

Blackburn Articles of Enquiry

Introduction

Dear friend,

Together with colleagues in the Bishop's Leadership Team and those who work at the Diocesan Offices and Bishop's House we are aware we collectively communicate with clergy, parish officers, congregations and more widely in Lancashire through a variety of formats and different frequencies.

We have endeavoured to create communications that are relevant and easy to understand by the recipients. However, we know that there is still room for improvement to provide the best possible service to you.

Please note this questionnaire is not just about high-profile communications like the Diocesan website and The See magazine. Rather it is an attempt to get feedback about all communications with parishes.

Thanks for taking the time to complete the Articles of Enquiry that we are trialling on the Parish Returns Online system for the first time this year.

Archdeacon Michael and Archdeacon Mark



Communications Seen

Please tick the box next to ALL of the communication methods that you have seen during 2017.

General 'day to day' emails	<input type="checkbox"/> from Bishops/Archdeacons and/or their secretary/personal assistant e.g. Ad Clerum, notification of Archdeacon's visitation <input type="checkbox"/> from Diocesan officers/teams e.g. David Banbury from Parish Mission Support, Mandy Stanton from Discipleship and Ministry
Emailed bulletins/newsletters	<input type="checkbox"/> Communications update from Ronnie Semley, Communications Manager <input type="checkbox"/> Mission Matters from Stephanie Rankin, Stewardship Adviser <input type="checkbox"/> Blackburn Prayers from Karen Ashcroft, Administration Assistant <input type="checkbox"/> Parish Share leaflet from Graeme Pollard, Diocesan Secretary <input type="checkbox"/> Safeguarding update from Sharon Hassall, Safeguarding Adviser <input type="checkbox"/> Discipleship and Ministry mailing from Rosie Strachan
Online communication	<input type="checkbox"/> The Diocesan website (www.blackburn.anglican.org) <input type="checkbox"/> The Diocesan Facebook page (https://www.facebook.com/BlackburnDiocese/) <input type="checkbox"/> The Diocesan Twitter feed (@cofelancs) <input type="checkbox"/> The Diocesan YouTube channel (https://www.youtube.com/user/blackburndiocese) <input type="checkbox"/> The Diocesan Flickr page (https://www.flickr.com/photos/cofelancs/)
Other methods	<input type="checkbox"/> The See – Monthly Diocesan magazine available in A5 and A4 print versions <input type="checkbox"/> Archdeacons' Visitation News (distributed in A4 print form at the visitations each May) <input type="checkbox"/> News stories/columns/features in regional newspapers or magazines (print or on-line versions) e.g. Lancashire Telegraph, Lancaster Guardian, Lancashire Post, Blackpool Gazette, Burnley Express, Lancashire Life <input type="checkbox"/> Interviews/features on BBC Radio Lancashire (e.g. Joe Wilson's Sunday Programme) <input type="checkbox"/> News stories/features on That's Lancashire TV (Freeview Channel 7) <input type="checkbox"/> Other, please give details below

Communication Relevance

Thinking about your parish as a whole, and not your own personal engagement with these various methods of communication, how relevant would you say the following were to your parish?

	Extremely relevant	Usually relevant	Occasionally relevant	Rarely relevant	Not relevant at all
from Bishops/Archdeacons and/or their secretary/personal assistant e.g. Ad Clerum, notification of Archdeacon's visitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
from Diocesan officers/teams e.g. David Banbury from Parish Mission Support, Mandy Stanton from Discipleship and Ministry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications update from Ronnie Semley, Communications Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mission Matters from Stephanie Rankin, Stewardship Adviser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blackburn Prayers from Karen Ashcroft, Administration Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parish Share leaflet from Graeme Pollard, Diocesan Secretary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safeguarding update from Sharon Hassall, Safeguarding Adviser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discipleship and Ministry mailing from Rosie Strachan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Diocesan website (www.blackburn.anglican.org)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Diocesan Facebook page (https://www.facebook.com/BlackburnDiocese/)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Diocesan Twitter feed (@cofelancs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Diocesan YouTube channel (https://www.youtube.com/user/blackburndiocese)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Diocesan Flickr page (https://www.flickr.com/photos/cofelancs/)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The See - Monthly Diocesan magazine available in A5 and A4 print versions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Archdeacons' Visitation News (distributed in A4 print form at the visitations each May)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
News stories/columns/features in regional newspapers or magazines (print or on-line versions) e.g. Lancashire Telegraph, Lancaster Guardian, Lancashire Post, Blackpool Gazette, Burnley Express, Lancashire Life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interviews/features on BBC Radio Lancashire (e.g. Joe Wilson's Sunday Programme)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
News stories/features on That's Lancashire TV (Freeview Channel 7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do they help you keep in touch?

Do the following forms of communication that you selected in section 1, keep your parish in touch with what is going on across the diocese?

	Always	Usually	Sometimes	Rarely	Never
from Bishops/Archdeacons and/or their secretary/personal assistant e.g. Ad Clerum, notification of Archdeacon's visitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
from Diocesan officers/teams e.g. David Banbury from Parish Mission Support, Mandy Stanton from Discipleship and Ministry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications update from Ronnie Semley, Communications Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mission Matters from Stephanie Rankin, Stewardship Adviser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blackburn Prayers from Karen Ashcroft, Administration Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parish Share leaflet from Graeme Pollard, Diocesan Secretary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safeguarding update from Sharon Hassall, Safeguarding Adviser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discipleship and Ministry mailing from Rosie Strachan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Diocesan website (www.blackburn.anglican.org)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Diocesan Facebook page (https://www.facebook.com/BlackburnDiocese/)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Diocesan Twitter feed (@cofelancs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Diocesan YouTube channel (https://www.youtube.com/user/blackburndiocese)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Diocesan Flickr page (https://www.flickr.com/photos/cofelancs/)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The See - Monthly Diocesan magazine available in A5 and A4 print versions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Archdeacons' Visitation News (distributed in A4 print form at the visitations each May)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
News stories/columns/features in regional newspapers or magazines (print or on-line versions) e.g. Lancashire Telegraph, Lancaster Guardian, Lancashire Post, Blackpool Gazette, Burnley Express, Lancashire Life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interviews/features on BBC Radio Lancashire (e.g. Joe Wilson's Sunday Programme)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
News stories/features on That's Lancashire TV (Freeview Channel 7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication specific comments

Please provide any helpful comments or suggestions on the forms of communication with your parish that you selected in section 1

Comments

from Bishops/Archdeacons and/or their secretary/personal assistant e.g. Ad Clerum, notification of Archdeacon's visitation

from Diocesan officers/teams e.g. David Banbury from Parish Mission Support, Mandy Stanton from Discipleship and Ministry

Communications update from Ronnie Semley, Communications Manager

Mission Matters from Stephanie Rankin, Stewardship Adviser

Blackburn Prayers from Karen Ashcroft, Administration Assistant

Parish Share leaflet from Graeme Pollard, Diocesan Secretary

Safeguarding update from Sharon Hassall, Safeguarding Adviser

Discipleship and Ministry mailing from Rosie Strachan

The Diocesan website (www.blackburn.anglican.org)

The Diocesan Facebook page (<https://www.facebook.com/BlackburnDiocese/>)

The Diocesan Twitter feed (@cofelancs)

The Diocesan YouTube channel ([https://www.youtube.com/user/blackburn diocese](https://www.youtube.com/user/blackburn%20diocese))

The Diocesan Flickr page (<https://www.flickr.com/photos/cofelancs/>)

The See - Monthly Diocesan magazine available in A5 and A4 print versions

Archdeacons' Visitation News (distributed in A4 print form at the visitations each May)

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Interviews/features on BBC Radio Lancashire (e.g. Joe Wilson's Sunday Programme)

News stories/features on That's Lancashire TV (Freeview Channel 7)

Other

Volume of Communication

In general, is the volume of communications from the following people too much, too little, about right?

	Too much	Too little	About right
Bishops or their secretaries and the Bishop's Chaplain (John Chitham)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Archdeacons or their personal assistants (Gill Beeley, Kelly Quinn)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diocesan Secretary and Central Services – Graeme Pollard, Elaine Hargreaves, Dave Champness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parish Mission Support – David Banbury, Ed Saville, Stephanie Rankin, Siobhan Trickett	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discipleship & Ministry team – Sue Penfold, Mandy Stanton, Rosie Strachan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finance – Ruth McGaughey, Kelly Fenwick, Mila Farnhill, Lola Aspey, Carol Hargreaves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications – Ronnie Semley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safeguarding – Sharon Hassall, Rachel Champion, Julie Grimshaw	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Diocesan website

The Diocesan website (www.blackburn.anglican.org) was updated in summer 2017. Which are the three pages that you access most frequently?

1.

2.

3.

Please provide any comments about the diocesan website in the box below:

Other Comments

Please use the box below to provide any other comments about communications between parishes and Bishops/Archdeacons/Diocesan Departments/Officers that you think would be helpful - including any other methods or types of communication you would like to see (include the frequency and format).

Also, how can we be more effective listeners?

Thank you for your responses. If you would like to receive a copy of the outputs from the survey, please tick this box