

St Bartholomew's Church Ducklington

Safe, Sustainable and Effective Christ-centred Pastoral Care

Summary of the Feedback from the Pastoral Care Audit

Thank you to everyone who took part, your participation was very valuable to us.

- 42 people answered the survey, which is over half of the regular church members.
- Most people know how to ask for help from the church's care team, but a couple didn't. The church plans to put posters up so everyone knows who to contact.
- Almost everyone said they felt cared for by the church.
- People said the church community is kind and supportive, not just the official pastoral team.
- There were many shared stories about people being welcoming, helpful, and supportive.
- Some people said it's important to make sure new people feel welcome and that families' needs are understood.
- Online options like Zoom were mentioned often, as valuable for people who can't attend church in person.

Challenges

- It can be hard to stay in touch with people who come infrequently.
- One person said they didn't feel cared for.
- Sometimes people are hard to contact and want to be private.
- A lot of the care work happens privately and confidentially, so others may not see it.

Ideas for Improvement

- People asked for more help for those who are grieving, people with long-term illness, children, young families, and people who feel lonely or struggle with mental health.
- There was an interest in trying a monthly church service especially for families and children.

- A contact email / number on the church's website would be useful so people can ask for support more easily.
- They also want to make it easier to send prayer requests.
- Some people suggested more training for helping people, especially those who have experienced trauma or abuse.

How Care Is Already Happening

- Posters indicating the Pastoral team and contact email are on the noticeboards in the church's porches.
- The team already helps people by visiting them, phoning/emailing them, and sometimes taking meals when appropriate.
- The team keep secure digital records and frequently communicate with each other, so that support continues even if someone is away.
- The Pastoral team support each other. They recognise that their pastoral work can be emotional at times.
- A weekly update / prayer request email is sent to the pastoral team members from the team lead.
- The Pastoral team meet approx. every 6 weeks.
- Members of the pastoral team have training in Safeguarding, Boundaries, Lone working. Individual members have extended training in other areas, relevant to their roles.
- The team recognises that they are not professional carers and have limitations but are able to signpost people onto other agencies.
- Cards are regularly sent to children who have been baptised (up to their 4th birthday) and to bereaved people following a funeral.

Next Steps to take in response to the Pastoral Audit feedback.

- A noticeboard to be put up in church showing photographs of the care team with the contact details of the lead.
- Add a support request option on the church website.
- Invite prayer requests in the weekly church notices and the church website.
- Discuss more support for children and families and start a family-focused service.
- Continue to improve how the church supports people after a bereavement.
- Continue to note church members who are absent or vulnerable and make sure they are contacted.