

Healthy Church



Pulse Program Report

Report Date: 19th March 2026



Introduction

Congratulations on Completing the Church Pulse Program!

Pulse is part of the wider *360 Pulse Matrix Program*. We hope the insights and recommendations in this report help your church continue to grow in health and strength.

Each report combines software-generated data with practical experience and spiritual insight. But remember—information only creates change when it's applied with purpose.

Jesus has given His church a clear mission: to make disciples who worship the Father, live as part of a loving family of believers, and reach their communities with servant hearts.

That's the goal of *Healthy Church*—and of *Pulse*.

Until Jesus returns, there will always be areas to strengthen. As you read this report, celebrate the encouraging results it highlights, and embrace the challenge of improving where needed.

Information should lead to transformation. As Spurgeon said:

"Where the application begins, the sermon begins."

May God bless you and your church as you move forward in all that He has prepared for you.

Rev. Mike Robins, Founder
Pulse 360 Matrix Program.

Using These Reports

This report is based on data collected from your church's online Pulse form* and should be read alongside any accompanying documents.

The information provided offers valuable insights into both strengths to celebrate and areas for growth. Some analyses (particularly of complex trends) have been generated using AI, which may highlight patterns even within positive scores. Please read the findings with openness and discernment.

Remember that Pulse results depend on the data your attendees submit. If specific demographics were underrepresented, results may not fully reflect your church's overall position.

Each graph shows the score per question for straightforward comparison. The confidence interval on some graphs indicates where there are notable differences or outliers among respondents — especially important in areas like Safeguarding.

Note the priorities of the scores:

- Scores of 0-3 = **Red**. Urgent action is needed.
- Scores of 3-5 = **Amber**. Action is needed.
- Scores of 5-6 = **Green**. Healthy score.

Key metric areas:

Pulse measures feedback in three distinct areas. **KMI's** (Key Ministry Indicators based on Jesus' missional call to the church), and **KPI's** (Key Performance Indicators, areas that serve the mission Jesus has given). Complementing these elements are **KLI's** (Key Leadership Indicators), which focus on vital lay leadership in the church.

KMI	Discipleship (Becoming like Jesus) Matt 28:19-20; John 8:31-32; Matt 4:19; Luke 9:23, etc.
KMI	Worship (Intimacy with God) – Matt 22:37-38; 1 John 4:23-24; Matt 6:9, etc.
KMI	Assimilation (Feeling at home in the church) John 3:34-35; Luke 14:22-23; Matt 12:48-50, etc.
KMI	Evangelism (Telling others the Good News) Matt 28:19-20; Mark 16:15; John 20:21, etc.
KMI	Service (Serving the mission of the church) Mark 10:45; John 13:14-15; Matt 20:26-28, etc.
KPI	Administration (Communication, etc.)
KPI	Safeguarding (Safeguarding and Child Protection)
KPI	Demographics (and personal information)
KLI	Lay Leaders (Raising and resourcing, etc.)

Headline results are presented in the Executive Summary; however, most attention should be paid to the deeper insights in each area, which are contained later in the report, and should be read in conjunction with the full data set. (provided separately from this report)

Next Steps

1. **Use the Action Plan.** Pulse insights only create change when they are put into action. Suggested actions and leadership discussion points are included within this report. It's recommended that the church's Senior Leadership Team meet specifically to review the report and agree on any adjustments that should be reflected in the Action Plan.
2. **Share key findings with your church community.** Thank participants and involve them in the improvement journey.
3. **Schedule your next Pulse review.** We recommend scheduling your next Pulse review within 18–24 months. This will allow time to measure progress, track development, and monitor the effectiveness of improvement plans.
4. **Consider external support if a deeper review is needed.** A consultant can often provide a fresh perspective and help identify practical pathways to improvement. If needed, please discuss this with the presenter independently.

This report should become a key working document that enables you to celebrate what is going well, highlight what needs attention, and provide a red light on the dashboard for elements that may need rapid review and overhaul.

Thank you

...for investing in the health of your church by using the Pulse tool. Together, we can see churches grow stronger and fulfil the Great Commission more effectively.

‘I will put together my church, a church so expansive with energy that not even the gates of hell will be able to keep it out.’ - Matthew 16:18 (MSG)

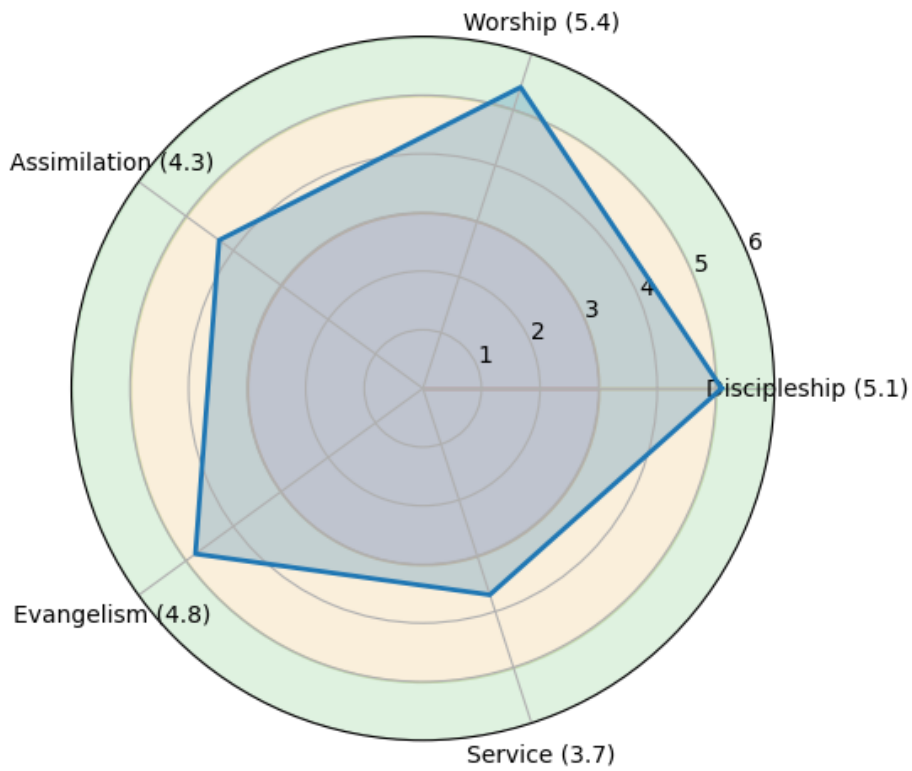
*This report has been prepared using data provided by respondents from within the church and any associated materials supplied. While every effort has been made to ensure the accuracy and integrity of the analysis, no guarantee is made as to its completeness or suitability for any particular purpose.

Interpretation and application of the information contained within this report remain the sole responsibility of the church and its leadership. The authors, compilers, and associated organisations accept no liability for any decisions, actions, or outcomes arising from the use of this data or from any subsequent implementation of recommendations.

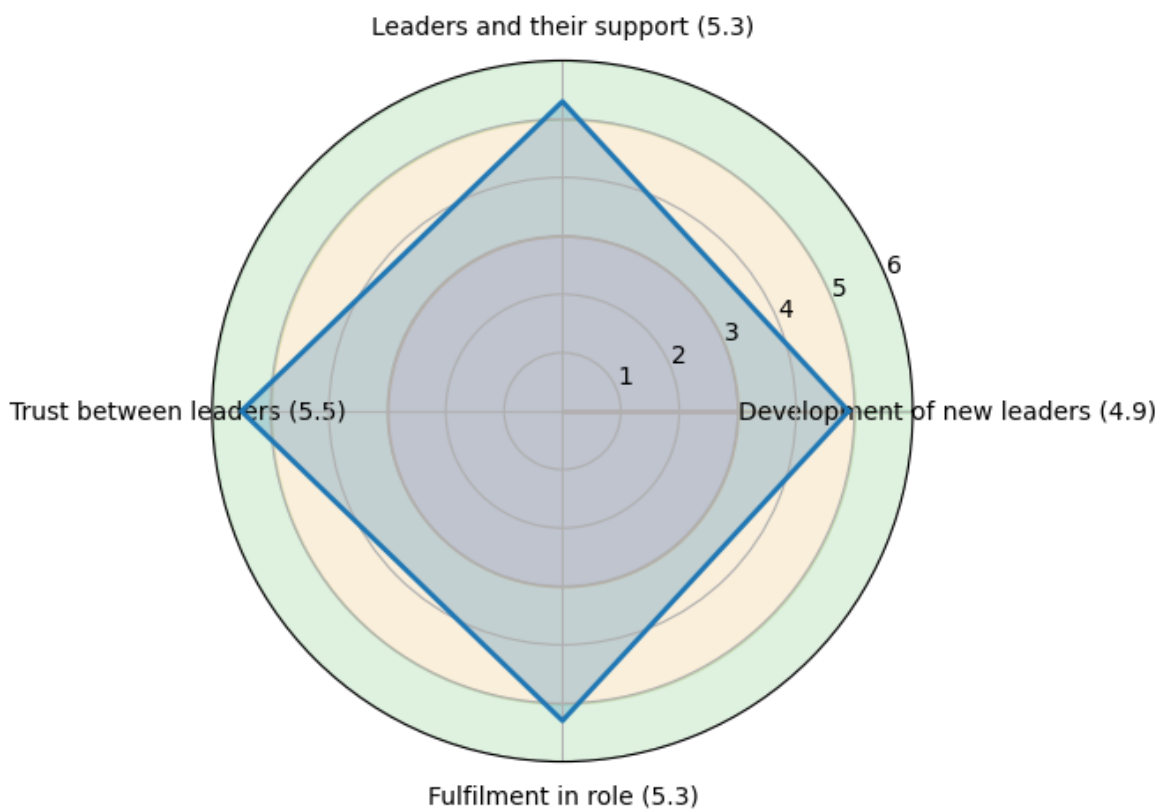
All data has been handled in accordance with UK data protection and privacy standards.

Executive Metrics

Jesus KMI's (Key Ministry Indicators) Radar



Leadership Efficacy Radar



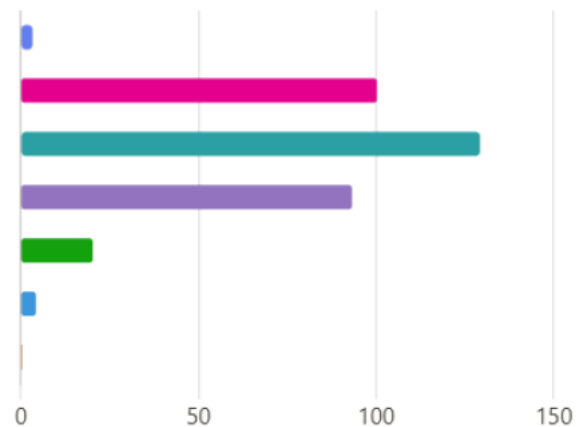
Respondent Demographics.

This section presents demographic information for respondents who completed the Pulse Survey. It should be noted that if a particular demographic group did not complete the survey, then the results will be accordingly skewed.

1. Age (348 Respondents)

In Infinity Church, the largest respondent group are Millennials or Gen Y (1981-1996) with 129 participants, followed by Zoomers or Gen Z (1997-2012) with 100, Gen X (1965-1980) with 93, Boomers (1946-1964) with 20, the Silent Generation (1928-1945) with 4, and Gen Alpha (2013-2025) with 3 respondents.

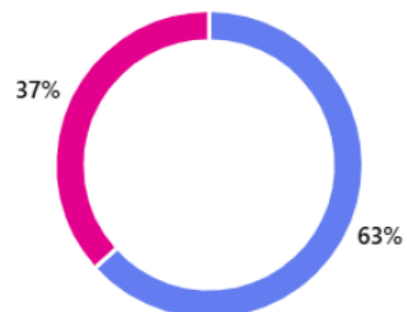
● 2013 - 2025 (Gen Alpha).	3
● 1997 - 2012 (Zoomers or Gen Z).	100
● 1981 - 1996 (Millennial or Gen Y).	129
● 1965 - 1980 (Gen X).	93
● 1946 - 1964 (Boomer).	20
● 1928 - 1945 (Silent Gen).	4
● Pre-1927 (GI Gen).	0



1. Gender (349 Respondents)

Respondents to the question "What is your gender?" at Infinity Church were predominantly female, with 221 responses, followed by 128 male respondents, while none chose the "Prefer not to say" option.

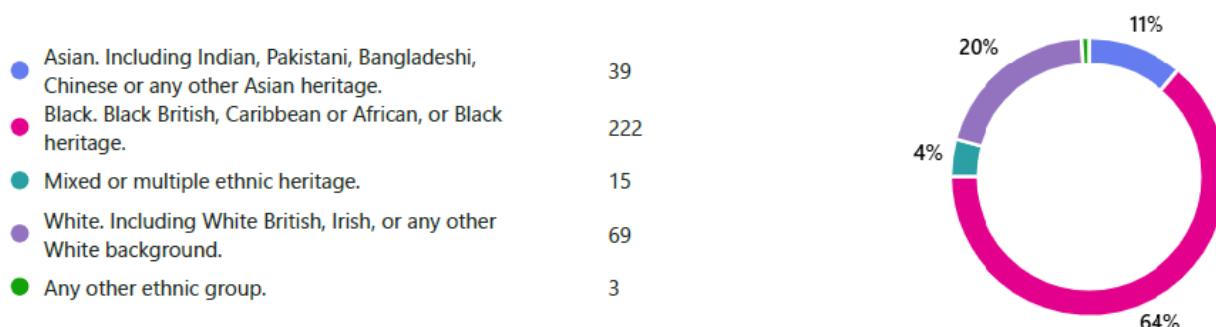
● Female.	221
● Male.	128
● Prefer not to say.	0



2. Ethnicity (348 Respondents)

Infinity Church's respondents identified their race or ethnicity primarily as Black (222), followed by White (69), Asian (39), Mixed or multiple ethnic heritage (15), and any other ethnic group (3).

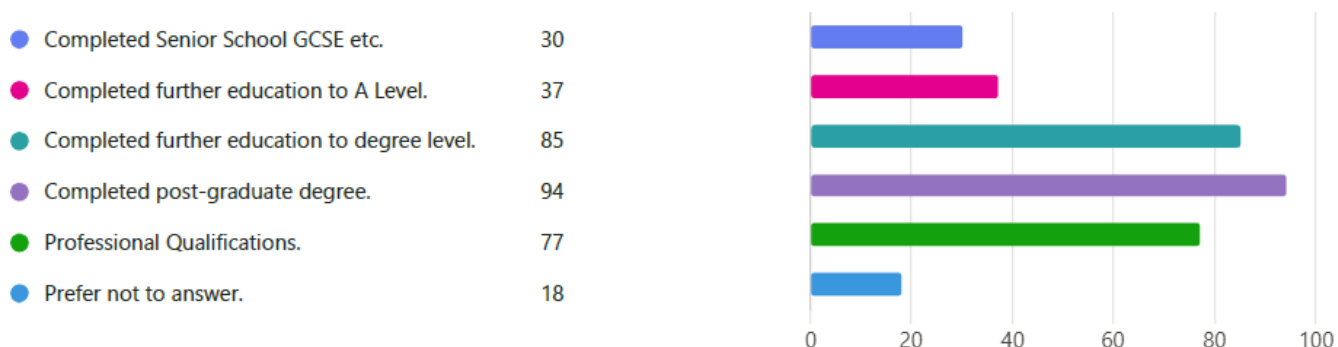
55. Which of the following best describes your race or ethnicity?



3. Education (341 Respondents)

In Infinity Church, the highest educational attainment reported by respondents is predominantly post-graduate degrees (94), followed by degrees (85), professional qualifications (77), A Levels (37), GCSEs (30), with a minority preferring not to answer (18).

56. What is the highest level of education you have completed?

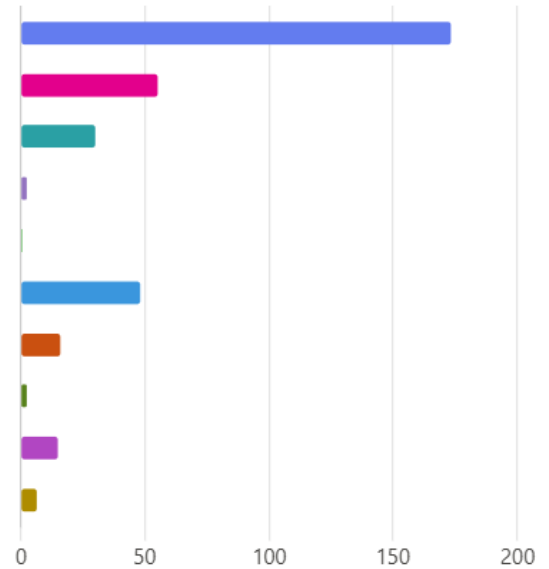


4. Employment (347 Respondents)

At Infinity Church, the majority of respondents are in full-time employment (173), followed by part-time employment (55), full-time students (48), self-employed (30), unemployed and looking for work (16), retired (15), prefer not to answer (6), home-makers (2), and unable to work/disabled (2), with no respondents in the military.

57. What is your current employment status?

● Full-time employment.	173
● Part-time employment.	55
● Self-employed.	30
● Home-maker.	2
● Military.	0
● Full-time student.	48
● Unemployed and looking for work.	16
● Unable to work / disabled.	2
● Retired.	15
● Prefer not to answer.	6

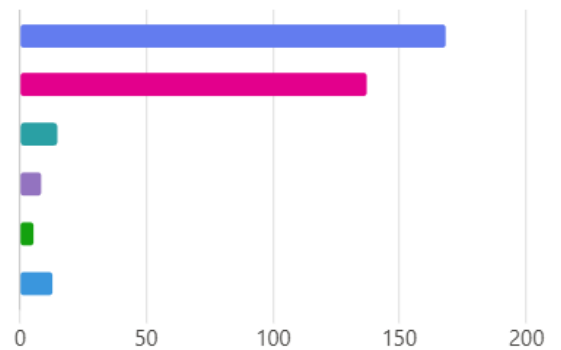


5. Marital and Family Life

In the Infinity Church survey, the majority of respondents identified as "Married" (168), followed by "Single" (137), with smaller groups being "Divorced" (15), "Widowed" (8), "Prefer not to answer" (13), and "Separated" (5).

58. What is your marital status?

● Married.	168
● Single.	137
● Divorced.	15
● Widowed.	8
● Separated.	5
● Prefer not to answer.	13



Insight:

The demographic data provided for Infinity Church highlights a vibrant mix of generations engaging with the church community. Millennials and Generation Z make up the bulk of the congregation, with 129 and 100 respondents, respectively, indicating a youthful energy within the church. The presence of older generations, including 93 Gen X respondents and 20 Boomers, adds a wealth of experience and wisdom that enriches the overall dynamics. Encouraging inter-generational relationships could further strengthen community ties and spiritual growth.

Gender diversity shows a balanced male and female participation, with females representing a slight majority at 221. The racial diversity is significant, with a strong representation of Black heritage respondents (222) and substantial contributions from other ethnic groups, showing

that Infinity Church is a diverse and inclusive community. Emphasising events that celebrate cultural diversity could enhance a sense of belonging and unity.

The educational background of respondents is impressive, with many holding degrees (179) and professional qualifications (77). This indicates a resourceful congregation capable of leading innovative community projects. Employment is primarily full-time (173), suggesting an opportunity for career-oriented ministry programs. Matrimonial diversity is notable, with a mix of married (168), single (137), and other marital statuses, offering varied perspectives within church family dynamics.

The demographic insights present numerous opportunities for Infinity Church. With many young families and children involved, creating family-focused outreach and discipleship programs could foster greater involvement. The diverse ethnic and educational backgrounds present chances for tailored ministry initiatives that meet specific community needs. By continuing to embrace and leverage this diversity, Infinity Church can further enhance its mission and outreach impact within the local community.

Top Five Scores from Pulse.

This section deals with the top five scores in your church's Pulse. (Note, this does not include the leader's feedback, which is shown separately, later in the report.) These are the areas where your church is performing the highest. These high scores reflect core strengths that can be celebrated and built upon to sustain growth and deepen impact.

Introduction

The following ranked results highlight the strongest areas of health and commitment within the Infinity Church. These high scores reflect core strengths that can be celebrated and built upon to sustain growth and deepen impact

1. I desire Jesus to be central in my life. - 5.8

Infinity Church's respondents overwhelmingly express their aspiration for Jesus to be central in their lives, indicating strong personal discipleship and devotion.

2. I believe that God is actively involved and working in my life. - 5.8

Infinity Church is thriving in spiritual intimacy with God, as demonstrated by the high average score of 5.8, indicating that respondents feel God's active involvement in their lives.

3. How safe are children, young people and vulnerable adults in this church? - 5.8

Infinity Church is demonstrating outstanding commitment to safeguarding, with a score of 5.8 reflecting a safe and secure environment for children, young people, and vulnerable adults.

4. How likely are you to recommend this church to a friend? - 5.6

Infinity Church is highly regarded by its congregation, with a strong recommendation score of 5.6, reflecting a thriving and welcoming community.

5. I believe the Bible in my decision- making and all I say and do. - 5.5

The respondents from Infinity Church highly value the Bible across their decision-making and actions, reflecting the church's strong commitment to discipleship.

Insight

The results from Infinity Church's survey reveal commendable strengths across various aspects of church life.

Respondents have consistently rated the church highly, particularly highlighting their strong desire for Jesus to be central in their lives and their belief that God is actively working within them, each achieving an impressive average score of 5.8.

Additionally, the high perceived safety for children, young people, and vulnerable adults in the church, also rated at 5.8, underscores a solid safeguarding culture. (Note outliers later in report.)

Furthermore, the church receives an outstanding 5.6 in likelihood to be recommended to others, reflecting positively on community and assimilation efforts. The devotion to Biblical principles in decision-making, with a score of 5.5, further illustrates a strong foundation in discipleship.

The potential impact of these insights is far-reaching. The strong Christ-centred focus and the vibrant sense of God's active involvement in individual lives create opportunities to deepen collective spiritual growth and foster personal discipleship journeys.

The commendable safety perception presents an avenue for family-centric ministry growth, ensuring trust continues to strengthen community bonds. High recommendation scores can lead to increased outreach, showcasing Infinity Church as a welcoming community of faith for people seeking a spiritual home. The evident commitment to Biblical values sets a firm foundation for expanding teaching ministries and developing leadership that honours core Christian principles.

Lowest Five Scores from Pulse.

This section deals with the lowest five scores in your church's Pulse. (Note, this does not include the leader's feedback, which is shown separately, later in the report.) These are the critical areas where your church performs least effectively.

Addressing these areas intentionally can help strengthen ministry impact, improve clarity, and enhance engagement across the church.

Introduction

The following ranked results highlight the weakest areas of health and commitment within the church. These scores reveal areas for potential growth that warrant deeper investigation and an action plan to strengthen them.

It should be noted that all churches have areas that need improvement, and rather than being a negative element of the report, these scores are arguably the areas that will promote new growth in the church if they are addressed with an intentional improvement strategy.

-
1. This church provides opportunities for me to serve my local community's poor, suffering and marginalised. - 3.7

Potential demographic impact:

- With 173 in full-time work + many with children (146), time poverty is high — limiting outward engagement.
- A large Millennial/Gen Z majority (229 combined) often prioritise career-building and family stability.
- 143 never serve at church (Q51) — if internal serving is low, external mission will naturally be lower.

-
2. Do you ever worry about meeting your regular financial obligations? - 4.0

Potential demographic impact:

- Strong working-age majority (Gen Y, Gen Z, Gen X) aligns with mortgage, rent, and cost-of-living pressures.
- Full-time (173) + part-time (55) + students (48) suggest mixed financial stability across life stages.
- Financial concern can reduce capacity to give, serve, and engage beyond survival-level priorities.

-
3. I use my time to serve people in my community. - 4.1

Potential demographic impact:

- High weekly attendance (232 rarely miss) but lower serving suggests a consumer → contributor gap.
 - Married (168) + families (146 with children) reduce flexible time for community engagement.
 - Younger demographics may want to serve, but lack structured, accessible opportunities that fit lifestyle rhythms.
-

4. The next steps for my spiritual growth in this church are clear. - 4.1

Potential demographic impact:

- A wide spread of ages and life stages means “one pathway” may not feel relevant to all.
 - 137 singles + 168 married → very different discipleship needs, likely not clearly differentiated.
 - Higher education levels (179 degree/postgrad/professional) may expect clearer, more structured progression.
-

5. I feel equipped to share my faith with those who don't know Jesus. - 4.2

Potential demographic impact:

- Younger generations (Gen Z + Millennials) often feel less confident in verbal evangelism despite strong belief.
 - Cultural diversity (majority Black, plus mixed ethnicities) may influence different expressions of evangelism not fully recognised.
 - With most people not regularly serving (p13), fewer opportunities exist to practice and grow confidence.
-

Insight

The lowest scores appear to reveal a church that is spiritually engaged but structurally constrained: a predominantly working-age, family-heavy congregation (with many in full-time employment and a high proportion with children) is experiencing real pressure on time, finances, and capacity, which limits outward engagement.

While belief, attendance, and a desire for growth are strong, the pathway from discipleship to mission is not clearly defined or easily accessible across diverse life stages, leaving people willing but not consistently activated.

In essence, this appears not to be a motivation issue but a systems gap—where clarity, flexibility, and visibility of next steps are needed to translate strong internal faith into consistent external impact.

Spiritual KMI Results.

In this section, we will look at how the respondents function within the five *Key Ministry* areas that Jesus called the church to fulfil. These scores draw on data in the report linked to each of the five areas. Results may be drawn from several questions in the Pulse to provide an overall score.

Discipleship. (Becoming like Jesus)

Jesus called us to “make disciples” These metrics attempt to give us feedback on how the church is fulfilling this. Discipleship data is drawn from questions about Baptism, Belief in the Bible, Bible reading, giving and generosity, growth in Christ *or maturity, and prayer.*

The Overall Score on Discipleship is: **5.1**

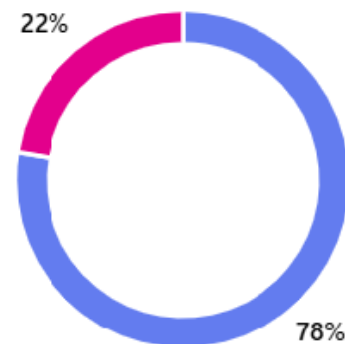
The overall score is a combination of the following individual scores:

Baptism. **4.9**

271 respondents have been baptised at Infinity Church, indicating a strong commitment to the faith and the church's ability to integrate new believers into their spiritual community.

However, 78 (22%) respondents have not been baptised, which could indicate room for improvement in teaching on the importance of baptism.

● Yes.	271
● No.	78



Belief in the bible and bible reading. **5.4**

Among the respondents at Infinity Church, 35.0% reported reading the Bible daily, while 30.0% read it weekly (including once, several times, and four or more times a week), 6.4% read it monthly, and 9.1% do so less frequently.

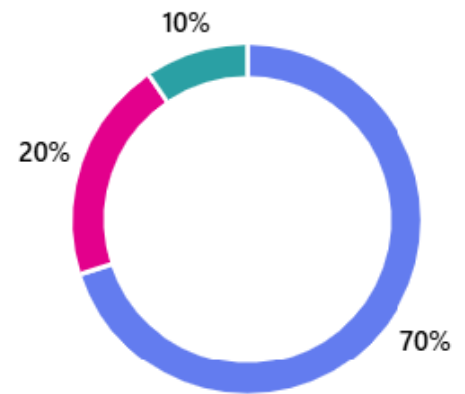
There is an encouraging regular commitment to daily and weekly Bible reading among the Infinity Church congregation, which helps foster discipleship and growth in Christian values.

Giving or generosity. **4.5**

The majority of respondents from Infinity Church, 243 in total, indicate that they regularly give to the church, demonstrating a strong commitment to discipleship through financial support. However, there is a notable number of respondents, 71, who do not give regularly, suggesting an opportunity to further encourage and develop this aspect of discipleship within the congregation.

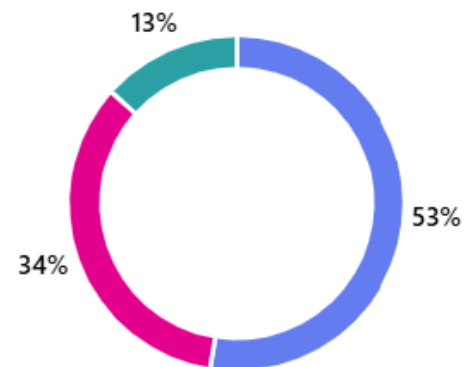
Do you give regularly to this church?

● Yes.	243
● No.	71
● Prefer not to answer.	33



If you regularly give and are a taxpayer, do you Gift Aid?

● Yes.	165
● No.	107
● Prefer not to answer.	42



There is a clear Gift Aid opportunity. Although sometimes people would rather not Gift Aid (perhaps they Gift Aid to other charities and max out their allowance), there is often a reluctance simply because it is not taught or encouraged on the platform. It may be worth sharing this statistic with members so they can see the opportunity, the predicted income increase, and what that could purchase in the Kingdom.

Growth in Christ or maturity. 5.1

The data indicates that a significant number of respondents from Infinity Church feel they have experienced considerable spiritual growth over the past year, with very few reporting no growth at all.

Additionally, the responses suggest that the church is perceived positively for its role in spiritual development, with high ratings for how it supports respondents' spiritual journey.

Prayer. 5.2

Respondents from Infinity Church demonstrate a positive sentiment towards prayer within the church community, as evidenced by high scores on both developing the habit of prayer (over 70% rating it 5 or 6) and witnessing answered prayers (74% rating it 5 or 6).

These results highlight a strong foundation in facilitating intimate relationships with God and a culture of prayerful expectancy within the church.

Insight:

Infinity Church demonstrates a strong and healthy discipleship culture, particularly in personal spiritual practices such as Bible engagement (5.4) and prayer (5.2), as well as a clear sense of spiritual growth (5.1).

This indicates a congregation that is spiritually hungry, responsive, and well nourished. The church is clearly effective in fostering inner transformation and helping people develop a genuine relationship with God—this is a significant strength and a solid foundation to build on.

The main opportunity appears to lie in strengthening the connection between internal faith and external expression. Baptism (4.9) and, especially, giving (4.5) suggest that a notable proportion of attendees are not yet fully stepping into the visible, commitment-based aspects of discipleship.

Sometimes, these elements may be less about resistance and more about a need for clearer, more intentional teaching, intentional pathways, and stronger encouragement around next steps. Focusing on mobilising those already engaged spiritually to participate more fully will likely yield the greatest impact.

Worship. (Intimacy with God)

Jesus called us to introduce people to the Father and to have a living and personal relationship with Him. These metrics give us feedback on how respondents relate to God, both individually and corporately.

The overall score on Worship is: **5.4**

The overall score is a combination of the following individual scores:

Personal intimacy with God. **5.4**

The respondents from Infinity Church feel strongly about God's active involvement in their lives, evidenced by a high average score of 5.8, with the majority selecting the highest option (score of 6).

It should also be noted, however, that 90 respondents (26%) scored 4 or less on question 31, regarding the church aiding personal prayer development. This outlier statistic is an indicator of potential improvement (maybe this anomaly simply indicates newer Christians on their faith journey?)

Nevertheless, 5.4 is a great overall score.

Corporate worship of God. **5.3**

Infinity Church appears to be thriving in facilitating a personal intimacy with God, as evidenced by high average scores of 5.4 and 5.3 for experiencing God's presence in worship.

It should be noted that 85% feel drawn into the presence of God through worship at Infinity Church. (Q36) An astonishingly encouraging result!

The majority of respondents rated their experiences at the higher end of the scale, suggesting a strong sense of connection during the church's worship services.

Insight:

The worship strand for Infinity Church reveals a profound engagement with God's presence, with respondents consistently acknowledging God's active role in their lives (Q12, average 5.8).

The church excels in drawing congregants into God's presence during worship (Q36, average 5.4), and many attendees leave services feeling uplifted (Q41, average 5.3).

However, there is potential room for growth in nurturing prayer habits that deepen intimacy with God (Q31, average 5.0).

To build on these strengths (if not already in place), Infinity Church could consider creating prayer workshops or small groups focused on prayer, teaching practical approaches to developing a more consistent prayer life.

Continuing to encourage personal testimonies during worship services would also inspire the congregation, helping them recognise God's work in their lives. By enhancing these areas, Infinity Church can further enrich its congregation's spiritual journey, fostering even deeper connections with God.

Assimilation. (This church is my home.)

God takes the lonely and puts them in families. Often, a person can come to a church and not feel that they "fit", and yet, your church is a family. So, this question seeks to determine whether people feel they "belong" in your church. Assimilation data is drawn from questions that focus on *integration into the church community*.

The Overall Assimilation Score is: **4.3**

The overall score is a combination of the following individual scores:

Being happy with the number of people known in the church. 4.0

The results from the above question (19) bring varied responses.

19. Are you happy with the number of people you know well at this church?



Respondents from Infinity Church report moderate satisfaction with the number of people they know well within the church, with an average score of 4.0.

While a significant portion of respondents, specifically 115, indicated that they are "Definitely" happy, there is potential room for improvement, as 68 and 26 respondents (27%) chose "Not really" and "Not at all", respectively, suggesting a need to strengthen the assimilation aspect of the church experience.

This may, of course, simply reflect those who are on their journey of assimilation within Infinity Church; however, it is worthy of further exploration.

Feeling part of the church community. 4.6

The majority of respondents at Infinity Church feel a strong sense of belonging within the church community (Q 39), as reflected by an average score of 4.6. Notably, the highest number of responses is at the top of the scale, with 131 respondents scoring a 6, indicating a very positive perception of community inclusion.

That said, 149 respondents (43%) rated the church at level 4 or lower, indicating that a considerable number may struggle to feel part of the church community.

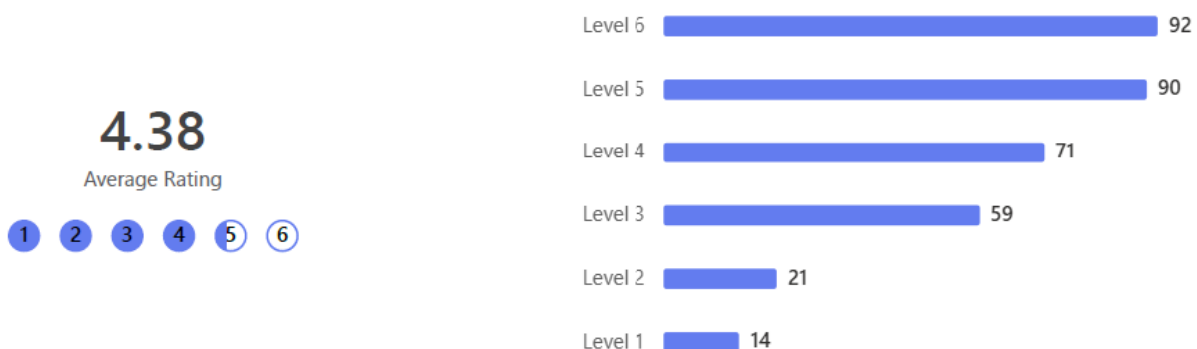
39. This church provides a community that I feel a part of.
(6 = "Agree strongly" - 1 = "Disagree strongly")



Development of good accountable relationships. 4.4

The findings suggest that Infinity Church is effectively fostering accountable relationships (Q40), with the majority of respondents (182 out of 347 or 52%) rating their experience highly at 5 or 6 on the scale.

The average score of 4.4 indicates general satisfaction, but there is room for improvement, considering a notable number of respondents (94 or 27%) rated their experience in the red zone at 3 or lower.



Insight:

An overall score of 4.3 puts Assimilation in the amber zone, needing analysis and improvement. The responses from Infinity Church indicate a strong sense of community and belonging, with most respondents feeling integrated into the church family.

According to question 39, respondents largely agree that "this church provides a community that they feel a part of," with the highest-scoring group leaning towards agreement. However, question 19 reveals an area for growth: while many are happy with the number of people they know, a notable number are only somewhat satisfied or less so.

A possible solution to increase assimilation and enhance this sense of belonging and connectivity is for Infinity Church to encourage more small-group activities and social events, fostering deeper connections and accountability. Emphasising discipleship groups might further develop these relationships, enhancing accountability as seen in question 40.

Encouragingly, the distribution from question 48 shows a committed congregation, with regular attenders, members, and leaders, suggesting a dedicated base to implement these initiatives effectively.

Evangelism. (Glocal Outreach)

Evangelism is at the root of the Great Commission. How effective is the church in evangelism? This element of the report highlights two areas: *efficacy and equipping*. Efficacy reflects actual engagement in evangelism, and equipping reflects respondents' sense of being equipped to share their faith.

The Overall Glocal Evangelism Efficacy Score is: 4.8

Infinity Church is perceived positively for its engagement in global missions, with an average score of 5.1 out of 6, and a significant number of respondents (171) rating the church at the highest level. This suggests that while there is strong support for global mission efforts, there may still be an opportunity to address the small proportion of respondents who rated this lower.

The overall score is a combination of the following individual scores:

Global Mission. 5.1

Respondents from Infinity Church have expressed a strong affirmation towards the church's involvement in global mission, as indicated by a high average score of 5.1. The majority of respondents rated this aspect positively, with 171 giving the highest rating of 6, suggesting that the church is effectively fulfilling its commitment to global mission.

Local mission. 4.4

The respondents of Infinity Church rated the church's engagement in local mission with an average score of 4.4, indicating generally positive sentiment. **However, with 85 (25%)**

respondents selecting scores in the red zone (3 or lower), there is room to improve the church's efforts and engagement in local mission activities.

25. This church is very engaged in local mission.
 (6 = "Agree strongly" - 1 = "Disagree strongly")



Personal Faith Sharing: 4.0

For Infinity Church, the average score of 4.0 suggests a moderate frequency of respondents sharing their faith with non-Christians over the past year. While many respondents seem comfortable engaging in faith discussions, with a significant portion engaging "3-5" times and "More than 10" times, there remains room for growth in encouraging more frequent, bold evangelistic interactions (q15).

15. How many times in the last year do you think that you talked about your faith with someone who does not have a Christian faith. (including family)



Couple this result with the results of Q14, it could potentially be an equipping issue.

14. I feel equipped to share my faith with those who don't know Jesus.
 (6 = "Agree strongly" - 1 = "Disagree strongly")



Insight:

Infinity Church is demonstrating a commendable commitment to global missions, as indicated by the high average score of 5.1 (question 26), illustrating strong engagement. This is a significant area of strength for the church.

However, local mission engagement, with an average score of 4.4 (question 25), presents an opportunity for growth. Encouragingly, many respondents are actively discussing their faith (question 15), but further encouragement could inspire greater outreach.

One potential worth considering that may help (if not already in process) is the organisation of community-based projects and the fostering of partnerships with local organisations.

Workshops and training sessions can also empower members to share their faith confidently. By nurturing both local and global outreach efforts, Infinity Church can continue to thrive in its evangelistic mission, cultivating a flourishing environment for spiritual growth and transformation.

Service. (Creating Servants)

Jesus is the Servant King who calls us to serve. In a postmodern society, this often runs counter to the norm. Many go to church to “be served” rather than to serve. This section of the report aims to analyse how effective the church is in producing the “servant spirit” in the attendees.

The overall score is the average of the results of serving *my community*, *servicing the church*, and *fulfilling my calling in life*.

The Overall Service Score is: **3.7**

The overall score is a combination of the following individual scores:

Serving my community. **3.9**

The insights into community service at Infinity Church highlight a low result.

138 respondents answered Q13 (I use my time to serve people in my community) in the green zone. (40%) This leaves 60% in the amber/red zone (111 or 32% in the red zone).

13. I use my time to serve people in my community.
(6 = "Agree strongly" - 1 = "Disagree strongly")



This may be due to respondents' busyness with their daily lives or jobs; however, it may indicate a lack of opportunity, especially when considered alongside the results of Q 34 (This church provides opportunities for me to serve my local community's poor, suffering and marginalised).

It should be noted that 231 (66%) felt that there was a lack of opportunity.

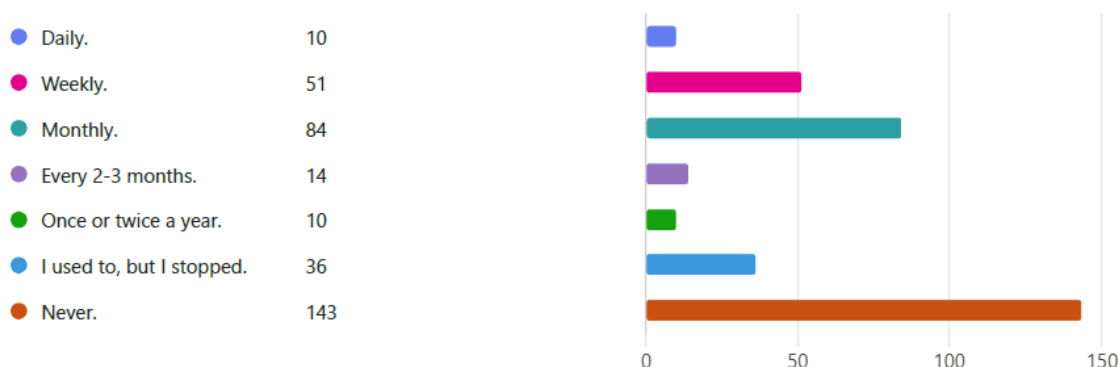
34. This church provides opportunities for me to serve my local community's poor, suffering and marginalised.
(6 = "Often" - 1 = "Not at all")



The responses below show a very reasonable attitude toward serving *in the church*.

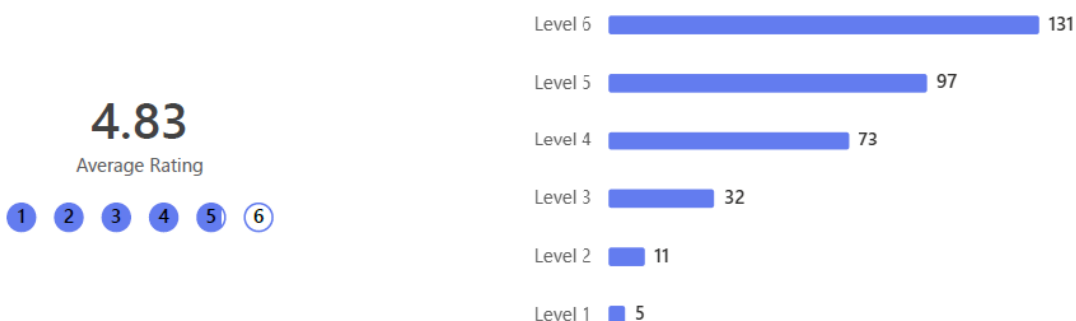
The split in numbers is interesting. 41% of respondents serve in the church monthly or more regularly, 41% never volunteer or serve in the church, and the rest fall somewhere in between.

51. How often do you serve or volunteer at this church, if at all?



The results run slightly counter to respondents' views on how the church is equipping them for service, so there may again be a need to promote areas where service can take place.

32. This church helps me to discover and use my gifts (time, skills, and financial resources) to honour God and serve others.
(6 = "Agree strongly" - 1 = "Disagree strongly")



Insight:

Infinity Church's focus on service reveals strengths in helping congregants discover and utilise their gifts to honour God and serve others (Question 32, average 4.8), a true testament to enabling discipleship. Additionally, the support offered to discover and outwork personal callings (Question 38, average 4.5) further endorses growth in service culture.

Yet, opportunities to serve the local community's poor and marginalised could be enhanced (Question 34, average 3.7). Emphasising outreach programmes or partnerships with local service initiatives could increase engagement and impact in these areas.

Although many already commit time to community service (Question 13, average 4.1), there is room for growth in regular church volunteerism (Question 51, average 2.6). Highlighting volunteer success stories, creating varied serving opportunities, and embedding service into the church culture could foster increased participation, further enriching both community and individual spiritual lives.

Well-being of Respondents. (The condition of the flock)

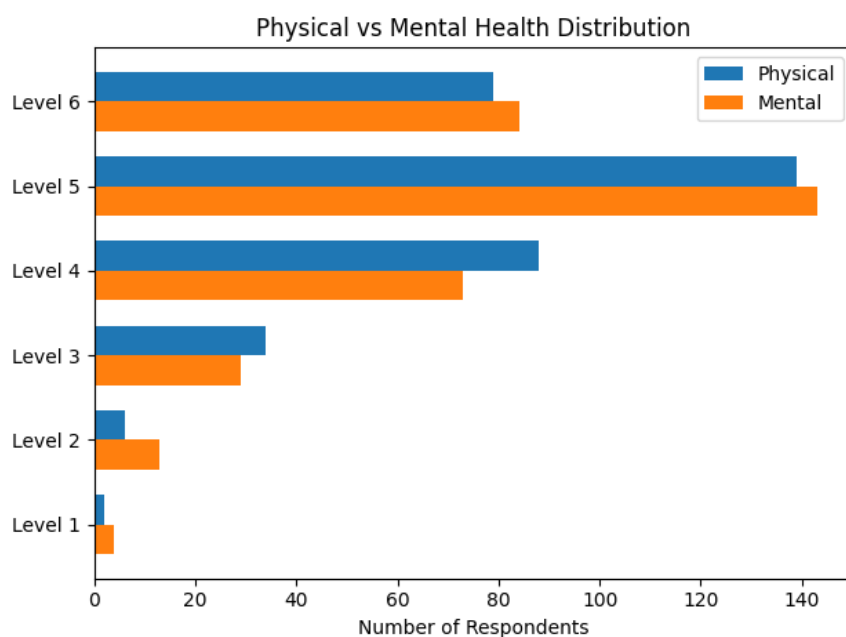
We know that the word pastor is translated from “poimen” meaning “shepherd”. Jesus is the “Good Shepherd.” Understanding the condition of the flock is key (Proverbs 27:23). The following data should help you understand the pressures faced by respondents and should be helpful for program development and sermon focus.

The Overall well-being of respondents’ score: 4.43

Physical and mental health. 4.7

The respondents from Infinity Church generally rate both their physical and mental health positively, with an average score of 4.7 for both aspects. The majority of respondents rated their health in the higher range, indicating a strong perception of well-being among the congregation.

That said, a small but meaningful group are struggling more mentally than physically, even though averages look almost identical (4.70 vs 4.71).



- 12% score three or below with physical well-being.
- 13% score three or below with mental well-being

Perhaps workshops or teaching (or resources) may be helpful for those who may be struggling?

Finance and practical needs. 4.3

Respondents from Infinity Church report a moderate level of concern about their financial obligations, with an average score of 4.0, suggesting that while some individuals are confident they can meet their obligations, others have significant concerns. When considering practical needs such as food, housing, or safety, the average score increases to 4.6, indicating a more positive sentiment overall; however, a substantial portion of the congregation still faces concerns in these areas.

Purpose. 4.3

A score of **4.30** suggests a moderate but not yet secure sense of purpose across the church, with a noticeable spread indicating inconsistency in personal clarity.

While many respondents lean positive (levels 4–5), a significant minority remain unsure or disengaged, pointing to a gap between belief and personal direction. In a largely working-age, high-pressure demographic, purpose can easily become blurred by life demands unless intentionally formed.

This highlights an opportunity for the church to more clearly connect identity, gifting, and calling into a visible and lived discipleship pathway.

9. I have discovered and understand my purpose in life.
(6 = "Agree strongly" - 1 = "Disagree strongly")



Insight:

The overall well-being score of **4.43** reflects a generally healthy and stable congregation, with strong perceptions of physical and mental health; however, this data sits in the amber area and reveals important underlying tensions that should not be overlooked.

A meaningful minority experiencing lower mental well-being, alongside moderate financial pressures (4.0) and practical concerns, suggests that a portion of the flock is quietly carrying strain beneath an otherwise positive surface.

This is further reinforced by a **4.3 purpose score**, indicating that while faith is present, a clear direction is not consistently formed, particularly among a busy, working-age demographic. Together, this appears to point to a church that is broadly healthy but pastorally needs to respond with intentional support, clearer discipleship pathways, and targeted care for those at risk of being overlooked.

Church Attendance and Experience. (Church engagement.)

This section provides insight into how attendees experience and interact with the church. It helps identify cultural strengths and areas for growth and offers a clearer picture of how respondents perceive the church community.

The Overall Score. 4.8

The overall score is a combination of the following individual scores:

Church experience. 5.4

The respondents of Infinity Church express strong trust in their church's leadership and are very likely to recommend the church to others, as reflected by average scores of 5.5 and 5.6 for questions 43 and 44, respectively. Additionally, the main worship experience at Infinity Church resonates deeply with members, drawing them into God's presence and often leaving them feeling uplifted, with average scores of 5.4 and 5.3 for questions 36 and 41.

Church attendance. 5.0

Respondents from Infinity Church exhibit a strong commitment to regular church attendance, as most attend the main service almost every week, as evidenced by the highest count for the response "I rarely miss a week" and a high average score of 5.5 for question 47. Additionally, the data indicates a wide range of attendance durations, with a significant portion of respondents having been involved for more than 10 years, reflecting a strong sense of assimilation within the church community.

Communication and vision. 5.0

Infinity Church excels in communication, with an average score of 5.3, and the majority of respondents rated it highly. However, while the understanding of the church's vision also scores well, with an amber average of 4.8, there is a slight opportunity to improve its effectiveness in conveying the church's vision to all members.

"Would you recommend this church to a friend?" 5.6

Infinity Church's congregation shows a strong inclination to recommend the church to friends, with an impressive average score of 5.6 out of 6. The high number of respondents choosing the top score of 6 indicates a positive sense of community and a thriving church environment.

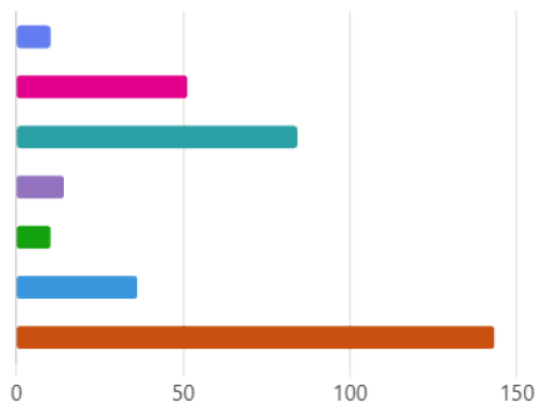
Insight:

Infinity Church has shown strength in areas such as trust in leadership, with an impressive average of 5.5 (Q43), and in welcoming worship experiences, with connecting services drawing attendees into God's presence (Q36). Additionally, an eagerness to recommend the church to others (Q44) highlights a positive reputation.

However, opportunities for growth are evident in service and volunteering. Many respondents feel the chance to serve the local community's marginalised is limited (Q34), with an average of 3.7. Regular involvement in service appears low (Q51).

51. How often do you serve or volunteer at this church, if at all?

● Daily.	10
● Weekly.	51
● Monthly.	84
● Every 2-3 months.	14
● Once or twice a year.	10
● I used to, but I stopped.	36
● Never.	143



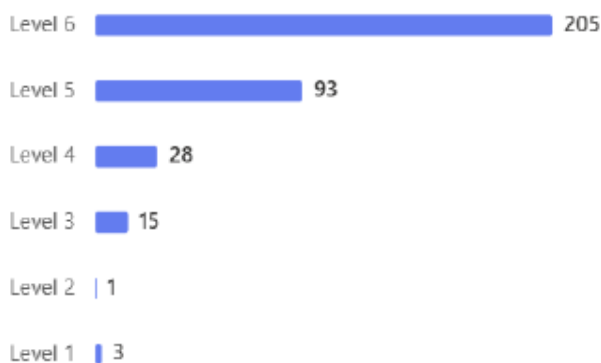
To enhance engagement in service (if not already practised), the church might consider hosting service-oriented events and workshops, including varied times to allow flexibility. This initiative would align with spiritual teachings of serving others, fulfilling community, and personal callings (Q38). Nurturing these growth areas will empower Infinity Church and foster a stronger, more active congregation.

Church Perception of Diversity.

Jesus said that the Kingdom is made up of people from many nations and many walks of life. In fact, when the church was birthed at Pentecost, the primary result of the Spirit’s outpouring was a common purpose and language despite diverse backgrounds. The importance of diversity in the church cannot be overstated. 1 Corinthians 12 is clear: one body, many parts, all are important! The following information should give feedback on how responders *perceive* diversity in the church.

The Overall Score. 5.3

27. This church is well-balanced regarding gender diversity.
(6 = "Agree strongly" - 1 = "Disagree strongly")



28. This church is well-balanced regarding race diversity.
(6 = "Agree strongly" - 1 = "Disagree strongly")



Infinity Church demonstrates strong gender and race diversity (Q27, Q28), which is to be very commended. There are some outliers to observe, with 29 (8%) in the amber/red zone.

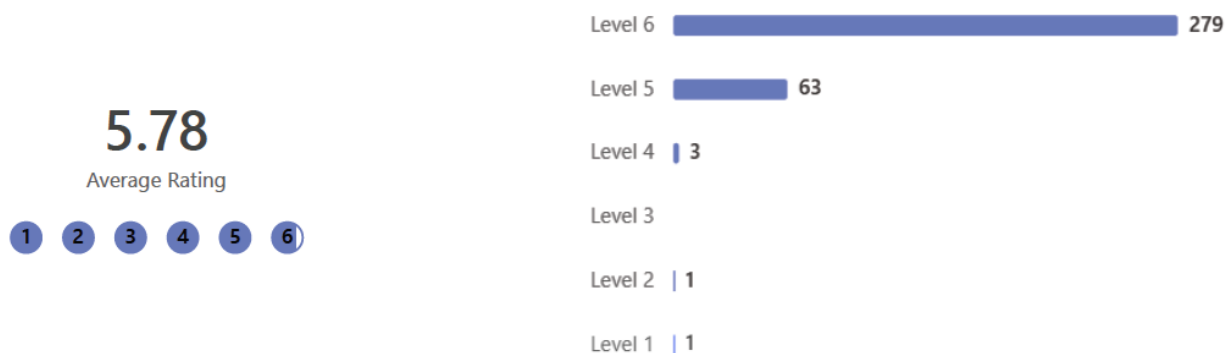
Church Perception of Safeguarding.

The safety of church attendees is paramount, especially given the vulnerability of some and the potential predators that exist. This section gives feedback on how robust responders feel that the church's safeguarding policies and procedures are. Please note that this question in the Form also gives a contact number for Safeguarding advice if needed. Careful attention should be paid when analysing the score and charts below.

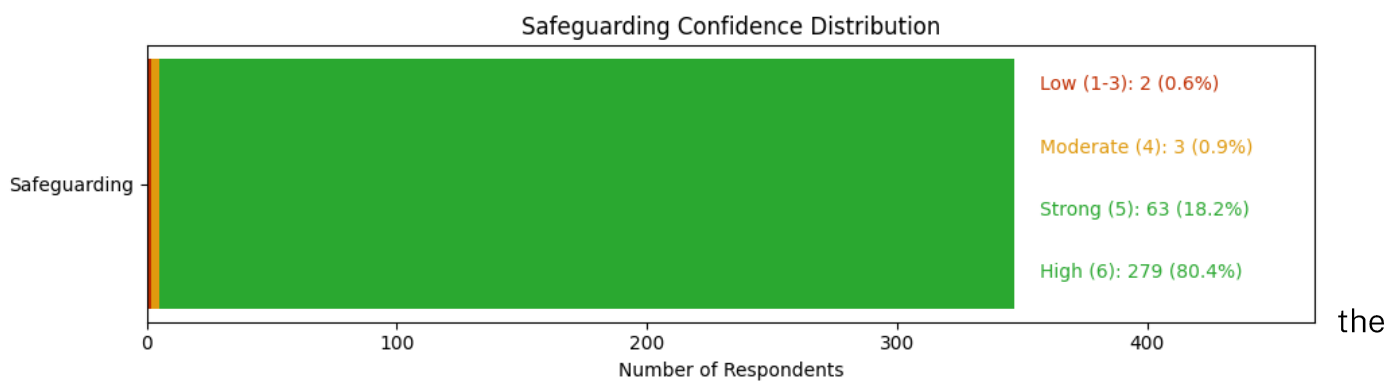
The Overall Score. 5.8

45. How safe are children, young people and vulnerable adults in this church?

(6 = "Very safe" - 1 = "Not safe")



Please note the outliers below. There are two outliers in the red zone.



This suggests a strong culture of safety and protection for children, young people, and vulnerable adults within the church community. However, it is prudent for church leaders to prioritise addressing the few lower scores (1 and 2) to ensure that all individuals perceive this safety equally.

Enhancing communication about existing safeguarding measures and offering regular training sessions may help in reinforcing confidence across the congregation. By doing so, Infinity Church can further align with its spiritual mission of providing a secure and nurturing environment where all individuals thrive. Emphasising transparency and fostering open dialogue will only strengthen the trust and dedication already present within the hearts of the church family.

Leaders and Volunteers

Any healthy church has great leadership pathways, along with strong, clear, encouraging, and empowering management.

The following data comes from the Leaders Section of the Survey and can be used to assess how effective the church is in encouraging and equipping those who serve in leadership roles. It could be helpful to share these results with your Team in an open and honest meeting. Lower scores can then be discussed and analysed, providing a well-structured leaders' development program that can help them be even more motivated and effective in their work.

Total Number of Respondents: 48

Responders' information.

The leadership team at Infinity Church consists primarily of part-time staff, with 9 of 11 leaders holding part-time positions and only 2 full-time staff members.

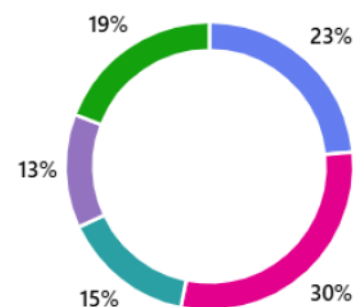
Regarding tenure, the leadership team exhibits varied levels of experience.

A significant proportion of 14 members have held their roles for 1-2 years. Additionally, 11 members have been leaders for less than a year, while 7 have served for 3-5 years. More seasoned leaders include 6 who have held their roles for 6-10 years and 9 who have served for over a decade.

This diversity in experience may contribute to varying perspectives and approaches in leadership.

63. (Leaders Only) How long have you been in a leadership role at this church?

● Less than a year.	11
● 1-2 years.	14
● 3-5 years.	7
● 6-10 years.	6
● More than 10 years.	9



The Overall Leaders/Volunteers Score is: 5.2

The overall score is a combination of the following individual scores:

Development of new leaders. 4.9

The data for Infinity Church indicates a positive perception among leaders and volunteers regarding the development of new leaders, with a particularly high average score of 5.2 for encouraging and empowering young people to become leaders. However, there is room for improvement in establishing a clear training pathway, as this aspect received a lower average score of 4.4.

22. There is a clear training pathway for developing leaders in this church.

(6 = "Agree strongly" - 1 = "Disagree strongly")



Leaders and their support. 5.3

Leaders at Infinity Church feel well-supported in their roles, indicating satisfaction with the support they receive from the church, with an average score of 5.3 for feeling supported (Q64). Furthermore, they believe the church provides adequate financial resources to departments, as reflected by a high average score of 5.5 (Q68).

Trust between leaders. 5.5

Infinity Church demonstrates a strong sense of trust among its leaders, with an impressive average rating of 5.4 for internal trust culture (Question 72) and 5.5 for wider trust amongst church leaders (Question 43). These high averages indicate a thriving atmosphere of mutual respect and confidence within the leadership, contributing to the church's potential for growth and unity. Outliers should also be noted regarding leaders' trust in the church.

72. (Leaders Only) There is a healthy culture of "trust" between the leaders internally.

(6 = "Agree strongly" - 1 = "Disagree strongly")

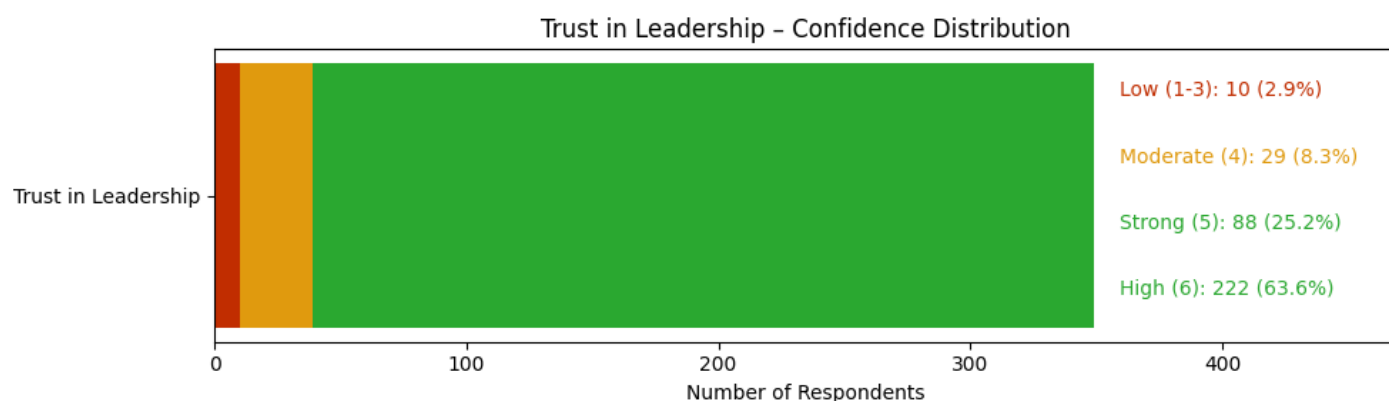


43. I trust the leaders of this church.

(6 = "Agree strongly" - 1 = "Disagree strongly")



There are some outliers revealed in Q 43 above:



Fulfilment in role. 5.3

The leaders at Infinity Church demonstrate a strong sense of fulfilment in their roles, with an impressive average score of 5.3 for the belief that their ministry helps the church fulfil its mission and vision. This high level of satisfaction suggests that the church's leadership is positively aligned with and actively contributing to the church's goals.

71. (Leaders Only) My ministry helps the church fulfil its mission and vision.
 (6 = "Agree strongly" - 1 = "Disagree strongly")

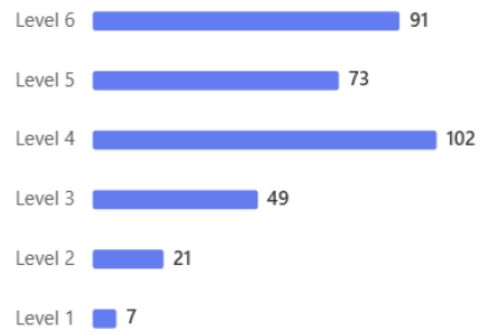
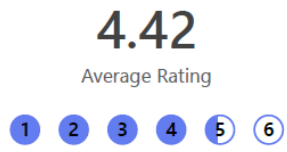


Insight:

Infinity Church is showing notable strengths in empowering and developing leaders, as reflected in high average scores on support for leadership roles (5.3), information availability for ministry decisions (5.2), and the development of the next generation of leaders (5.4). Additionally, there's a healthy culture of trust among leaders (5.4), and good systems in place to serve the congregation (5.2).

However, there's an opportunity to improve the clarity of the training pathway for developing leaders, as indicated by the lower average score of 4.4. To enhance growth, Infinity Church could focus on refining this pathway to ensure comprehensive development opportunities for emerging leaders. By doing so, the church can further strengthen its leadership team and continue to fulfil its mission effectively while nurturing a community grounded in faith and service.

22. There is a clear training pathway for developing leaders in this church.
(6 = "Agree strongly" - 1 = "Disagree strongly")



Final Comments

Thank you, Pastor Bill and Pastor Hannah, the Leadership Team and all of the attendees of Infinity Church.

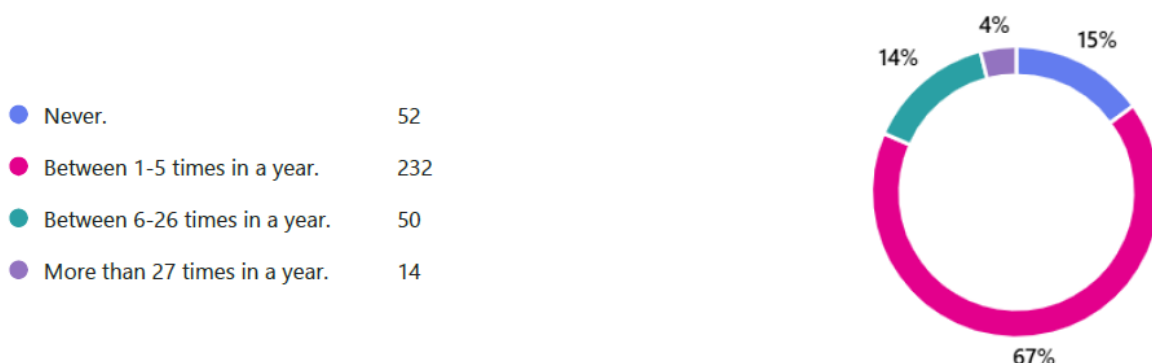
It has been a privilege to work with such a forward-thinking church that is open to self-examination and future development and improvement!

Hopefully, the data, etc., in this report is helpful. I should remind you that we are still developing the software, so all critical information should be checked to ensure that there are no unintentional mistakes.

I have produced an additional report with the results of your specific questions, which I hope will also be helpful.

The only other piece of data that I thought may be helpful to you is your online presence. Remarkably, 85% of CEC attend online services over the year.


49. Have you attended an online service with us, and if so, how often?



Please let me know if you need any clarification or further help.

- To track progress and ensure momentum, a follow-up Pulse review is recommended in 18-24 months. This will allow the leadership team to measure the impact of changes, celebrate growth, and identify any new areas of focus.
- If you need any further help, analytics, etc., then I can be engaged separately.
- A discussion points/Action Plan outline has been generated and can be found on the following page.

Every Blessing,



Church-Dynamics

Potential Discussion/Action Plan

Introduction

Below is a summary of areas that have scored in the amber zone, along with discussion points that may be helpful for developing active, intentional improvement.

These are intended as suggestions only and have been generated utilising all the data from the report, so they should be viewed in the full context of the church. **Safeguarding** should also be reviewed (even though its score was in the green zone), given the outliers mentioned elsewhere in this report.

● AMBER AREAS – ACTION PLAN

◆ Purpose & Calling (Q9, Q38)

- Clarify a simple, visible “purpose pathway” linking identity → gifting → impact
 - Introduce guided reflection tools (e.g. purpose workshops, coaching conversations)
 - Regularly communicate real stories of people living out their calling
-

◆ Next Steps & Discipleship Clarity (Q35, Q22, Q54)

- Define a clear, step-by-step discipleship journey (Belong → Grow → Serve → Lead)
 - Ensure every ministry aligns and points people to their next step explicitly
 - Create a centralised “next steps” communication point (digital + physical)
-

◆ Serving & Outward Mission (Q13, Q25, Q34)

- Develop low-barrier, flexible serving opportunities (short-term, local, simple entry)
 - Build partnerships with local needs and visibly promote them
 - Shift language from “programme” to “lifestyle of mission”
-

◆ Evangelism Confidence (Q14, Q24)

- Provide simple, relational evangelism training (not event-based)
 - Normalise everyday faith-sharing through stories and testimonies
 - Equip people with practical tools (how to start conversations, invite others)
-

◆ Community & Relationships (Q39, Q40)

- Strengthen small group ecosystems as primary relational hubs
 - Encourage intentional pastoral care structures (not just informal connections)
 - Promote accountability as growth, not pressure
-

◆ Well-being & Personal Capacity (Q4, Q5, Q6, Q7)

- Offer targeted support (financial guidance, mental health resources, workshops)
 - Integrate well-being into teaching and pastoral rhythms
 - Encourage a culture of grace, rest, and sustainable discipleship
-

◆ Leadership Development & Accessibility (Q73, Q77, Q76)

- Increase visibility and accessibility of leaders (intentional presence)
 - Clarify and communicate leadership structures and models simply
 - Create informal connection points with leaders (Q&A, forums, gatherings)
-

◆ Justice & Societal Impact (Q21)

- Teach a clear biblical theology of justice and compassion
 - Identify one or two focused initiatives rather than broad, unclear efforts
 - Enable congregation participation, not just leadership-driven action
-

◆ Gifting & Activation (Q32, Q33)

- Introduce gift discovery tools and follow-up pathways
 - Ensure every person has a clear on-ramp into serving aligned with gifting
 - Move from teaching → activation opportunities quickly
-

Overall Strategic Focus

Clarify → Equip → Activate → Support

The data shows people are:

- Willing (belief is strong)
- But need clearer pathways, confidence, and accessible opportunities

Pulse Survey Scores – RAG Highlighted

