

RENEWCHRISTCHURCH

CONSULTATION REPORT

9TH June 2015

**CHRIST CHURCH CLIFTON
CONSULTATION REPORT**

DRAFT STATUS

Date: 9TH June 2015

Document Authors: Leighton Carr, Jan Tyrrell

Revision 002

Date: 01.09.2015

BLANK

CONTENTS

BLANK	4
INTRODUCTION	5
PROCESS	5
Who has been consulted?	5
Response	5
Who haven't we spoken to yet?	5
Emerging themes.....	5
ACCESS.....	6
SPACE.....	6
USES.....	6
PRESENCE	6
FUNCTION.....	6
EXECUTIVE SUMMARY OF FINDINGS	7
1 Summary of responses about the Venue	7
2 Summary of responses about the Lower Ground Floor	8
THE VENUE – GROUND FLOOR LEVEL	9
8am service	10
9.15am service	11
10.45am Service	14
6.30pm Service	18
Service time not specified or for multiple services	21
Summary of main themes from congregation	24
Other suggestions.....	24
QUESTIONNAIRES FROM PARTICULAR USERS	25
SERVICE LEADERS	25
SUPPORT SYSTEM USERS.....	26
MUSICIANS	27
THE ARTS	29
VENUE TEAM LEADER'S MEETING.....	31
THE FAMILY CENTRE – LOWER GROUND FLOOR	33
1 Themes from consultation with ministry leaders of the space	33
2 Main themes from Family Focus consultation	35
3 Shared Concerns about the lower ground floor.....	36

BLANK

INTRODUCTION

The consultation focused on use of two separate areas of the church building: the upstairs main meeting area called the ‘Venue’, and the downstairs ‘Crypt’ area. There was considerable overlap on who needed to be consulted for each area but questionnaires and meetings usually focused on one of the two areas only and the consultation responses have been collated under the two headings of Venue or Crypt. This will inform the design work for each floor.

PROCESS

Who has been consulted?

Congregation - We have invited every member of the congregation from all services to submit their comments using a Congregation Questionnaire.

One-to-one meetings - We have had one-to-one meetings or email conversations with a few key people involved in a large number of different activities.

Team leader meetings - We have held two meetings with team leaders. One of these was focused on activities taking place mostly in the crypt and one for those taking place mostly in the main church.

Different activities - We have used separate questionnaires to gather comments from the team leaders involved in the many activities that Christ Church runs. These include work with children, the seniors, the family ministries such as Alpha and the Marriage Course, the various support systems such as music, technology and maintenance, and those involved with providing a wide range of catering and hospitality. Team Leaders have approached our request for comments differently; some have answered on behalf of their team, others have asked their team to contribute comments separately.

Response

Over 170 questionnaires have been received back. Every single questionnaire is being read and the comments recorded. The one-to-one and group meetings have produced very useful information about the practicalities of running activities in the current church building. In all, well over 200 individuals have responded through questionnaires and meetings.

Who haven't we spoken to yet?

We also wish to take the consultation out into the local community, to gather thoughts from local businesses, organisations and local people.

Emerging themes

Church members have welcomed the opportunity to take part in the consultation. Both younger and older members have commented on the existing beauty of the old building but there is real enthusiasm and vision for making our church building better suited to the needs of the church family now and in the future.

There is some underlying scepticism that Renew will happen. ‘We’ve been here before, will it really happen this time,’ was a common response in conversation. There is also some fear about how we will fund it.

All the emerging themes support the existing vision for Renew but some practical details have been provided through the consultation which will help inform the detailed development of the plans.

The Main themes are:

ACCESS

Modernise and improve the access both to the main church and the Crypt

Create a foyer that is more welcoming, better suited to providing information and for accommodating and directing large numbers of people

SPACE

Introduce more light to upstairs and downstairs

Update the church : a more modern, better equipped space with better technology

USES

Increase flexibility to allow the church to respond to the needs of the church family and wider community : some big spaces, some cosier, more intimate spaces.

Better facilities for hospitality, both planned and spontaneous eg a permanent cafe/relaxing/meeting area, improved coffee area for post/pre services, better facilities for large scale catering

PRESENCE

Improve the presence and visibility of the church in the community

Have the church open much more often during the week, preferably everyday.

FUNCTION

Solve the catering problems that arise from having the kitchen downstairs but the largest space upstairs. Suggestions include a dumb waiter or a permanent upstairs catering area

Solve the serious storage problems which waste time, money and energy.

What happens next?

All the information collected will be included in the final briefing that goes to the design team.

Renew Team

17 April 2015

EXECUTIVE SUMMARY OF FINDINGS

I Summary of responses about the Venue

The congregation said this ...

- Highly value the traditional architecture, often relating it to a sense of spirituality or awe.
- Like the existing big, flexible space.
- Recognise that the Venue needs modernising and tidying.
- Use words such as 'lighter' and 'brighter' when describing what they would like, suggesting more glass and fewer solid, dark panels.
- Request better facilities such as more efficient heating, more sympathetic and useful lighting and a better audio-visual system.
- Want a more welcoming entrance foyer that can accommodate large numbers better and direct flow.
- Know that Christ Church does not meet modern accessibility standards and recognise that we currently disadvantage the elderly, the less able and families with young children.
- Do not think that we currently provide refreshments well on Sundays and suggest that we design a purpose built part of the church for this with appropriate facilities. This should be away from the front of church to preserve quiet for those who wish to meditate before and after services.
- Would like a quiet, definable space to pray or meditate after services and at other times.
- Consider that access to the Crypt is poor, even dangerous, and would welcome wider stairs and a lift.
- Would like the church open much more often during the week.
- Want Christ Church to be more part of the community: more visible externally and with facilities that can be used by the community.
- Think that a coffee area/cafe open during the week would be welcome.
- Linked to a cafe, they also see opportunities for offering friendship/support/information to the community.
- Suggest that re-locating the office to the church would help with keeping the church open during the week.
- Request more toilets and re-furbishment of the existing ones.
- Would like the balcony space used more.
- Are concerned about our children's safety and would like designs that make the church safer for them.
- Think that although the Info Hub is an improvement, we do not currently provide information or literature well and this should be considered in the design.

Individual services have some additional separate priorities:

- The 10.45 service would like the design to consider the wide age range in church and make all feel valued and included. For example, they would like a family room at the back of church for use during the service and also more play/activity space for children and young people for after services.
- The 9.15 congregation (and others) say that the new seating is uncomfortable and the 9.15 congregation finds the foyer and aisles very congested and difficult to navigate between services.

- The 6.30 congregation, whilst having the highest proportion that stated their appreciation of the traditional architecture, also suggest making the space even more flexible for worship.

2 Summary of responses about the Lower Ground Floor

The congregation and other respondents said this ...

- Like the flexibility of the space which can accommodate some large groups but can also be made more cosy and intimate as the activity requires.
- Like the proximity and ease of use of the kitchen for quick refreshments and for meals of up to about 40 people. After this number they feel cramped and have to adopt some creative measures such as plugging in rice cookers in other parts of the crypt or stacking up microwaves on the fridge.
- See a need to expand the main space so that it can accommodate larger groups whilst keeping the flexibility to sub-divide into smaller spaces.
- See a need for one or two small rooms for confidential meetings with young people, pre-school parents or staff.
- Say that there is not enough accessible, good storage and this is a major issue.
- Would like to see the Crypt re-furbished to give a more modern, brighter feel that preferably brings in natural light, or at a minimum, better more flexible artificial light.
- See the need for new flooring as part of the re-furbishment but opinions differ on the kind of flooring required. Some want a hard floor which is good for games and easy to keep clean, others want a carpet as it is more comfortable and provides a better acoustic for music.
- Recognise that many of the activities in the Crypt attract non-Christians who might feel uncomfortable going into the main church venue. For this reason, they want the Crypt to be a welcoming, acceptable community space that does not have too many visible signs of its Christian roots. They see opportunities for hosting further community work if the facilities are appropriate.
- Would like an up to date audio-visual and PA system installed that is able to meet different needs such as student film nights, younger children's interactive activities (eg a smart board) and a more discreet set-up for talks and group meetings that allows everyone to hear in an informal setting.
- Would like a flexible lighting system that can create different ambiances.
- Consider that some improvements to the kitchen are essential, especially to the equipment, but opinions differed on the scale of the improvements thought necessary. All recognised that the current facilities imposed a limit on numbers.
- Said that access to the Crypt was an issue for many, especially those who are disabled or families using buggies. Most also thought that the long corridor from the side door was unwelcoming.
- Consider that the toilets need re-furbishing and if possible, additional toilets should be built as well.
- Consider that the Pre-school facilities are now out of date and hold back the Pre-school's development. They especially request a more accessible and usable outside space.

THE VENUE – GROUND FLOOR LEVEL

To emphasise the mixed uses proposed in the refurbished buildings we decided to call the main church space The Venue.

Questionnaires were made available to the congregations of each of the Sunday services at 8.00am, 9.15am, 10.45am and 6.30pm over a four week period. Each member of the congregation was encouraged to complete a questionnaire. In total over 170 questionnaires were returned. Some of these were completed by couples.

The first eleven questions on the questionnaire concerned the current practicalities of attending church and covered areas such as ease of access, finding a seat, seeing, hearing, warmth, ease of movement around church, access to loos, access to refreshments, space to meet others, the Info Hub and ease of leaving the building. Responses to these first questions produced answers that could be quantified and these have been displayed as percentages.

The questionnaire also asked a number of more open-ended questions. For example, we asked the congregation what they currently liked, what could be improved and we also asked for suggestions for completing the statement “wouldn’t it be great if... “. The responses to these questions have been collected in themes and grouped under three main headings: **‘What I like’**, **‘Issues raised’** and **‘Wouldn’t it be great if we could...’**

Sometimes issues were raised that are not directly connected to the Renew proposals, these have still been included, but under a separate heading.

8am service

Responses to the questions on practical use of the space in percentages

	Yes	No	Sometimes	Occasionally	Don't know/not stated
Easy entry	83%		17%		
Find a seat	66%		17%		17%
See well	66%				34%
Hear well	83%				17%
Warm enough	66%	17%	17%		
Move around	50%	17%	33%		
Get to loos	66%	17%	17%		
Obtain	83%				17%
Have space to	83%				17%
Use Info hub	17%	17%			66%
Exit building	83%	17%			

8.00am Themes from open questions and comments

*Where similar comments have been made several times, one or two *s have been used to indicate the level of support for this point.*

What I like:

- The intimacy of the side chapel giving a sense of togetherness **
- The attitude of the congregation - gives strength **
- The space of the building - height, light, space to move round and look at books
- 9.15 service joining us for coffee.

Issues raised:

- We would like to be able to carry on talking over coffee after 9.15 **
- We need improved accessibility: handrails and side doors that are easier to use**
- More space is needed for coffee.

Wouldn't it be great if we could ...

- Have the office in the church so that church could be open more often during the week
- Keep the church tidier, for example, the walls, front area, lectern and the choir (they are a choir not individuals!)
- Repair the clock
- Re-decorate the crypt
- Give the Info Hub a more permanent fixture.

9.15am service

Responses to the questions on practical use of the space in percentages

	Yes	No	Sometimes	Occasioanlly	Don't know/not stated
Easy entry	78%	4%	18%		
Find a seat easily	96%	4%			
See well	83%		17%		
Hear well	83%		17%		
Warm enough	52%		48%		
Move around	78%	4%	18%		
Get to loos	65%	17%	26%		9%
Obtain	43%	9%	39%		9%
Have space to	17%		48%		35%
Use Info hub	39%	17%	13%	31%	
Exit building	43%		57%		

9.15 Themes from open questions and comments

Where there were a number of mentions of a similar point of view, one or two *s have been used to indicate the level of support for this point.

What I like

- The mix of modern and traditional, features from different periods. A lovely Victorian building, The 'real church' atmosphere **
- What we've got **
- Big, light, welcoming space **
- Lovely people **
- Flexible spaces **
- Opportunity to meet people*
- The organ *
- New upstairs loo*
- Coffee upstairs rather than in the Crypt.

Issues raised

- We need to improve sound:**
- with hearing loops

- with better music balance
- the church family news is too loud.
- We need to improve visuals: **
- more thought should be given to the size of fonts on presentations and how much is squeezed on one frame
- screens at the side are much better quality
- the central screen often moves distractingly.
- We need to make changes to how we serve coffee on Sundays: **
- we need more than one coffee station
- could those helping with children have coffee downstairs as often the queues are too long and we have to miss coffee;
- don't serve coffee at the front as there is not enough space, it is difficult to reach and it is too close to the rehearsing band
- it is dangerous with children running around in small space with hot coffee being served .
- We need improved lighting:
- It would help if lights could be turned on/off individually. **
- We should take better care of our seniors and those less able: **
- improve access and internal flows
- improve the ramp access as the current camber is very hard for wheelchairs
- it is not clear to newcomers with disability problems how to get access to the building
- the side doors are too heavy to use on your own
- we need a lift between the crypt and upstairs
- some find the new seats uncomfortable for backs - we need to retain some pews or have more padded seats with arms
- there is nowhere to put books, water or glasses without bending to the floor which not everyone can do safely.
- We need to improve the welcoming area:**
- with better flows of people
- a more welcoming foyer.
- Toilets: **
- New disabled loo is very good but it is freezing, there is no hook for a coat and no instructions for unfamiliar gadgets.
- The downstairs toilets are in great need of re-furbishment
- Temperature:*
- we need a more consistent appropriate temperature
- keep the doors shut so it stays warm during services.
- Do we need Renew?*
- A few queries were raised about whether a full 'Renew' programme is necessary.
- Perhaps good repair and redecoration would be enough with a little modernisation? Keeping it tidier and looking after it better would also help e.g. front of stage, clean carpets.
- An opinion was also voiced that Renew money would be better spent on churches in the third world where many would be grateful for a roof.
- People should sit together more and closer to the front - be better connected.*
- Fix the external clock - a broken clock is not a good message to the community.*
- Make the cross more prominent.
- We need better placed, more visible rubbish bins.

Issues raised that are not directly connected to Renew

- The 9.15am start is hard for older people.
- Meeting people is very important - there is not enough time between the 9.15 and 10.45 services.
- Don't shorten/spoil the time for meeting with loud music, either from the 10.45 service band practising, or long organ pieces at the end.
- Don't disturb the period at the end of the service when people want to meditate by children running down the side aisles, coffee being served at the front, or the band practising.

Wouldn't it be great if we could...

- Section off the south aisle with glass and add an upstairs kitchenette.
- Create a better welcoming corner that is open during the week serving coffee and providing a listening ear, but not competing with Clifton coffee shops.
- Provide a better bookshop that is open to public. There is a shortage of Christian bookshops in Bristol. Include free booklets on what Christians believe.
- Open the church freely during the week for visitors and prayer.
- Make more of an asset of the organ particularly at each service.
- Let people own the space more - for example prayer/thank you boards, more flowers.
- Improve the crypt facilities generally, including the lighting and the kitchen.
- Are creative in providing cushions for the chairs.
- Use the gallery - it is not currently used but it is a useful space with an impressive view.
- Have some external way of informing passers-by that the church is functioning.
- Provide a car park!

10.45am Service

Responses to the questions on practical use of the space in percentages

	Yes	No	Sometimes	Occasionally	Don't know/not stated
Easy entry	64%	2%	30%	2%	2%
Find a seat	78%	2%	18%	2%	
See well	87%	2%	7%	2%	
Hear well	74%	4%	16%	2%	4%
Warm enough	57%	4%	36%		2%
Move around	71%	2%	25%		2%
Get to loos	68%	7%	23%	2%	
Obtain	36%	9%	39%	2	14%
Have space to	27%	7%	32%	2%	32%
Use Info hub	32%	32%	18%	14%	4%
Exit building	69%	4%	18%	2%	7%

10.45am themes from open questions and comments

Where there were a number of mentions of a similar point of view, one or two *s have been used to indicate the level of support for this point.

What I like

- The architecture - a beautiful building **
- A big, open space that is light and functional **
- A variety of potential seating arrangements makes it a great venue **
- but some don't like tables and chairs for a main service
- and some want some pews retained for comfort and for a mix of traditional and modern.
- New upstairs disabled toilet and children's downstairs toilets *
- What we currently have*
- The people and the committed leadership *
- The involvement of the children *
- The kid's play area at the back
- Church family news that is filmed
- The ad hoc arrangements for coffee which mean different people serve and because you are standing, it is easier to wander around and meet people.
-

The issues raised

- Accessibility issues **
- Doors too narrow for buggies and wheelchairs
- Side doors very hard to open and not always unlocked
- Too congested in foyer, should we have a separate entry and exit between 9.15 and 10.45?
- The difficulty with parking is an accessibility issue - also during midweek for group leaders
- Movement in the building**
- Access to the crypt is limited - we need a lift
- The stairs by the organ get congested and dangerous - the fire door often creates an obstacle
- It is not possible to get onto stage area if you use a wheelchair or a wheeled frame
- Older people find children running in the aisles a threat to their safety.
- Welcoming/foyer area **
- The area gets very congested, flows need to be planned and organised better
- The area needs to be brighter, more welcoming and with better furniture.
- Seating **
- Some find the seats uncomfortable for their back, others find them hard to get out of. We need more padded chairs with arms
- The gaps between rows need to be wider to make the movement in and out of seats easier
- It would help if the Welcomers guided people to seats, especially newcomers and after the service has started - but a few people mentioned that they do not like being told where to sit.
- Sound**
- The sound balance varies a lot and is not always good
- If you are on the stage, eg as a musician you can't always hear the speaker
- There is no hearing loop and no experts available to advise the hearing impaired
- Coffee**
- The current arrangement at the front is very cramped with long queues
- It would be better at the back - a specific space with some tables and chairs or some soft sofas would be good
- It is difficult to meet people as you have to work your way past the queues
- Concerns were raised over our children's safety with hot drinks in a cramped space - would a higher hatch/serving area stop children from reaching up?
- One suggestion was made to offer drinks around on trays to solve the queue issue (but many more concerns were raised about children's safety with hot drinks).
- Toilets **
- The downstairs toilets need refurbishing.
- We need more toilets as there are often queues.
- We need a proper disabled toilet downstairs.
- Children's needs **
- It is not safe with hot drinks being carried around. We need a dedicated space for catering
- It is too easy for children to leave the building without being noticed. Parents can't relax and meet people.
- We need a gate at the top of the organ stairs
- We involve the children during the service but afterwards when parents want to talk or pray the children do not have anything to do. 'I always feel I'm telling them what they can't do!' Can't we show that we value our children at church by providing a room for them to run around or play games/table football or have a room to play or learn music?

- Visuals*: the sermon notes are often hard to read. Speakers need to use a large font and make sure that there is not too much on each slide.
- Information
- Better signage is needed
- Information needs to be displayed and presented better.
- Prayer area - some people are very reluctant to come forward for prayer at the front. We need a separate quiet area at the side for prayer that can continue after the service.

Issues raised that are not directly linked to Renew

- Children's safety - we don't have evacuation practice for the children's groups meeting in the Crypt. Surely we should do this regularly?
- We need to be better informed throughout the year on general church business.

Wouldn't it be great if we could ...

- Modernise the Crypt and make it more usable **:
 - a better kitchen
 - a more 21st century feel
 - a less awkward, more usable space
 - more natural or good lighting
 - a better acoustic - it is very intense and difficult for those with hearing problems.
 - Have a cafe open during the day to encourage people from the community to come inside **:
 - with comfy sofas
 - with a bar for evenings
 - has people from Christ Church to chat with when needed
 - with a water dispenser
 - with another upstairs toilet.
 - Have a dedicated space for tea and coffee after services, church events **:
 - with a dumb-waiter or extra lift as it's not safe carrying hot water upstairs
 - Improve the entrance and foyer **:
 - by planning the movement of people better with extra doors or by using different entrances for those leaving the 9.15 and those arriving for 10.45.
 - with improved accessibility creating disabled/buggy-friendly entrances and perhaps with a lift from ground level to the church as with St George's
 - with better lighting
 - with a more integrated feel between foyer and sanctuary, perhaps using a glass screen rather than the existing half-timber screen.
 - Provide for families better **:
 - create an area for young people with table football, pool sofas etc. They currently don't have anywhere to hang out after services and don't feel included.
 - create a parent's room at the back of church where parents can hear the sermon but the crying babies can't be heard
 - make baptisms at 10.45 more of a community/family event involving older people from the church family and explaining it to non-believers.
- Improve the sanctuary space **:
 - with reliable, underfloor heating in the main seating area.
 - with better lighting in the main church but without spoiling the old stone.

RENEWCHRISTCHURCH CONSULTATION REPORT

- by creating more space in the main church to fit more people in. We could make the stage area smaller and have a smaller organ
- by using the gallery more
- by creating a permanent baptismal pool underfloor.
- Use the church during the day more *:
- by locating the office in the church
- by running more daytime groups that draw in the community e.g. the knitting group or perhaps a Christ Church Book Club linked to a re-vamped bookshop.
- Make alterations that enable the church to be a better performance space*:
- with stage lighting
- with blackout windows/blinds for performance or film.
- Present information better:*
- with a permanent Info Hub in a better location
- with internet access at the Info Hub with a link to the CC website
- with Info Hub helpers wearing brightly coloured T-shirts for easy identity
- with a larger, well managed bookshop where the books are changed more often and there is someone in attendance. It would also be good to provide a book exchange and Talking Books for those who are housebound.
- Use God's resources more and install solar panels.
- Re-arrange chairs in the round so that the preacher becomes one of the people.
- We go ahead with much of what is already planned in Renew!

6.30pm Service

Responses to the questions on practical use of the space in percentages

	Yes	No	Sometimes	Occasionally	Don't
Easy entry	90%	5%	5%		
Find a seat easily	90%		5%		5%
See well	62%		33%		5%
Hear well	67%		28%		5%
Warm enough	29%	14%	57%		
Move around	81%		19%		
Get to loos	95%		5%		
Obtain	57%	10%	33%		
Have space to	66%		29%		5%
Use Info hub	43%	29%	14%	14%	
Exit building	90%		10%		

6.30pm themes from open questions and comments

Where there were a number of mentions of a similar point of view, one or two *s have been used to indicate the level of support for this point.

What I like

- The age of the building which is traditional and historical **
- That there is lots space which gives flexibility **
- The interior height of the building which creates a sense of awesomeness**
- The beautiful east window
- Jacob's Well and the side chapel
- The gallery - when it is open
- The beautiful organ
- The chairs that provide more flexibility than pews *
- The band
- The warmth of the lighting
- The welcoming community
- The good visuals
- The acoustics
- The open plan bookshop and literature point
- The overhead projection with news and words for worship.

The issues raised

- The entrance and foyer need improving: **
- there can be a bottleneck at the door - why not split the entrance and exit?
- the foyer is very dark.
- The heating in the church needs improving: **
- It is very cold when both sets of doors are left open
- Jacob's Well is often cold
- the thermostat should be better controlled - settings can occasionally be too hot as well as too cold.
- Access to the crypt is not always easy: *
- the stairs are often congested
- the firedoors can shut behind you on the organ stairs which means going all the way around
- The seating could be arranged better: *
- we need more space between seats
- if the seats were off-set, it would be easier to see around people
- it would feel more sociable if people were encouraged to sit less far apart.
- The area for coffee is cramped and not functional: **
- it would be better to have coffee at the back
- we need more than one serving point
- we need somewhere to sit to have coffee, either some small tables and chairs or bean bags
- we need a more purpose built serving point
- coffee should be served before the service for this who don't want to stay late.
- We need more toilets: **
- they should also be cleaned better - the whole room, not just the loo, sink and floor.
- We can't always see everything: *
- the pillars obscure in certain parts of the church, why not film the preacher for the side screens? This could later be put on the website.
- when the screen swings in the draught it distorts the readability
- the words on the side screens need to be in a larger font size
- The wooden cross gets in the way
- The projector lights shine in your eyes when sitting on the right
- If you are in the band, you cannot see a screen as they are too far way. You miss information.
- The sound is not always good:
- the balance is not always good eg the drums are often too loud
- if you are on stage, you can't hear the speaker or church family news.
- Information could be more visible:
- signage is not obvious
- at busy times such as Christmas, more than one person is needed on Info Hub.
- Please don't over modernise - please keep the character.
- The flooring in the Crypt gives you carpet-burn.

Issues raised that are not directly linked to Renew

- I would like more variation in worship
- i would like the organ used more often
- It would help if the service started on time and finished by 8pm.

Wouldn't it be great if we could ...

- Improve the sanctuary space: **
- with more light and more colour
- with big glass windows
- with better lighting - lower hanging and not yellow
- with banners on the pillars
- by using the corners of the church better e.g. a kitchenette or bar and a child and parent area.
- Be more visible to the community: **
- making it possible to see into the church from outside as at Woodies
- by installing exterior mood lighting, as at Temple Meads
- by keeping the church open to the public all week
- by running a daytime coffee shop
- by hiring out rooms to the community.
- Improve the entrance **:
- by making it brighter and more welcoming
- with a more formal welcoming area and a re-sited Info Hub.
- Improve visibility and increase involvement for all *:
- by bringing the ministry closer to the congregation as the stage is too far away
- by re-arranging the worship band so that if you are on stage you can see the worship leader and speakers
- by filming the preacher and showing it on the side screens for those behind pillars and also to help those who are deaf so that they can lip-read or even provide subtitles
- by considering those who depend on signing and position the signer so that people don't walk in front of them.
- Improve the crypt*:
- by improving the light with more natural light if possible
- with a better kitchen
- by providing a lift between the floors.
- Provide a better bookshop.
- Vary the chair layout sometimes to provide an open space for worship.
- Provide chairs with a space at the back for a bible.
- Create a climbing wall.
- Install a huge chocolate fountain in each corner.

Service time not specified or for multiple services

Responses to the questions on practical use of the space in percentages

	Yes	No	Sometimes	Occasionally	Don't
Easy entry	62%		38%		10%
Find a seat	81%		5%		14%
See well	62%	10%	19%		10%
Hear well	66%		24%		10%
Warm enough	24%	28%	38%		10%
Move around	81%		14%		5%
Get to loos	81%		14%		5%
Obtain	47%		43%		10%
Have space to	33%		38%		29%
Use Info hub	57%	19%	10%		14%
Exit building	80%	10%			10%

Themes from open questions and comments

*Where there were a number of mentions of a similar point of view, one or two *s have been used to indicate the level of support for this point.*

What I like

- The large open, flexible space with wide aisles**
- The beautiful historic building - the arches and windows, the traditional communion rail **
- The people - and social time with them **
- The piped organ *
- The atmosphere, the whole church
- The welcoming team and the church’s accessibility
- The new upstairs disabled toilet
- The mix of music and instruments - traditional organ + more modern
- Good seating
- Jacob’s Well - a great resource that is not used enough
- The prominent cross
- The relatively well resourced kitchen
- The bright alter area.

The issues raised

- Improve access**:
- congestion between the 9.15 and 10.45 services is an issue
- disabled or buggy access is poor. We need a ramp to the main entrance and need to make the door in the tower easier to use
- the doors need widening to take buggies and wheelchairs
- the entrance is dark and unwelcoming
- fit proper, freestanding cycle stands that are secure
- the organ stairs are narrow and congested.
- Improve the sanctuary space: **
- it seems dull and uncared for and is in need of re-decoration
- it is untidy and cluttered with random things on the walls
- it needs better lighting
- it needs better heating - but be cautious of changes in humidity
- it needs new flooring - carpet or hard flooring.
- Re-organise how coffee is served: **
- the current arrangement creates too much congestion
- it would be better at the back of church, leaving the front area quiet for prayer and reflection
- it is too far from the kitchen in the crypt
- the flow of people needs to be better organised and controlled.
- We need better presentation of information:*
- Info Hub is good but looks untidy and it is hard to find what you want
- Info Hub is not well stocked, it runs out of leaflets and sometimes doesn't have leaflets advertised on Church News
- Often the people on Info Hub don't know enough about what is going on. Can they be better trained?
- We need better signage
- It would be good to combine Info Hub with a new bookstall.
- We need to improve the crypt: *
- it needs a complete overhaul. 'It is hideous!'
- it needs better lighting
- it needs a decent PA and audio/visual system
- it needs more storage
- it should be re-designed to accommodate more functions
- the toilets are cramped and need modernising.
- We can't always see well enough:*
- visibility is not good from the sides but the small screens are too high up to see easily and the angle seems wrong
- the chancel screen needs to be brighter
- the main screen moves about too much
- the light from the projector shines in my eyes when I sit on the right.
- The seating could be arranged better:*
- it is not easy to find a comfortable seat if you have back problems
- welcomers should be more pro-active about showing people to seats and talking to newcomers

- we need more space between rows of seats
- I don't like sitting around tables for a service.
- Could the donation box have a more visible, permanent position?
- I would like to see the full plans before committing. Could they please go on the website?

Issues raised that are not directly linked to Renew

- Could we please not have any loud music before or after services so that we can meditate and pray?

Wouldn't it be great if we could ...

- Run a weekday cafe. **
- Create a more welcoming foyer/entrance lobby perhaps with sofas and coffee (eg see Woodies).*
- Keep the church open during the week with a reception desk. *
- Find out what the local community wants and use the church for community events more. *
- Build more toilets. *
- Improve access with a lift and automatic entrance doors. *
- Create a prayer space: *
- on the 3rd or 4th level overlooking the city
- a small one for individuals or 2-5 people only.
- Improve the sanctuary space by: *
- reducing the size of the platform and organ in order to make more space (but don't get rid of the organ) *
- reducing the height to save heat
- having a brighter main screen
- installing new flooring
- installing a better heating system that heats the air around people not the whole building
- building a light refreshment area upstairs with essential facilities.
- For Sunday services:*
- have a family area where parents can hear the sermon but children can't be heard by the congregation
- have a "get to know you" area where new people can go to chat to someone and be introduced to other church members instead of feeling embarrassed and having to strike up conversation alone
- have a free worship area where people can go to draw or write during worship time
- keep rugs at the back for chilly days as at the Primrose cafe.
- Improve the crypt:*
- by modernising it and installing new loos
- with more modern catering facilities.
- Make more use of the balcony area:*
- and build meeting rooms and an office in the area.
- Make a hanging for the Lady Chapel as in Jacob's Well.
- Design for safeguarding with as much visibility as possible and no dark corners.
- Install a ballet/dancing floor room with mirrors.
- Get on with what has been planned already!

Summary of main themes from congregation

All congregations:

- Highly value the traditional architecture.
- Like the existing big, flexible space.
- Recognise that it needs modernising and tidying.
- Use words such as 'lighter' and 'brighter' when describing what they want and suggesting more glass and fewer solid, dark panels.
- Request better facilities such as more efficient heating, more sympathetic and useful lighting and a better audio-visual system.
- Want a more welcoming entrance hall/foyer that can accommodate large numbers better and direct flow.
- Know that Christ Church does not meet modern accessibility standards and recognise that we currently disadvantage the elderly, the less able and families with young children.
- Do not think that we currently provide refreshments well on Sundays before and after services and suggest that we design a purpose built part of the church for this with appropriate facilities. This should be away from the front of church to preserve quiet for those who wish to meditate before and after services.
- Consider that access to the Crypt is poor, even dangerous, and would welcome wider stairs and a lift.
- Would like the church open much more often during the week.
- Want Christ Church to be part of the community more: more visible externally and with facilities that can be used by the community.
- Think that a coffee area/cafe open during the week would be welcome.
- Linked to a cafe, they also see opportunities for offering friendship/support/information to the community.
- Suggest that re-locating the office to the church would help with keeping it open during the week.
- Request more toilets with the existing ones refurbished.
- Would like the Crypt updated and made more usable.
- Would like the balcony space used more.
- Are concerned about our children's safety and would like designs that make church safer for them.
- Think that although the Info Hub is an improvement, we do not currently provide information or literature well and this should be considered in the design.

Other suggestions

Individual services have some additional priorities:

The 10.45 service would like the design to consider the wide age range in church more and make all feel valued and included. For example with a family room at the back and with more play/activity space for children and young people.

The 9.15 congregation (and others) say that the seating is uncomfortable for backs and the 9.15 congregation finds the foyer and aisles very congested between services.

The 6.30 congregation, whilst having the highest proportion that mentioned appreciating the traditional architecture, also had suggestions for making the space even more flexible for worship.

QUESTIONNAIRES FROM PARTICULAR USERS

SERVICE LEADERS

What I like..

- The flexible space that facilitates different forms of worship and activities
- The space and height
- The architecture
- The multiple screens
- Jacob's Well

What would make it better

- Better space is needed for pre-service prayer
- Ensuring that everyone can hear what is said
- Making it look better, new carpet
- Removing the other pews
- Improved technical equipment with more time to set it up
- Better storage with everything being put back in the right place overtime
- Not enough space around the sound desk to reach the PC and projector controls as the sound person is usually setting up at the same time.
- More technical training for more people in sound and visuals
- A tidier side chapel for the 8am service
- A tidier sanctuary and chancel with fewer trailing wires
- Getting people to sit closer together
- A quieter space for prayer ministry at the end of the services
- More bibles in different places around the church rather than one store at the back
- Better quality Powerpoints which are easier to read eg size of font
- Curved rows of chairs rather than straight
- Handrail for the elderly to go up the step to communion

Wouldn't it be great if we could ...

- Split the space up into definable areas with one welcomer/sidesperson sole responsible for that area

SUPPORT SYSTEM USERS

These questionnaires concerned the Support Systems: from a projectionist and a lighting operator. Other views were gathered from the Venue Team Leaders group meeting and have been included in that section.

What I like

- It works!
- The current temporary lighting system is cheap to hire and adequate

What would make it better

Lighting:

- The lighting system has to be installed each time it is needed and stored away. If it was a permanent installation neither the set-up nor storage would be necessary.
- There is very little space alongside the projection and sound operators. A new design could accommodate a third operator better.
- Because it is a temporary installation ugly, and potentially dangerous, cables have to be run across floors. If permanent, this cabling would not be necessary.

Projection:

- We need more projectionists.
- Operating from a different space.
- Finding a solution to the morning sunlight at certain times of year washing out the main screen image.
- More room to have someone sitting beside you for training.

Wouldn't it be great if we could ...

- Retract the screen cartridge above the arch so that the view is completely unblocked.
- Control all the lights in the main space from a central point and preferably be able to dim them.
- If work was being done on the cabling for the existing lights, run control cables to the front of the pillars as well.

MUSICIANS

These questionnaires were completed by musicians. Other views were gathered from the Venue Team Leaders' group meeting and have been included in that section.

What I like

- The pipe organ plus a section of keyboards.
- Flexible seating for singers.
- It's great that the Clifton Gospel Choir is able to rehearse and perform at Christ Church (not many of the choir are Christ Church members).
- Despite not having an official musical director, the music input into Christmas and Easter has been much appreciated by the congregation.
- The Sanctuary area of CC is beautiful and it would be a shame to spoil it.

What would make it better

- The organ console will need to be moved much further to the East, whatever kind of organ we use. This could be fixed as it is now or on a movable platform with several plug-in points.
- Remove all of the carpet.
- Provide better training for the audio team.
- Putting equipment away in the locked store as it used to be.
- More interest from the staff in sung worship and the potential to support worship.
- More rehearsal time .
- Hot spot monitors for the choir.
- A bigger TV screen nearer the stage.
- More consideration to where speakers should be placed around the church. They are currently not pointing in the right direction to give good sound.
- Disabled access to the stage area.
- Consideration to the positioning of the platform for the Christmas choir and orchestra. If they are too far back beyond the arch, the natural sound is lost.
- Consideration of where the big screen goes. Could there be a better solution for displaying words of songs?
- Upstairs storage for tables and chairs so that we don't have to bring them from the crypt for concerts.
- We need to ensure that we have a stage area big enough for significant events like Christmas.
- Better technical/musical preparation making the best of the set-up that we have.
- More and better fallback monitors.
- More flexible stage routing for cables.
- Better DI boxes.
- Investing in our music with training events, attendance at worship conferences and regular group prayer.
- Support the volunteers better, encouraging people to use their skills more and giving rest to those who already work too much for the music.

Wouldn't it be great if we could ...

- Having multiple connection points for mic and instrument leads in different locations across the stage would make the space more flexible.
- Install risers that are easily accessible at multiple points on the stage.
- Design a stage area that can be extended when more space is required. Keep it flexible.

- Install a raised platform for the PA desk to provide greater visibility for the PA operator.
- Use music for outreach into the community more.
- Appoint a new Musical Director.

Issues raised that are not directly linked to Renew

- There is a serious existing problem of matching words and number of verses of songs from the church office database with the audio/visual equipment at the back of church. This provides a very poor experience for the congregation.
- Overall, CC music is very good but it could be better and as young people now are used to experiencing high quality audio/visual communication, we need to match this expectation.
- Sheet music is not always filed away and kept carefully now.
- People don't always take care of church equipment.

THE ARTS

One email representation was received and one interview held.

From the email:

Wouldn't it be great if we could ...

- Have portable display boards that can be used in different places at different places e.g. in the foyer.
- Have a permanent art exhibition space as it is a shame if the 8am service cannot be held in the Side Chapel when we have an art exhibition.
- Install a wide, smooth piece of flooring for dance with no steps around.

From the interview:

INTRODUCTION

These notes are made from a meeting between Erica and Leighton to discuss arts requirements in a new building.

Main areas of future provision could include

A **Performance**, including

Theatre / Dance / Drama / Mime / Rehearsal

B **Music**

Concerts / Choir / Bands / Singers / Orchestras / Recording Studios / Practice and Rehearsal

C **Education**

Study / Live Performance examinations / Talent Support

D **Visual Arts**

Exhibitions area / Gallery / Installations / Decoration

E **Front of House**

Welcome / Check in / Tickets Sales / Coats / Breakout Space / Refreshments

F **Back of House**

Green Room / Changing Rooms / Hospitality

G **Systems**

Lighting / Sound / TV Recording / Kitchen / Projection / Heating / Comms / Booking and Tickets

Detail notes (to be developed by arts team further)

Main Performance Stage:

- Stage to be flexible and moveable, possibly for 'in-the-round' performances
- Existing stage is deeper than it needs to be, but this to be explored further by arts team
- Lighting to be flexible, to be explored further by arts team

Alternative Performance and Multiuse Spaces:

- Use of a range of spaces for performance or practice would be good
- i.e. upstairs room for 100+ for smaller concerts or performance
- smaller divided spaces for 10-20 for exams, auditions or training

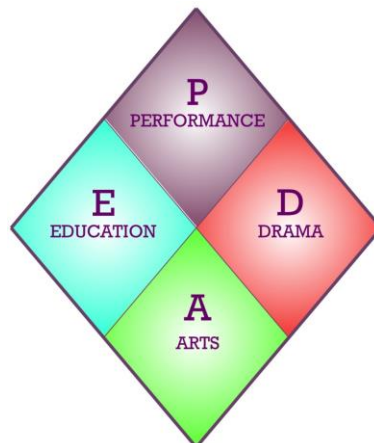
- overflow or interconnected spaces for integrated provision

NOTE: each area identified above needs to have an outline brief in order for it to be considered in the design. These outlines need to be provided by the arts group.

General Conversation about the place of arts in Christ Church

- We spoke at length about the place arts could play in Christ Church in the future. These are some of the open questions for the arts team to think about:
- What would a five year plan for the arts in Christ Church look like? Where is the future focus?
- Is it the intention of the team to set up an arts centre in Christ Church, for example, one suggestion was to set up the 'Christ Church Arts Project'?
- Would you need an office in the church?
- Is it the intention of the arts group to have a mission focus or to be a church focused group?
- For example, artisans' market; connect with schools for educational events or creating drama examination spaces; communicate with the wider local community about events being proposed.
- What is the place of Christ Church Arts in relation to the various other arts projects Erica is involved with?
- What other places could be compared to this in the city? Are there places the design and briefing teams could visit to see how they work?

The Christ Church Arts Project



VENUE TEAM LEADER'S MEETING

These notes were taken in a round table meeting held in the venue with main users of the venue:

Main issues raised for developing the Venue space

- A need to create a better arrangement for coffee and for meeting people after and before services.
- A need to Improve the flow of people into church and once inside.
- How to use the building to help create a culture that is:
 - welcoming and open
 - modern
 - feels tidy and ordered
 - is more of a community space.
- Creating a functional space that can be better used by the community.
- Improving safety - especially for the children.
- Improving audio visual and IT.
- Being better at communicating and providing information.
- Creating recognisable spaces that are appropriate to their function.

Themes that need leadership from the team leaders

- How functional will Renew plans be for different activities:
- Mission:
 - Can the office go into the church which would make it easier for the community to use the church? We need to conduct an audit of all space, including Linden Gate.
 - We need to consider prayer space for the community coming into church as well as church members.
 - How do we help people to see the church as their space and feel that they can belong?
 - We need to create a food preparation space upstairs that is easy to use.
 - Could Christ Church become a venue for community arts events?
 - Could we/do we want to host Clifton library here if it is closed?
- Hospitality:
 - Can we run a cafe in the church that is open all week? Should we do a community audit to see if it would be used?
 - We need a dedicated food lift and/or an upstairs kitchen. How do we meet these needs?

The Venue Team Leaders will meet again to help work out the detail needed to develop these themes as part of Renew.

BLANK

THE FAMILY CENTRE – LOWER GROUND FLOOR

To emphasise the growing focus on uses proposed in the refurbished buildings we decided to call the main church space The Venue.

Questionnaires were made available to all users of the lower ground floor from the church and the community. This area is used by preschool and toddlers groups as well as a seniors group from the community.

As with the questionnaires for The Venue, the first eleven questions on the questionnaire concerned the current practicalities of using the space including ease of access, warmth, access to loos and use of kitchens.

Again, more open-ended questions were asked about what could be improved and again asked for suggestions for completing the statement “wouldn’t it be great if... “. The responses to these questions have been collected in themes and grouped under three main headings: ‘**What I like**’, ‘**Issues raised**’ and ‘**Wouldn’t it be great if we could...**’

Sometimes issues were raised that are not directly connected to the Renew proposals, these have still been included, but under a separate heading.

I Themes from consultation with ministry leaders of the space

Ministries run from the Crypt include:

- **Alpha** - Wednesday evening Sept-Dec - 50-100 people. Prepared in the Crypt. Food usually served upstairs in the Venue.
- **Marriage course and evenings** - Thursday eve - Course: 14-20 couples and 6 in team. Marriage party: 70 couples.
- **Women’s ministry** – lower ground floor based
- **Cream teas** - Prepared in lower ground floor - served either upstairs or outside

Likes

- Good flexible space and ok catering facilities
- The volunteers!
- Can be cosy in the Crypt if we work at it, changing lighting, blocking out notice boards
- The kitchen is well stocked
- The hatch.

The space and facilities

- More room is needed - a squeeze in the crypt if 18 couples
- Need a new oven
- The Dishwasher is temperamental
- The kitchen is fine if everything is working e.g. coffee flasks

Clearing up/going home

- Very hard work if running the event upstairs. lots of heavy carrying.
- Lots of putting away of lights and AV

Access and comfort for users

- Often cold in winter

- Smaller groups have to meet all over church, lots of carrying of chairs, lighting often poor
- Less physically able can't use the platform
- Parking tricky
- Not comfortable upstairs, nor good lighting
- Use padded blue chairs when we can but the others are uncomfortable

What would make it better?

- Better kitchen and facilities
- Better access to taking food upstairs e.g. a dumbwaiter
- More round tables upstairs - currently carry them upstairs
- Access to water upstairs/kitchenette/serving area
- More cooks with Hygiene Level 2 certificates.
- Designated cupboard space for marriage courses - currently scattered everywhere
- Properly fitted and set up AV/Lighting and easy to use PA system (see Woodies foyer)
- Attractive, comfortable sofas that are easy to move (See Woodies foyer)
- Better heating and air conditioning

Future use

- Not much opportunity for increase with present facilities

Creative ideas

- Kitchen area on first floor
- More private areas in the church for prayer
- Permanent wires across the church that could be used flexibly for drapes, banners etc
- Facilities downstairs that could work more like a conference centre.

2 Main themes from Family Focus consultation

The activities covered by the returned forms include:

Toddlers - Meeting every Thursday am and pm in term time. Each session tend sot have between 25-30 children and 20-25 parents/carers. Numbers vary from eek to week. They ten dot be higher in the morning than afternoon.

Pre-school - Meeting every Thursday and Friday morning term time only. 28 children attend with a similar number of parents/carers entering the building at the beginning and end of the sessions.

Sunday activities - 21 Climbers and 12 Trailblazers meeting in the Crypt every Sunday morning.

Likes

Toddlers

- Size and cosiness of the rooms. Not threatening.
- Easy access to refreshments through hatch
- Easy catering facilities
- Contained - not easy for children to escape

Sunday activities

- Enough space for bigger, joint games (Sunday school)
- Easy access from and to Church for children and adults
- All children in one area
- Versatile space with dividers
- The Team!

Pre-school

- Good new toilets
- Good kitchen facilities
- Good general space for free flow
- We are in the church!
- New security door.

3 Shared Concerns about the lower ground floor

All groups raised similar issues for improvements so these have been grouped together and are not usually identified against particular activities. However, the Pre-school raised some very specific issues in addition to the common ones, so these have been presented separately at the end.

The space

- Space - only suited to present numbers (all activities)
- Storage - not enough, and some specific problem. For Toddlers, too far away and too low, have to stoop. For Pre-school, too little, difficult arrangements having to lift big items through small doors. Some cupboards damp and have had to throw away toys.
- Too dark, lack of colour.
- Not very child-orientated
- Floor surface poor.
- Not comfortable
- Step up to the kitchen an issue
- Kitchen could do with a facelift: more preparation areas, new cooker.

Clearing up/going home

- Slowed by poor accessible, storage
- Can feel rushed after Sunday activities as other activities following
- Need a more effective Hoover
- Safety issues with collection - keeping track of children.

Access and comfort for parents/users

- Crypt entrance from road a problem.
- Doesn't open and shut easily. Especially hard for buggies. Double buggies don't fit.
- Needs to be brighter and more welcoming
- Needs to be safer . Can be left open if un supervised. Could Toddlers have an intercom like Pre-school?
- No enough space to park buggies
- Need to be careful of raised step at end of crypt.
- No quiet, private spaces to meet with parents.

What would make it better?

- Natural light - both daylight and better lighting
- Better outdoor space for children
- Better air conditioning in the summer
- Brighter, more modern, more colourful
- Some quiet spaces
- New flooring.
- Hard for games
- A sofa area
- Better storage
- Safer, better exits
- A physical space for the older children to unleash energy

- Easier and better use of IT, music.
- Better insulation
- New ceiling (no falling tiles!)
- If furniture needs to be move regularly make sure easy to move (Rollers on brown sofa don't work).

Future use

- None of the groups felt they could increase numbers in the existing facilities.
- Language support
- Needs a Kid's minister
- provide more support for families: family reconciliation, space for estranged families to meet.

Creative ideas

- An outside space with a child friendly surface
- When upstairs space changes, move Toddlers upstairs so that there is more space and storage and a cafe for the parents.
- Create more contact between groups: Toddlers and pre-school, staff and church members
- Similar IT provision as would be found in most primary schools
- Open Toddlers throughout the year
- More events for a wider section of the community
- Create more rooms eg amalgamate unused small room off the messy playroom with the storage cupboards off the corridor.

Pre-school issues

The Pre-school feels that they have been running with similar facilities for 25 years and they now need to look ahead for the next 25 years and modernise the facilities.

- A private/quiet rooms for meeting with parents
- A more accessible outside area
- Daylight
- More chairs and space for adults
- A dedicated office (not a cupboard!)
- Wheelchair access to the garden
- A smart board in the main room
- More storage - without damp.
- A utility type room for wet clothes with a washing machine.
- Wider entrance doors for buggies and wheelchairs.
- New flooring
- Smooth walls
- A sink in the art room at the right level
- Better communication: a video phone instead of the present intercom and a dedicated phone line not shared with the kitchen.

4 Themes from consultation with Seniors Community Centre helpers

The Community centre serves about 35-40 seniors every Wednesday from 10.00 - 3.15 pm. A hot lunch is provided for the seniors and the helpers.

Likes

- The kitchen is very close to the dining area
- The senior safe so appreciative of home-cooked food.
- The great team.

The space

- The size is just manageable for the numbers but there are problems with space for walking aids
- The kitchen is well equipped - providing people haven't borrowed equipment
- The kitchen could be larger. There is not space for many to work together or to access the storeroom,

Clearing up/going home

- Difficult - have to move tables and chairs around when the Seniors are sitting while waiting to be taken to cars or other seats.
- Need some younger volunteers to move and stack tables and chairs

Access and comfort for seniors

- Usually works okay
- It is long walk from the Clifton park door to the Crypt for the seniors.
- Step up to the toilets is a hazard.
- Difficult manoeuvring around tables and chairs for lunch. Have to move walking aids to another area so that the servers can get around.

What would make it better?

- A larger space: old and frail need more room to get around
- A semi-permanent dining area which we wouldn't have to move in order to do activities.
- People before us cleared up the kitchen and left it as the instructions ask.
- Getting some younger Seniors to use the centre e.g. 75+
- Lift from the main entrance to the Crypt along with better access into church
- Put back the hook and eye on the outside left door of the drivers

Future use

- Couldn't increase number by many with present space or with present access
- Parking is a problem which will deter growth

Creative ideas

- Light tunnels to let in daylight
- A separate dining area