

SACRED HEART PARISH SURVEY 2020 RESULTS

Thank you to all those who participated in the survey. We have compiled your replies into a summary which you will find below. Where possible, we have also included scoping ideas for the implementation of your submitted suggestions. The original questions are highlighted in red and the Pastoral Parish Council (PPC) responses are in blue. If you are interested in volunteering or getting involved with any initiatives, please do reach out to us at ppc@sacredhearthook.org

The Respondents. A total of 42 completed questionnaires were received. They were heavily skewed to older Catholics, with around 75% being over 45. None of the respondents were youths.

Age of respondent	<18	18-24	25-34	35-44	45-64	>65	Total
Number	0	0	3	7	17	10	37
%	0	0	8%	19%	46%	27%	100%
Age not given							5

Q1 - Priorities for the Church and the PPC to pursue

A) The Church as a community, which was mentioned by 22 people, that is ~50% of the total number of respondents (42)

- Being a loving, warm, welcoming, and forgiving Christian home connected with one another inclusive no one to feel isolated
- holding events/social forums (e.g. fetes) interest groups (e.g. toddlers) to enable people to get to know one another.... providing opportunities for people to become involved ...
- Ministry of the sick After Covid, continue with streaming the Mass

PPC EFFORTS IN THIS REGARD:

- We always aim to be a welcoming church and have introduced and distributed a Welcome leaflet, copies of which are available in the church foyer.
- In 2021 a Parish Handbook will be introduced containing key information. Copies of which will be available in the church foyer.
- Members of the PPC have hosted: a special Mass event with the Carmelites and a Prayer Rocks weekend where painted stones and prayers were planted in the garden. Due to Covid, many events have had to be cancelled.
- In the new year, a Social Committee will be formed and led by members of the PPC. Our aim is to explore the possibility of hosting social events such as; church picnics, church fetes and coffee mornings. If you are interested in participating please reach out to the PPC at this email address: ppc@sacredhearthook.org
- Our Care Group which contains Eucharistic Ministers for the sick and housebound, will continue their work once Covid restrictions have been lifted.
- In the new year a Social Outreach Program will be launched. It will be led by Helena Ranson and Theresa Manning. The Community Outreach Group is a team of parishioners whose mission is to provide care, assistance and friendship to those in

need (including phone calls) and looks at how we engage with our community. We are looking for volunteers if you wish to be part of the group.

- Mass will continue to be live-streamed. The parish recently received a grant from the Diocese to purchase a permanent camera, which will be installed in the New Year.

B) Prayer and faith, mentioned by 13 people (~ 30%)

- build and strengthen our faith and friendship
- raise interest by discussions and courses
- extend children's liturgy
- parish prayer sessions

PPC EFFORTS IN THIS REGARD:

- Children's Liturgy will continue every week
- Online courses will continue to be provided in the new year – so keep checking our website and Facebook for the latest news. We have programmes such as Alpha, Called and Gifted and CAFÉ, all in the pipeline.
- When "normality" resumes we hope to start half an hour of Adoration of the Blessed Sacrament before Saturday evening Mass.
- A Union of Catholic Mothers group will be established once it is feasible to do so.
- We aim to have a regular Q+A forum via the website and social media where you can ask questions and discuss any points around Scripture or the Homily in consultation with Fr Paul. Thereby allowing us to deepen our faith and understanding.

C) Young people and children were mentioned by 11 people i.e. (~25%)

- need to provide opportunities for teenagers to become more engaged... possible formation for them to see their faith as theirs and not an extension of their parents'
- hold focused events...youth mass ... youth choir ... musical instruments,
- make services more relevant (attractive?) ie look at choice of hymns, homily and length of service?
- extend the provision of the child liturgy - keep welcoming children

PPC EFFORTS IN THIS REGARD:

- Currently online Children's Liturgy is offered weekly and will continue
- The First Holy Communion programme will to be offered
- Maggie Wood and others are involved with "Open the Book" and attend infant schools weekly to read and re-enact stories from the Bible.
- Blog posts and podcasts will be actively promoted including videos by Fr. Michael Schmitz a renowned Catholic Priest focusing on youth evangelisation
- We are exploring the idea of having a monthly Youth Mass
- A youth choir and music group will be formed to encourage parish involvement
- Based on sufficient interest, a Youth Bible Study Group will be formed
- We are looking to purchase updated hymn books and have a couple of songs that are more upbeat and modern, mixed in with the traditional hymns so we avoid isolating other groups of parishioners.
- Mike Coleman continuing his youth gardening project.

D) Pastoral activities were raised by 11 people (~ 25%)

- help those in need to the parish and local community: the elderly, poor, lonely, single parents, etc (the disabled, ill, bereaved...)
- provide opportunities for parishioners to be of service
- In addition, there were three topics proposed by a smaller number of people:
 - Expanding the church was included by 5 people (~10%)
 - need a bigger and better equipped church and car parking
 - continued streaming of Mass will help
 - need more space to gather socially
 - having a church shop
- COVID was raised by 4 people (~10%) - the Importance of keeping in touch at the present time– may be befriending ... maintain streaming of mass
- encourage return to church once we are free of Covid restrictions
- hold a memorial service for those who died /have long term conditions from Covid

PPC EFFORTS IN THIS REGARD:

- The Social Outreach Programme will work on how we engage with the local community and local churches. So if you want to get involved and volunteer for coffee mornings and social activities, do let us know - ppc@sacredhearthook.org
- The Social Justice and Peace Project is a Diocesan initiative designed to support justice for all God's people, particularly the poor. This initiative is led by Grania Egan and here is the link to find out more: <https://www.portsmouthdiocese.org.uk/justiceandpeace>
- All the projects we are planning will be open to everyone so if you are interested in volunteering for anything please do let us know. ppc@sacredhearthook.org
- We are exploring the feasibility of having a permanent shop at the back of church if there are enough volunteers to help run it with Cecilia.
- Unfortunately we are unable to do anything regarding the size of the church, church halls or car park so we have to manage as best we can. If needs be we will introduce Wardens and Stewards to help.
- We hope to hold a special Mass / Memorial once everything has settled down and we have returned to "normality".
- Online streaming of Mass will be continuing and a new permanent camera will be purchased in the new year.

E) The PPC was included by 7 people (~15%)

- listen to needs of others
- develop a vision for the future of the parish
- publish dates of meetings, minutes and progress reports
- provide more information on member interests and photo
- rotate membership

PPC EFFORTS IN THIS REGARD:

- PPC Members will rotate. We have all signed up to serve for at least two years.
- Copies of minutes and details on the PPC are all on the website - <https://www.sacredhearthook.org/parish-council>

- The PPC are always open to feedback and ideas but YOU have to be the one to reach out to us. We can be contacted by email - ppc@sacredhearthook.org
Or seek one of us as we are always around at coffee.

Q2 - What events/ activities/programmes would you like to see offered to enable you to be more engaged in Church life?

High in the rankings of responses was the need to provide a greater number and variety of social activities during any one year (to include picnics, coffee mornings, quiz nights, pilgrimages.) Amongst this group which represented 33% several respondents indicated their desire for the Church to be involved in ecumenical events.

Next highest in the rankings was the request for “Called & Gifted” courses. (18%). This was followed by the wish to see “Bible Studies (15%) and affiliated religious courses such as “Alpha, Ananias and Diocesan webinars.”

Finally, there were two requests for modern music to be played at Church and a single request for a Bereavement Support Group.

The breakdown of results (from the 38 useful responses = 90%) is set out below:

- **Social Activities - 33%**
- **Called & Gifted - 18%**
- **Bible Studies - 15%**
- **Alpha - 12%**
- **Ananias - 6%**
- **Pilgrimages - 6%**
- **Modern Music - 7%**
- **Bereavement Support Group - 3%.**

PPC EFFORTS IN THIS REGARD:

- Social activities are being considered by the Social Committee
- In 2019-2020 we ran Bible studies, Ananias, About Being Catholic, CAFÉ Courses. We are planning ALPHA and Called and Gifted for 2021.
- The Social Outreach Programme will look to support any bereavement support required.
- Modern music is covered in the earlier points.

Q3 - Already helping in the Community

There were 42 respondents (100%), and the answers are based on the pre-Covid circumstances.

15 are currently active in the Church (PPC, cleaners, readers, stewards, extraordinary ministers, IT, courses).

12 are active in the wider community:

- Foodbank
- Homeless Caritas
- Night shelter
- Open the book
- Bible study

14 did not volunteer and gave the following reasons:

- Young families
- Work commitments
- Lacking time but would help financially.

PPC EFFORTS IN THIS REGARD:

We are always looking for volunteers. As Christians, we are called to live by example. Jesus tells us in Matthew 28:19 “to go and make disciples.” The only way to bring people to Christ is to be like Jesus. Through Jesus' actions and words, He showed kindness, goodness, and patience towards His disciples and those around Him.

Q4 - Special talents and interested in volunteering in one of the ministries:

There were 42 respondents (100%), including those who are already volunteering:

- Welcoming/stewarding - 8 (number of present volunteers)
- Cleaning rota – 5 (1%)
- Music/choir - 6 (4%)
- Reading – 12 (6%)
- Catechists – 5 (3%)
- Extraordinary ministers 2 (5%)
- Care group – 2 (1%)
- Prayer garden – 0 (3)
- Legal advice – 1 (1)
- Providing Courses – 1 (1)
- Maintenance 1(0)
- Schools rep -1 (0)
- No talents – 4

In addition, there were 6 anonymous responses saying they are already volunteering.

PPC EFFORTS IN THIS REGARD:

We will be reaching out to those who expressed an interest in the survey to volunteer to be readers, Extraordinary Ministers etc.

In addition, we will be running Called and Gifted in the new year. Each of us is created uniquely by God, in our time and place, for a purpose. When we understand and allow ourselves to be aligned with that purpose we are energised and fulfilled; and God’s love and provision is able to flow more freely exactly where it is needed, through our spiritual gifts (charisms). Called and Gifted is the discernment process that helps us unlock our story, understand our gifts (charisms) and discover our unique mission. Once you have discerned your gifts we will continue to support you by providing you with opportunities to discern deeper, those gifts.

Q5 -How can we encourage young people to attend Church and engage with the faith?

By far the most common suggestion from the questionnaire respondents was for the need to reform the music and hymns sung in Church. Several people felt that the hymns needed updating and that music could be contemporary; tailored to meet younger tastes.

To further strengthen the Church ties with the youth sector, it was suggested that every effort should be made to encourage young people to take a pro-active role in Mass. Suggestions included reading the Gospel and Bidding Prayers; participating in a Youth Music Group; homilies focused on the young; the provision of Youth Masses and finally offering a Youth based Alpha Course. (48%)

The next well supported suggestion was for the inclusion of a Youth Centre. A place where young Catholics could meet up with their peers, including those from different religious and cultural backgrounds and participate in activities suited to their particular age groups. Organised social and youth-faith activities were put forward to include hiking, cycling, voluntary work and pilgrimages (34%)

Based around the premise that young people enjoy working with social media and other on-line activities it was suggested by a few respondents that the Parish should engage with on-line youth faith programs (e.g. Father Schmitz podcasts.) (7%)

Finally, it was proposed that Father Paul could carry out pastoral duties in local Secondary schools. (7%)

The breakdown of results (from the 36 responses) is set out below:

- Updating hymns & music/ liturgical changes 48%
- Youth Activities 10%
- Social Media 7%
- Priest pastoral intervention 7%
- Alpha Course 4%

PPC EFFORTS IN THIS REGARD:

- Currently online Children's Liturgy is offered weekly and will continue
- The First Holy Communion programme will to be offered
- Maggie Wood and others are involved with "Open the Book" and attend infant schools weekly to read and re-enact stories from the Bible
- Blog posts and podcasts will be actively promoted including videos by Fr. Michael Schmitz a renowned Catholic Priest focusing on youth evangelisation
- We are exploring the idea of having a monthly Youth Mass
- A youth choir and music group will be formed to encourage parish involvement
- Based on sufficient interest, a Youth Bible Study Group will be formed
- We are looking to purchase updated hymn books and have a couple of songs that are more upbeat and modern, mixed in with the traditional hymns so we avoid isolating other groups of parishioners.
- Mike Coleman will be looking to continue with his youth gardening project.
- Alpha Course will commence in the New Year.

- Social Media – we already are utilising all social media platforms, so come and follow us. We currently have 500 followers on Facebook and 101 followers on Instagram.
Facebook: <https://www.facebook.com/sacredhearhook>

Instagram: <https://www.instagram.com/sacredhearhook/>

Q6 & Q7 - Communicating with the Parishioners

The newsletter (Q6)

15 out of 42 respondents (33%) replied that the newsletter is very good and includes all they would like to read:

- Lots of detail and info every week
- Informative and easy to read, clear and gives very welcoming message
- About the right length and content

8 from the 42 (17%) made suggestions which included:

- Make it a little longer, more pictures, reflections from people we know e.g. Deacon Dave, input from parishioners with their poems and reflections
- Parish priest to write foreword
- More people news e.g. births, special birthdays, anniversaries etc
- Referrals to blogs, films, online links
- Include the readings for the following week as well as the current week
- More use of colour
- Include photos of people mentioned “key when individuals die as it helps to put a face to a name”
- Rotas for flowers, cleaning etc. This helps those on the rota and is a reminder to those who are not.

The website (Q7)

40 of the 42 respondents (95%) gave positive feedback.

- 19 (45%) gave very powerful, positive feedback comments including:
- Regularly updated, easy to migrate
- Really good website
- Absolutely fantastic
- Layout and articles are every good, interesting and informative
- I think Dan has done a fantastic job on the new parish website
- I appreciate the rich content and links to other resources.

Suggestions

- Something for younger people e.g. young persons’ blog, direction to Christian books/readings/music/ art/ summer camps
- Could there be a “Q&A” area?
- Could we have a contents page right at the start rather than having to scroll down for links?
- An easily accessible link to click on if you would like to volunteer to help in any way
- Think it would be good to focus on one person every week to show what happens in the parish and so people can see who does what e.g. do a piece on the flower arrangers, the altar servers, and so on. This way people may feel they they’d like to help some of these jobs.

PPC EFFORTS IN THIS REGARD:

- We will be actively promoting blog posts, podcasts and Michael Schmitz videos to attract the younger generation.
- We have continuously updated the website with content provided by our parishioners. If you want to hear more about something or read a piece for example, on altar servers or flower arranger etc please submit your request to Dan to post at dan@sacredhearthook.org . The website is for all of us so let us utilise it.

Q8 - Online Mass - Have you enjoyed having access to online Mass? Would you like to see the live streaming of Mass continue even after we return to Church?

The 42 responses (100%) almost unanimously reflect a YES to the first question (One person said No.) The significant question for the PPC moving forward is the second. People want them to continue for the following valid reasons:

- Vulnerable people in Care homes, hospital, shielding or quarantining will still need access
- People re-watch them and find them comforting when alone or when struggling to sleep
- The homilies can be revisited and are inspiring, helping lead a Christian life
- The services allow families to share something when young people may not wish to attend Mass
- People can attend even when on holiday, overseas or away from Hook
- Even though Mass has recommenced, some are too nervous to return as too many people with coughs and sneezes may well be in church. SH cannot be responsible for people's irresponsibility
- Caring responsibilities mean people won't be able to return to church.
- The on-line services make people still feel part of a community
- The online services give people the opportunity to explore Catholicism and going to church easily. People sometimes feel shy about going to a new and potentially unknown place. This is an Evangelising opportunity.
- With winter coming, more people are likely to stop going to church. Live streaming will address this.
- It will be a long time before a vaccine is available which means many people will not have access to Mass if there is no live stream
- With social distancing it will be a long time before everyone who wants to, can get a seat.

Some suggestions to enhance the live stream:

- Get a new/better loudspeaker so it does not sound so far away
- Considering safeguarding – could there be music playing/singing and the camera focused on a statue or a picture during communion?

PPC EFFORTS IN THIS REGARD:

Streaming of online Mass will continue and in the new year we hope to implement the new permanent camera and look to see how we can improve sound quality.

Q9 - Reflections on the Homily - Would you find it beneficial to have an opportunity to learn more, ask questions and discuss how the week's readings or homily spoke to you?

Of the 41 (98%) responses:

Yes: 56%

Maybe: 23%

No: 21%

YES:

A few made the following suggestions:

- When there is a tough Gospel
- To allow people to explore Scripture
- If it made us more active
- Is this not a small prayer group anyway? Bible study group?
- Yes, but not online. We need to speak and share
- Live or through a platform – FB or Zoom
- Yes, but not sure what the best way forward is

MAYBE:

- Doubt enough people would take up the option and Fr Paul's time is precious
- Not sure it's practical. Perhaps questions could be emailed to the Parish Office to a dedicated email that could be set up. Answers could be given
- Post questions via the website with responses including authoritative sources. (The Pathways to God site hosted by the Jesuits does this
- It depends who leads it. Only Fr Paul or Deacon Dave have the knowledge

Given Covid 19 perhaps someone could lead a Zoom group and promote it via the newsletter and website.

PPC EFFORTS IN THIS REGARD:

We are still exploring this to see how and if it is possible to implement. We may have a Q+A section where it's more of a discussion forum with input from all of us.

- Children's Liturgy will continue every week
- Online courses will continue to be provided in the new year – so keep checking our website and Facebook for the latest news. We have programmes such as Alpha, Called and Gifted and CAFÉ, all in the pipeline.
- When "normality" resumes we hope to start half an hour of Adoration of the Blessed Sacrament before Saturday evening Mass.

- A Union of Catholic Mothers group will be established once it is feasible to do so.
- We aim to have a regular Q+A forum via the website and social media where you can ask questions and discuss any points around Scripture or the Homily in consultation with Fr Paul. Thereby allowing us to deepen our faith and understanding.

See further efforts under Q1B.

Q10, 11, 12, 13 - The present level of satisfaction of parishioners, as measured by the answers to questions 10, 11, 12 & 13 is remarkably high, except for promoting and providing service to others inside/outside the Parish.

10.	No. Answers	Agree	Neutral	Disagree	Do not know
<i>I feel a sense of belonging and feel welcomed within the Parish</i>	42 100%	40 95%	2 5%	0 0%	0 0%

Q11.	No. Answers	Agree	Neutral	Disagree	Do not know
<i>I feel that I am growing in faith in the Parish</i>	42 100%	39 93%	3 7%	0 0%	0 0%

Q12.	No. Answers	Excellent	Good	Satisfactory	Needs to improve
<i>Worship and access to the sacraments</i>	42 100%	36 86%	6 14%	0 0%	0 0%

Q13.	No. Answers	Excellent	Good	Satisfactory	Needs to improve
<i>Service - helping others both within/ outside the Parish</i>	40 100%	19 48%	15 38%	2 5%	4 10%

Other Comments Q14.

34 respondents took advantage of making some further comments. They can be usefully summarised as follows:

- **The mass and other services.** There were a few requests or suggestions (6):
 - more opportunities for the sacrament of reconciliation
 - greater involvement of the nuns
 - a monthly virtual rosary
 - invite congregation to introduce themselves to others nearby (before mass?)
 - more singing during Covid

- **Parishioners.** Several respondents (6) commented on the need to focus on the relationship between parishioners:
 1. *-need for parishioners to get to know one another*
 2. *-essential to hold social as well as religious events to achieve this*
 3. *-invite parishioners before/during mass etc to introduce themselves to those around them*
 4. *-need to convince more parishioners to become involved in the services and events as many are not 'fussed' at the moment!*

- **Other activities.** Several people (6) suggested some other activities:
 - establishing a 100 Club to raise money for the Parish
 - undertaking charitable works such as soup kitchens and Xmas hampers
 - double glazing the windows in the church to tackle the cold winter weather
 - the PPC going on a retreat
 - better car parking
 - can we see the results of the survey?

- **Father Paul.** A larger number (10) of respondents recognised the significant contribution Father makes to the Parish
.... a big change since he arrived a big thank you to him!
.... blessed to have servant-leader wonderful parish priest - like a breath of fresh air he has a special ability to relate the message in the Gospel to our lives
.... his honesty about the ups and downs of life and his continuous dialogue with God are not only a reflection of what Jesus went through, but a beacon for me in my daily struggles.

PPC RESPONSE:

We are hoping with all the initiatives we are proposing for 2021, that this will enable each of us to grow, not only in our relationship with each other but also our faith, that we are able to strengthen our relationship with our Lord. Our mission as a parish council is "bringing people closer to Jesus Christ through His Church". We wish to serve Sacred Heart Church and its people by acting as your voice to bring about positive change within the parish and grow our Catholic Community. Thank you.