



DIOCESE OF  
LINCOLN

THE CHURCH  
OF ENGLAND

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Church Buildings Department: **Resource Pack**

## Your Church, Your Visitors

You are close to your church; perhaps you enter it everyday; you put time and effort into caring for it; but do you see it as others do? People visit churches for all sorts of reasons, probably too many to list here! But for whatever reason a person visits your church it is important that they are made to feel welcome.

This survey will take you on a journey around and through your church; it will help you to look at your church objectively, and to see it as a visitor might. It will enable you to recognise what you currently do well and what you could do better, what about your church is welcoming and what is not. Ultimately, it will help your church to be as inviting as it can be. It may also help you to identify issues with the maintenance and repair of your church building. However, this task is **not** a substitute for carrying out thorough and regular maintenance and inspections of your church. (Please see the *Maintenance Survey* section of this Resources pack.)

For this survey to be worthwhile you must be honest about what you find. It is best to conduct this exercise in a small group; and it may also be helpful to re-familiarise yourself with your church's Mission Statement before conducting the survey.

Date of survey: .....

Completed by: .....



## Grounds

*The first thing a visitor will see. Let's make sure they want to see more!*

### First Impressions

What are your first impressions of the church and grounds?

First impressions:

Actions to take:

### Boundary Sign

Look at your church's boundary sign. Is it in a good condition? Does it require a lick of paint? Is the information up-to-date and accurate? Do you need a new one?

Condition:

Information:

Actions to take:

### Pathways and Grounds

Are the pathways to and around your church clear and free of obstructions? Does the grass need to be cut? Are areas overgrown?

Pathways:

Grounds:

Actions to take:



## Church: Exterior

*If your church looks unwelcoming and unloved from the outside your visitors may not even make it through the door to see the majesty of the interior! And that slightly shabby appearance may indicate some serious issues affecting the fabric of the building.*

### Stonework

Are there any noticeable problems with parapets, window tracery, pinnacles etc? Is there any foliage growing on the church?

Issues with stonework:

Foliage:

Actions to take:

### Glass

Are there any noticeable problems with window glazing? Cracks, warping, holes? Are the lead lines in good condition?

Glass:

Lead:

Actions to take:

### Rainwater Goods

Are there any noticeable problems with the gutters or down pipes? Is there any foliage growing out of the guttering?

Gutters and down pipes:



Foliage:

Actions to take:

## Church: Entrance/Porch

*OK, so your visitor has made it this far and now they want to get into the church to have a good look around. Are you going to invite them in?*

### Open Sign

If your church is open outside the hours of scheduled worship, does it have an 'open sign' telling people it is? A sign that reads something like 'Church Open' tells people that they are expected and welcome. If you do have an 'open sign' is it in a good condition?

Open sign present: YES/NO

Condition:

Actions to take:

### Noticeboard

Noticeboards are useful for gathering information about the church in one place. But it is important that the noticeboard is kept tidy, in a good condition and with up-to-date information.

Condition:

Tidiness:

Information:





Actions to take:

## Church Door

If there is a door leading into your church, which is usually closed but unlocked, is it easy to open? If not, is there information telling a visitor that the door is unlocked but needs a 'push', for example?

Issues with door:

Actions to take:

If the church door is locked, why is it locked?

The church is locked because:

If the visitor needs to contact a key-holder to gain access to the church, are the key-holder's contact details clearly displayed?

Information clearly displayed: Yes / No

Actions to take:

## Church: Interior

*Once they're over the threshold, you want your visitors to stay a while. How are you going to invite them to spend time exploring your church and its story?*

## First Impressions

What are your first impressions of the interior of the church? Is it tidy or messy?  
What are the first things you see upon entering the church?



First impressions:

Actions to take:

### Cleanliness and repair

You work hard to keep your church clean and in good repair. But are you missing something your visitors may not? Take the time to look carefully at the walls, roof, and floor of the church. Are there areas that could do with an extra clean and/or tidy? Are there leaks you haven't noticed before? Remember: seek specialist advice before attempting to clean any historic fixtures or fittings, including windows.

Issues identified:

Actions to take:

### Hospitality

Churches should be good at hospitality; the provision of water, fruit juice, tea and coffee for visitors goes a long way to helping them feel comfortable and welcome. What does your church provide?

Provision of hospitality:

Actions to take:

### Information about the building

The provision of information about the church building is a fantastic way to engage a visitor's interest. It is also a vital tool for sharing your church's story with the wider world. However, the information provided has to be both accessible and interesting. If specialist terms are used to describe the building (i.e. 'corbel', 'perpendicular style', 'sweeping hyperbolic paraboloid'), are they explained properly? Do you have information explaining the life of the church, i.e what is a font, and what is it used for? What is meant by the term Eucharist? People are interested in this stuff!



Information provided: Yes/No

Where is it:

Format of information; leaflet / booklet / display board etc:

Do you consider it to be accessible? Yes / No

Actions to take:

### **Information about the people**

Do you provide information about the people involved in the life of the church; the churchwardens, PCC members and priest? A visitor may want to contact the priest; is his/her telephone number displayed in the church?

Information provided: Yes/No

Where is it:

Actions to take:

### **Children in church**

Children visit churches. What do you have for children to do in church? How do you tell them your story? Children's trails, play areas, treasure hunts etc. are good ways to entertain and inform the kids!

Provision for children:

Actions to take:



### **General Access**

As you've journeyed around the church have you noticed any general access issues?  
Have you carried out an access audit recently?

Audit already carried out:

Audit required: Yes / No

Actions to take:

*That's it! What did you find? What actions do you need to take to ensure you are providing the best possible welcome for your visitors? If you require assistance and support to address any of the issues you have identified, help is at hand.*

### **For repair or maintenance issues, please contact:**

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