



Brief Summary

The number of completed Questionnaires received (48) represented around a 50% response rate. The results indicate that the Church is doing reasonably well at meeting Spiritual expectations and needs. The current pattern of Services is validated. The Traditional Service is highly valued by a significant proportion of the current congregation, whilst the less formal 3/4/5 Sunday Services show greatest support overall. Opportunities for Spiritual connection and engaging relationally focus almost entirely on Sunday mornings with little availability for most people to come together during the week, either for formal learning groups or social interaction. Maintaining current social and fund-raising events is already a challenge, without taking on more. Inviting people to participate in new ministries and activities was an important aspect of the Questionnaire and a greater number of people will become more involved as a result.

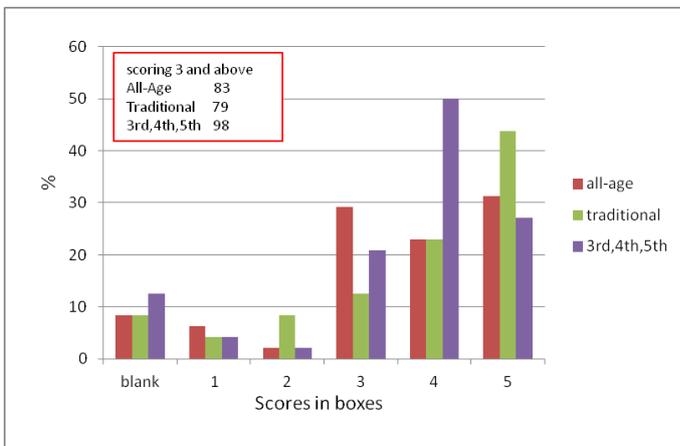
Navigation

Under each of the seven sections there are brief comments which relate to the questions which were scored by a number - the full analysis can be found in a separate Appendix. There then follows a summary of broad themes drawn from the individual responses to the questions that requested a comment.

Church Life - LOOKING WITHIN

St Edward's seeks to offer a fulfilling worship experience for all people

Service Style Preferences:

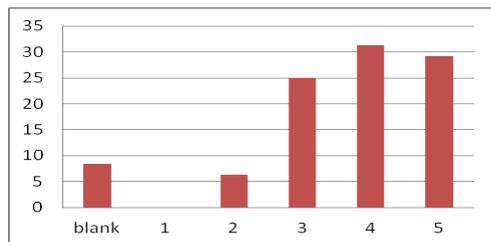


The 3/4/5 Sunday Service showed the highest scoring, 50% valuing it at 4. The Service scoring most 5's was the Service in Traditional language, clearly valued by a large proportion of the congregation. The Service for All-Ages had pretty even scoring in the 3-5 range. Adding the percentages where the scores were 3 and above (corresponding to a higher satisfaction rating) shows the Service for All-Ages at 83, the Traditional Service at 79 and the 3/4/5 Sunday Services at 98. This suggests that the 3/4/5 Sunday Service is the most preferred, reflecting a Service that retains a base in formal liturgy (in contemporary language) and some elements of contemporary worship in hymns and songs.

The results would seem to validate the current ratio of Services throughout the monthly pattern, i.e. the greater number being 3/4/5 Sunday Services.

The Wednesday Communion Services are highly valued by the handful of people that attend but for the majority there was ambivalence.

How well does what is currently provided meet your spiritual needs?



The majority responded with a score of 3 and above with a slight peak at 4. There is a general level of high satisfaction, but individual expectations are not fully realised. Given the wide range of backgrounds and experience the congregation has, and having to try to find a 'middle ground', this is encouraging.

*In what specific ways would you like to see our current services enhanced?
Is there anything you find difficult/off-putting
in Services currently provided?
Is there anything you would be sad to lose?
What do you most value?*

As far as seeing our current services enhanced, of those who responded to this question, quite a large number mention music; the majority preferring to have more contemporary music during the 3/4/5 Sunday services, greater participation of the congregation, perhaps outside speakers and more spontaneity generally. A desire was expressed by a number for less formality and for the services to be more joyful and less stoic. Most people did not find anything off-putting in the Services currently provided but quite a few mention that the noise made by small children is sometimes distracting. Responses to what people would be sad to lose centred mainly on regular Holy Communion, Sunday school, traditional worship, the All-Age service, contemporary music and the social interaction on a Sunday after the service. A number said the Chaplain and his wife. Valued elements of the church centred mainly on the sense of community and fellowship, of sacred space, and aspects of worshipping with others; the sermon, singing together and being able to take communion.

*What would be your three priorities for change within the life of the church? (list in order) 1,2,3
How can we better cater for children in our Services?
In what ways can we improve our Worship space?*

Of the ones who responded to the question about priorities for change, many express satisfaction with the way things are at present. Some express a desire for more traditional elements while others would prefer to see fewer. Many would like to give more room for spiritual growth through bible study and prayer while others would like to see more teen and young adult involvement. As far as catering for children is concerned, the majority of the responses express satisfaction with what is being offered at present but quite a few would like to hear more from the children directly and involve them more in worship, while a few express a desire for extending activities for children through the summer. The vast majority are happy with the Worship space as it is now but quite a few mention the lack of visibility in some parts of the church and suggest moving some of the seats which are behind pillars. A few give suggestions to ease toddler noise such as a creating a 'sound-proofed' area at the back of Church, or access to a separate room where the service is relayed.

Church Life – LOOKING BEYOND

Mission – how to grow the congregation

We engage well with those outside the Church.:

This question was not understood and left blank by a large proportion, and therefore inconclusive.

I am aware of St. Edward's links with other Churches:

This was scored evenly across all values, indicating our lack of engagement ecumenically

It is important that we develop a Mission Action Plan (Outreach):

83% scored this at 3 and above which indicates a strong need for us to be engaged in mission and coordinated activity church-wide.

I am aware of projects that receive our charitable giving:

People seemed to be mostly either unaware or highly aware of the projects we support. Given our commitment of giving 10% of all we receive to charitable projects, we need to communicate what we are doing better.

We are doing well at welcoming visitors and newcomers on a Sunday:

87% scored this at 3 and above confirming a good level of welcome for newcomers and visitors. This could be further improved by the coordinated presence of Welcomers as people arrive at Church.

We are a Church that invites others to join in our Worship:

Values of 3 (31%) and 5 (40%) scored highest which seems to contradict the reality. In practice, relatively few people invite others to Services, other than family members.

What specific outreach activities would you welcome?

In what ways can we be more inclusive and help newcomers engage in Church life?

Suggestions focus mainly on a greater variety of social and group activities aimed at meeting the needs of particular target groups in the community in all areas of the canton, not just Lugano. The activities mentioned include weekly coffee mornings, family movie nights, bowling, dinners, open house provided by members of the congregation, voluntary or community work particularly involving young people, greater contact with members of other English-speaking groups in Ticino, encouraging greater interaction with/between young families, a wider distribution of the Newsletter, Mission trips, getting more people involved in preparing for the Christmas market and a more specifically spiritual outreach in the ecumenical field. To help newcomers engage in Church life, suggestions range from the creation of a welcoming group which would be responsible for following up the newcomers, organising group meal hospitality etc and getting contact details. Home groups and bible study should be encouraged and in the social field, we should encourage newcomers to participate in the planning, running of events by, for example, making a favourite dish for a communal meal or helping to man a stall at the Christmas Market.

Spiritual Development – HOW FAITH IS NURTURED

To grow spiritually is essential

How interested would you be in joining a:

Christian Explorer Group, such as Alpha, Pilgrim:

28% scored 3 and above, indicating a low level of interest.

A group that meets to study the Bible:

As a group activity this question polled the highest level of interest at 67% (3 and above)

A group that meets to read through a Christian book:

A few might be interested in doing this, but it didn't attract high values (13% at 5)

A group that meets to pray together:

Perhaps the nature of praying together as a group was not understood clearly, the majority giving it a low score (31% at 1)

Participating in a Marriage course:

Many respondents left this blank (23%) indicating a lack of understanding of what such a group engaged in or scored it at 1 (44%) perhaps reflecting the low level of interest.

Participating in a Parenting course:

Again, many respondents left this blank (23%) indicating a lack of understanding of what such a group engaged in or scored it at 1 (50%) perhaps reflecting the low level of interest.

How free are you to participate in events: during the weekday, weekday evenings or weekends:

Weekday evenings scored generally low values. More people were available during the weekend but not generally favourable (25% scoring 4 or 5). Greatest availability was weekdays but there was a clear division between those who could or couldn't attend because of work or family commitments.

General comments: Busy lifestyles, commitment to families and distance are all valid reasons for low attendance and commitment to activities outside the Sunday Service – this is the reality in our community. Of all the activities the formation of a day-time Bible Study group should be explored first.

What other activities would you like to see offered?

Other than our Sunday School what activities would you like to see offered to children and young adults?

Other activities people would like to see offered include a pastoral care team, more fellowship/discussion groups on a wide range of subjects including social justice, retreats, a choir, talks or DVD presentations by spiritual leaders from outside Switzerland, and viewing Christian films. Something for age-specific groups, including a specific introductory welcome to Franklin University students would be appreciated. As far as activities for children and young adults are concerned, suggestions include a youth group, musical and drama activities, occasional fun activities such as visits to Splash and Spa, and for young adults, occasional suppers together and discussions and movie nights, a separate service for teens, more involvement of both young adults and children in all church services, also at the altar, links to local Christian youth group events and some activities planned during the summer.

Volunteering in Ministry – HOW YOU FIT IN

We believe in the principle of every member ministry (everyone has something to offer)

The percentages of those who said 'yes' and 'no' and 'box left blank are given. It is difficult to interpret what a blank box means as a 'Y' only indicated a willingness to find out more.

	Yes	No	Blank
Bible Reading	81	10	8
Intercession Prayers	38	54	8
Welcoming	65	29	6
Preparing the church for Services	25	65	10
Playing an instrument or singing in worship ³	40	54	6
Providing/arranging flowers	42	52	6
Collection/offertory counting	50	44	6
Refreshments after the Service	50	38	13
Organising or cooking for events	40	54	6
Garden maintenance	35	58	6
Church maintenance	23	69	8
Church administration	21	71	8
Church finance/stewardship	17	77	6
Assisting in children's ministry/Mums and Tots	23	67	10
Joining a pastoral care team	21	67	13
Serving on the Church Council	38	52	10

From these responses it is possible to see where the potential strengths of activity are. Individuals will be approached to follow up where they have indicated 'yes'. Please contact Andy if you were a person who submitted a blank and just need information (not immediate commitment) about a particular activity.

Finance – HOW WE COVER THE EXPENSES OF MINISTRY

St Edward's is financed entirely by donations and fund raising

	Yes	No	Blank
Are you willing to consider regular committed giving?	75	19	6

It is encouraging that so many responded positively to considering regular committed giving which is at the core of being able to budget for the expenses of running St Edward's. With the consent of individuals, this will be taken further through the Stewardship Committee of the Church Council.

	Yes	No	Blank
Are you willing to get involved in Fundraising Activities?	52	42	6

These scores reflect a generally recognised decline in the 'volunteer culture' of today. Historically, fund-raising has been an integral part of covering the finances of the Church but this needs to be reviewed.

What fund raising events should be retained: Christmas Market, Curry Supper, Summer Party, Concerts

All these events scored positively with around 50% (or more) scoring them 5 though surprisingly around 20% left this box blank for every activity. The Christmas Market scored 84% for 4's and 5's showing greatest popularity.

*What new initiatives should be tried? e.g. demonstrations/courses
Other suggestions to raise funds*

The new initiatives suggested are demonstrations and courses (dance, fitness, cookery, art, flower decoration) a curry or other kinds of cookery competitions, a flea market, book fair, summer fete, a fashion show, offering one's talents/services for a fee, a 60's night and a Magic show with Federico Soldati. Other suggestions to raise funds include bringing back big fundraising events like the Garden Party, more Shakespeare evenings and quizzes, a car boot sale, jumble sale, a second hand book stall, asking young people to do car washes and sponsorship cards for children. However, a number of replies focus on more encouragement to churchgoers to give more (with more regularity), e.g. in the form of tithing to fully cover the expenses of the Church and fund-raising for specific charitable projects. Encouragement on this topic could be given during sermons or talks. There was also a call for very careful accounting and cutbacks.

Social – HOW WE DEEPEN OUR RELATIONSHIPS WITH EACH OTHER

Participating in social events builds community

How would you value...?

Sunday Bring and Share lunches, BBQs and Meetings for Newcomers:

Were generally scored positively - few indicating low scores.

Women's fellowship lunches and Men's meetings:

Only indicated a small number who rated these activities highly.

Mums and Tots:

appreciating that this relates to a small number of carers of children of this age, it is recognised that this is not widely supported by the Church overall.

All-Age drama group:

only a few people showed support for this and individuals will be followed up.

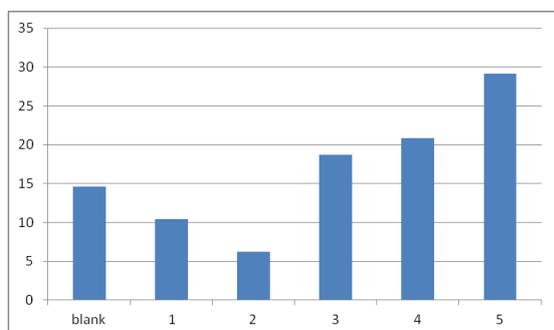
What new initiatives would you suggest?

What day and time would offer you greatest participation?

In this field, new initiatives include a book-reading group, weekly/monthly coffee mornings, meals at people's homes, group activities outside church such as walking together, a mini-choir, occasional concerts, a ceilidh with a meal, youth musical worship, a Christmas concert for all ages including different types of music, and weekend retreats. A 'phone book' listing names, addresses and birthdays was suggested. This would enable people to get in touch with each other during the week. Times offering greatest participation would be weekday morning and weekends, particularly Sundays.

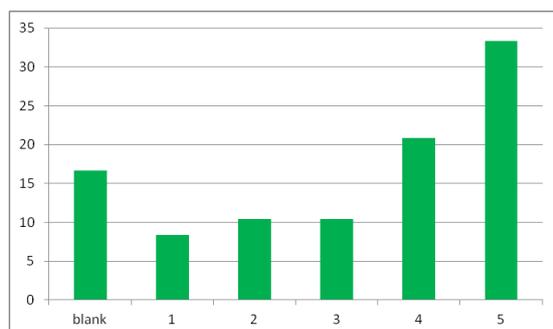
Issues to address – FINANCIAL CONCERNS and CASA BENSON

Would you be in favour of converting the top floor of Casa Benson into an apartment?



The results suggest that the majority are in favour of the conversion; however, there is a significant proportion who have indicated that they are against this proposal. The number of blank returns may also suggest indecision.

What importance do you give to the provision of Disabled Access?



The results suggest that support for the provision of disabled access is not universally accepted, but in principle the majority are in favour.

Suggestions for use of Casa Benson as an income generator

Many focus on giving greater publicity/promotion to outsiders who might want to use the space for events such as art or photo exhibitions, lectures, language schools and children's birthday parties . One or two suggest letting other church denominations use (some of) the worship space and others mention renting out Casa Benson as office or conference space. However, there are a number of people who caution against this type of renting because of unfortunate past experience or the time involved in administration.

Further Comments

There were a large number of favourable comments about various aspects of life at St Edward's while some would like to see the church become a more vibrant community spiritually. A number of newcomers in particular would like to see more upbeat services. Others mention the importance of access for the disabled.

As far as Casa Benson is concerned, the graph above suggests that the majority of replies were in favour of converting the top floor of Casa Benson into an apartment for the chaplain, but in contradiction, a greater proportion of the comments received focussed on the negative aspects and concerned the location, high cost, pollution, noise and value of separating work from home space. A suggestion was made to look into the possibility of applying for funding from the city of Lugano while others suggested renting the converted apartment out to a third party or using it as a kind of office time-share.

Acknowledgements

Thanks are extended to the sub-group of the Council who worked on the form of the Questionnaire, and in particular Linda Chiesa and Jenny Flint who summarised the 'comment' question responses from a great deal of material.

Thank you to all who completed the Questionnaires.

3rd November 2014