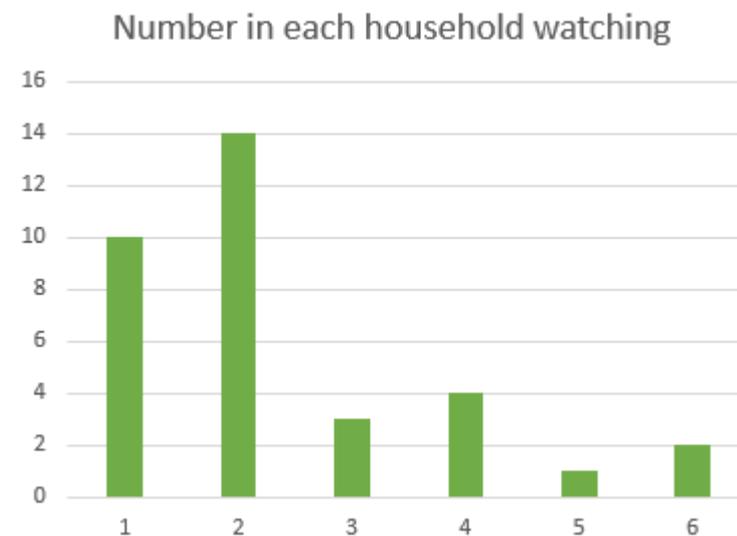
Example of YouTube analytics. These are very similar each week, but this is from week 5 (19th April):

Cumulative number of views over two day period:

Audience retention (% of views watching video at each point of the video)



How many in your household normally watch the service?



This survey represents 80 people across 34 households.

Which is an average of 2.35 per household.

There are an average of 76.2 all through views each week, suggesting a total average congregation of: 179 compared with an average of about 110 before lockdown began.

This figure may be slightly inflated by repeat views.

What have you found helpful or encouraging about online services? (Items in bold are most common types of response.)

- **Like seeing different people helping as part of the service**
- **Connection to community and worshipping together**
- **Feels similar to being in Church on Sunday**
- **Convenient to watch** (especially if a family member works or is poorly)
- Stronger connection because it is from people's homes
- Well put together
- Keeping link with youngsters
- Children enjoy dancing to the songs

- Sense of weekly routine
- The chance to chill as a family and reflect
- Sermon / Biblical teaching
- Zoom call after
- Extended family who don't live nearby can also watch it

How might we improve the online services?

- **Happy with how they are**
- Collating musical contributions from church members, several people singing together
- Share photos or mini-videos of what people are up to, reasons for praise, thanks, prayer etc.
- Think about who it's not reaching and who can't contribute
- Introduce new songs
- Have a monthly evangelistic service
- Something on mission
- More information about the post-service Zoom meeting
- Ask the singers / speaker to breathe so that we can keep up with them
- Clearer separation between adult and children's section of service.
- Increase sound on volume of sermon
- Perhaps give Bible verse for next week at end of service.

What benefits do you think there would be to continuing to make services available on YouTube once we are allowed to gather in church again? (33 responses)

- **Potential outreach to community, sharing testimonies etc.**
- **Available and encouraging for those not physically able to attend church**
- **Can still watch when you cannot attend one week for different reasons**
- **Enables people to check out church anonymously before attending**
- **Accessible to those who would find coming to church intimidating**
- **Accessible to those who live further away / have moved away**
- Opportunity to revisit parts of the services
- Those watching now, who don't normally attend, may continue to watch in the future

Would you like to be part of a team to look at the practical and technical issues required to set up livestreaming services from church?

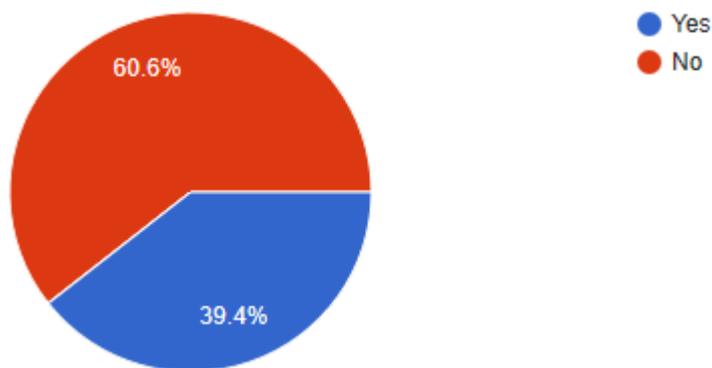
- 6 positive responses

Would you like to be part of a team to develop our effectiveness at promoting St. Luke's and connecting with people on social media?

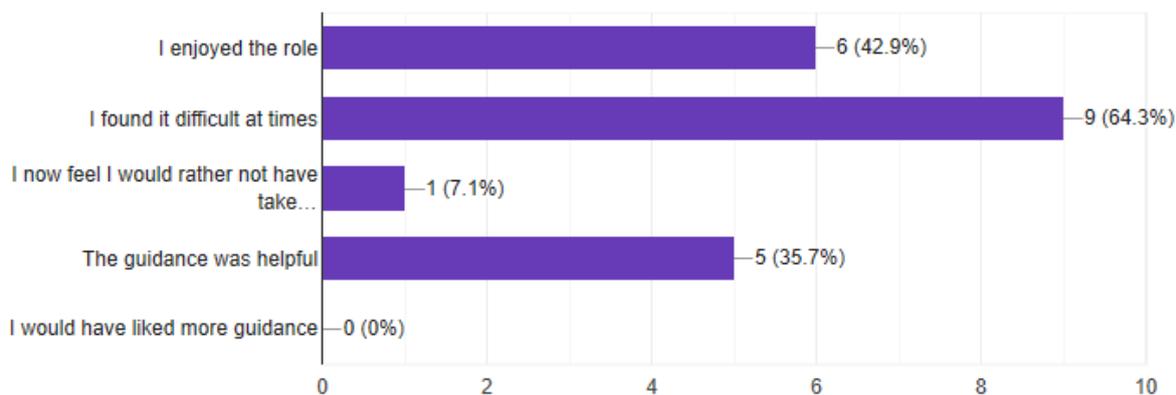
- 5 positive responses

Phone Contact

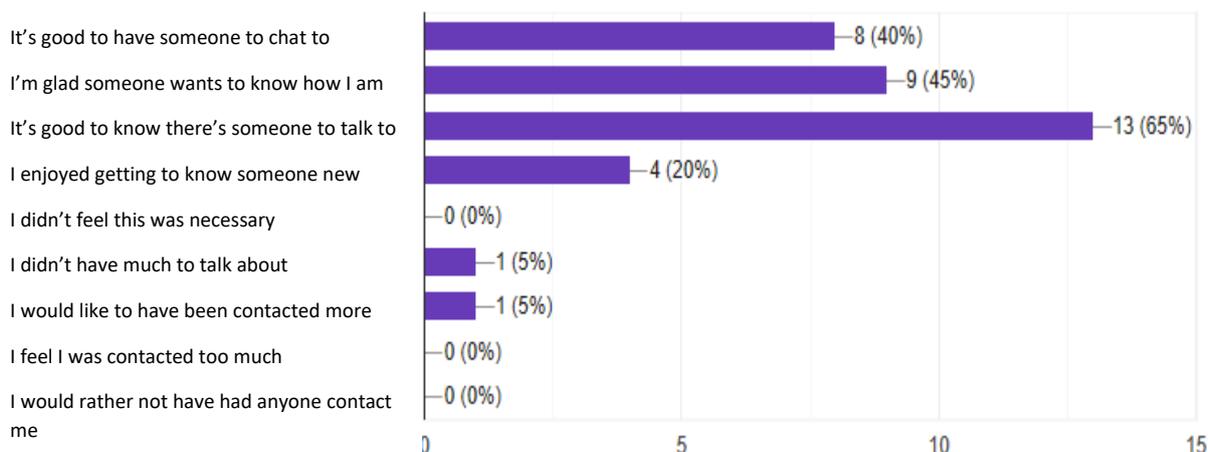
Were you asked to contact people by phone on behalf of the church?



How have you felt about taking on this role? (14 responses, the 'Yes' to above, people could choose more than one response):



How do you feel about having someone from church contacting you by phone during this time? (20 responses, the 'Yes' to above, people could choose more than one response):



Do you have any further comments or thoughts about the phone contact network? (A wide variety of comments, which I have tried to group):

Broadly positive comments:

- Liked to be thought of
- It was a warm gesture in disjointed times
- A good idea, but we are not 'telephone' people
- Good to know that others have been aware of our challenges
- Great to share including prayer needs
- We are sure it is helping people feel more engaged with the church family
- It's nice to have someone other than family members to talk to.
- It's brilliant for those who are isolated and lacking people to talk to

Comments on lack of contact:

- I had a call twice, but then no more phone calls at all
- I wasn't contacted by phone

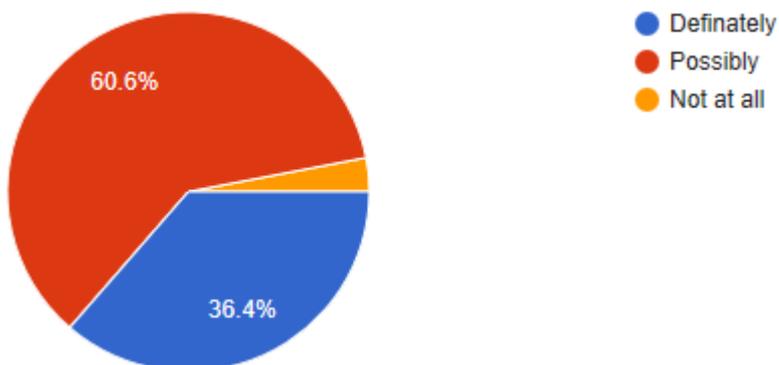
Suggestions for guidelines for phoners:

- Guidelines were helpful as different people like different levels of contact.
- Be clear that people are free to phone whoever they like
- Perhaps we should ask those being called their preference in terms of frequency and method of contact?
- Pray for God's guidance before picking up the phone

Ideas for improving the set up:

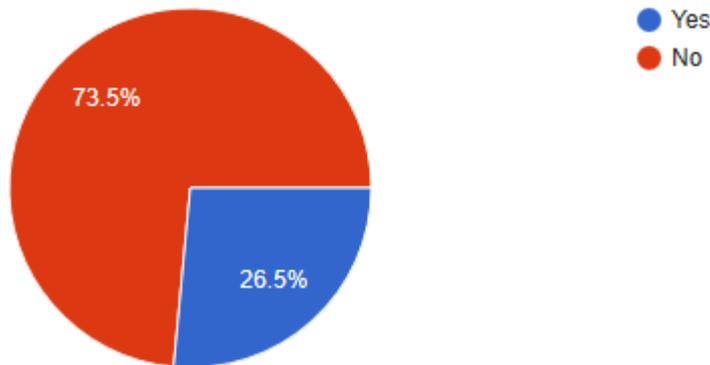
- Taking on five people was too many, three would be more comfortable
- Maybe weekly is too much, and sometimes feels a bit false
- Awareness of possible problems that could arise may be useful.
- Anonymous feedback might be helpful
- When didn't know the people it was difficult to engage in a phone conversation and hard to gauge how helpful it was.
- Maybe link more people of similar ages / families of similar ages

Do you think we should continue some form of pastoral contacting network after the lockdown is over?

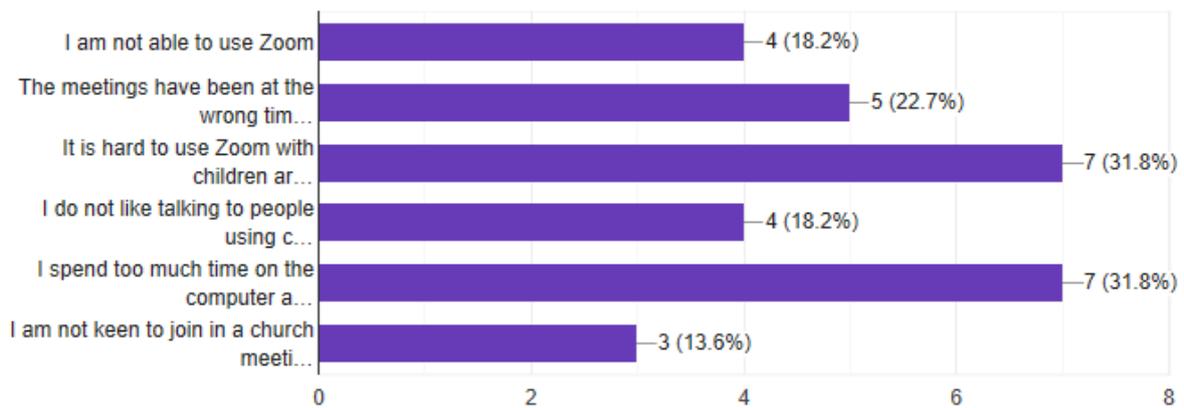


Zoom Meetings

Have you accessed a church Zoom meeting?



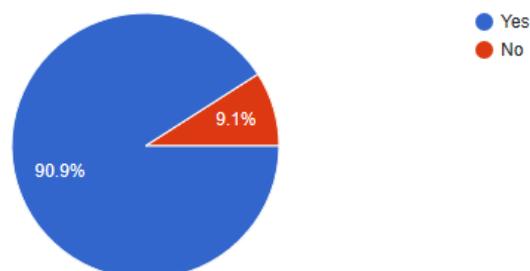
Why haven't you joined a church Zoom meeting? (The 'No's above – 22 responses. Respondents could select more than one answer):



Other Questions:

Nearly all respondents attended St. Luke's previously and intend to continue attending after lockdown:

If church services were to start again in the buildings in July (the earliest possible date), would you attend at that point?



If you could ask God, 'one question' during this time, what would it be? (Questions grouped on themes, those in bold the most common):

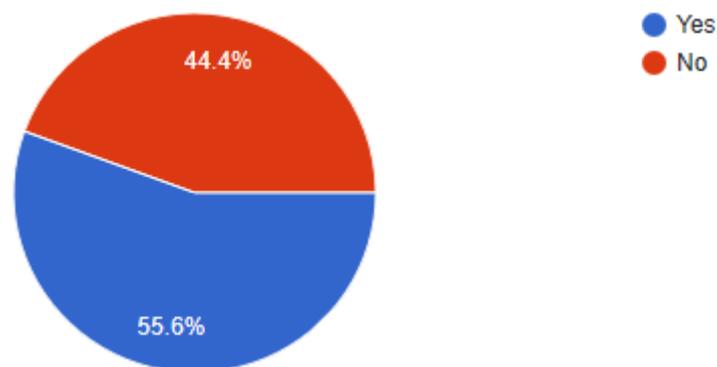
To do with Coronavirus:

- **Why?**
- **Why is he letting this virus kill so many people?**
- **What are you trying to tell the world? / What lessons should we learn?**
- Is coronavirus a punishment for ruining your world?
- Is this to save the planet and grow communities?
- If it is possible to find a cure to let the world resume a somewhat normal life again
- How can I find greater peace and understanding with events that are out of my control
- Will you keep my family safe?
- Is your Kingdom coming soon?
- What else has he planned for us next?

To do with Christian guidance:

- How can I improve my vision of your Kingdom in order to help establish it on earth?
- Are we doing the right thing?
- Which people would you like me to help and how?
- How can I better serve you in my day to day life?
- What can I do to further his message to my relatives and friends?

Would you be interested in exploring the Christian faith in more depth over the coming months?



Do you have any further comments on the issues raised in this questionnaire? (Some of these are placed at relevant points in the questionnaire, others are grouped here):

Further suggestions:

- Interested in the technical developments. A team to visit people and explain how to access the internet resources and technical matters.
- Might this be a good opportunity to have a wider range of music for our worship? Songs are starting to get a bit repetitive. Not quite sure how best to do this however!
- Would be good to use this time for more regular children's work online to tie in with home schooling, but appreciate the extra work this would cause

Further reflections:

- We are very conscious that there are many individuals who voluntarily or through their jobs put themselves at high risk for others - taxi drivers, store workers, delivery drivers, cleaners, porters- not the high profile NHS ITU staff- they are the people who have kept society running. It would be good to think more broadly- we need to consider what we make others do by not doing things ourselves.
- We have been very appreciative of the rapid way in which St Lukes has gone 'online'- and can see that this has brought people into the congregation. We are also conscious of the loss of meaningful 2 way conversation and the opportunities to listen to others.
- We are all too aware that our own situation means that we have been 'taking' more than 'contributing' at present. Thank you
- I appreciate being able to feel part of a Christian group at this time especially one which does not make too many rules!!