

The Impact of Faith in Maintenance

Research by Melita Armitage and Michèle Taylor

July 2010

Michèle Taylor Ltd
75 Repton Road
West Bridgford
Nottingham
NG2 7EN

07976 369134 (v&sms)

michele@micheletaylor.co.uk

Melita Armitage Ltd
Knuston Lodge
Church Street
Martock
Somerset TA12 6JL

07976 066740 (v&sms)

melita@melitaarmitage.com



Michèle Taylor Ltd



melita
armitage

Introduction..... 1

Programme Aims 1

The Research 1

Methodology.....1

Responses 1

The Respondents1

Findings 4

Background Information4

Respondents’ Role in their Place of Worship.....4

Buildings’ Listed Status.....4

Individual Change as a Result of the Training.....5

Confidence in Specific Areas.....5

The Experience of Being a Volunteer.....7

Further Research8

Managing Maintenance9

Sharing the Learning14

Resourcing Maintenance16

Appendix A. Positive Impact Headlines i

Introduction

In March 2010, Melita Armitage and Michèle Taylor were commissioned to deliver a piece of sustainability research for the Society for the Protection of Ancient Buildings (SPAB). In preparation for this work, it was decided that a preliminary piece of impact research would be valuable.

Programme Aims

The stated aims of the Faith in Maintenance programme are to:

- deliver a maintenance training course appropriate to the needs of volunteers who care for historic buildings used as places of worship in England and Wales;
- devise an effective support system in order to provide readily and freely accessible information across the range of media to assist volunteers in the enduring care of the *fabric* of places of worship and their contents;
- reach as many and as diverse a range of volunteers as possible;
- raise awareness generally of the need for places of worship to receive regular and basic routine maintenance in order to save historic *fabric* and money;
- encourage greater understanding of the history and interest of historic places of worship and their importance and value to the sense of national identity and to their local and wider communities;
- enhance the skills, expertise and personal development of volunteers and thereby to increase their interest in, and enjoyment of, their duties and tasks and improve the quality of their volunteering experience;
- promote the philosophy espoused by the Society with its emphasis on daily care, conservative repair and the use of traditional materials.

The Research

Methodology

We contacted people who had participated in a Faith in Maintenance course during 2007, 2008, 2009 and to the end of May 2010. We sent a link to an on-line survey for them to complete, and also responded to requests for the survey as a hard copy.

Responses

A total of 1,192 e-mails were sent out with the link to the on-line survey. 80 email addresses bounced, 31 people responded to say they had not, in fact, attended a course and 17 people opted out. This gave a base of 1,080 possible respondents. We incentivised the survey with a Prize Draw, offering consultancy and support time with Sara Crofts from SPAB. By the close of play on Tuesday 6th July we had received 454 responses, which gives the extremely high response rate of 42.03%.

The Respondents

424 people told us which course they had been on; note that some had attended two courses:

Venues - 2007	Number of respondents
Braintree	1
Carlisle	4
Chester-Le-Street	6
Chippenham	6
Croydon	10
Kendal	4
London St James	4
London St Mary	4
Newport	1
Total	40 (9.43% of respondents)

Table 1. Respondents by course, 2007 (base: 424)

We received responses from attendees of nine out of ten documented course in 2007, with no responses from attendees at Bexhill.

Venues - 2008	Number of respondents
Barnwell	16
Barton-Le-Clay	14
Berkswell	5
Bolton	6

Venues - 2008	Number of respondents
Bristol	1
Brockley	7
Chitterne	0
Corfe Mullen	0
Coychurch	4
Crediton	7
Felpham	5
Garforth	6
Grimsby	2
Guildford	7
Harrow on the Hill	5
Leicester	7
Liverpool Waterloo	2
London Bethnal Green	7
Lostwithiel	0
Meopham	10
Richmond	4
Tamerton Foliot	4
Terling All Saints	4
Wrightington	1
Total	124 (29.25% of respondents)

Table 2. Respondents by course, 2008 (base: 424)

We received responses from attendees at 23 of the 24 course in 2008, with no responses from attendees at Lostwithiel.

Venues - 2009	Number of respondents
Betchworth	15
Birmingham, Aston	9
Brackley	8
Braddon	7
Cambridge	7
Cheltenham	12
Elham	7
Ely	10
Higham Ferrers	10
Hildenborough	7
Llanvaches	6

Venues - 2009	Number of respondents
Merton	15
Newcastle, Jesmond	13
New West End Synagogue	5
Paddington Green	6
Risca	11
Sheffield, Aston	4
Shepshed	12
Sheriff Hutton	16
Slimbridge	16
Stafford	12
Swansea	6
Wellesbourne	7
West Chiltonington	15
Wingerworth	12
Whaplode	11
Total	259 (61.08% of respondents)

Table 3. Respondents by course, 2009 (base: 424)

We received responses from attendees at all 26 2009 courses.

Venues - 2010	Number of respondents
Cardiff	1
Exeter	1
Farnborough	1
Hinckley	1
Keswick	1
Lindfield	1
Newcastle	1
Total	7 (1.65% of respondents)

Table 4. Respondents by course, 2010 (base: 424)

We received responses from attendees at seven of the 21 2010 courses included in our sample. We did not receive responses from attendees at Attleborough, Barnard Castle, Bicester, Chippenham, Leominster, Stowmarket, Truro or Wells.

The majority of our respondents came from 2008 (29.25%) and 2009 (61.08%) which means that our sample gives data from people who have had time to absorb their learning and put it into action.

Findings

Background Information

Respondents' Role in their Place of Worship

We asked respondents what role they play in their place of worship and allowed them to provide more than one answer. 451 people responded.

360 (79.82%) say they are a Churchwarden, steward, property secretary or fabric officer; 26 (5.76%) say they are a volunteer with trade experience; 25 (5.54%) say they are a volunteer with architectural or surveying experience; 15 (3.33%) say they are a cleric; 61 (13.53%) answered 'other'.

73 people who had answered 'other' gave us descriptions. These included retired people with professional qualifications and experience in areas such as engineering, lay readers, treasurers, visitor guides, people who used to be Churchwardens, Parochial Church Council members and members of maintenance and buildings-related committees.

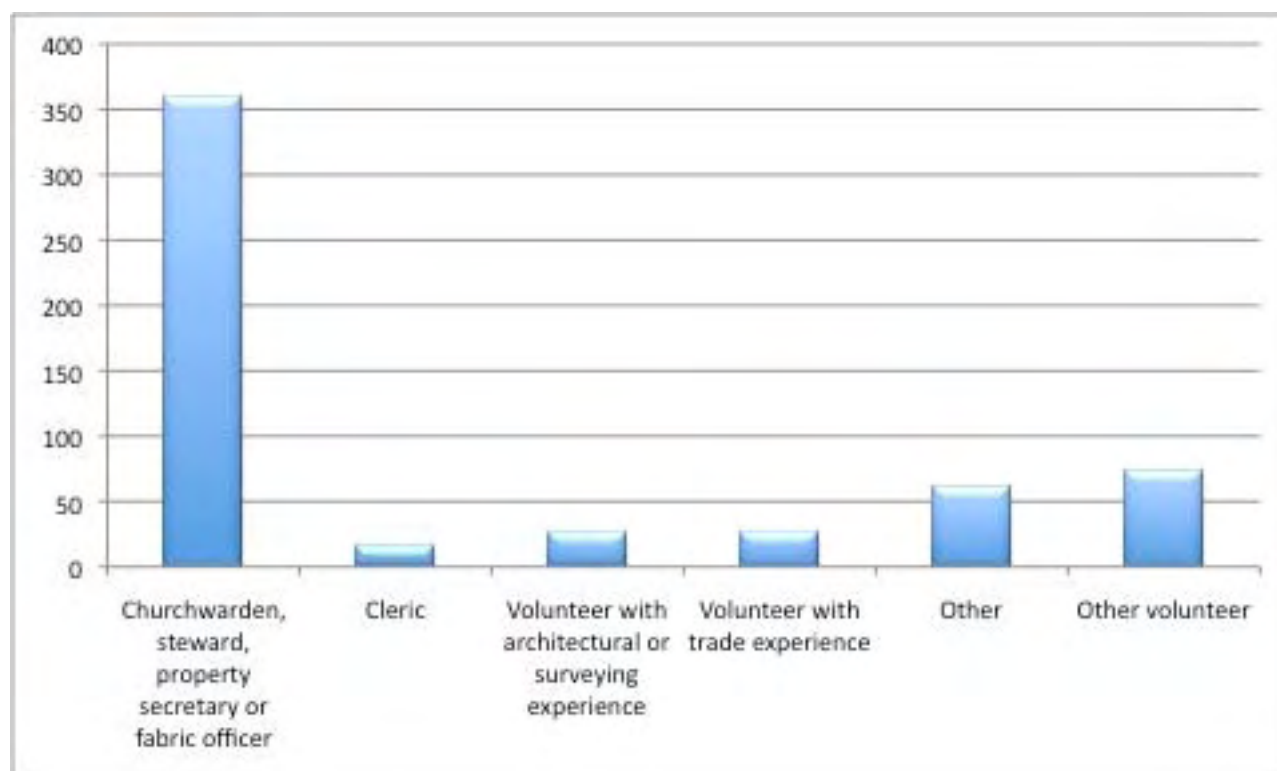


Figure 1: Respondents' Role in their Place of Worship

Buildings' Listed Status

We asked whether respondent's places of worship had listed status. 451 people responded. 141 people (31.26%) said their building has Grade I

status; 117 (25.94% said Grade II*; 93 (20.62%) said Grade II; 73 (16.19%) said their place of worship does not have listed status and 27 (5.99%) said they do not know.

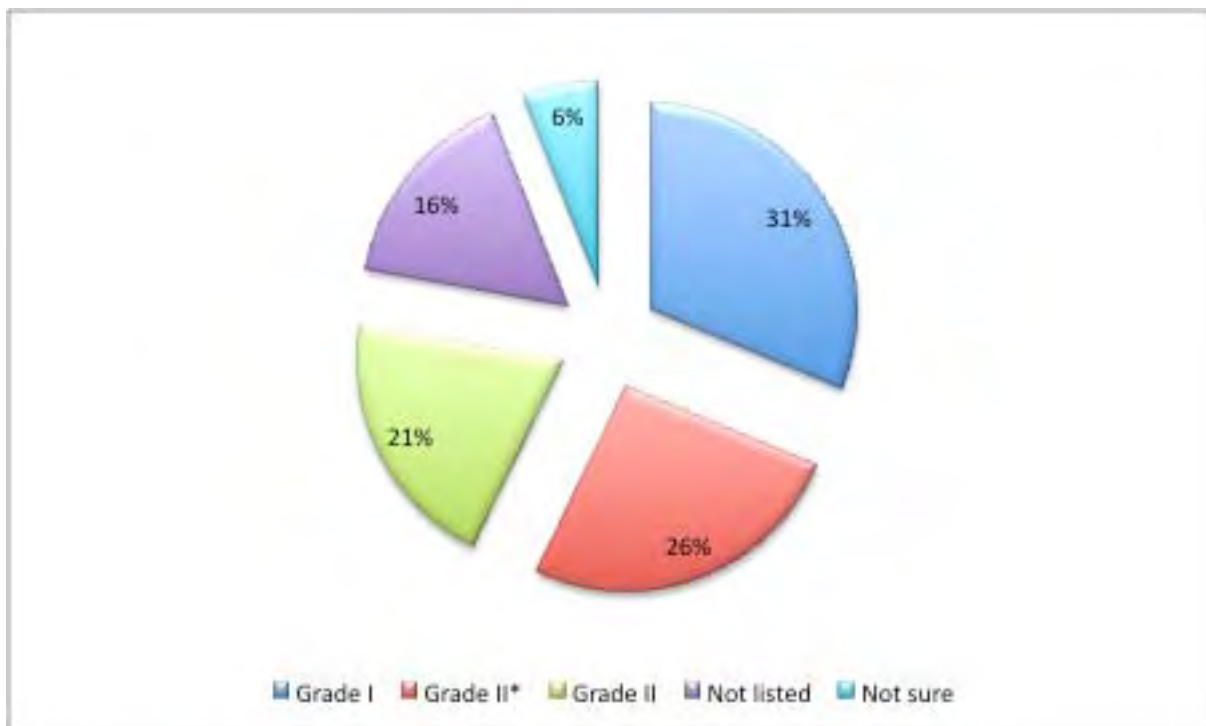


Figure 2: Respondents' Places of Worship by Listed Status (base 451)

Individual Change as a Result of the Training

Confidence in Specific Areas

We asked respondents to comment on whether their confidence had increased in a number of areas as a result of attending the training. 433 people responded and the results are presented in the table over.

The two areas which scored most highly on increasing respondents' confidence were "identifying maintenance issues or problems at your place of worship" and "knowing what to do about maintenance problems when you find them". Two areas scored had more people respond "about the same" than responded "more confident"; they were "assessing the history and significance of your place of worship" and "assessing health and safety risks". "Seeking advice from professional advisors such as architects or surveyors" had slightly more people feeling more confident than less confident.

"Knowing what to do about maintenance problems when you find them" had one person saying they felt less confident than before the course; "seeking advice from professional advisors such as architects or surveyors" and "assessing health and safety risks" each had two people

saying they felt less confident than before the course. These five responses were not all from the same two people. It is possible that the course took these people only as far as “conscious incompetence” in these stated areas. There were five responses of “less confident”, giving a total of only just over 1% of all responses.

Aspect	More confident	About the same	Less confident	Haven't applied the learning	Base
Assessing the history and significance of your place of worship	202 (47.74%)	209 (49.41%)	0	12 (2.84%)	423
Identifying maintenance issues or problems at your place of worship	360 (83.92%)	69 (16.08%)	0	0	429
Knowing what to do about maintenance problems when you find them	316 (73.83%)	109 (25.47%)	1 (0.23%)	2 (0.46%)	428
Seeking advice from professional advisors such as architects or surveyors	242 (56.15%)	178 (41.30%)	2 (0.46%)	9 (2.09%)	431
Assessing health and safety risks	193 (44.68%)	235 (54.40%)	2 (0.46%)	2 (0.46%)	432

Table 5: Respondents' Reported Confidence, in Five Areas, After the Course as Compared with Before

Rating the responses, where “more confident” rates 3, “about the same” rates 2 and “less confident” rates 1 gives average ratings for each area:

Aspect	Average rating	Base
Identifying maintenance issues or problems at your place of worship	2.84	423
Knowing what to do about maintenance problems when you find them	2.74	429
Seeking advice from professional advisors such as architects or surveyors	2.57	428
Assessing the history and significance of your place of worship	2.49	431
Assessing health and safety risks	2.44	432

Table 6: Average Ratings for Improvement in Confidence, Highest to Lowest



Figure 3: Average ratings for Change in Confidence (Scale of 1 to 3)

The Experience of Being a Volunteer

433 people answered a question which asked them to say whether they agreed or disagreed with a number of statements about their experience of being a volunteer at their place of worship. They said the training has:

Aspect	Strongly agree	Agree	Disagree	Strongly disagree	N/A	Base
increased my interest in my voluntary role	85 (19.91%)	287 (67.21%)	29 (6.79%)	1 (0.23%)	25	427
increased my enjoyment of my voluntary role	71 (16.82%)	268 (63.51%)	51 (12.09%)	1 (0.23%)	31	422
helped to clarify my voluntary role	67 (15.69%)	286 (66.98%)	39 (9.13%)	0	35	427
made me more motivated to deliver my voluntary role	78 (18.18%)	270 (62.94%)	45 (10.49%)	1 (0.23%)	35	429
increased my sense that I am making a useful contribution	95 (22.25%)	266 (62.30%)	39 (9.13%)	1 (0.23%)	26	427
given me skills that I can take to my 'day job'	27 (6.34%)	113 (26.53%)	87 (20.42%)	5 (1.17%)	194	426

Table 7: How Respondents Agree or Not with Statements About the Training’s Impact on their Volunteer Role

Rating the responses, where “strongly agree” has a rating of 4; “agree” has a rating of 3; “disagree” 2 and “strongly disagree” 1 gives average ratings for each statement.

Statement	Average rating	Base
increased my interest in my voluntary role	3.13	427
increased my enjoyment of my voluntary role	3.05	422
helped to clarify my voluntary role	3.07	427
made me more motivated to deliver my voluntary role	3.08	429
increased my sense that I am making a useful contribution	3.13	427
given me skills that I can take to my 'day job'	2.70	426

Table 8: Average Ratings for the Degree of Agreement with Statements About the Training’s Impact on Respondents’ Volunteer Role

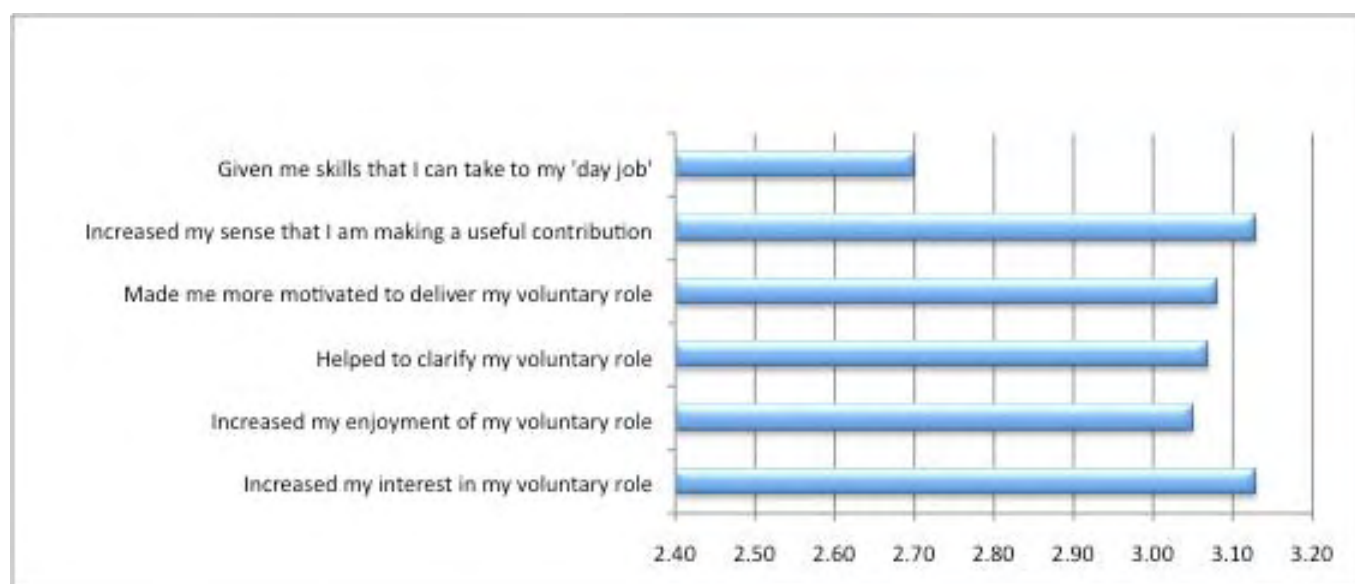


Figure 4: Average Rating for Degree to which Respondents Agree with Statements About the Training’s Impact on their Volunteer Role, Scale of 1 to 4

Further Research

Of 429 respondents, 86, or 20.04%, have done further research as a result of the training; 53, or 12.35%, have not yet but plan to, and 290, or 67.60%, have not and have not indicated plans to do so.

107 people told us about their research and we have analysed these responses into 11 categories. Note that some comments fall into more than one category and there were eight miscellaneous comments which we could not easily categorise.

- 29 people said their research is an *ongoing project*;
- 24 people said they have already *completed research*;

- 13 people talked about research specifically *relating to restoration* projects;
- 9 people said their research is related specifically to providing *information for visitors* and some mentioned this as a fundraising opportunity;
- 5 people said they are *planning research* projects;
- 6 respondents mentioned *general historical research*;
- 4 people mentioned research in the context of a *funding application*
- 1 person said they are *digitising their records*;
- 5 people mentioned *particular sources* they are using for their research: Lambeth Palace, the National Archives, the Historic Churches Trust, the local Record Office and the internet;
- 4 people talked about work on the *fabric of the building* without it necessarily being related to research;
- 3 people gave us reasons why they are not doing research: two because the building is relatively new (post 1939) and one because their computer equipment is not up to downloading documents from the Lambeth Palace records.

It is worth noting that nine comments give a very strong impression that the impetus for the research is personal interest rather than being part of a strategic plan for the place of worship. Two people relate research work to Church anniversaries.

Managing Maintenance

We asked about changes to the maintenance of places of worship as a result of the course and 363 people answered the question. This was an open question and below we summarise the responses, analysing them into 12 themes (note that one answer may fall into more than one theme). Seven people said this was not their area of responsibility and one person told us a major project was about to start.

- 107 people told us that their approach to maintenance is now more systematic;
- 72 people talk about a greater awareness of maintenance issues including the use of appropriate materials;
- 62 people say they are more pro-active and taking a more preventative approach to maintenance, appreciating how small issues can become big problems so looking to address them early;
- 19 people report that responsibility for maintenance is now shared more widely;

- 18 people specifically mention a greater awareness of rain and damp issues including the importance of conducting checks in the rain;
- 11 people mention an increased sense of confidence around maintenance issues;
- 8 people say that nothing has changed but that the course has reinforced existing practices;
- 6 people report a greater awareness of bringing in experts and an appreciation that not all jobs are appropriate for volunteers, who may be unskilled;
- 6 people mention funding issues, either the difficulty of working with limited budgets or that their place of worship has created a new maintenance budget;
- 6 people mention the value of having external resources (including those provided by Faith in Maintenance) and knowing where to go for expert help;
- 2 people specifically mention the value of having disseminated the learning;
- 39 people reported no change to their approach to maintenance, and a number of these mention resistance within individuals or bodies at the place of worship.

We then asked whether the use of the maintenance logbook, diary or file has changed as a result of the training and 407 people answered the question.

141 people (34.64%) said it had, 209 people (51.35%) said it had not, 22 people (5.41%) said they did not know and 35 people (8.60%) answered N/A “we don’t have one”.

The pie chart below shows the percentages of responses from the *people who have a maintenance logbook, diary or file*, ie ignoring the 35 respondents whose places of worship don’t have one, and using 372 as the base.

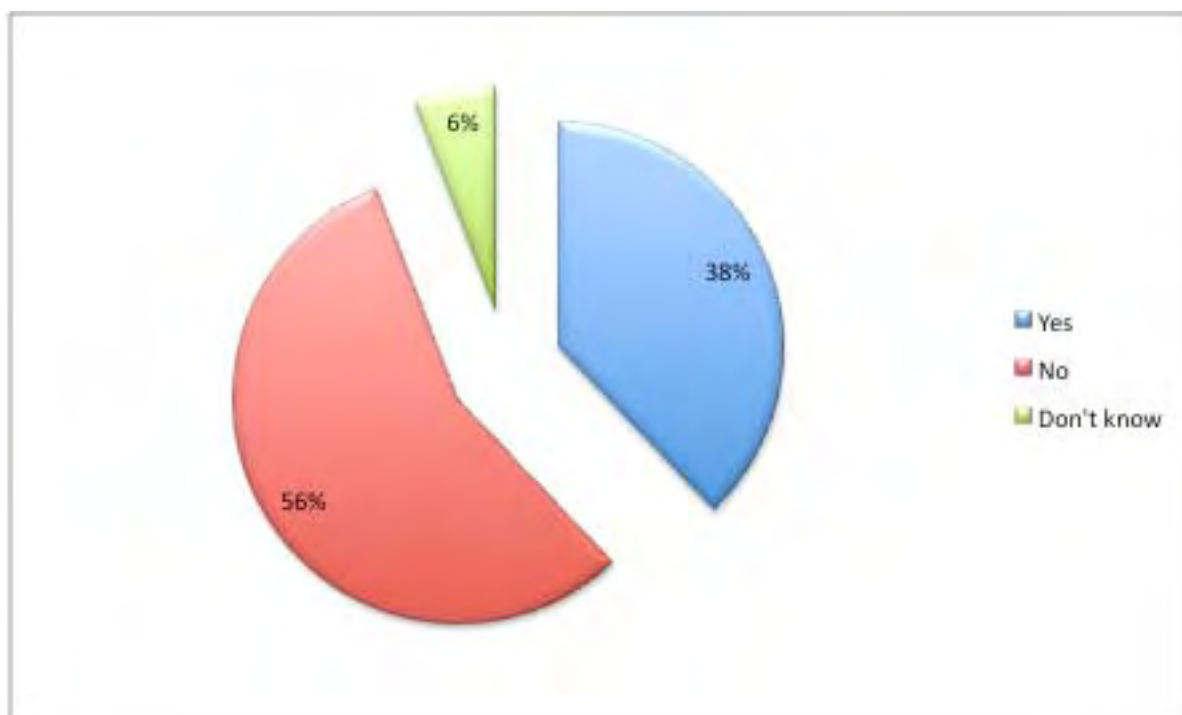


Figure 5: Respondents who have a Maintenance Diary by Whether the Course has Affected how they Use it (Base 372)

We asked specifically whether respondents' maintenance logs or diaries are being updated more regularly as a result of the course. 408 people answered the question, 107 people (26.23%) said yes, 66 people (16.18%) said no but they intend to, 184 people (45.10%) said no, it was already regularly updated, 17 people (4.17%) said no. 34 people (8.33%) replied N/A, they do not have a maintenance log or diary.

The pie chart below shows the percentages of responses from the *people who have a maintenance diary, log or diary*, ie ignoring the 34 respondents whose places of worship don't have one, and using 374 as the base.

We then asked if respondents were using the Faith in Maintenance calendar to organise their maintenance tasks and 401 people answered. 103 (25.69%) said yes, 140 (34.91%) said no because they already had a system in place, 87 (21.70%) said no but they intend to, 71 (17.71%) said no for other reasons. 88 people explained their answer.

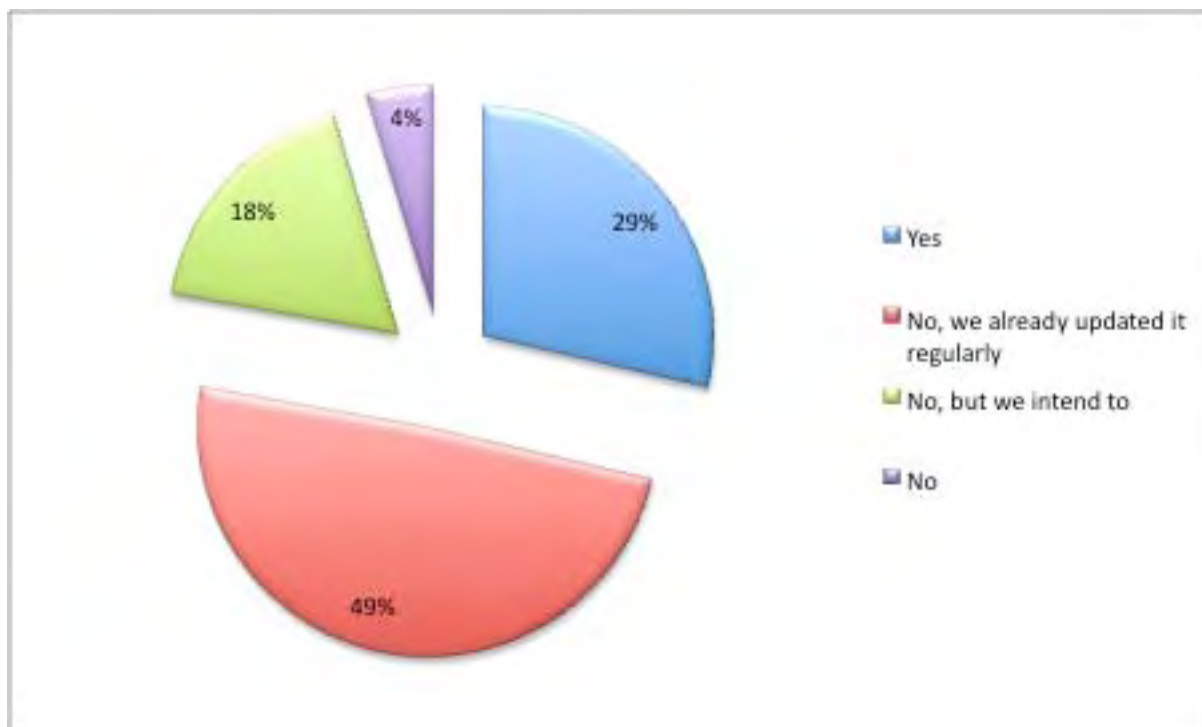


Figure 6: Respondents who have a Maintenance Diary by Whether the Course has Affected how Regularly they Maintain it (Base 374)

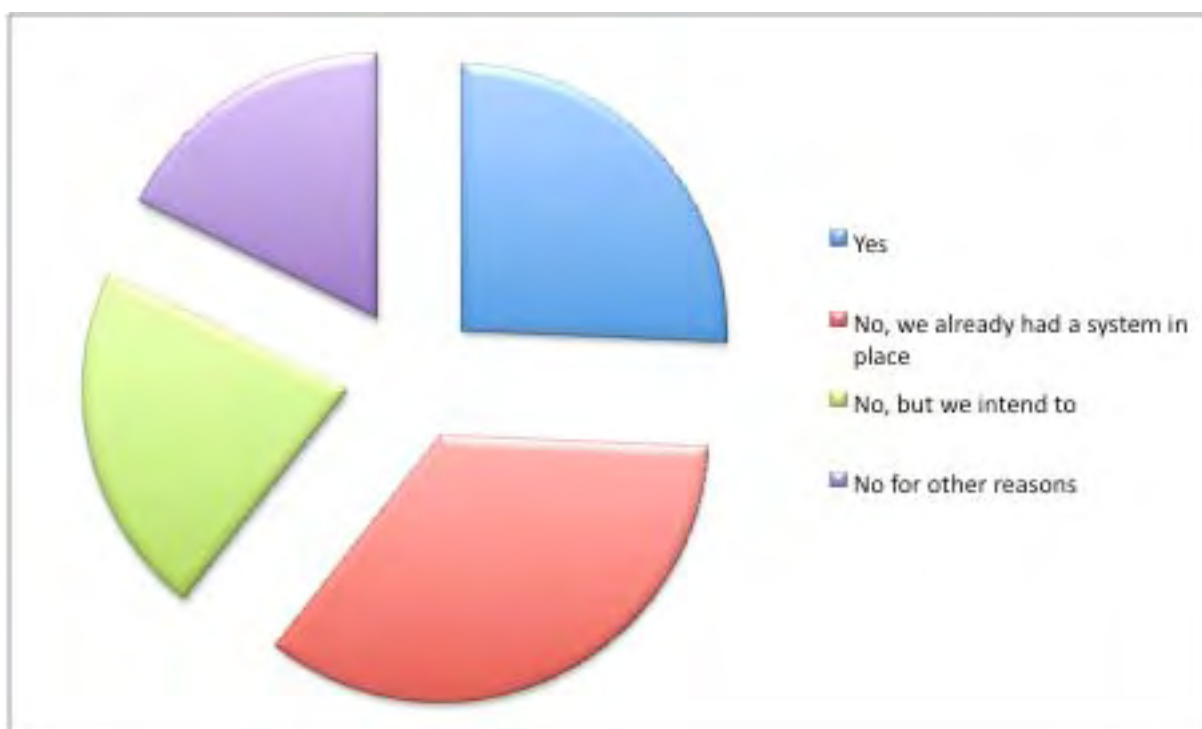


Figure 7: Whether Respondents' Places of Worship are Using the FiM Calendar to Organise Maintenance Tasks (Base:401)

We asked whether the course had had an impact on how places of worship manage their Quinquennial Inspection (QI), if relevant. 373 people answered the question, of whom 18 said it was not applicable to them, giving a base of 355. Of the 195 people who responded either yes

or no (ie suggesting that they have had an inspection since attending the Faith in Maintenance course), 64.62% said the course had made a difference to how they dealt with their QI and 35.38% said it had not.

Response	No of responses	% of responses
Yes	126	35.49%
Not yet, its due later in 2010	47	13.24%
Not yet, its due in 2011	48	13.52%
Not yet, its due in 2012	41	11.55%
Not yet, its due in 2013	18	5.07%
Not yet, its due in 2014	6	1.69%
No	69	19.43%

Table 9: Whether the FiM Course has had an Impact on the Way in Which Places of Worship Approach their Quinquennial Inspection (Base 355)

119 people provided comments on the differences the Faith in Maintenance course made to how they dealt with their QI and these comments have been analysed into eight categories. In addition, three people made comments which we have characterised as ‘miscellaneous’ (including the pithy “it has passed”!), Two people said it was not their area of responsibility and Four people said there had been no change.

- 38 people said the course gave them a better understanding of the report itself and helped them make better use of it;
- 24 people said the course gave them a greater awareness and understanding of the issues involved;
- 14 people said the course helped them deal more effectively with the professionals involved in their QI;
- 9 people said the course helped them prepare better for the QI;
- 9 people reported a greater confidence, including less fear of the QI process;
- 9 people said the course worked with the QI to support their implementation of a more systematic approach to maintenance;
- 3 people mentioned the difficulty of funding the required work;
- 1 person said the course supported their advocating for maintenance work related to the QI.

Sharing the Learning

383 people answered a question about whether and how they have shared their learning from the Faith in Maintenance Course. The responses are presented in the table below (note that respondents were free to tick more than one answer):

Type of sharing	No of responses	% of responses
I have shared what I learnt with other volunteers at our place of worship	325	84.86%
I have shared the resources with other volunteers at our place of worship	156	40.73%
I have discussed what I learnt with our architect / building surveyor or other consultant / contractor	99	25.85%
I have shared information with other places of worship	63	16.46%
I have shared information with friends and family with listed properties	43	11.235%
I have shared information with other voluntary groups	22	5.74%
I have shared my learning in other ways	33	8.62%

Table 10: How and Whether Respondents have Shared their Learning from the FiM Course (Base 383)

58 people told us about other ways in which they have shared their learning and their responses are analysed below into seven categories. There were two miscellaneous comments, including one person who wrote an article on the course in their parish magazine.

- 19 people have shared their learning with the Parochial Church Council or another committee or group, including formal training events with a group caretakers responsible for routine maintenance;
- 7 people have shared their learning with specific people, including co-wardens, the vicar and a local quantity surveyor;
- 7 people have shared their learning beyond their place of worship (for example relating it to a school or village hall);
- 6 people say the course has informed specific discussions with others;
- 6 people report bringing the course into general discussion with friends and family members;
- 5 people say they have specifically recommended the Faith in Maintenance course to individuals or groups;
- 4 people have shared their learning with other places of worship, some in semi-formalised groups or clusters.

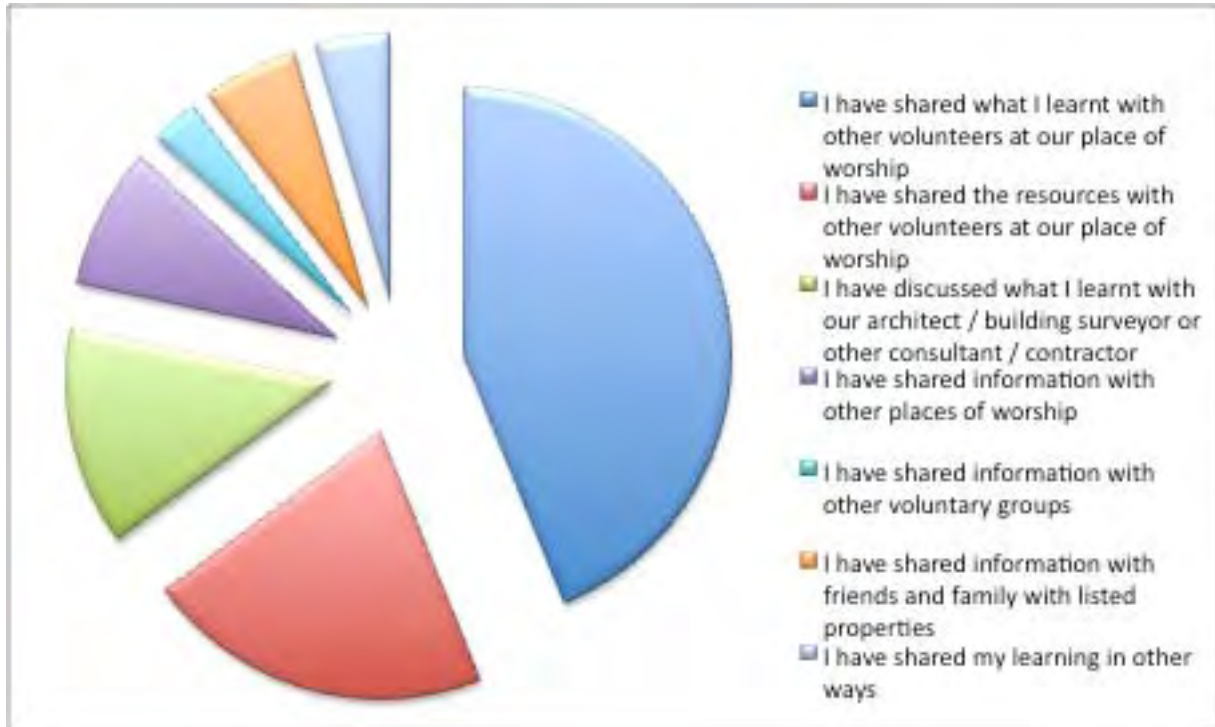


Figure 8: How Respondents have Shared their Learning from the Course (Base: 383)

We asked whether participants have planned ways of passing on their knowledge to new volunteers or their successor. 408 people responded: 98 (%) said yes; 259 (%) said not yet; 51 (%) said no.

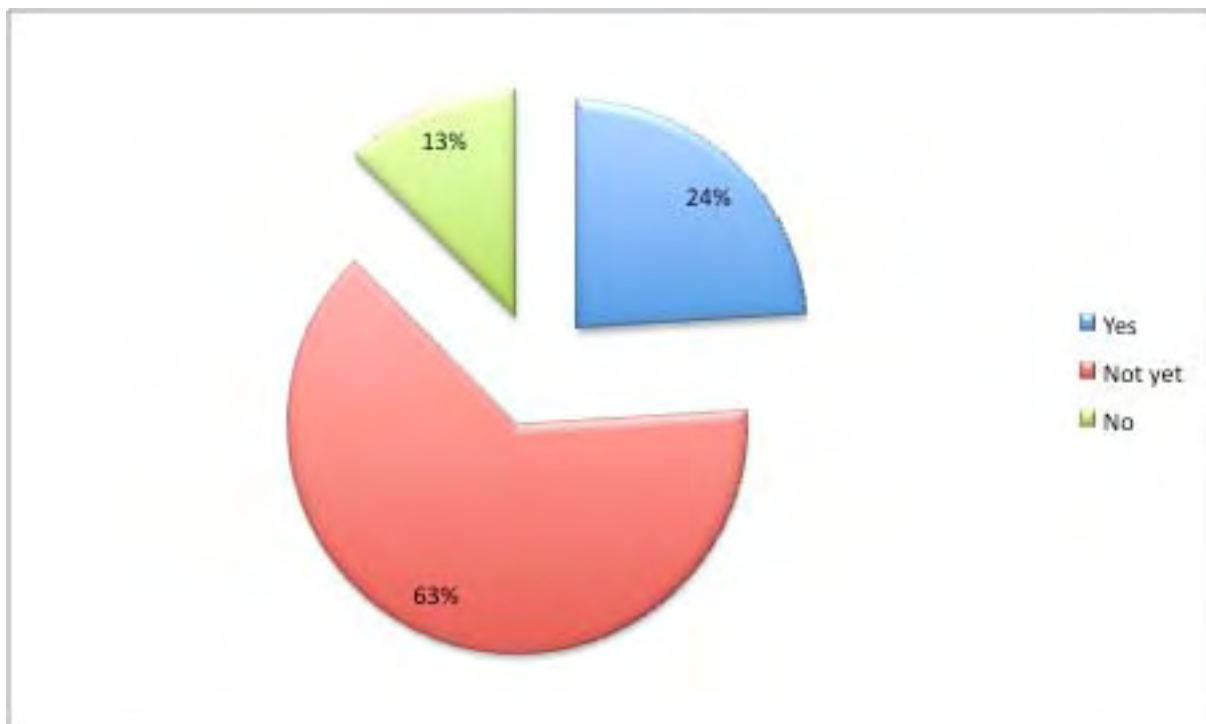


Figure 9: Whether Respondents have Planned the Ways they will Pass On their Learning from the Course (Base: 408)

97 respondents commented on their answer and their responses are analysed below into 10 categories. 10 people said there was no change imminent. There were 10 miscellaneous comments including someone who said that their church contracts out cleaning and day to day maintenance tasks.

- 17 people said they are keeping complete written records, some with drawings and photographs, to pass on to their successor;
- 14 people said they would manage the handover by recommending their successor attend the Faith in Maintenance course;
- 13 people said they would base their handover on Faith in Maintenance resources and training materials;
- 5 people described a system (mostly informal) of shadowing or buddying in the role; this includes people who have had these responsibilities in the past and who, although they have been formally replaced, still continue with their involvement;
- 4 people said they have used a formal committee such as a PCC or a Fabric Committee;
- 3 people talked of formal training of volunteers;
- 2 people talked of induction or orientation of new volunteers;
- 2 people said it would depend on who the successor was and their experience;
- 1 person said it was done by informal discussion;
- 10 people said there was no change imminent;
- 16 people talked of very real difficulties with finding successors.

Resourcing Maintenance

399 people answered a question asking whether the amount of time volunteers spend inspecting their place of worship has increased since they attended the Faith in Maintenance course. 215 (%) said yes; 141 (%) said no and 43 (%) said they were not sure.

When asked approximately how many hours a month volunteers spent inspecting their place of worship *before* the Faith in Maintenance course, 368 people answered the question. 378 people answered the same question relating to *after* the Faith in Maintenance course. The results are summarised in the table over (only numbers of hours where there was a response have been included).

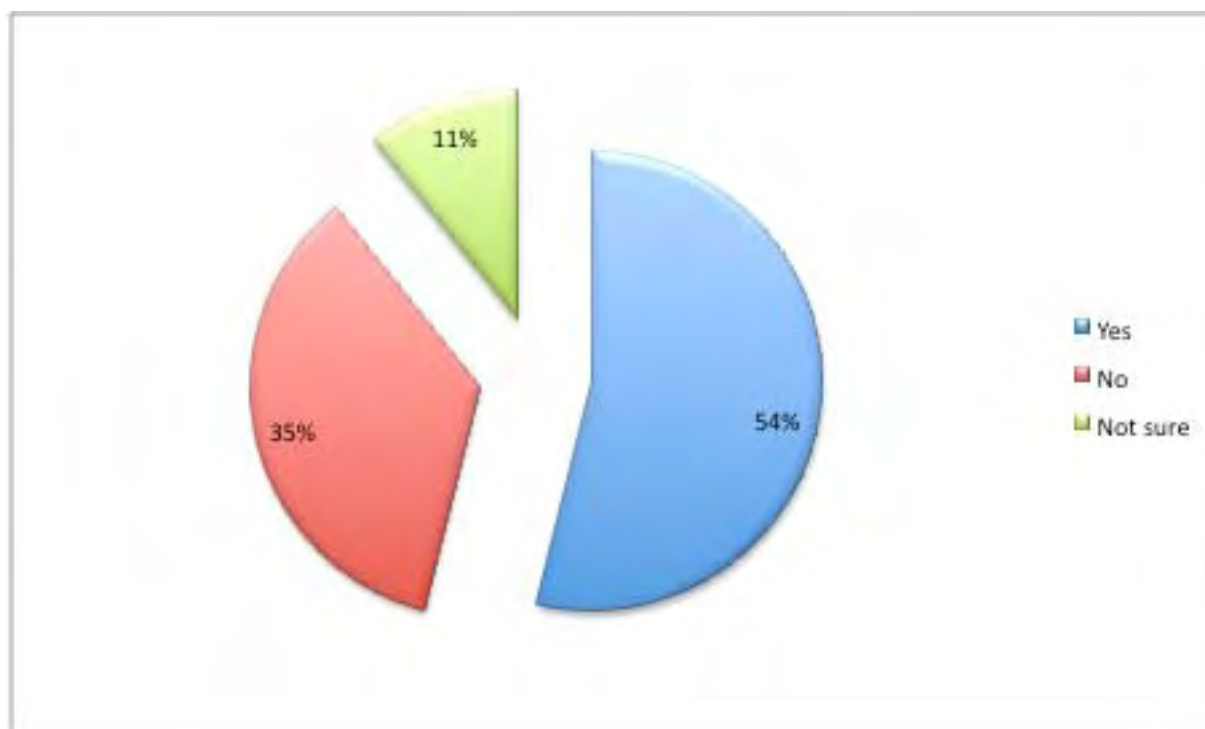


Figure 10: Whether Volunteer Time Inspecting the Place of Worship has Increased as a Result of the FiM Course (Base: 399)

Number of Hours	No of Respondents	% of Respondents	No of Respondents	% of Respondents
1	77	20.92%	59	15.61%
2	48	13.04%	89	23.54%
3	14	3.80%	16	4.23%
4	25	6.79%	51	13.49%
5	11	2.99%	24	6.35%
6	8	2.17%	16	4.23%
7	0		2	0.53%
8	2	0.54%	12	3.17%
9	0		1	0.26%
10	9	2.45%	11	2.91%
12	3	0.82%	5	1.32%
14	1	0.27%	2	0.53%
15	2	0.54%	5	1.32%
16	1	0.27%	2	0.53%
20	1	0.27%	4	1.06%
22	0		1	0.26%
25	1	0.27%	1	0.26%
36	0		1	0.26%

Number of Hours	No of Respondents	% of Respondents	No of Respondents	% of Respondents
>36	0		1	0.26%
Not Sure	165	44.84%	76	20.11%

Table 11: Comparing Number of Volunteer Hours Spent Inspecting the Places of Worship Before and After the FiM Course

It is interesting that the total number of hours reported before the course was 665 and the total reported after the course (by 10 more respondents was 1,209 (counting the one ‘over 36 hours’ response as 37 which may well be an underestimate). The average number of hours spent each month inspecting each place of worship before the course was 1.81 and the average number of hours spent each month inspecting each place of worship was 3.19.

44.84% of respondents were not sure how many hours each month had been spent inspecting the places of worship before the Faith in Maintenance course as compared with only 20.11% of respondents who were not sure how many hours each month had been spent inspecting the places of worship since the Faith in Maintenance course. This suggests that logging and documenting hours improved after the course.

We asked respondents to indicate their agreement with a number of statements about budgeting for maintenance at their place of worship. 399 people responded.

The results are presented below.

Aspect	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Base
As a result of the training we have a more realistic budget for maintenance than we did before	21	133	149	6	76	385
As a result of the course, we are more confident that we have been working to an appropriate budget	21	182	106	4	77	390

As a result of the training, we have required contractors we use to have more appropriate conservation experience	41	161	104	8	72	386
---	----	-----	-----	---	----	-----

Table 12: Extent to which Respondents Agree with Statements about Budgeting for maintenance at their Place of Worship

Rating the responses, where “strongly agree” has a rating of 4; “agree” has a rating of 3; “disagree” 2 and “strongly disagree” 1 gives the following averages for each statement:

Statement	Average rating	Base
As a result of the training we have a more realistic budget for maintenance than we did before	2.55	385
As a result of the course, we are more confident that we have been working to an appropriate budget	2.70	390
As a result of the training, we have required contractors we use to have more appropriate conservation experience	2.75	386

Table 13: Average Ratings for the Degree of Agreement with Statements About the Training’s Impact on Budgeting for Maintenance

The chart over shows that the greatest change is around the use of contractors and expecting them to have conservation experience, which scored an average rating of 2.75 out of 4. The statement that respondents are more confident that they are working to an appropriate budget scored 2.70 out of 4. The least agreement is with the statement that respondents have a more realistic maintenance budget than they did before, but this maybe because their maintenance budget was already realistic.

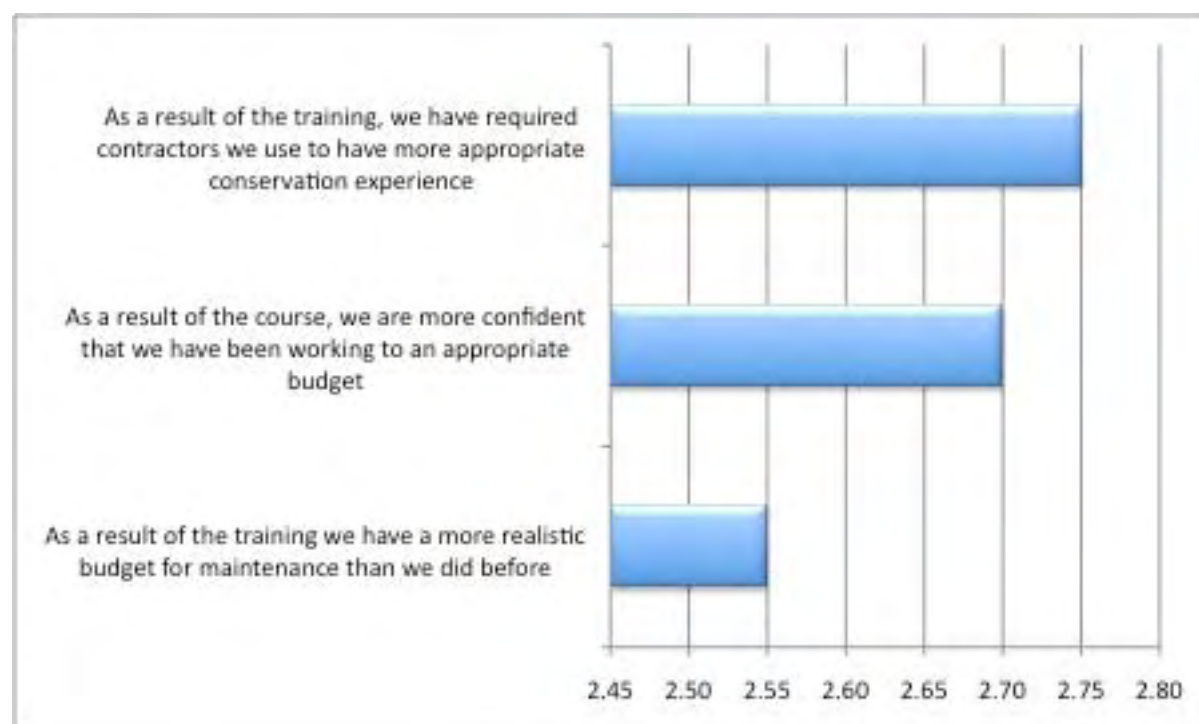


Figure 11: Average Ratings for Agreement with Statements about Budgeting for Maintenance

We asked whether respondents had consulted specific website resources since the course. 386 people answered the question and the results are presented in the table below.

Resource	Average rating	No of Respondents
Society for the Protection of Ancient Buildings: www.spab.org.uk	53.4%	206
Ecclesiastical: www.ecclesiastical.com	42.2%	163
English Heritage: www.english-heritage.org.uk	39.6%	153
Health & Safety Executive website – www.HSE.gov.uk	30.1%	116
Fire Safety Risk Assessment information – www.communities.gov.uk/fire	27.5%	106
Church Buildings Council: www.churchcare.co.uk	20.5%	79
Parish Resources: www.parishresources.org.uk	16.3%	63
Church Safety website – www.churchsafety.org.uk	11.1%	43
Cadw: www.cadw.wales.gov.uk	4.1%	16
The Methodist Church of Great Britain (Technical and Conservation Department): www.methodist.org.uk	2.8%	11

Building Conservation Directory articles – www.buildingconservation.com/articles.htm	2.6%	10
Institute of Conservation: www.icon.org.uk	2.1%	8
Conservation Register: www.conservationregister.com	1.6%	6
I don't use website resources	7.3%	28
None of the above	15.3%	59

Table 14: Percentage of Respondents who have Consulted Specific Web Resources, in order of frequency

38 people told us of other web resources they had consulted, and these are listed below.

- Association of Church Accountants and Treasurers (ACAT)
- Charity Commission
- DAC
- National Churches Fund and 3 other similar
- National Parks Conservation Officer
- Northamptonshire Historic Churches Trust
- Society of Master Glass Painters
- Yorkshire Historic Churches Trust

In addition, six people mentioned subject areas they have researched on the web:

- asbestos
- cast iron rainwater goods suppliers
- fund raising websites
- risk assessment
- safety in churchyards
- trees and tree diseases

Other comments included 6 people who said they did not know of these resources.

We also asked whether respondents had borrowed or bought any publications about certain topics since the course. 125 people answered the question and the answers are presented in the table over.

Publication	Average rating	No of Respondents
Health & safety	52.8%	66
Funding	44.0%	55
Insurance	41.6%	52
Cleaning historic buildings ('housekeeping')	13.6%	17
Dealing with wildlife	11.2%	14
Historic building legislation	10.4%	13

Table 15: Percentage of Respondents who have Borrowed or Bought Publications, in order of frequency

24 people told us of other publications they had bought or borrowed, and these are listed below.

- EIG's Information and Guidance Leaflets
- Essentially Documents 2006. H&S
- Fire & risk assessment
- The Good Maintenance Guide (For preservation of historic places of worship)
- Maintenance and equipment News - Quarterly
- "Tips and Advice", H&S News - Monthly
- Widening the eye of the needle - John Penton 2nd edition

In addition, four respondents mentioned publications by subject:

- Boiler Installation
- Ecclesiastical information on Health and Safety and Risk Assessments
- Graveyard Maintenance
- Stonework

10 respondents said they had not bought or borrowed any publications since the course.

We asked how useful respondents have found Faith in Maintenance resources. 399 people answered the question and their responses are presented in the table over.

Resource	Very useful	Useful	Limited use	Not of use	Not used yet	Base
FiM Handbook	133	198	23	1	29	384
FiM Checklist (in Handbook)	128	179	33	0	40	380
FiM Calendar	86	150	66	12	57	371
DVD	38	54	37	19	145	293
Helpline – phone	8	19	9	12	245	293
Helpline – email	5	14	7	12	246	284
Email bulletin	9	27	12	11	224	283
Website	19	63	26	7	180	295

Table 16: Percentage of Respondents who have Borrowed or Bought Publications since the FiM Course

Rating the answers from 1 to 4 where 1 is not of use and 4 is very useful, and ignoring the people who said they have not yet used the resources, gives the following average ratings for the usefulness of the different resources:

Resource	Average Rating
FiM Handbook	3.30
FiM Checklist (in Handbook)	3.28
FiM Calendar	2.99
Website	2.82
DVD	2.75
Email bulletin	2.58
Helpline – phone	2.48
Helpline – email	2.32

Table 17: Average Ratings of the FiM Resources Made Available to Course Participants, in order of usefulness

We asked, too, whether respondents had made contact with other course participants since the course and 387 answered the question, of whom 61 (15.76%) said yes, 321 (82.95%) said no and 5 (1.29%) said not yet but that they intend to. We asked the purpose of this contact and the responses are analysed below.

Appendix A. Positive Impact Headlines

As a result of the course:

- 83.92% of respondents report feeling more confident about identifying maintenance issues or problems at their place of worship;
 - 73.83% of respondents report feeling more confident about knowing what to do about maintenance problems when they find them;
 - 56.15% of respondents report feeling more confident about seeking advice from professional advisors such as architects or surveyors;
 - 47.74% of respondents report feeling more confident about assessing the history and significance of their place of worship;
 - 44.68% report feeling more confident about assessing health and safety risks;
 - 17.84% of respondents report feeling more confident in all five of these areas;
 - 64.62% of 195 people who have had a quinquennial inspection since the course said they approached their inspection differently, as opposed to 35.38% who said they had not.
-
- 87.12% of respondents agree or strongly agree that the course increased their interest in their voluntary role;
 - 80.33% of respondents agree or strongly agree that the course increased their enjoyment of their voluntary role;
 - 82.67% of respondents agree or strongly agree that the course helped to clarify their voluntary role;
 - 81.12% of respondents agree or strongly agree that the course made them more motivated to deliver their voluntary role;
 - 84.54% of respondents agree or strongly agree that the course increased their sense that they are making a useful contribution;
 - 32.86% of respondents agree or strongly agree that the course gave them skills that they can take to their 'day job'.
-
- 20.04% of respondents have done further research as a result of the FiM course.
-
- 34.64% of respondents report that their place of worship has changed the way they use their Maintenance Logbook, diary or file;

- 26.23% of respondents report that their Maintenance Logbook, diary or file is being updated more regularly as a result of the course;
- 25.69% of respondents report that their place of worship is using the FiM calendar to organise maintenance tasks.
- The average number of hours spent each month inspecting each place of worship before the FiM course was 1.81 and the average number of hours spent each month inspecting each place of worship after the course was 3.19.

- 52.33% of respondents say that, since the Faith in Maintenance course, they have required contractors they use to have more appropriate conservation experience.