



Faith in Maintenance

Project Review

Prepared by
Sara Crofts and Kate Minnis
February 2012



Introduction

In the summer of 2006, the Society for the Protection of Ancient Buildings (SPAB) was awarded a Heritage Lottery Fund grant of £645,000 to run its Faith in Maintenance (FiM) training project for churchwardens and their equivalents in other faiths throughout England and Wales. The five year project focused on the issue of maintenance – the routine work needed to keep the fabric of historic buildings in good condition – and encouraged volunteers to clean their gutters, check their drains and repair slipped slates and tiles.

Project Team

The project was delivered by two fulltime members of staff. The Project Director was Sara Crofts, an architect and SPAB scholar. She was assisted by Kate Minnis, the Project Administrator, who was based at Spital Square. David John was the original Technical Officer and held the post until the end of June 2011. This role was subsequently filled by Dr Bruce Induni, a conservation consultant and academic.

Steering Group and Volunteers

The project was guided by a dedicated Steering Group (Appendix 1 gives full details). The fifteen members were chosen to represent a variety of backgrounds in faith and heritage organisations and the group was chaired by David Lodge, an SPAB Guardian. The project team has been extremely grateful for their invaluable guidance and ongoing support and encouragement. In particular we have benefited from the many informal opportunities to share and discuss ideas with our Steering Group members over the years. In addition to the Steering Group, we have been able to call upon a number of volunteers who have given their time to the FiM project. Their contribution has included lecturing on FiM courses, advising on project materials, publicising the project and helping with the running of FiM courses.

Courses

Over the five years of the Faith in Maintenance project we have achieved our target of running 150 courses and have trained 4,585 volunteers at venues throughout England and Wales. Appendix 2 gives a full list of the courses run from 2007-2011 and Table 1 shows the number of courses and attendees for each year. In addition we have given lectures on maintenance at 17 other events reaching a further 930 people and either run or participated in 12 events for young people. Altogether 5,745 people have attended a FiM course or other event.

Table 1: Courses and attendance numbers

	2007	2008	2009	2010	2011	Total
Courses	18	27	31	33	41	150
Attendees	660	871	1008	926	1120	4585
Avg. attendance	37	32	33	28	27	31
Cancelled courses	2	3	1	2	4	12

The target number of courses was 30 each year although in the first two years of the project fewer courses were run. In 2007 there were 18 courses reflecting the time needed to promote a new project and plan and organise course dates. We gradually increased the number of courses run each year until by the final year of FiM it was possible to run 41 courses. This was achievable not only because we had gained considerable experience in organising and running the courses but also because many of the course hosts were also more familiar with arranging a course, having already held at least one FiM training day. However, we believe that the optimum number of courses each year would be 30-35 in terms of manageable logistics and the effective use of staff time.

Average attendance at courses varied from 37 in 2007 to 27 in 2011. Overall the average attendance for the project was 31. The decline in average numbers is partly due to the decision to aim for around 35 people on each course from 2008 onwards but may also reflect the fact that where a diocese ran a second or third course some potential participants had already attended in previous years. Although the original aim was for 50 delegates per course, we found 35-40 to be the ideal number as this gave everyone attending the opportunity to have their questions answered, whilst allowing people to socialise with a range of volunteers from other communities. Aiming for a slighter lower number of attendees had the added benefit of making the practical exercise of looking around the building more manageable too.

Unfortunately, a number of planned courses during the project had to be cancelled at short notice, mostly because of a lack of bookings, although in one case (Diocese of Bangor, 2008) because building work overran at the venue. However, in most cases we were able to go on to run successful courses for the same host groups later in the project, for example in the Dioceses of Lincoln, Bradford and Llandaff. Two of the cancelled courses were for Roman Catholic dioceses: the Diocese of Birmingham (2009) which received only four bookings; and the Archdiocese of Southwark (2011). In the case of the latter it was probably too soon to hold another for the diocese as they had already hosted a course in Kent earlier that year. A problem with courses for Roman Catholic dioceses was the fact that the responsibility for the maintenance of these churches rests with the parish priests, who have many demands on their time and may not always be able to delegate successfully to volunteers. We found that average attendance at Roman Catholic courses was 18, lower than for other groups.

Faith in Maintenance courses have been run in every Anglican diocese in England and Wales (usually, but not always, hosted by the local diocese), and we have also run courses for the Roman Catholic Church, the Methodist Church, the United Reformed Church, Baptist organisations and the Jewish community. We have also been pleased to run a number of ecumenical courses hosted jointly by either Anglican and Methodist groups or by Methodist districts and URC synods. In addition 6 courses have been run specifically for volunteers from the Churches Conservation Trust.

Table 2: Breakdown of faith groups hosting a FiM course.

	No. of Courses	Attendance	Average Attendance
Anglicans	114	3858	34
Nonconformists	13	249	19
Roman Catholic	5	89	18
Jewish	1	18	18
Multi-denominational	11	283	26
CCT Volunteers	6	88	15
TOTAL	150	4585	31

114 courses were hosted by Anglican groups (75% of the total courses) with 3,858 delegates (84% of the total). Of these 107 were in Church of England dioceses and 7 were for dioceses in the Church in Wales. We were able to build upon existing relationships with the secretaries of the Diocesan Advisory Committees in most of the Anglican dioceses from the start of the project and this made organising courses for Anglicans more straightforward than those for other denominations. Most dioceses were immediately enthusiastic but others needed time to appreciate the value of the training courses. In some instances it took until the second or third year, when the reputation of the project was well established, before some of the more reticent dioceses agreed to host a course.

Table 3: Courses held for Anglican dioceses

No. of Courses	No. of Dioceses
1	16
2	12
3	8
4	8
5	1
6	1
7	1

More than half of the Anglican dioceses held one or two courses during the project although 19 hosted 3 or more. Peterborough Diocese hosted 5 courses and Chichester 6, partly reflecting the geographical layout of their dioceses and their desire to give all their volunteers the opportunity to attend a course near to them. The Diocese of London hosted or co-hosted 7 courses. Two dioceses (Chelmsford and Manchester) did not host courses themselves but at least one FiM course was held within their area and volunteers from their dioceses attended.

Five courses were hosted by Catholic Dioceses or organisations: the Diocese of Clifton (3), the Archdiocese of Southwark and the Benedictine Monastic Community of St Gregory the Great at Downside Abbey. The course at Downside Abbey was requested by the Rt Rev Dom Aidan Bellenger for the resident monks, who also have the care of a number of Catholic places of worship in the area. We attempted to engage with the remaining Catholic dioceses and although a number requested more information about FiM they decided not to pursue the idea of hosting a course.

Multi-denominational Courses

We worked with a number of other organisations to run multi-denominational courses: Heritage Inspired in South Yorkshire where we ran two courses and the Churches Trust for Cumbria, which hosted a course at Keswick were two such groups. A number of courses were run at place of worship in the care of the Churches Conservation Trust (at Bolton, Cambridge and Liverpool Waterloo) and we worked with the East Yorkshire Historic Churches Trust and the Waveney Valley Ecumenical Partnership, both of which hosted courses. Most often the host groups chose the venue themselves, with advice from FiM staff, but on a few occasions we were approached by members of places of worship who had heard about the project and were interested in hosting a course. We were able to make use of these opportunities where the location fitted in with our programme, for example at Tunley Methodist Church in Lancashire (2008).

We were also able to draw on members of the FiM Steering Group to arrange other venues and to make contact with possible host places of worship: Ian Hume initiated a course in Braintree in 2007 and Peter Aiers of the Churches Conservation Trust organised a course in Bolton in 2008. We are particularly grateful to Dr Sharman Kadish for the considerable assistance she gave when we planned a FiM day for the Jewish community at the New West End Synagogue in Bayswater, London in 2009. This followed an unsuccessful attempt to run a course the previous year at the Manchester Jewish Museum and highlighted the importance of selecting the correct venue: we were able to attract volunteers from synagogues around the UK to London but there was little interest in a course in Manchester, despite publicising the event widely through the Manchester Jewish Museum, Jewish newspapers throughout the north of England and via Dr Kadish's contacts.

Reflecting on the number of courses delivered for non-Anglican groups we concluded that a significant factor was that the geographical spread of places of worship of any particular group may be too wide to generate sufficient bookings for a viable course. For example, the Baptist Union of Great Britain was very supportive of the project and distributed information on individual courses to Baptist places of worship in the relevant areas, but did not feel able to host a course tailored for a Baptist audience because they did not believe that they could find a location that would attract sufficient delegates. This applied to many of the smaller nonconformist groups and is one of the reasons why we tried wherever possible to run multi-denominational courses to overcome this problem. Nevertheless, we found that attendance numbers on these courses were generally lower than for Anglican courses; we were prepared to run courses for non-conformists for fewer delegates than we would have accepted from an Anglican diocese.

There were significant variations in average attendance between Anglican-hosted courses (34) and those hosted by non-Anglican groups (21). Of this second group the multi-denominational courses had a higher average attendance (26) reflecting the mix of Anglican and non-Anglican delegates at these courses. The average attendance at the six courses for volunteers from the Churches Conservation Trust was 15, reflecting the relatively small number of volunteers in any one area. (Appendix 3 gives a complete record of course hosts).

Breaking down the 150 courses geographically (Table 4), London and the South East accounted for 25% of the delegates; the North West, North East and Yorkshire & Humber together accounted for 19%; the East and West Midlands 23%; the East of England 12%; and the South West 15%. Average numbers attending were similar over most regions, generally falling between 29 and 32. The North East was slightly lower at 26; it is worth noting that we made a deliberate decision to offer some courses in this region away from the main centres of population (Barnard Castle in 2009 and St John Lee in 2011) to give volunteers in more rural areas the opportunity to attend a course accepting that attendance numbers were likely to be lower at these venues.

Courses in Wales

Ten courses were held in Wales, seven for the Church in Wales, two for the URC Wales Synod and one for the Methodists. Each of the dioceses of the Church in Wales hosted a course; the Diocese of Llandaff was the only CiW diocese to host two. Average attendance at the courses held in Wales was 32, in line with courses in other locations but we were also obliged to cancel four courses: three because of insufficient bookings and a fourth because building work at the chosen venue overran. One of the courses cancelled was at Coychurch in 2007. The Diocese of Llandaff had already provided some churchwardens' training earlier in the year (including maintenance) highlighting the need to time courses carefully to fit in with diocesan training programmes. We were able to re-schedule the Coychurch course in 2008 and attracted 45 delegates.

It was particularly difficult to attract delegates to courses in mid-Wales reflecting the wide geographical spread of places of worship in this area and the time and distance involved for volunteers to travel to a course. A course arranged for the Diocese of Swansea and Brecon at Llanddew near Brecon in 2011 had to be cancelled because of the lack of bookings although a course had been successfully run for the diocese in Swansea in 2009.

The Church in Wales has now set up its own training programme – Taking Forward our Church Heritage – for volunteers building on the work already done by FiM in introducing maintenance training in Wales. The workshops are run by Tina Andrew, Church Heritage and Conservation Officer who was appointed in 2010 and include sessions on maintenance which are similar to the FiM courses in content.

We also ran two courses on the Isle of Man where, again, a smaller population was one factor resulting in lower attendance.

Table 4: Geographical split of courses

Courses by Region (Based on HLF Regions)	No. of Courses	Delegates	% split of delegates by region	Avg. per course
London	12	350	8%	29
South East England	24	762	17%	32
South West	23	675	15%	29
West Midlands	14	446	10%	32
East Midlands	19	593	13%	31
East	17	537	12%	32
North West	10	304	7%	30
North East	7	183	4%	26
Yorkshire & Humber	12	375	8%	31
Wales	10	323	7%	32
Isle of Man	2	37	1%	19

Other Faiths

We ran one course for volunteers from the Jewish community caring for synagogues at New West End Synagogue in Bayswater in 2009. Our first attempt at organising a course for the Jewish community in Manchester in 2008 only attracted 4 bookings despite extensive publicity for the course. Before trying to organise another course we did some research to try and gauge the level of interest in a course in London by writing to around 70 synagogues enclosing a form (and a pre-paid envelope) asking whether they would be interested in attending a course in London.

We also sent each synagogue a copy of the FiM DVD. We received just 7 positive responses but decided to go ahead with the course at New West End Synagogue. In the event 18 people attended from synagogues in Coventry, Brighton, Liverpool, Exeter, St Albans and Glasgow, as well as from London.

One reason for its success was the choice of venue: New West End Synagogue is Grade 1 listed and well known among the Jewish community so that delegates were prepared to travel from around the UK to attend. Another contributing factor was that at that time Dr Kadish was working on a survey of the condition of listed synagogue buildings as part of English Heritage's 'Heritage at Risk' project and she was able to encourage volunteers to attend the course as she visited each synagogue. This meant that the most appropriate person was given the information about the course personally. We were pleased to have been able to run a course for volunteers caring for synagogues although it should be noted that the time taken to organise and promote such a course far exceeded that of the average FiM course.

Recognising that similar difficulties would be found in trying to organise a course for the Muslim, Hindu and Sikh communities we again decided to carry out a survey focusing on members of those faiths using historic buildings as their place of worship. From desktop research we identified 42 mosques, temples and gurdwaras in this category (although this was by no means a comprehensive survey) and again sent a letter, questionnaire and pre-paid return envelope. We also sent each of them a copy of the *Good Maintenance Guide* and the FiM DVD so that they would have some information to help them with maintenance. Only one gurdwara responded to our letter but sadly they were not in a position to host a course at the time.

A possible route to reaching mosques was explored with Asian Youth Alliance and their project, 'Islam in British Stone'. One of the aims of this project is to record and document Islamic buildings in Britain. This could have provided us with a means of reaching the person in each historic mosque responsible for caring for the building (similar in effect to Dr Kadish's contacts with synagogues) however, at the time of our discussions AYA were still seeking funding for this project so we were unable to benefit from their work.

Although progress in reaching other faiths has been disappointing our experience shows that this is an area that needs long-term planning and considerable resources in terms of time and effort. Perhaps even more importantly we learned that personal contacts are vital in reaching such groups, so a first step must be to develop relationships with members of the community who can help in promoting maintenance. Even then the fact that many of these places of worship are largely autonomous makes it difficult to gather together enough people to run a FiM-type course.

Administration and Practical Arrangements

For most courses practical arrangements were handled by the host group with advice from FiM. The ideal venue was one where a church or village hall was available for the main part of the course with a nearby place of worship to use for the practical observation exercise. This meant that delegates came to the building with fresh eyes for this part of the course which usually resulted in a more successful session. However, this was not always possible and some courses were held in the place of worship itself.

Location was important to allow as many delegates as possible to reach the course easily and parking was another consideration. For courses in urban areas the availability of public transport serving the venue was also important. The final choice of a venue usually meant compromising on one or more of these requirements, however.

Many hosts assumed that it was important to find a venue that was less well maintained to ensure there were plenty of potential defects to look at but we found that every place of worship had some defect or issue to note and it was more important to think about the convenience and comfort of delegates when choosing a venue.

Host groups were asked to provide tea and coffee which almost all were able to do, usually with the help of volunteers from the place of worship. As Sara Crofts was the only person from FiM to attend all the courses (Kate Minnis attending 2-3 courses during each year) we relied on help from volunteers at the venue and received a great deal of assistance and hospitality from many people at the places of worship we visited.

Some host groups provided a sandwich lunch for their volunteers but for most courses delegates brought their own. We encouraged delegates to stay at the venue during the lunch break to take advantage of the opportunity to talk to other volunteers.

Arrangements for most courses ran smoothly but again we were dependent on local input which we closely monitored but were not always able to fully control.

Course Marketing and Publicity

For all courses a key factor in the number of bookings proved to be how well the information was publicised to volunteers within the host group and this varied between dioceses and groups. Most Anglican dioceses had well-organised arrangements for circulating information to their churchwardens and PCC secretaries, although some had databases which only included contact details for the incumbent of a parish. In these cases we were dependent upon the information being passed on to the relevant person, which did not always happen. We found that direct mailing to churchwardens often produced the best response and therefore from 2008 onwards we offered to pay the postage costs if the host group wished to publicise the event via a postal mailing. This form of publicity also ensured that those without access to the internet (a significant minority of those caring for places of worship) would also hear about the course.

However, even when contact was made via email, a change in the way a course was publicised could have a dramatic effect on the level of bookings. For example, for the early courses run for the Diocese of London information was emailed to churchwardens as part of a list of Diocesan events and the response rate was relatively low. When the Diocese emailed a separate FiM flyer to churchwardens the rate of take-up of places was increased to the point where the final courses hosted by the diocese were over-subscribed. Where a host group was able to devote time and resources to publicising a course delegate numbers were improved. A course planned for the Diocese of Ely in 2011 and publicised by mail had to be cancelled because insufficient bookings were received in time whereas a similar course run by the SPAB after the end of the project has 41 attendees booked. This time the Churches Support Officer for the diocese has targeted those churches she has been working closely with as well as distributing the information more widely. A dedicated and targeted approach, although very time-consuming, has significantly increased delegate numbers. Frustratingly, we had little control over this element of the organisation of courses, other than to give advice to the host group about which publicity strategies had worked for well for others.

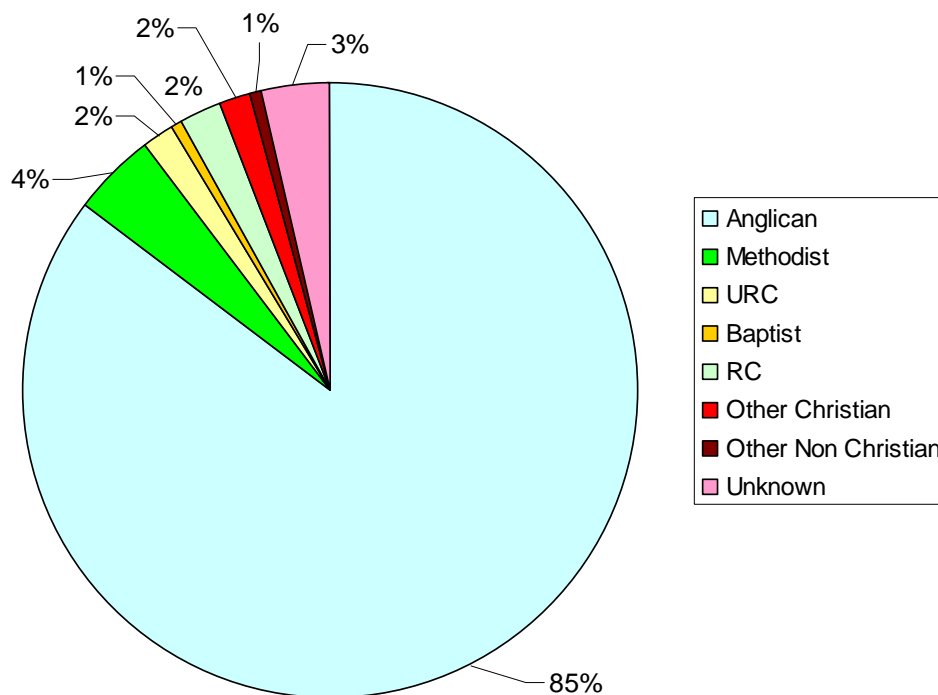
Delegates

From 2008 onwards we collected a range of data about course participants including their faith group, age, ethnic group and any disability. The questions were added to the reverse of the booking form and were also included in the on-line booking facility when this was introduced in 2008. The delegate data therefore covers the 3,925 delegates who attended courses from 2008-2011. 21% of delegates did not return a booking form and a further 5% returned a form but did not complete the monitoring questions. The collection of this data improved steadily over the life of the project as more and more people used the online booking facility (far fewer people who booked online omitted to answer the monitoring questions perhaps because online booking was much quicker and easier than completing a hard copy form). The number not completing a form fell from 27% in 2008 to 15% in 2011 and those not answering the monitoring questions from 9% to 4%.

Faith

Anglicans represented by far the largest group of delegates on FiM courses: 85% of the total attending courses from 2008-11. 7% of delegates were from nonconformist denominations (Methodists, URC and Baptists), 2% were Roman Catholic, 2% from other Christian groups and 1% from non-Christian groups.

Chart 1: Faith of delegates attending FiM courses



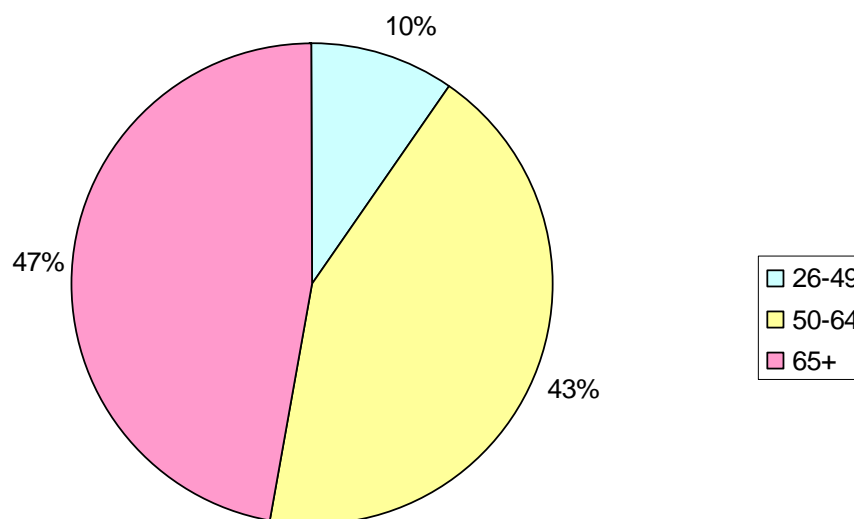
Age, Disability and Ethnic Background

The following statistics are based on the 2883 delegates who responded to the monitoring questions. However, it is likely that the results for those not returning forms would be very similar.

Age

Those attending courses were overwhelmingly in the older age groups unsurprisingly, as it is often older, retired people who become involved in caring for their place of worship. Chart 2 shows the breakdown of age groups of delegates. 91% were in the over 50 age group with the largest group being those over 65 (47%). Only around 10% were in the 26-49 group or younger. One factor that is likely to have an effect is that far more people in this lower age group are likely to be working than those in older age groups so they were only able to attend a weekday course if they took time off work (although anecdotal evidence indicated that some people in full-time employment preferred this option to giving up a Saturday to attend a course). However, recognising that this might be a barrier to accessing the training we tried to provide a balance of weekend/weekday courses throughout the project, offering 60 courses at weekends (all on Saturdays except for the course at New West End Synagogue which was on a Sunday). The average number of delegates at weekend courses was 30 compared with 31 for the weekday courses.

Chart 2: Age of delegates attending FiM courses



Note: Less than 1% of delegates were 25 or under

Disability

According to the monitoring data we collected, 5% of delegates considered themselves as having a disability. Although we did not ask for details we did ask delegates if they needed any special facilities to enable them to participate fully in the training courses. From the responses we received to this question we learned that most disabilities related to hearing or mobility problems or difficulty in sitting for long periods. In almost all cases we were able to provide additional support or modify the course in some way to ensure that these issues did not prove to be a barrier to participants' enjoyment of the course.

Ethnic Background

According to the monitoring data we collected, 98.4% of delegates were white whilst other ethnic groups totalled just 1.6%. Reflecting the wider population, participants from non-white ethnic groups were concentrated in the larger urban areas whilst some audiences at rural courses were entirely white in terms of their ethnicity.

Table 5: Ethnic background of delegates

Ethnic Background	Percentage
Asian or Asian British	0.1%
Black or Black British	1.0%
Chinese	0.1%
Mixed	0.4%
White	98.4%

Course Content

The programme for the training day was developed and refined by Sara Crofts during the 2007 course season and adjustments were made as a result of feedback from the first year of the project. By 2008 the programme was firmly established including an introductory talk by a local speaker on places of worship in that area. This talk focused on traditional materials and construction methods with the aim of setting the following talks on maintenance in their local context. The main session of the day covered maintenance issues, looking at different elements of the building. This was followed after a lunch break by sessions on managing maintenance (maintenance plans, working with professionals and contractors and understanding professional reports) and health and safety. The main session of the afternoon was a practical observation exercise – delegates looked around a nearby faith building, guided by Sara Crofts and her assistant. The aim of this exercise was to encourage delegates to spot defects and problem areas for themselves. The practical exercise was followed by a general discussion and Q&A session when delegates were able to consider what they had seen and ask questions of the experts. A generous amount of time was also allowed during refreshment breaks to allow participants to network and socialise with other volunteers, a feature of the day that proved consistently popular. The content of the lectures continued to be refined and adjusted to take into account wider issues in the heritage sector throughout the remainder of the project.

Assistants and Speakers

Courses were led by Sara Crofts but we also employed a teaching assistant during the afternoon session at most courses. The assistant's role was to lead half the group during the practical exercise looking around the host building and then to take part in the discussion session which followed. All the assistants were local to the area where the course was being held and a total of 54 were employed over the life of the project. Of these 28 were architects, 9 were building surveyors, 2 were engineers, and 14 were craftspeople. There was also one clerk of works, one archaeologist and one architectural technician. We were able to draw on those who had undertaken either the SPAB Scholarship or the William Morris Craft Fellowship programme: 21 Scholars and 9 Fellows helped with at least one course. Most of the assistants were already known to the SPAB at the start of the project but we also made a number of new contacts including several professionals and craftspeople that we later called upon to assist. These are relationships that the SPAB will continue to develop.

The host group at each course was asked to suggest a speaker for the introductory talk 'Places of worship in context'. The brief for the talk was to provide an overview of historic places of worship in the area, concentrating on traditional materials and building construction techniques. A total of 87 speakers gave talks at FiM courses, some of whom gave talks at more than one event. 19 gave two talks and 14 gave 3 or more.

The speaker was often a member of the DAC in Anglican dioceses or a member of the relevant buildings advisory committee for other denominations. The speaker was usually an architect, archaeologist or local historian although in some cases the talk was given by the archdeacon.

The aim of the talk was to raise awareness of the types of historic faith buildings existing in a particular area and the materials used in their construction. The talks varied in quality, some being excellent while others were less successful. We had to rely on the host group's knowledge of local experts (although in some cases we did find a local speaker using existing SPAB contacts where the host group were unable to find anyone).

Young People's Workshops

Each year the SPAB runs a week long Working Party with the aim of teaching traditional skills to volunteers through carrying out minor repairs to an historic building. Since 2003 the venue for the Working Party has been Ratcliffe on Soar Holy Trinity in Nottinghamshire. In the original grant application it was proposed that an additional day would be added to the Working Party programme to create a practical training workshop for young people. This would enable them to learn on site from experts and enthusiasts as well as giving them the chance to participate e.g. in pointing with lime mortar. The basic learning outcomes would be the same as for other volunteers, but participants would have the additional experience of working with traditional materials.

It was hoped that a group of young people could be recruited through the Parochial Church Council (PCC) of Ratcliffe on Soar Holy Trinity, the parish council and the Diocese of Southwell and Nottingham. However, by the time the logistics of the proposal were discussed with members of Holy Trinity PCC in 2007 they had experienced three years of hosting the SPAB Working Party and had come to realise just how much work was involved. As a result they decided that they didn't have sufficient resources to host a young people's workshop at the site in addition to the normal Working Party.

At the start of the project it was envisaged that there would be two young people's workshops held each year. The intention was that the second training day would be held in conjunction with a diocese, or other faith organization and again, like the Working Party event it would have a strongly practical emphasis, with young people working alongside craftspeople to mix mortar, and carry out lime pointing etc. The Diocese of Chichester was prepared to act as a host for this training day in the first year. As the workshop at Ratcliffe on Soar had fallen through the project team were concerned that attempting to set up a second practical course elsewhere might meet similar obstacles and decided to rethink the approach to this aspect of the project. For this reason the project team explored the idea of running two workshops as part of established heritage events that were known to be attractive to young people. Two workshops were therefore planned for the autumn of 2007 – one at Cheltenham St Mary as part of 'Heritage Open Days' and one at Union Chapel, Islington as part of the 'Big Draw'. Despite considerable publicity and focused attempts at marketing both workshops failed to attract sufficient interest and were cancelled.

It became clear that an entirely new strategy was required and we enlisted the help of Dr Sharon Goddard, an education expert. She suggested that it might be possible to build a partnership with some of the schools and colleges that had begun to teach the new Construction and the Built Environment Diploma. This new 14-19 qualification is designed to include a mix of academic and practical skills and specifically includes units of learning looking at the maintenance of the built environment and facilities management.

This proved to be a fruitful avenue of enquiry and an initial email outlining our offer to work with diploma consortia generated 24 expressions of interest. By the end of project we had run 10 workshops for students engaged on the Construction and the Built Environment Diploma (see Table 6).

Table 6: Workshops for Young People 2009-2011

Date	Venue	Host Group	Students
23/07/09	Cambridge All Saints	Churches Conservation Trust (Cathedral Camp)	12
29/01/10	Bridgwater St Mary	Bridgwater College	11
23/03/10	Stoke Park Campus, Guildford	Guildford College	15
21/04/10	Middle Street Synagogue, Brighton	Sussex Downs College	8
22/04/10	The Blandford School and Blandford SS Peter & Paul	The Blandford School	17
05/05/10	Cramlington St Nicholas	St Mary's Catholic Comprehensive School, Newcastle	10
16/06/10	Attingham Park (Heritage Skills Day)	Shropshire Telford & Wrekin Education Business Partnership	60
09/09/10	Gloucestershire College & Gloucester Mariners' Chapel	Gloucestershire College	10
25/11/10	Bristol St Thomas the Martyr (CCT)	City of Bristol College	36
25/01/11	Swavesey Village College and Swavesey St Andrew	Swavesey Village College	35
09/11/11	Gloucester College and Blackfriars Priory	Gloucestershire College	9
11/11/11	Tewkesbury Launchpad and the Old Baptist Chapel, Tewkesbury	Gloucestershire College	7

By targeting the workshops towards young people already engaged in construction courses and helping them to understand more about traditional buildings and why and how we should care for them we found a solution that had a greater impact than offering courses to more general groups of young people would have done. Additionally, as a result of the courses the SPAB has developed relationships with several colleges which we hope will continue.

Training Resources

Handbook

We set ourselves the goal of producing a course handbook in readiness for the first course in May 2007. As it was clear that we would not have enough time to source high quality illustrations and images for the handbook we decided to produce a 'beta' version, which contained all the relevant information but was largely un-illustrated. This proved to be successful and met the needs of the course participants and so provided a good starting point for producing the revised version. The text was substantially enhanced and expanded to include additional references and signposts to further sources of information at the end of the first season. The maintenance checklist was also improved and a second 'quick reference' version of the checklist was added at the back of the publication.

With the help of our designer, Sara Chapman of *The letter g*, the handbook was also ‘rebranded’ as the *Good Maintenance Guide* and produced in time for the first course in 2008. The A5 format, with its plastic cover, was intended to be easy to use and hardwearing with the intention that it would be seen as a valuable asset to volunteers. Copies of the *Good Maintenance Guide* were given freely to course delegates and were also sent to various contacts throughout faith organisations and other heritage bodies as a way of promoting the FiM project and spreading the maintenance message to a wider audience. We were extremely pleased that English Heritage chose to promote the *Good Maintenance Guide* via the places of worship section of its website (www.english-heritage.org.uk/caring/places-of-worship/maintenance/). The handbook is also warmly recommended in the IHBC Technical Bibliography, which can be found on the IHBC website (www.ihbc.org.uk/tech_panel/).

Maintenance Calendar

We also produced a laminated A3-sized maintenance calendar that can be pinned to the wall as a handy visual reminder of some of the most important maintenance tasks. It was fully illustrated with cartoons by James Innerdale and has proved to be very popular with delegates. This was distributed freely to course participants and has received very positive feedback in response. Volunteers appreciate the handy visual reminder and the friendly tone.

The *Good Maintenance Guide* and calendar are available to purchase via the SPAB’s online bookshop at www.spab.org.uk/publications/the-bookshop/.

Technical Advice Line

A technical advice service was offered to all attendees of the courses and was also advertised on the FiM website. The service was provided one day a week by David John from 2007 to June 2011 and thereafter until the end of the project by Dr Bruce Induni. Although the number of calls has not been high the relative length of time spent on church queries is much greater than for enquiries about residential buildings. It is estimated that about one-third of the Technical Officer’s time has been spent dealing with problems relating to faith buildings.

There is also a time-lag in volunteers contacting the technical advice line. If delegates have specific questions on maintenance and repair when they attend a FiM course they ask those questions on the day (one of the reasons for restricting numbers was so that trainers had sufficient time to answer all the delegates’ questions) and it is only later that new problems and queries arise. For example two enquiries received in January 2012 were from delegates who had attended FiM courses in April and July 2011.

Whilst technical enquiries relating to residential buildings tend to be straightforward (often relating to damp or simply seeking names of professionals or contractors to carry out work) those concerning churches are generally more serious and in many cases are a combination of problems and issues. Churchwardens were found to be less well informed than householders, possibly because they may live in a modern house and lack an understanding of old buildings and also because of the size and complexity of the problems they face. Finance was an issue for many and part of the query often concerned grants and funding.

Table 7: Enquiries to Technical Advice Line

2007	2008	2009	2010	2011
9	16	20	33	35

The technical advice line has been busy for much of the time but there is no facility for checking how many calls have gone unanswered. Some people who find they cannot get through phone the main SPAB phone number so we know that there has been a problem. It is almost certain that some of these callers will have been from places of worship but we do not know how many.

Website

The FiM website was launched in May 2007 and runs on a content management system, which allowed the project staff to easily update and amend pages as necessary. The website has proved to be an excellent resource and has continued to expand in terms of the breadth and depth of the topics covered. The ability to provide direct links to additional sources of information elsewhere on the internet has also been very valuable as it allowed people to access specialist guidance from other heritage organisations very easily.

During the project we carried out a review of the website at the end of each year in order to identify and then implement potential improvements. These improvements included the addition of an online booking system in 2008, new ways of navigating through the ‘building elements’ section of the website and ‘tagging’ to make it easier for users to search for particular topics. We also added video content and experimented with an online forum. The number of advice pages also increased each year so that by the end of 2011 there was a total of 122 pages of content on the website.

The website also acts as a project archive. It hosts copies of the annual reviews and the external evaluation documents as well as a complete list of the locations where courses were held along with a gallery of photographic highlights. Details of the course programme as well as the overall aims and objectives of the project can also be found on the website (www.spabfim.org.uk/pages/contact.html).

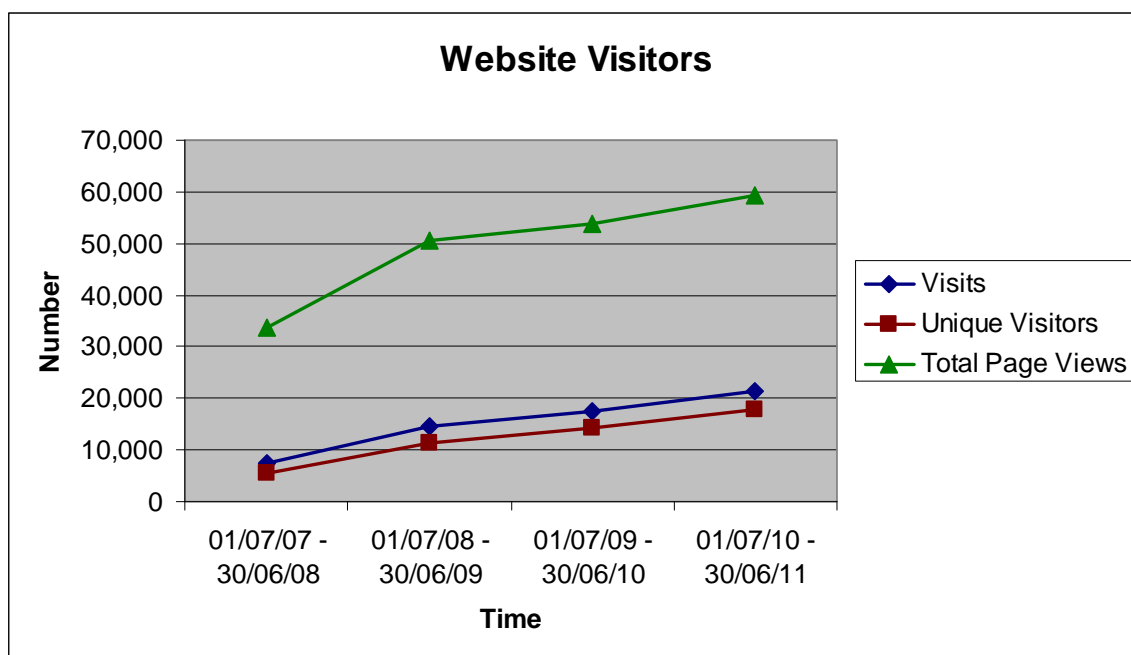
A summary of the visitor statistics for the website is given below (Table 8 and Chart 3). The statistics show that there has been a steady overall increase in the number of visitors to the website. We now know that a high proportion of our course participants are booking places on our courses online and this is perhaps why there are a greater number of visitors to the website in the early part of the year. As the course season finishes in October it is perhaps not surprising that the numbers drop a little towards the end of the year.

Table 8: Website statistics for the period 01 July 2007 to 30 June 2011

Six month period	Visits	Unique Visitors	% New Visitors	Total Page Views	Ave. Page Views Per Visit	Ave. Time on Site
01 July 2007 to 30 June 2008	7,557	5,357	70.45%	33,764	4.47	03:38
01 July 2008 to 30 June 2009	14,505	11,269	76.46%	50,646	3.49	02:52
01 July 2009 to 30 June 2010	17,608	14,153	78.67%	53,721	3.05	02:16
01 July 2010 to 30 June 2011	21,510	17,801	81.31%	59,311	2.76	02:15

81% of website users are from the UK. 0.05% are from the USA with smaller numbers from other countries across the world.

Chart 3: Analysis of website visitors for the period 01 July 2007 to 30 June 2011



The search terms that website visitors used to reach the FiM website are fairly consistent and predictable (Table 9). Where there are specific items that might not be expected there is usually a very clear reason e.g. the appearance of “cdm regulations 2010” in the top ten when ranked by number of visits probably relates to the fact that the *CDM (2007) Regulations* were the topic of the November 2010 e-bulletin and all the referrals to the FiM website happened after this date.

Table 9: Top ten keywords used by people who found the FiM website via search engines

Rank	Analysed by number of visits	Analysed by average time on website (5m 7s)	Analysed by number of pages viewed per visit (6.57)
1	faith in maintenance	gutter clear*	gutter clear*
2	www.spabfim.org.uk	www.spabfim.org.uk	spabfim.org.uk
3	gully	spabfim.org.uk	www.spabfim.org.uk
4	harmful materials	spabfim	spabfim
5	why maintenance is important	faith in maintenance	faith in maintenance
6	spabfim	spab faith in maintenance	spab fim
7	spab faith in maintenance	spab fim	spab faith in maintenance
8	cdm regulations 2010	spab	spab
9	working at height guidance	building decay	building decay
10	spab	why maintenance is important	listed building legislation

*This result is somewhat anomalous. The figures for those searching for ‘gutter clear’ show that the visits to the website almost all took place from mid April to the end of September in 2008 and that visitors looked at 13.2 pages for around 17 minutes. These figures are much higher than the average.

In terms of the most popular website content, the table below (Table 10) shows the range of topics that users are most interested in. Unsurprisingly, some the most visited pages relate to the schedules of planned courses and the course programme. This is due to a large majority of participants booking a place on a course online and the fact that they were provided with a link to the course programme when the joining instructions were sent to them by email. The most popular non-course-related pages appear to cover a broad selection of FiM advice and guidance topics. It is encouraging to see that the newsletter sign-up page and the page containing information about the technical advice service also featured in the top twenty most popular pages.

Table 10: Top website content (197,442 page views in total)

Page	Page views	% of total page views	Average time on page (m:s)
Home page <i>www.spabfim.org.uk</i>	27,087	14%	02:23
Calendar of events <i>/events.php</i>	7,891	4%	00:18
Advice and guidance <i>/pages/advice_guidance.html</i>	6,599	3%	00:22
Gulleys and drains <i>/pages/gulleys_and_drains.html</i>	6,546	3%	01:48
Course programme <i>/pages/programme.html</i>	4,976	3%	01:17
Home page <i>/index.php</i>	4,560	2%	01:04
Complete list of courses <i>/events.php?show=all</i>	4,296	2%	00:29
Resources (Good Maintenance Guide) <i>/pages/resources_home.html</i>	3,994	2%	00:40
Roofs <i>/pages/roofs.html</i>	3,714	2%	01:44
Understanding why buildings decay <i>/pages/understanding_why_buildings_decay.html</i>	2,871	1%	02:56
Understanding buildings <i>/pages/understanding_buildings.html</i>	2,426	1%	00:23
Working at height <i>/pages/working_at_height.html</i>	2,395	1%	01:49
Newsletter sign-up <i>/newsletter_signup.php</i>	2,373	1%	00:41
Managing maintenance <i>/pages/managing_maintenance.html</i>	2,314	1%	00:54
Windows <i>www.spabfim.org.uk/pages/windows.html</i>	2,232	1%	01:56
Rainwater goods <i>www.spabfim.org.uk/pages/rainwater_goods.html</i>	2,075	1%	01:34
Walls <i>/pages/walls.html</i>	1,805	1%	02:08
Understanding why maintenance is important <i>/pages/understanding_why_maintenance_is_important.html</i>	1,787	1%	02:14
Case studies <i>/pages/case_studies.html</i>	1,769	1%	00:24
Technical advice <i>/pages/technical_advice.html</i>	1,763	1%	00:47

Monthly Email Bulletin

We introduced a monthly e-bulletin service in January 2008 and promoted this resource at all our training courses and on the home page of the FiM website. The e-bulletin service was also widely recommended by colleagues across the heritage sector and we are pleased to note that the number of subscribers has grown from 179 at the end of 2008 to 590 by the end of 2011. The topics were generally of a practical nature i.e. damp, timber decay, gutters, structural issues, doors, monuments, condensation etc. but also included a range of management issues including safety, recruiting volunteers and working with professional advisers. In addition the e-bulletin was used to alert people to new resources, the publication of new guidance documents and other items of general interest.

An archive of the most recent twelve e-bulletins was maintained on the FiM website at www.spabfim.org.uk/pages/current_bulletins.html throughout the project and as older e-bulletins were removed from this list their content was reworked as a series of new webpages for the 'advice and guidance' section of the website. The monthly e-bulletin service will be maintained for the foreseeable future as part of the legacy of the project.

Maintenance DVD

When the HLF awarded the SPAB a grant for the Faith in Maintenance project there was one special condition attached to the grant offer. We were asked to produce and distribute a maintenance leaflet. However, in order to spread the message about the need for regular maintenance effectively to as many volunteers as possible we put together an alternative proposal to produce a training DVD. We secured financial support from the Dulverton Trust and the Pilgrim Trust in August 2008 and our proposal was agreed by our Grants Officer. As with the courses, the DVD focused on the idea of preventative maintenance and was intended to help volunteers understand why buildings decay and how the problems caused by broken gutters and leaking roofs can be avoided. The DVD featured David Lodge, a retired builder and former SPAB chairman, as 'the expert' providing advice and helpful tips to Daphne Foulsham, our enthusiastic 'volunteer'. The DVD also featured SPAB scholar Tim Ratcliffe explaining the role of the architect and the benefits that having a good relationship with your professional advisor can bring.

In order to represent a variety of different types of faith building and to make sure that we looked at an assortment of building sizes, styles and construction materials we used two film crews and visited places of worship in Essex, Oxfordshire, Sussex, Gloucestershire, Leicestershire, Derbyshire, Cheshire and south Wales. Once the editing process was complete in early 2009 we began the task of distributing 30,000 copies of the DVD to volunteers throughout England and Wales. For the Anglican dioceses in England and Wales, this was achieved by working with the Diocesan Advisory Committees Secretaries who were asked to give the DVDs to their churchwardens as part of the annual 'Archdeacons' Visitation' exercise. A total of 17,630 copies were sent to DAC Secretaries to distribute. A further 400 copies were sent to Tina Andrew to use as part of the HLF funded 'Taking Forward our Church Heritage' project in Wales and 500 copies were sent to the Inspired North East team.

We also sent boxes of the DVDs to various contacts in other denominations. 500 copies of the DVD were distributed to Methodist volunteers via the annual Property Forum and their Superintendent Ministers and a number of Methodist Districts subsequently asked for further supplies (350). We also sent DVDs to the Association of Grace Baptists in East Anglia (100), the Baptist Union Corporation (640), various United Reformed Church synods (930) and to the Jewish community via personal contact and also through Jewish Heritage UK (300). We had mixed success in terms of persuading the Roman Catholic dioceses to accept and distribute copies of the DVD with less than half of the 21 dioceses agreeing to participate (850 copies).

In addition, English Heritage and the National Churches Trust agreed to issue copies of the DVD with their grant offers (2,940 copies and 800 copies respectively). We also gave boxes of DVDs to various individuals and faith groups who planned to run conferences and other networking and training events.

Publicity

We have worked hard to publicise the Faith in Maintenance project. Our primary tool has been the Faith in Maintenance website, however we also produced a tri-fold project information leaflet (in English and Welsh). This was sent to a wide variety of organisations with an interest in historic buildings. Cadw, English Heritage and the National Churches Trust agreed to send out copies of the leaflet with their grant information and copies were also distributed via a number of conferences and events. In 2009 with the help of our designer, Sara Chapman of *The Letter g*, we devised a generic poster that could be customised with the dates of individual courses. This was complemented by a maintenance-themed postcard in 2010. This featured an eye-catching graphic outlining common maintenance problems on one side and a summary of maintenance ‘top tips’ and the FiM contact details on the reverse. In addition, we commissioned a pair of exhibition banners and matching posters, which were used to publicise the project at various events. We are also pleased to note that the project has been featured in a number of websites:

- **National Churches Trust:** www.nationalchurchestrust.org/supporting-you/support-and-advice/maintain-your-building/maintenance.php
- **Churchcare** (Cathedral and Church Buildings Division of the Church of England): www.churchcare.co.uk/building.php?CA
- Technical and Conservation pages of the **Methodist Church** website: www.methodist.org.uk/index.cfm?fuseaction=churchlife.content&cmid=1798
- **Churches Trust for Cumbria:** www.ctfc.org.uk/training.html
- **Heritage Care through Active Citizenship** ~ a conference held in Mechelen in 2009: www.heritageorganisations.eu/?p=319
- **English Heritage:** www.english-heritage.org.uk/caring/places-of-worship/maintenance/
- **Institute of Historic Building Conservation** ~ technical advice and events pages: www.ihbc.org.uk/tech_panel/
- **Building Conservation Directory** ~ article and training pages: www.buildingconservation.com/articles/churchwarden/churchwarden.htm
- **St Edmundsbury and Ipswich Diocese:** www.stedmundsbury.anglican.org/index.cfm?page=yourchurch.content&cmid=465
- SPAB channel on **YouTube:** www.youtube.com/watch?v=YPi_JM1dOTk
- **Europa Nostra:** www.europanostra.org/projects/37/
- **Best in Heritage:** www.thebestinheritage.com/presentations/2011/faith-in-maintenance,183.html
- **Inspired North East:** www.inspirednortheast.org.uk/page/useful-information/caring-for-church-buildings/1006/

The project has also had considerable media coverage. The following is a selection of key items:

- *The Times* ran a feature on FiM in December 2006 entitled “Defenders of the Faith”.
- The Faith in Maintenance project featured in several issues of the ‘Update’ e-bulletin produced by Heritage Link / The Heritage Alliance.
- Several articles about FiM appeared in ‘Property Points’, a Methodist Church newsletter and in the ‘Methodist Recorder’.
- Faith in Maintenance featured in radio interviews on BBC Radio Cambridge and the United Christian Broadcasting service. Sara Crofts was also interviewed by nine local BBC radio stations as part of National Maintenance Week 2007.
- Articles about FiM appeared in several editions of the ‘Building Faith in our Future Bulletin’ produced by the Cathedral and Church Buildings Division of the Church of England.
- The *Bolton News* published an article about FiM entitled “Take Good Care of the Past” on 23 February 2008.

- Sara Crofts was interviewed on BBC Radio Manchester by Mike Shaft on 16 March 2008 in connection with the FiM course at Bolton All Souls.
- An article about FiM written by Sara Crofts was published in 'Newsletter 38' of the Chapels Society (May 2008).
- The FiM project was referred to in several articles published in 'Context No 105' (July 2008) by the IHBC.
- During National Maintenance Week in November 2008, Sara Crofts was interviewed by several local BBC radio stations including Nottingham, Tees, Newcastle, Leicester, Wiltshire, Guernsey, Coventry & Warwickshire, Shropshire and Leeds.
- An article on caring for church fabric written by Sara Crofts was published in the annual 'Historic Churches' special report (December 2008).
- The FiM project was mentioned in several issues of 'POW-WOW', the newsletter of Places of Worship @ Heritage Link.
- There was a cover story and a three page feature about FiM in 'Maintenance & Equipment News for Churches and Schools' (Spring 2009 Volume 51 Number 1).
- An article featuring David Lodge discussing the Faith in Maintenance DVD featured in an issue of the 'Maldon Standard' in April 2009.
- English Heritage's 'Conservation Bulletin' (Issue 61 Summer 2009) featured an article written by Sara Crofts about maintenance and the FiM project.
- Sara Crofts was interviewed by Lamont Howie on BBC Radio Stoke's Sunday Breakfast Show on 24 April 2010.
- The FiM project featured in the Winter 2011 edition of the HLF's 'Heritage Focus' publication.
- A report of the Faith in Maintenance course held in Norwich in 2011 featured in the January 2012 edition of 'Churchwarden' published by the Diocese of Norwich along with top tips on looking after rainwater goods and drains.

Financial Review

The project was funded primarily by a £590,000 grant from the Heritage Lottery Fund and £125,000 from English Heritage. A number of smaller grants were received from other organisations and the balance of funding was provided by the SPAB. (Table 11 and Chart 4 show give details of all the grants received.)

The original intention was to charge delegates to attend the courses but, after discussion within the SPAB and with the Steering Group, it was decided that the courses should be free so that no volunteer should be deterred from attending because of the cost. As a result we were unable to pay the costs of hiring a venue and providing refreshments and host groups were asked to meet these costs. Happily this did not prove to be a problem as almost all of the host groups were able to provide a venue and often refreshments too.

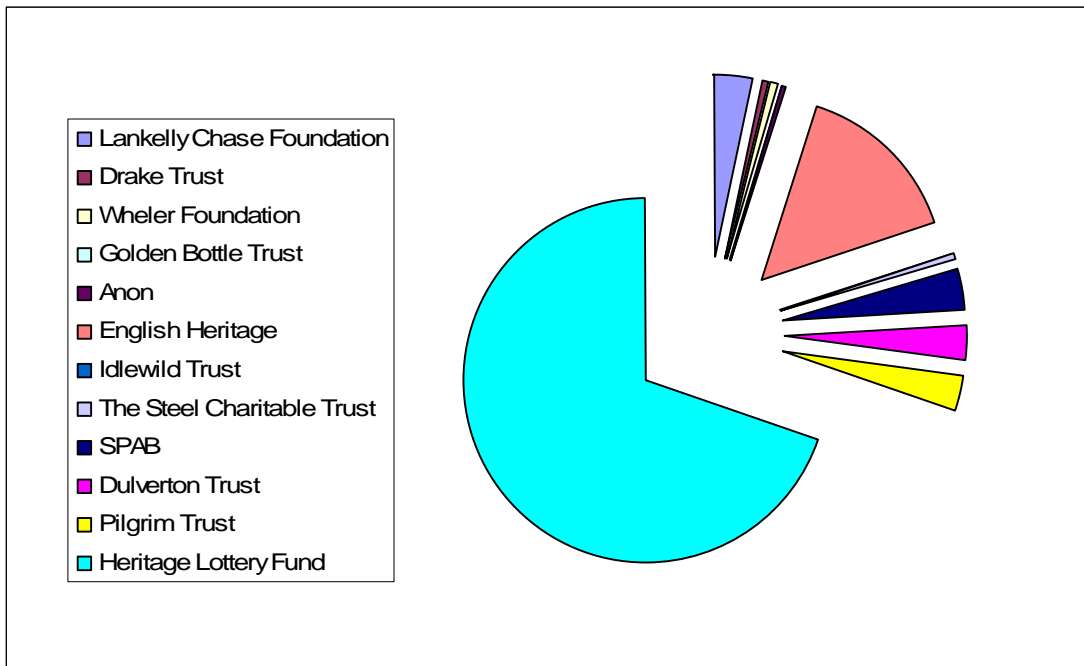
One of the major costs of the project was travel and subsistence for the Project Director who had to transport herself and all the necessary equipment (audio visual apparatus, delegates' packs, and the 'book shop' etc.) to course venues throughout England and Wales. Again it was decided early on in the project that it would be advantageous to lease a new car for the duration of the project. This was a sound decision as safe and reliable transport was an important consideration given that the Project Director covered 53,000 miles during the course of the project. Additionally, for almost all the courses we recruited a local professional to assist with the practical session. These assistants were paid a flat fee of £250 per session but made a hugely valuable contribution to the quality of the learning experience by providing an additional set of expertise and experience.

Other major expenditure included developing and hosting the project website and producing the handbook and maintenance calendar. We made a conscious decision to set ourselves high production values to ensure that all the project materials would look professional and would be valued by the recipients. This meant that we needed to engage the services of design professionals (Fat Beehive, Motif Creative and the Letter G) rather than producing materials in-house. The consistently positive feedback that we have received has confirmed the benefits of this approach. A similar strategy was applied to the production of the FiM DVD, which was delivered with separate funding from the Dulverton Trust and the Pilgrim Trust.

Table 11: Sources of funding

Income	Grant %	Source of Funding
£27,845	3%	Lankelly Chase Foundation
£6,000	1%	Drake Trust
£5,000	1%	Wheler Foundation
£2,000	< 1%	Golden Bottle Trust
£2,000	< 1%	Anon
£125,000	15%	English Heritage
£1,000	< 1%	Idlewild Trust
£5,000	1%	The Steel Charitable Trust
£30,768	4%	SPAB
£25,000	3%	Dulverton Trust
£25,000	3%	Pilgrim Trust
£590,000	70%	Heritage Lottery Fund
£844,613	100%	TOTAL

Chart 4: Breakdown of project funding



Awards

The Faith in Maintenance project was honoured with a *European Union Prize for Cultural Heritage / Europa Nostra Award* in the Education, Training and Awareness-raising Category in 2010. The award was presented at a ceremony that took place at the Aya Irini (Hagia Eirene), a sixth century Byzantine church in Istanbul, on 10 June 2010. In giving the award the Jury made the following statement:

“The Jury has awarded this prize for the exemplary initiative of the Society for the Protection of Ancient Buildings in creating an inspection network for the maintenance of places of worship by volunteers, who have been specially trained on the free Faith in Maintenance courses, run by the SPAB. The monitoring and care for these buildings by committed volunteers plays a crucial role in the conservation of old places of worship and is an inspirational model for many similar projects where, for various reasons, it is not possible for maintenance to be conducted by professionals.”

A local award ceremony was held at St Sepulchre in London on 17 September 2010 at which the project was commended by Dr Lester Borley, the chair of Europa Nostra UK. The evening also provided an opportunity to invite the project Steering Group, our many course assistants and other colleagues in the heritage sector to celebrate the SPAB’s success.

As a result of this achievement Sara Crofts was invited to give a presentation at the tenth anniversary of “The Best in Heritage” in 2011. The conference took place in the city of Dubrovnik, a UNESCO World Heritage Site, from 22 to 24 September 2011 and was attended by 132 participants from 29 countries. Having attended The Best in Heritage, Faith in Maintenance was welcomed into membership of the “Excellence Club”. As part of the celebrations, each of the award winning projects was featured in the annual brochure and is also showcased on the Best in Heritage website.

Conclusion

Faith in Maintenance has been a highly successful project helping to train volunteers from a wide range of denominations to care for their buildings better. Many more people now caring for historic places of worship understand the value of maintenance in terms of saving money on costly repairs and in preserving their buildings for future generations to enjoy.

Key to delivering successful courses was developing relationships between the project team and the course hosts. We relied on colleagues in denominational bodies to make the local arrangements for courses and to publicise the events, so it was vital that we had their support. Being able to offer them tangible and ongoing support in the form of free training for their volunteers helped enormously in fostering goodwill and the relationship between the SPAB and the Diocesan Advisory Committees in the Anglican church has been strengthened as a result. The SPAB has also made new contacts in other denominations and in higher education establishments that can be built on in the future. Building positive relationships was also a critical factor in the eventual success of the workshops for young people. It would have been very difficult to achieve a successful outcome without working in close partnership with colleges by providing workshops which fitted in with their curriculum.

Over the five years of the project we have been sustained and encouraged by the huge amount of positive feedback we have received from the delegates who attended FiM courses. One recurring and memorable theme that runs through this feedback has been the surprise that the FiM course was not only useful but also interesting and fun! Maintenance is often perceived as dull and boring, so the idea that it can be put across in a way that is both informative and entertaining can be hard to believe. The best publicity was therefore personal recommendations from friends and colleagues who had already been to a course – some of which was prominently displayed on the project website.

We also discovered that developing a new training programme takes time and that success comes from capitalising on a project's reputation. However, a good reputation takes time to build. In the early days we had to work hard to persuade people to commit to hosting a FiM course but by the fourth year of the project we were being approached regularly by groups wanting to host a course and by potential delegates who had heard about the project and were keen to attend a course. We hope that the good practices we have promoted, together with the handbook, calendar and FiM DVD will continue to encourage volunteers to maintain their places of worship. William Morris's message to 'Stave off decay by daily care' remains as relevant now as it was when the SPAB began in 1877.

"Take proper care of your monuments and you will not need to restore them. A few sheets of lead put in time upon the roof, a few dead leaves and sticks swept in time out of a water course, will save both roof and wall from ruin. Watch an old building with an anxious care; guard it as best you may, and at any cost, from every influence of dilapidation."

John Ruskin (speaking of Rouen Cathedral in 1859)

Appendices

1. Steering Group members
2. List of course venues (and other events) with dates and attendance numbers
3. Record of course hosts
4. Course programme
5. Learning outcomes for course participants

Faith in Maintenance Project Steering Group

Mr Philip Venning	The Society for the Protection of Ancient Buildings, Secretary
Mr Matthew Slocombe	The Society for the Protection of Ancient Buildings, Deputy Secretary
Ms Catherine Cullis	The Society for the Protection of Ancient Buildings, Churches Officer
Mrs Rachel Bower	The Society for the Protection of Ancient Buildings, Education Officer
Ms Judith Leigh	The Society for the Protection of Ancient Buildings, Wales Officer
Mrs Diana Evans	English Heritage, Head of Places of Worship Advice
Mr Ian Serjeant	The Methodist Church, Conservation Officer
Mr Peter Aiers	The Churches Conservation Trust, Major Projects Manager
Dr Sharman Kadish	Jewish Heritage UK, Director
Mr John Bailey	Ecclesiastical Architects and Surveyors Association, President
Mr Andrew Shepherd	Architectural Association, Postgraduate Conservation Course Director
Mr Ian Hume	Conservation Accreditation Register for (Structural and Civil) Engineers, Chair
Mr Richard Halsey	Cambridgeshire Historic Churches Trust, Chair
Mr David Lodge	Friends of Essex Churches Trust, Committee Member

Faith in Maintenance Courses 2007-2011

	Date	Course	Diocese/Host	Delegates
	2007			
1	19 May	Croydon St Michael	Diocese of Southwark	46
2	31 May	Newport Parish Centre & Newport St Thomas	Diocese of Portsmouth	31
3	09 Jun	Betws-y-Coed St Mary	Diocese of Bangor	46
4	13 Jun	Diocesan Office & Rotherham All Saints	Diocese of Sheffield	50
5	20 Jun	Ipswich St Nicholas Centre	Diocese of St Edmundsbury & Ipswich	55
6	30 Jun	Pimlico St James the Less (London)	Diocese of London	22
7	03 Jul	Carlisle St Cuthbert	Diocese of Carlisle	17
8	07 Jul	Sandhurst St Lawrence	Diocese of Gloucester	40
9	10 Jul	Norwich Diocesan Office & Easton St Peter	Diocese of Norwich	50
10	17 Jul	Tondu Methodist Church	Tondu Methodist Church	20
11	02 Aug	Chippenham St Peter	Diocese of Bristol	49
12	25 Sep	Bexhill St Peter	Diocese of Chichester	32
13	29 Sep	Stoke Newington St Mary (London)	Diocese of London	46
14	06 Oct	Alvechurch St Laurence	Diocese of Worcester	31
15	10 Oct	Truro Diocesan House	Diocese of Truro	50
16	20 Oct	Kendal Holy Trinity	Diocese of Carlisle	25
17	24 Oct	Chester-le-Street St Mary and St Cuthbert	Dioceses of Durham and Newcastle	38
18	27 Nov	Braintree Christ Church	URC/Methodist	12
	2008			
19	02 Apr	Bolton All Souls	The Churches Conservation Trust	40
20	05 Apr	Berkswell St John the Baptist	Diocese of Coventry	48
21	18 Apr	Crediton Boniface Centre	Diocese of Exeter	27
22	19 Apr	Plymouth, Tamerton Foliot St Mary	Diocese of Exeter	18
23	24 Apr	Corfe Mullen St Nicholas	Diocese of Salisbury	41
24	26 Apr	Coychurch St Crallo	Diocese of Llandaff	45
25	10 May	Richmond St Matthias	Diocese of Southwark	33
26	14 May	Terling Parish Church	Friends of Essex Churches	24
27	17 May	Bethnal Green St John (London)	Diocese of London	23
28	29 May	Guildford Holy Trinity and St Mary	Diocese of Guildford	36
29	12 Jun	Barnwell St Andrew	Diocese of Peterborough	44
30	25 Jun	Macclesfield St Michael & All Angels	Diocese of Chester	48
31	28 Jun	Leicester St Margaret	Diocese of Leicester	30
32	08 Jul	Bradford Combust All Saints	Diocese of St Edmundsbury & Ipswich	33
33	23 Jul	Grimsby St James	St James's Church	17
34	05 Aug	Bracon Ash Village Hall and Bracon Ash St Nicholas	Diocese of Norwich	48
35	06 Sep	Brockley St Peter (London)	Diocese of Southwark	23
36	09 Sep	Chitterne Village Hall	Diocese of Salisbury	35
37	13 Sep	Harrow St Mary (London)	Diocese of London	25

38	17 Sep	Tunley URC Church	Tunley URC	12
39	27 Sep	Garforth St Mary	Diocese of Ripon & Leeds	22
40	01 Oct	Waterloo Old Christ Church (Liverpool)	The Churches Conservation Trust & Friends of Old Christ Church	28
41	04 Oct	Barton-le-Clay St Nicholas	Diocese of St Albans	49
42	07 Oct	Felpham St Mary	Diocese of Chichester	38
43	15 Oct	Lostwithiel St Bartholomew	Diocese of Truro	30
44	25 Oct	Meopham St John	Diocese of Rochester	35
45	04 Nov	Clifton Diocesan Offices (Bristol)	RC Diocese of Clifton	19
	2009			
46	18 Apr	Slimbridge St John the Evangelist	Diocese of Gloucester	34
47	25 Apr	Kirk Braddan St Brendan (Isle of Man)	Diocese of Sodor & Man	30
48	09 Apr	Wellesbourne St Peter	Diocese of Coventry	39
49	12 Apr	Dewsbury Minster	Diocese of Wakefield	44
50	16 Apr	Ely St Mary	Diocese of Ely	35
51	21 Apr	Aston All Saints (Sheffield)	Heritage Inspired	28
52	04 Jun	Whitland St Mary	Diocese of St Davids	34
53	06 Jun	Charlton Kings Holy Apostles (Cheltenham)	Diocese of Gloucester	41
54	11 Jun	North Creake St Mary	Diocese of Norwich	25
55	17 Jun	Sheriff Hutton St Helen and the Holy Cross	Diocese of York	46
56	20 Jun	Shepshed St Botolph	Diocese of Leicester	34
57	24 Jun	Higham Ferrers St Mary the Virgin	Diocese of Peterborough	37
58	27 Jun	Aston-juxta-Birmingham Ss Peter and Paul	Diocese of Birmingham	38
59	01 Jul	Risca St Mary	Diocese of Monmouth	36
60	03 Jul	Merton Village Hall and Merton All Saints	Diocese of Exeter	37
61	11 Jul	Paddington Green St Mary (London)	Diocese of London	15
62	15 Jul	Betchworth St Michael	Dioceses of Southwark and Guildford	35
63	25 Jul	Jesmond St George (Newcastle)	Dioceses of Newcastle and Durham	45
64	30 Jul	Swansea St James	Diocese of Swansea & Brecon	28
65	14 Aug	Downside Abbey	The Benedictine Monastic Community of St Gregory the Great	20
66	03 Sep	Llanvaches Tabernacle	URC Wales Synod	24
67	12 Sep	Stafford St Mary	Diocese of Lichfield	34
68	19 Sep	Brackley St Peter	Diocese of Peterborough	31
69	03 Oct	Wingerworth All Saints	Diocese of Derby	51
70	06 Oct	West Chiltington St Mary	Diocese of Chichester	44
71	08 Sep	Elham Village Hall and Elham St Mary the Virgin	Diocese of Canterbury	20
72	10 Sep	Hildenborough St John	Diocese of Rochester	24
73	18 Oct	New West End Synagogue (London)	Jewish Heritage UK and NWE Synagogue	18
74	20 Oct	Whaplode St Mary	Diocese of Lincoln	46
75	21 Oct	Cambridge All Saints	The Churches Conservation Trust	12
76	27 Oct	Leeds St John	The Churches Conservation Trust (for CCT volunteers)	23

	2010			
77	16 Apr	Wells The Old Deanery and Wells St Thomas	Diocese of Bath & Wells	35
78	17 Apr	Chippenham St Paul	Diocese of Bristol	14
79	20 Apr	Farnborough St Peter	Diocese of Guildford	39
80	27 Apr	Truro Methodist Church	Cornwall Methodist District	24
81	28 Apr	Exeter St Martin	The Churches Conservation Trust (for CCT volunteers)	14
82	08 May	Hinckley Holy Trinity	Diocese of Leicester	28
83	12 May	Keswick Methodist Church	The Churches Trust for Cumbria	34
84	15 May	Stowmarket Baptist Church	Association of Grace Baptist Churches (East Anglia)	13
85	18 May	Leominster St Peter and St Paul	Diocese of Hereford	27
86	22 May	Newcastle St James URC	URC Northern Synod	17
87	25 May	Bicester St Edburg	Diocese of Oxford	36
88	02 Jun	Lindfield All Saints	Diocese of Chichester	47
89	05 Jun	Barnard Castle St Mary	Diocese of Durham	21
90	19 Jun	Attleborough Holy Trinity	Diocese of Coventry	34
91	22 Jun	Llandudno Gloddaeth United Church	URC Wales Synod	35
92	23 Jun	Wrexham St Giles	Diocese of St Asaph	37
93	26 Jun	North Luffenham St John the Baptist	Diocese of Peterborough	25
94	29 Jun	Southsea St Jude	Diocese of Portsmouth	26
95	13 Jul	Silkstone All Saints	Heritage Inspired	19
96	14 Jul	Yarburgh St John the Baptist (Louth)	The Churches Conservation Trust (for CCT volunteers)	15
97	17 Jul	Alnwick St Michael & St Paul	Diocese of Newcastle	20
98	21 Jul	Bristol St Bonaventure	RC Diocese of Clifton	21
99	22 Jul	Northampton St Peter	The Churches Conservation Trust (for CCT volunteers)	18
100	08 Sep	Market Lavington Hall and Market Lavington St Mary	Diocese of Salisbury	32
101	11 Sep	London, Wesley's Chapel	Methodist Church	23
102	25 Sep	Albrighton St Mary	Diocese of Lichfield	44
103	29 Sep	Cookham Holy Trinity	Diocese of Oxford	39
104	30 Sep	Blandford Parish Centre and Blandford St Peter & St Paul	Diocese of Salisbury	39
105	05 Oct	Burton Joyce St Helen	Diocese of Southwell & Nottingham	48
106	07 Oct	Lincoln The Old Palace and Lincoln St Peter-in-Eastgate	Diocese of Lincoln	41
107	08 Oct	Hartley Wintney St Mary	The Churches Conservation Trust (for CCT volunteers)	6
108	09 Oct	Westerham St Mary the Virgin	Diocese of Rochester	31
109	12 Oct	Reydon St Margaret of Antioch	Diocese of St Edmundsbury & Ipswich	24
	2011			
110	19 Mar	Aylesford, The Friars	Archdiocese of Southwark Art & Architecture Committee	16
111	22 Mar	South Kensington St Augustine	Diocese of London	40
112	26 Mar	Lindfield All Saints	Diocese of Chichester	38
113	06 Apr	Lancaster Friends Meeting House	Lancaster Meeting House	29

114	09 Apr	Kidderminster Baxter URC	URC West Midlands Synod	13
115	14 Apr	Woking St John the Baptist	Diocese of Guildford	26
116	16 Apr	Bedale Chantry Hall and Bedale St Gregory	Diocese of Ripon & Leeds	42
117	20 Apr	Stamford All Saints	The Churches Conservation Trust (for CCT volunteers)	12
118	28 Apr	Union Mills Methodist Chapel (Isle of Man)	Union Mills Chapel	7
119	07 May	Lillington St Mary Magdalene	Diocese of Coventry	21
120	17 May	Pirton Methodist Church	Bedfordshire, Essex & Hertfordshire Methodist District	28
121	21 May	Port Talbot St Theodore	Diocese of Llandaff	18
122	24 May	Warsop St Peter & St Paul	Diocese of Southwell & Nottingham	18
123	25 May	Queensbury Holy Trinity	Diocese of Bradford / West Yorkshire Methodist District	34
124	04 Jun	Moulton St Peter & St Paul	Diocese of Peterborough	17
125	07 Jun	Worthing St Andrew	Diocese of Chichester	32
126	09 Jun	Morville St Gregory the Great	Diocese of Hereford	21
127	11 Jun	Wingerworth All Saints	Diocese of Derby	29
128	14 Jun	Whalley Abbey	Diocese of Blackburn	38
129	18 Jun	Burrough-on-the-Hill St Mary the Virgin	Diocese of Leicester	24
130	23 Jun	Rattery Village Hall and Rattery St Mary	Diocese of Exeter	24
131	02 Jul	Norton St Mary (Stockton)	Diocese of Durham	21
132	07 Jul	Lichfield St Michael	Diocese of Lichfield	34
133	14 Jul	Norwich Diocesan Office & Colton St Andrew	Diocese of Norwich	30
134	16 Jul	Brierley Hill St Michael	Diocese of Worcester	24
135	20 Jul	Fernham St John the Evangelist	Diocese of Oxford	38
136	01 Sep	Gildersome St Peter	Diocese of Wakefield / Leeds Methodist District	21
137	08 Sep	Warrington Holy Trinity	Diocese of Liverpool	33
138	15 Sep	Old Alresford Place and Old Alresford St Mary	Diocese of Winchester	25
139	17 Sep	Pimlico St Gabriel (London)	Dioceses of London and Southwark	36
140	27 Sep	St John Lee St John of Beverley	Inspired North East & Diocese of Newcastle	21
141	30 Sep	Bath St John the Evangelist Catholic Church	RC Diocese of Clifton	13
142	01 Oct	Horfield Holy Trinity (Bristol)	Diocese of Bristol	18
143	06 Oct	Chilham St Mary	Diocese of Canterbury	35
144	08 Oct	Patrington St Patrick	East Yorkshire Historic Churches Trust	29
145	13 Oct	Wickhambrook All Saints	Diocese of St Edmundsbury & Ipswich	29
146	15 Oct	Ladywood St John & St Peter (Birmingham)	Diocese of Birmingham	38
147	20 Oct	Wendover St Mary	Diocese of Oxford	33
148	22 Oct	Toddington St George of England	Diocese of St Albans	47
149	26 Oct	Lincoln The Old Palace and Lincoln St Peter-in-Eastgate	Diocese of Lincoln	45
150	01 Nov	Bungay Emmanuel Church	Waveney Valley Ecumenical Partnership	23

Summary of Course Hosts

Host	2007	2008	2009	2010	2011
Church of England					
Bath & Wells				1	
Birmingham			1		1
Blackburn					1
Bradford					1
Bristol	1			1	1
Canterbury			1		1
Carlisle	2				
Chelmsford					
Chester		1			
Chichester	1	1	1	1	2
Coventry		1	1	1	1
Derby			1		1
Durham	1			1	1
Ely			1		
Exeter		2	1		1
Gloucester	1		2		
Guildford		1		1	1
Hereford				1	1
Leicester		1	1	1	1
Lichfield			1	1	1
Lincoln			1	1	1
Liverpool					1
London	2	2	1		2
Manchester					
Newcastle			1	1	1
Norwich	1	1	1		1
Oxford				2	2
Peterborough		1	2	1	1
Portsmouth	1			1	
Ripon and Leeds		1			1
Rochester		1	1	1	
Salisbury		2		2	
Sheffield	1				
Sodor & Man			1		
Southwark	1	2	1		
Southwell & Nottingham				1	1
St Albans		1			1
St Edmundsbury & Ipswich	1	1		1	1
Truro	1	1			
Wakefield			1		
Winchester					1
Worcester	1				1
York			1		
TOTAL	15	20	22	20	30

Host	2007	2008	2009	2010	2011
Church in Wales					
Bangor	1				
Llandaff		1			1
Monmouth			1		
St Asaph				1	
St Davids			1		
Swansea & Brecon			1		
TOTAL	1	1	3	1	1
Nonconformist					
Tondu Methodist Church, Bridgend	1				
Tunley URC Church		1			
URC Wales Synod			1	1	
Christ Church, Braintree (URC & Methodist)	1				
Truro Methodist Circuit				1	
Association of Grace Baptists (East Anglia)				1	
URC Northern Synod				1	
Wesley's Chapel, London				1	
URC West Midlands Synod					1
Leeds Methodist District					1
Union Mills Methodist Chapel					1
Pirton Methodist Church					1
TOTAL	2	1	1	5	4
Roman Catholic					
Downside Abbey			1		
Archdiocese of Southwark					1
Diocese of Clifton		1		1	1
TOTAL	0	1	1	1	2
Jewish Community					
New West End Synagogue			1		
TOTAL	0	0	1	0	0
Host	2007	2008	2009	2010	2011
Multi-Denominational					
Heritage Inspired			1	1	
St James Centre, Grimsby		1			
The Churches Conservation Trust		2	1		
Friends of Essex Churches		1			
Churches Trust for Cumbria				1	
Waveney Valley Ecumenical Partnership					1
East Yorkshire Historic Churches Trust					1
Quaker Meeting House, Lancaster					1
TOTAL	0	4	2	2	3

Host	2007	2008	2009	2010	2011
CCT Volunteers					
Northern Region				1	1
Midlands Region				1	
South West Region			1	2	
TOTALS	0	0	1	4	1
Other events at which FiM participated (lectures etc.)					
Cambridgeshire Historic Churches Trust Annual Conference – ‘Historic Churches, Who Cares?’	1				
Public Evening Lecture at the SPAB Working Party at Ratcliffe-on-Soar Holy Trinity	1				
Chelmsford DAC Conference – ‘Caring for the Parish Church’	1				
Derby DAC Conference for Churchwardens – ‘Church Buildings: Their Care and Reordering’	1				
Seminar and Practical Exercise at the Guild of Vergers Conference		1			
Oxford Brookes University and UEA – ‘The Early Modern Parish Church and the Religious Landscape’ Lectures Series		1	1		
Workshop at the Churches Tourism Association AGM & Convention		1			
Workshop at the ‘Heritage Care Through Active Citizenship’ Conference in Mechelen, Belgium			1		
Presentation about the work of Faith in Maintenance at the Europa Nostra Congress in Istanbul, Turkey				1	
Talk for U3A group in Hartley Wintney on behalf of the Friends of St Mary’s					1
Workshop on working with your architect for Inspired Northeast					1
Presentation about Faith in Maintenance at the Best in Heritage conference in Dubrovnik, Croatia					1
Talk on simple maintenance tasks for the ‘Caring for Your Historic Home’ event held at Avoncroft Museum					1
Series of three talks in Newcastle as part of National Gutters Day 2011					1
Church Architects & Surveyors Networking Event, Windermere St Mary (Churches Trust for Cumbria)				1	1
TOTALS	4	3	2	2	6
GRAND TOTAL OF FIM EVENTS	22	30	34	43	50

Course Programme

The course will be led by Sara Crofts, Faith in Maintenance Project Director

- 9.30 Registration
- 10.00 Welcome and introduction (Sara Crofts)
- 10.15 Places of worship in context (Local speaker)
An overview of historic places of worship in the local area
Traditional materials and building construction techniques
- 10.45 Coffee
- 11.15 Maintenance (Sara Crofts)
What is maintenance? Why do buildings decay?
Why is maintenance important? What should we look for?
- 12.30 Lunch, opportunities for discussion and bookshop
- 1.15 Managing maintenance (Sara Crofts)
Managing the routine care of historic places of worship
Understanding the role of professional inspections and reports
Managing relationships with professionals, contractors and specialists
- 1.45 Staying safe (Sara Crofts)
Including risk assessments, working at height and fire safety etc.
- 2.00 Practical observation exercise (in two groups)
Looking at the building element by element, inside and outside, to identify vulnerable areas of the fabric of the building and maintenance issues.
- 3.00 Tea and opportunities for discussion
- 3.15 Discussion about the observation exercise with time for questions
- 4.00 Depart

Learning Outcomes for Course Participants

The Faith in Maintenance training courses were designed to enhance participants' understanding of:

- the importance of their places of worship and the decay processes that affect them.
- the difference between traditional and modern building materials and techniques.
- the importance of using the appropriate materials for the maintenance and repair of historic places of worship.
- how to plan, implement and monitor regular maintenance activities.
- the legislative background affecting places of worship.
- the role of professional advisers and other specialists.

At the end of the training day we hoped that participants would have gained:

- an enhanced sensitivity towards the fabric of historic buildings.
- an appreciation of the practical benefits of maintaining and repairing old buildings.
- an ability to analyse and interpret basic decay problems.
- an appreciation of when to seek expert advice and where to look for it.
- an enhanced ability to communicate effectively with professional advisers and other specialists.
- an enhanced ability to interpret and implement specialist reports.