

Guided Welcome Audit

“We believe in God the Welcomer”

*“Christian Welcome is not just about being nice to visitors,
it is about incorporating new people into the Body of Christ”*

A Welcoming Church Exterior

Finding the church

- Does the parish have an online presence? (what are the results of a web search?)
- Are there Signposts?
- How easy is the church to find?

Approaching the Church

- Is there car parking?
- If you arrived late, where would you park?
- What are your first impressions?
 - Church Notice Board
 - How attractive and welcoming is it?
 - Are there any negative signs – e.g. No parking here, No entry
 - Are the service times made simple?
 - Are the contact details displayed, name, address, phone number?
 - Is there information for disabled people?
 - Is the information at the right height?

Church grounds

- How neat are the church grounds?
- Are paths neat and in good order?
- Is access from the car-park clear and easy to find?
- Do you get the message “We care” or “We neglect”?
- What kind of access for people with disability is there?
- What kind of wet weather access does the church have?

General comments...

What recommendations would you suggest?

A Welcoming Church Interior

What is the building saying about itself?

- What are the impressions created by architecture furnishings and fittings, light, smell etc?
 - A museum?
 - A holy place?
 - A homely place?
 - A forsaken place?

What is the building saying about its life and family?

- Does it look like people care for the building?
- Are the Mission Statements and other sentiments clear?
- Are there Parish Magazines or weekly newsletters or good news stories available?
- Are there displays of Sunday School material?
- Is there a welcome kit available for visitors and newcomers?
- A visitors book for names and contact details?
- Are there welcome cards to fill in with contact details?
- Attractive (not old and out of date) material for children?
- Pictures of people - photos of parish priest/churchwardens, parish family etc
- What other in house notices are present?
- Any out of date notices?
- Is there a place to pray, are the candles lit, lights on, music playing, flowers?
- Does the place look as if money is in short supply or unimportant?

What does the building say about God?

- Is God central or peripheral?
- Is God given a chance to engage with visitors?
- Is it made easy for those who come in and pray? How and where?
- Is there any devotional literature, suitable for the visitor?
- What “atmosphere” is created?

What does the building say about...

- Disability
- Comfort
- Ambience
- Safety
- Children

General comments...

A Welcoming Church Member

Before the service

- Was someone ready to welcome you when you arrived?
- What was the atmosphere of the church like when you arrived?
- Was their space to pray silently?
- Could you talk with someone if you wanted to?
- Did the welcomer hand out the books also? How focused were they on welcoming compared to explaining the service?
- When did the welcomers consider their job was over? When the service began or when the last person left?
- Were you told how to find people and 'things'
 - other children
 - disabled access
 - toilets
 - hall
- Did the welcome introduce him/herself?
- What if you arrived late... how long were you left at the back before someone welcomed you?
- Do regular attendees (including children) have nametags? Were you offered a nametag?
- Did someone make space in pews for you?

General comments...

During the service

- Was there an introduction for newcomers to the service?
- How accessible was the service – did they use multiple books or loose paper or projector?
- Did someone offer to sit with you to guide you through the service?
- Did anyone talk with you about what you needed? (some quiet, a chat, toilets, etc)
- Was there a highlight to visitors? How did that make you feel?
- Were the welcomers sensitive to different people's needs ?
- Did people exchange the peace with you at the appropriate time?
- Did they use jargon to explain where to find something in the service?
- Did people invite you to hospitality after the service (lunch, coffee, chat)

General comments...

After the service

- How are newcomers and visitors welcomed afterwards?
- Were people invited for coffee, including...
 - escorting them over,
 - getting them coffee
 - chatting to them
 - introducing them to others who may have similar interests
- Did anyone ask how to contact you through the week?
- Did anyone invite you back next Sunday?
- Did you receive information on the activities of the church as well as its history?

General comments...

After Sunday

- Was there any follow-up in the week that followed?
- Did you have some information to read through when you got home?
- What activities does the parish offer to make newcomers part of the life of the parish?
- Were there any upcoming social activities? Where they inclusive of children, adults, singles, families?
- What opportunities for growth in faith and ongoing education/formation are offered?

General comments...

You only get one chance to make a first impression

General Feedback

What did you most like about the welcome in this parish?

What did the parish do that you would most like to emulate in your parish?
