



---

## **Maintenance Co-operatives Project**

### **First External Evaluation Report January 2014 – March 2015**

---

Prepared for the Society for the Protection of Ancient Buildings by

Oakmere Solutions Ltd

---

April 2015

## Contents

	<b>Page Number</b>
<b>Introduction</b>	<b>3</b>
<b>Evaluation Methodology</b>	<b>4</b>
<b>Project activities</b>	<b>5</b>
<b>Successes</b>	<b>5</b>
<b>Issues</b>	<b>6</b>
<b>Recommendations</b>	<b>6</b>
<b>Appendix 1:</b>	
<b>Summary feedback from annual conference</b>	<b>8</b>
<b>Appendix 2:</b>	
<b>Summary feedback from launch and training events</b>	<b>10</b>
<b>Appendix 3:</b>	
<b>Training event impact review</b>	<b>12</b>

# Introduction

The Society for the Protection of Ancient Buildings (SPAB) commissioned Oakmere Solutions Ltd. to carry out external evaluation of the Maintenance Co-operatives project for the duration of the project (October 2013 – December 2016). This report summarises the outcomes of external evaluation for the period October 2013 - March 2015.

The Maintenance Co-operatives project aims to:

- Create and support a series of maintenance co-operatives to bring together groups of people caring for places of worship in five regions: Cumbria, the North East, Herefordshire & Worcestershire, Lincolnshire and the South West;
- Carry out training of staff and volunteers including a networking conference;
- Recruit Volunteer Coordinators to set up local co-operatives and encourage maintenance of places of worship;
- Develop a national maintenance network supported by an improved website.

The Maintenance Co-operatives project is supported by the Heritage Lottery Fund (HLF) and the reported project aims are also the HLF 'Approved Purposes'.

The Maintenance Co-operatives project runs from October 2013 to December 2016. The project is working to achieve the following outputs:

- the creation of a minimum of 25 local maintenance co-operatives that are self-sustaining and will therefore continue to operate after the project ends;
- an increase in the number and diversity of people who take an active role in looking after historic places of worship;
- the recruitment of at least 25 Volunteer Co-ordinators;
- the delivery of a high quality training and activity programme that increases the sharing of good practice, knowledge, skills and understanding of project participants;
- the creation of a simple pack of maintenance worksheets and aide memoires specific to each place of worship taking part in the project;
- the creation of an online resource bank to share ideas, maintenance tools and other resources etc.;
- the development of tools and methodologies to assess the impact of training and support for volunteers on the maintenance and condition of historic places of worship;
- a measurable improvement in the condition of historic places of worship looked after by those involved in the local maintenance co-operatives (e.g. gutters and drains being cleaned more regularly and maintenance inspections being carried out annually);
- increased community awareness of the importance of maintaining historic places of worship.

The project outcomes identified for **people** are:

Volunteer Co-ordinators will:

- have gained greater skills and confidence and the ability to take on a role as a community leader and mentor;

- have increased knowledge and understanding of maintenance issues and the ability to communicate this to others;
- have a sense of well-being gained through volunteering their time to help others;
- feel that their personal motives for volunteering have been fulfilled;
- feel that their contribution towards looking after their local heritage is valued and celebrated;
- be proud of their achievements and impact on the care of historic places of worship.

The project outcomes identified for **communities** are:

Local faith organisations will:

- be more resilient as local maintenance co-operatives become self-sustaining;
- be able to capture and share information, skills and resources more effectively;
- be able to make the wider community more aware of the value of historic places of worship;
- be better able to understand and act on the need for regular maintenance with regard to the long term care of historic places of worship;
- be more capable of using existing resources effectively by making sound decisions with regard to prioritising maintenance and repair needs.

The project outcomes identified for the **heritage** are:

Places of worship will be:

- better managed;
- better resourced;
- in better condition.

As the external evaluator Oakmere Solutions Ltd. is providing external scrutiny, validation, and evaluation against the aims of the project, and making recommendations during the project for development and legacy.

## Evaluation Methodology

For the purposes of this report we are defining ‘monitoring’ as the systematic and routine collection of information to improve practice, ensure accountability, inform decisions and empower beneficiaries, and ‘evaluation’ as systematic and relevant processes to assess relevance, effectiveness, efficiency, impact and sustainability.

During the period to March 2015, Oakmere Solutions has worked with the project team to develop a robust evaluation plan with associated standardised data gathering tools, and provided staff support to enable effective monitoring and reporting of the achievements of the project against its aims and outputs. During the period these data gathering tools have generated a significant volume of rich data which outline participants’ motivations, confidence, training and support needs, feedback on training events, and interest in becoming involved in a co-operative. To supplement this data, Oakmere Solutions carried out an online survey of people who had attended project training events to explore the impact on them and their place of worship.

In future years, phone interviews with stakeholders and Volunteer Coordinators will be carried out to provide additional data to inform actions and the development of case studies.

This report for the period to March 2015 will form part of our summary evaluation report to be completed in 2016. However, its primary purpose is formative. Specifically, it is designed to support the project team to learn from experience and improve practice during the project and consequently improve and promote future sustainability.

The report summarises project activities, successes and challenges before making a number of recommendations for immediate consideration by the project team. Evidence to support these summary points is presented in a series of three Appendices, which also include detailed feedback from training event participants.

## Project Activities

During the period to March 2015 the project has delivered a number of activities, products and services to address its aims. Specifically:

- Recruited the project team of Project Manager, five Regional Project Officers, Technical Officer and Administrator;
- Commissioned external evaluators and web-developers;
- Recruited and trained volunteers.
- Delivered 47 training events held between May 2014 – March 2015 across all project geographic areas. These have been wide ranging and include project launch events, taster days, baseline survey training days, and skills days covering topics such as dealing with damp;
- Produced publicity material, development toolkit and provided technical advice;
- Delivered a national conference attended by 85 people held in York in November promoting the project and best practice in maintaining places of worship;
- Scoped and tendered for a project web site which is scheduled to be operational by summer 2015;

## Successes

Event feedback and survey responses identify a number of project successes including:

- Established 17 Maintenance Co-operatives (Herefordshire & Worcester 6, North East 2, Lincolnshire 4, South West 2, Cumbria 3);
- Delivery of wide range of training events that are well regarded and are meeting the needs of attendees and leading to positive impacts on their knowledge, understanding and confidence, and on their maintenance of places of worship;
- Enthusiasm from training event attendees for most of the resources made available by the project;

- Evidence of positive actions leading to immediate improvements in the condition of places of worship, and the further potential for improvement when the products of training had been fully implemented;
- Evidence of general interest in the Maintenance Co-operatives model and explicit interest from volunteers in being part of a co-operative.

## Issues

- Whilst the project has made significant progress in delivering a wide range of training events to help volunteers to maintain their places of worship progress has varied across the five project regions;
- The project has experienced some staffing changes. The Regional Project Officer for the South West left to take-up full time employment at English Heritage. A new Officer has since been appointed. The Project Manager is taking five months maternity leave, during which time the Technical Officer is taking over her managerial responsibilities;
- The project is working across geographies which have seemingly different capacity, resources and needs. While this is presenting challenges to delivering consistently across each area, it also provides opportunities to develop a range of co-operative delivery models for the future;
- The team has found that places of worship work to a longer time frame than that of the SPAB or the project and so establishing fully functioning co-operatives is taking longer than expected;
- Recruitment to the role of Volunteer Coordinators is due to take place later in the project. In the interim, Regional Project Officers are each carrying out this role, providing the team with practical experience from which to define and recruit in the future;
- Some project elements have been slow to develop, for example the full website.

## Recommendations

An analysis of findings has identified areas for further reflection and development. These have informed the following set of recommendations for consideration by the project team:

- Training events might usefully include time explaining and reassuring volunteers about the time requirements and benefits of carrying out a condition survey;
- Consider including 'hands on' sessions using social media and the new website during training events to enhance volunteers' confidence and skills and showcase the benefits;
- Explore any additional actions that might be taken to further encourage and support volunteers to develop co-operatives and work with similar community networks in localities for mutual benefit;
- Explore additional actions to increase the pace of development of 'prototype' co-operatives in different localities to meet local and specific needs;
- That appropriate priority be given to defining the role of Volunteer Coordinator and to recruiting, training and supporting Coordinators given the relative importance of this as a project deliverable;

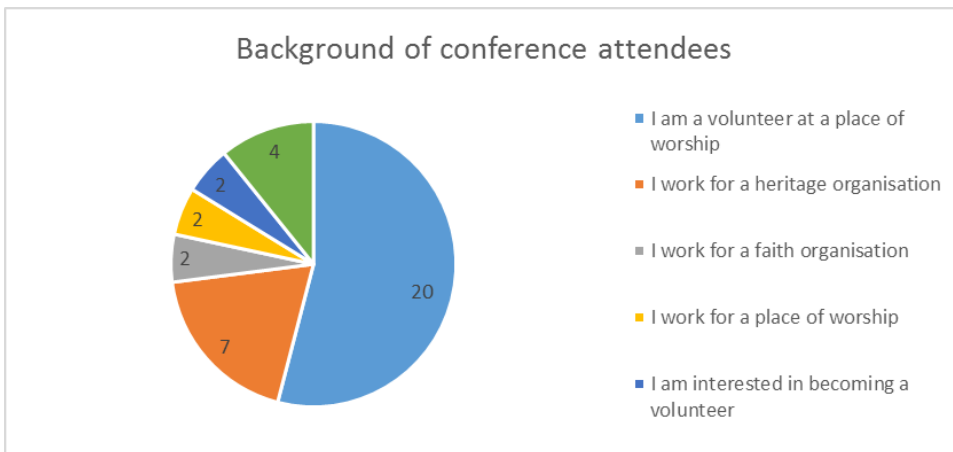
- Plan future training events to flag with attendees that they will be contacted after the event to gain feedback on the impact of training on their development and actions and how these are impacting on their place of worship. This will be additional to their immediate feedback on the perceived value of the training and will focus on behavioural and other changes stimulated or encouraged by training ;
- Consider how to incorporate analysis of feedback into regular project team dialogue so that it informs practice on a constant and consistent basis.

# Appendix 1

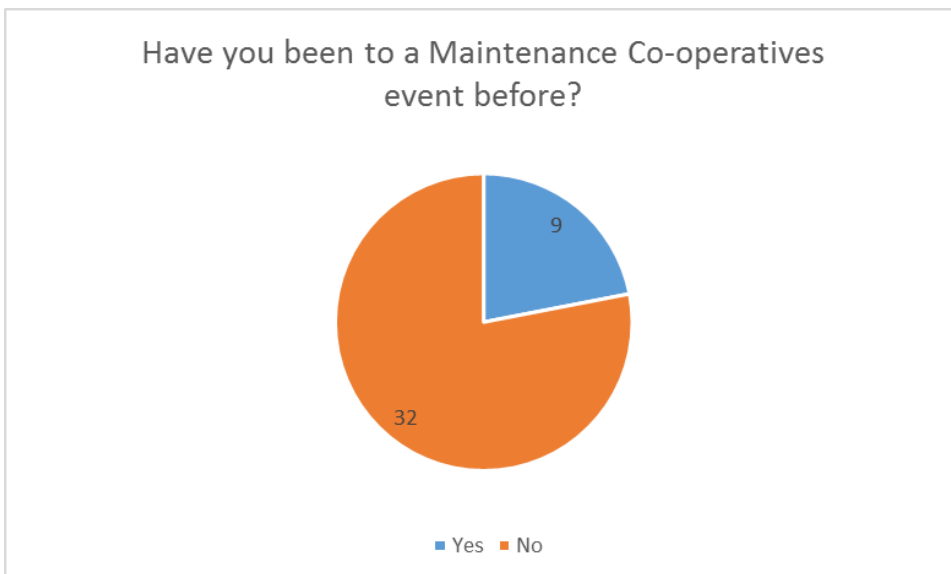
## Summary of Feedback from the annual conference.

The first conference 'From Gutter to Spire' was held at the Merchant Taylor Hall in York on 21 November 2014.

85 people attended the conference with 41 attendees providing feedback on their experience. Of those providing feedback the majority were already volunteers at a place of worship.



For 95% of respondents this was their first Maintenance Co-operatives event.

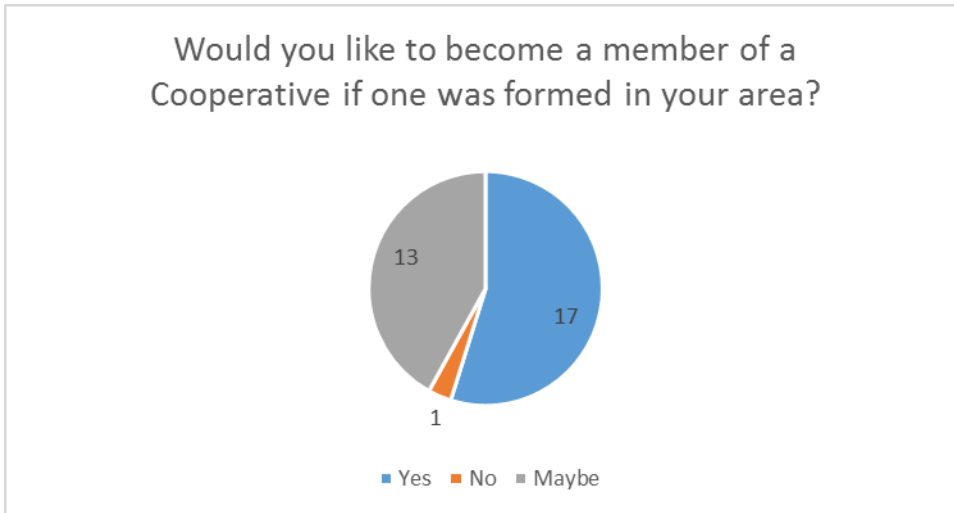


There was an overwhelmingly positive response from attendees about the quality of booking, pre-conference information, facilities, catering, quality of speakers and overall organisation (98% rating these as excellent or good).



Attendees were asked what they hoped to get out of attending the conference and provided a wide range of reasons including, finding out more about co-operatives and the project in general, developing maintenance skills and knowledge, and networking. 97% of responses confirmed that the conference 'completely' met their expectations.

Only two attendees were already involved in a Co-operative. Of those who were not there was significant interest in finding out more about getting involved.



Attendees provided contact details for follow up and identified what future training topics would be of interest to them.

## APPENDIX 2

### Summary of feedback from launch and training events

Of the 164 who attended, 143 people provided feedback on 15 launch events held between May 2014 and January 2015.

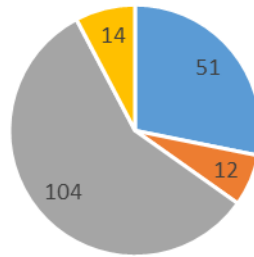
All those who provided feedback on launch events felt that the aims of the Maintenance Co-operative project were very or quite relevant to their place of worship and 64% said that they would be interested in being a member of a coop if one was available in their area.

Of the 558 who attended, 262 people provided feedback on 17 training events held between July 2014 and March 2015.

230 (88%) of those completing feedback forms reported that they had learned something 'useful' during the event (giving the rating of 4 or 5 on a five point scale); 86% said they would be able to make use of the skills and knowledge they gained. Of those completing feedback forms, 18% (39) were members of a maintenance co-operative and 82% (181) were not. Of the 181 who were not members, 28% (51) said that they would be interested and 57% (104) said they might be interested in being a member of a coop if one was available in their area.



If not a member of a cooperative would you like to be a member if one was available in your area?



■ Yes ■ No ■ Maybe ■ No reply

## APPENDIX 3: Training event impact review

### Executive summary

This review presents the results of an online survey carried out in December 2014 by Oakmere Solutions Ltd for the Society for the Protection of Ancient Buildings Maintenance Co-operatives project to review the impact of training delivered between May and September 2014.

### Methodology

An online survey using Survey Monkey was constructed by Oakmere Solutions and agreed with the Maintenance Co-operatives project team. An explanatory email with link to the survey was sent on 8 December 2014 to 173 people who had attended training events offered through the project between May and September 2014. A follow up reminder email was sent on 17 December 2014. A total of 19 people accessed the survey representing 11% of those approached. All respondents completed the survey within two days of an email being sent. However, not all respondents completed all questions. Following concern raised by the project team that some respondents felt they could not add to feedback already provided at the training event, a second email was sent on 17 December to make even more explicit that views were being sought on the *impact of, and behavioural changes associated with* the training and not on the quality of the training event itself (this having been captured by an end of event questionnaire). While 19 responses represents a relatively small sample none the less the analysis is useful in drawing inferences to inform the teams' reflection on the first year of project operation and encourage immediate changes to practice.

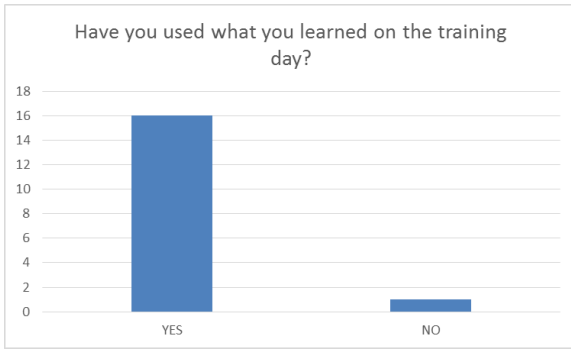
### Findings

Findings are presented for each question posed with direct quotes from respondents provided where these add insight. Detailed responses to each question, including the numbers responding and respondents' comments are presented following the summary analysis of the eight questions.

Question 1: Which training day did you attend?

Out of 16 responses to this question, 30% (5) had attended two or more training days and one person had attended four.

Question 2: Have you used what you learned on the training day?



Three respondents identified actual practical works that they had carried out mainly related to rectifying damp problems. Four respondents had developed a maintenance schedule or carried out a buildings condition survey on their church buildings. All said that they were more aware of the importance of regular preventative maintenance.

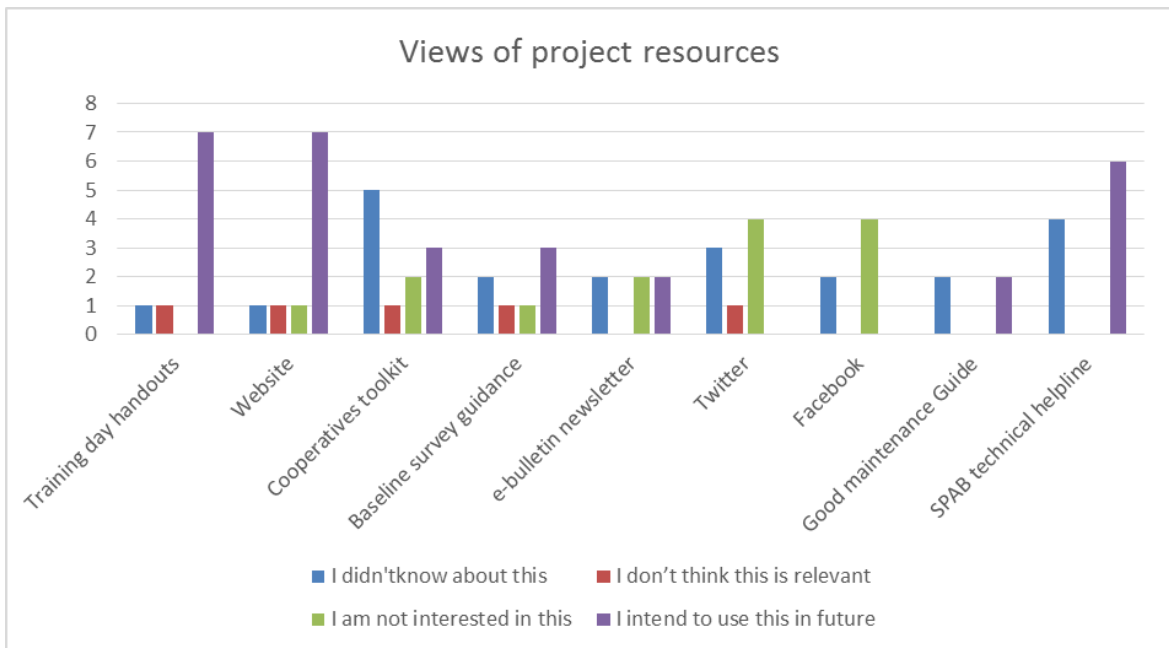
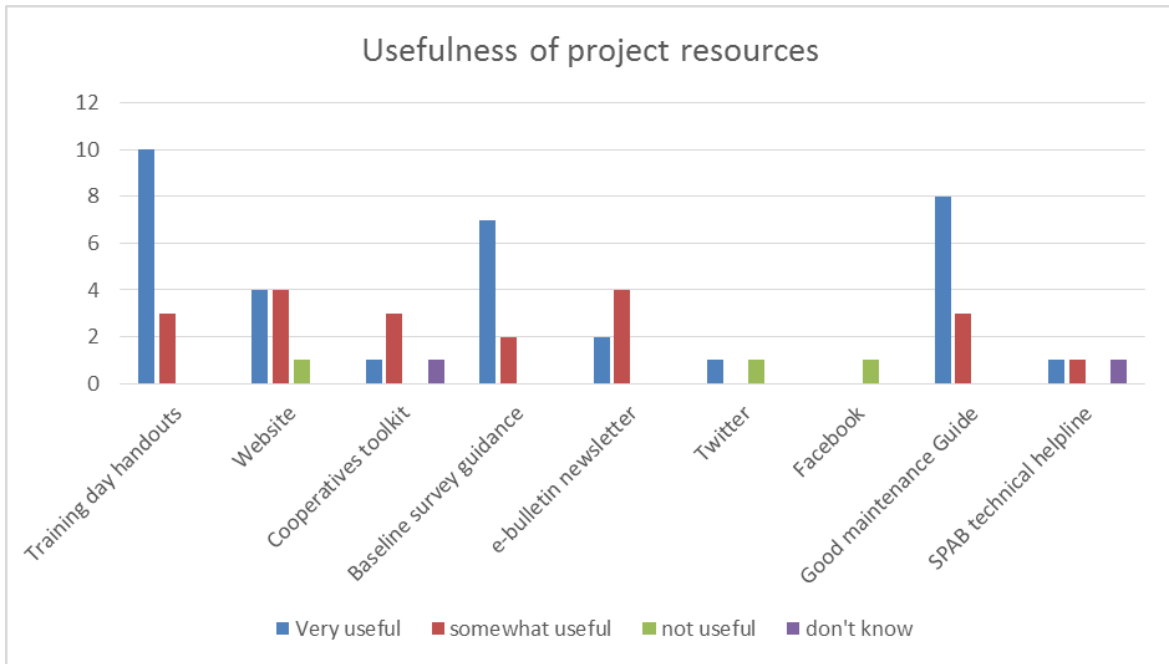
“Increased maintenance events at church using more volunteers. We now scrutinize the church with more knowledge with what could be wrong and possible solutions with who to call” *Survey Respondent*

Question 3: Has attending the training day had an impact on how you look after your place of worship?



“There is now a core of supporters who are familiar with the survey process and who will be keen to participate in follow up inspections. Many had never seen parts of the church - in particular the roof and roof space - and I am sure the day has enhanced their knowledge and enthusiasm for the church and its upkeep” *Survey Respondent*.

Question 4: Please tell us whether you have used any of the resources and how useful you found them?



Training day hand-outs were identified as the most useful resource followed by the good maintenance guide and baseline survey guidance. These are practical, detailed 'how to' guides designed to help volunteers plan for and carry out maintenance, although some of the detail may prove daunting to some volunteers. The predominant view from respondents was that if they were not using them at present they intended to do so in future.

“The resources seem good but I must say the baseline looks pretty daunting - I hear it takes a full day to do.” *Survey Respondent.*

Resources which support dialogue between volunteers (Twitter and Facebook) were identified as least useful, or were not known about, felt to be 'irrelevant' or of 'no interest'.

Both the website and co-operatives toolkit are tools at an early stage of development and it is not possible to draw conclusions about the usefulness of these at this stage. The high incidence of respondents indicating that they will use the website in the future suggests that the development of these resources will be well received by participants and may also indicate that there is a sufficient level of internet skills within the target group to make effective use of the resources once fully available.

Question 5: Has the training day led to any of the following:

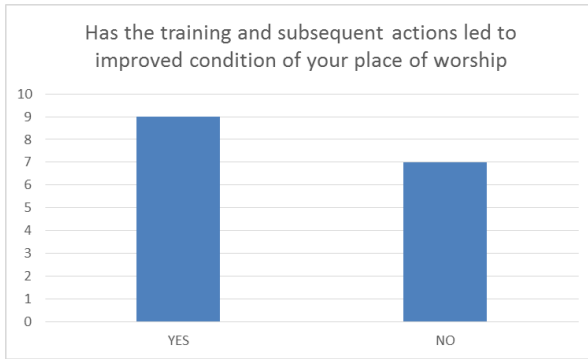
The 14 respondents to this question identified that training activity had directly led to the following:

Recruitment of additional volunteers	6
Carrying out a baseline condition survey of your place of worship	8
Developing a maintenance action plan	7
Prioritising how you carry out maintenance tasks	9
Setting up regular maintenance inspections	10
Clearing gutters/rainwater goods	10
Working more closely with your local community on maintenance	4
Working collaboratively with neighbouring Places of worship on maintenance	2
Setting up or becoming more actively involved in a maintenance co-operative	4
Making contact with other volunteers involved in maintaining places of worship	2
Other	1

These responses suggest that the training events have a positive impact on volunteers planning for and carrying out maintenance on their place of worship. 71% of respondents had set up regular inspections and cleared gutters. Over 50 % had carried out a baseline survey, developed a maintenance plan and prioritised how they carry out maintenance. Overall 62 % had carried out some maintenance task, survey or plan. 42% reported that they had recruited additional volunteers. The training appears to be having less impact on volunteers working together on maintenance tasks, where 21% reported working collaboratively on maintenance. This suggests that this may be an area where volunteers need additional support and guidance.

*"I would like to tick more of the above, especially collaborative/co-operative working but I have found a lack of interest from other local (lay people) wardens." Survey respondent*

Question 6: Has the training and subsequent actions you have taken led to improved condition of your place of worship?



Nine of 16 respondents identified the training and associated actions had resulted in an immediate improvement, whilst a further seven have added 'not yet' to the comments box, suggesting it was too early to make judgements about improved condition or for them to have acted on the training. Whilst a relatively small sample, this finding does suggest the importance of maintaining momentum post-training to deliver behavioural change and begs important questions regarding the steps the team might wish to take to maintain momentum and build on the enthusiasm for action established by the training events.

For those that had taken action, there were positive examples of how relatively straightforward work was preventing potential long term damage to the fabric.

*“Connecting a down pipe to a hopper, has stopped a leak in the roof. Connecting a overflow pipe with lead has prevented the water running down the masonry.” Survey Respondent.*

Question 7: We would like to know what impact the training has had on you. Has the training helped you to:

	Yes very much	yes somewhat	no not very much	no not at all
Feel more confident in caring for the place of worship	94%		6%	
Have increased knowledge and understanding of maintenance	100%		0%	
Have increased skills in carrying out basic maintenance	79%		21%	
Feel better able to carry out basic maintenance	87%		13%	
Feel a greater sense of ownership and responsibility for the place of worship	88%		12%	
Feel less isolated and able to participate in maintenance	60%		40%	
Know where to access information about maintenance	87%		13%	
Know how to make contact with other volunteers	64%		36%	
Devote more time to volunteering activity	33%		66%	

All respondents reported that training had increased knowledge and understanding and helped them carry out maintenance. However, being able to make contact with other volunteers and feeling less isolated had fewer positive responses. Given the focus of the project on the creation and support of co-operatives to bring together groups of people caring



for places of worship this suggests some review of this element of training may be useful to ensure that opportunities to build productive relationships and share contacts are being offered during training activities.

Question 8: Would you recommend the training to other people and if so why?

All respondents would recommend the training to others and gave a number of reasons including: the high quality and practical nature of the training day, its relevance, and good resources. That the course being offered by SPAB was seen by one respondent as providing additional kudos given SPAB's national reputation, and that this would act as an additional draw to new volunteers.

## Detailed survey responses

**Question 1: What training event did you attend?**

Participant	Training even(s) attended
1.	Faith in Maintenance Training Day at Holy Trinity, Horfield, Bristol on Saturday, 1 October, 2011
	SPAB Faith in Maintenance at The Old Deanery, Wells on Monday, 29 September, 2014
2.	SPAB Maintenance Co-operatives Baseline Survey Day, Great Witley Church, Worcestershire, Friday 5th December
3.	15 July at Sedbergh Maintenance Co-op launch
4.	East Cumbria Taster Training and Launch Event Sedbergh Tuesday 15th July 2014
5.	Faith in maintenance Bromyard 9 Jul7 2014
6.	Grants and funding day at Horncastle ; Repair projects workshop in Leadenham
7.	Faith in Maintenance (Bath and Wells) Monday 29th September 2014 The Old Deanery St Andrew's Street BA5 2UG Wells United Kingdom
8.	Grants Workshop, Horncastle, 23 September
9.	SPAB Faith in Maintenance. Held at the Diocese of Bath and Wells office in Wells. 29th September 2014
10.	Baseline survey St. Cuthbert's Church, Holme Lacy, Herefordshire 17th June
	Faith in Maintenance St Peters Church. Bromyard 9th July History of Church Buildings (Day field trip) Upton-on Severn 12th August
	Stonemasons Yard Worcester Cathedral 24th
	From Gutter to Spire Conference York 21st November
11.	Grants and Funding Workshop Best Western Admiral Rodney Hotel, Horncastle 23rd September 2014
12	Looking after church buildings at Brierley (2012??)
	Looking after Church buildings at St Bartholomew's Stourport. (2014
	Baseline survey St George's church Kidderminster.(September2014)
13	Bromyard Hereford shire 9th. July 2014 2.
	Survey training at Ewyas Harold Parish Church Octoberish 2014
14	New Church Wardens Introduction to Maintenance at Rydal Water,

	Cumbria, June 2014
	15 July at Sedbergh Maintenance Co-op launch
15	Horncastle Grants - who to and how to apply
16	Faith in Maintenance Bromyard August 2014

**Question 2: Have you used what you learned on the training day?**

17 responses

YES 16  
NO 1

**Comments**

1. I have been keeping a more regular check on the state of the roofs, rainwater goods and plant growth in the stonework. The plan is to bring in the high access machine again in the New Year, trying to make this a more regular event. Necessary permissions have been sought and granted for a tree surgeon to prune and crown reduce, as necessary, most of the established trees in the churchyard over the next 2 years. The Memorial Garden for the committal of Ashes needs to be re-established, possibly redesigned, after ongoing conservation works have interfered with the area. Unfortunately, this may be delayed for several months as scaffolding goes up again for more roof work.

2. Yes - there are certain items of damage to the church, or other concerns, that I will be investigating myself and in conjunction with the church's inspecting architect. The survey identified accumulation of material in gutter headers on the church roof. While these were due to be cleaned shortly, it was a wakeup call and I have arranged for a local contractor to clean them out on a regular basis from now on.

3. Discussed at Church Meetings. Personally used info to assist others with maintenance problems i.e. damp penetration, in their homes.

4. Have started to develop own buildings survey spreadsheet.

5. Not really had a chance yet, have been busy getting a church monument conserved. But am now more aware of maintenance issues

6. More aware of preventative maintenance and have undertaken some work as a result.

7. Applying for grants

8. Increased maintenance events at church using more volunteers. We now scrutinize the church with more knowledge with what could be wrong and possible solutions with who to call.

9. Recognize different stone work How to clean gullies. How maintenance is so important. Carried out a baseline survey at my local Church.

10. I have shared information provided by the speakers within my organisation

11. I am very much more aware now of the materials used in the construction of the building and how that affects the regular maintenance. I am much more aware of keeping water away from the building, and the importance of a regular asset management plan.

12. Whole church fabric. Exterior and interior including Bell tower.

13. Developing a maintenance schedule for St Philips Church in Cumbria. Been more aware of damp problems and reasons for damp

14. I have passed the information verbally and written to churches in our deanery

15. I now know why our church is suffering from damp problems and we are trying to rectify these by having a trench dug round the church.

**Q3. Has attending the training day had an impact on how you look after your place of worship?**

17 responses

YES 13  
NO 4

**Comments**

1. A new contractor has been employed to maintain the churchyard on a routine basis. Potential routine maintenance, such as use of high access equipment, has been flagged up for the Treasurer's budget for next year. A quote has been obtained for high access cleaning within the building, mainly cobwebs + dust high on the pillars and window reveals. As this requires a scaffolding tower, it will be combined with some remedial electrical work at height, scheduled for early in the year, no date as yet.

2. Yes - There is now a core of supporters who are familiar with the survey process and who will be keen to participate in follow up inspections. Many had never seen parts of the church - in particular the roof and roof space - and I am sure the day has enhanced their knowledge and enthusiasm for the church and its upkeep.

3. ... have set up a specific committee to look after the maintenance of the building

4. Not really been able to use it yet but am hopeful come spring

5. We have an extremely difficult task in repairing, restoring, and reordering St Margaret's Thimbleby. These two events have given us encouragement and information which we will use

as we begin to make detailed plans and applications

6. Not immediately, but I expect it to in the light of knowledge gained
7. Better understanding of how old buildings work and therefore how to approach possible problems, plus preventing new problems starting.
8. I have now set up a maintenance team which oversees any maintenance issues.
9. I am a co-ordinator for the Lincolnshire Methodist District and therefore can only advise those responsible for our places of worship
10. As a building professional (60 years and qualified!!!) This is what I would expect and have always thought that the 5 year cycle of inspections has been inadequate
11. Some - I have been given good advice but no real practical help. This is something I need as a church warden; I am quite capable of doing some work myself but I need advice/recommendations on the use of REPUTABLE and competent service providers (builders/architects/heating engineers etc). The Diocesan Advisory Committee (DAC) are of no use at all, some trades people and some so-called professionals who have worked on the church in the past have actually made things worse.
12. I think has helped several of our churches to know how to apply and who would look most favourably on their submission.
13. Damp problem, as mentioned above. Importance of using lime plaster. Importance of checking gutters, drains and general ingress of water.

**Q4. Please tell us whether you have used any of the resources and how useful you found them?**

16 responses

**Comments**

1. Faith in Maintenance Calendar - an excellent, useful and relevant instant guide to what to look out for and when. On-line resources not used yet, but I would anticipate that they are likely to provide a useful guide as time goes on and necessary works present themselves.
2. The resources seem good but I must say the baseline looks pretty daunting - I hear it takes a full day to do. I was asked to do one but had to go abroad to work at that time
3. I am still developing useage of all of this. Much of the material is for the long term. It is a question of turning to these resources as and when appropriate, for we are going for HLF Heritage grant - this will be up to four years before any actual work is done.
4. Church Architect allocated to us by the Diocese is very helpful. Also, other Diocese resources such as the 'Access for All' adviser.

5. On line sources are very useful for keeping one informed.

#### Q5. What has training led to?

14 responses

Recruitment of additional volunteers	6
Carrying out a baseline condition survey of your place of worship	8
Developing a maintenance action plan	7
Prioritising how you carry out maintenance tasks	9
Setting up regular maintenance inspections	10
Clearing gutters/rainwater goods	10
Working more closely with your local community on maintenance	4
Working collaboratively with neighbouring Places of worship on maintenance	2
Setting up or becoming more actively involved in a maintenance co-operative	4
Making contact with other volunteers involved in maintaining places of worship	2
Other	1

#### Comments

1. Current Quinquennial Inspection in process - maintenance action plan to follow. Alternative ways of finding volunteers still to be explored.

2. The church is preparing to carry out major roof repairs in 2015. As part of this our architects have already been instructed to develop a maintenance plan. The results of the maintenance co-operative survey and future inspections will be built into this plan however. The church is in the process of setting up an independent Friends Group and I am hoping that this will be a good opportunity for promoting the work of the maintenance co-operative and be a way of attracting more new volunteers to take part. Most of the people who attended the baseline survey event are already supporters of the church and already doing lots for the upkeep and conservation of the church. So they are not new / additional volunteers, but I am sure the survey has boosted their enthusiasm and commitment to the church.

3. trying to get own house in order first and we have not actually carried out all the ticked items but they are on our to do list

4. Not yet

5. All of the above is part of the ongoing programme and essential - even as reminding us of what we must not miss.

6. not yet but I expect it to be in the future

7. We have organised weekend half days for maintenance work with lots of coffee, biscuits and free lunch to make it a fun social occasion.

8. The information provided has given me guidance as to where to go for assistance in the future

9. We have joined the local co-operative but things haven't progressed very far as yet. We hope that we will be able to share resources.

10. I would like to tick more of the above, especially collaborative/co-operative working but I have found a lack of interest from other local (lay people) wardens.

**Q6 Has the training and subsequent actions you have taken led to improved condition of your place of worship?**

16 responses

YES 9  
NO 7

**Comments**

1. Hopefully, yes in due course, although no real evidence of improved condition yet, still working on it.

2. The gutters were cleaned on the day (albeit they were due to be cleaned in any case). Many of the features of damage and deterioration identified were already apparent to the churchwardens, but listing them, with a condition rating, linked to a date, and in one document provide a helpful structure for planning and prioritising repairs and **KEEPS THEM ON THE RADAR!**

3. issues dealt with at 5 buildings

4. too soon

5. Not yet, we waited for our quinquennial to see what was required and it has now been done.

6. Not yet!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

7. not yet

8. The increased maintenance showed how bad some of the drains had become with plant roots starting to block the flow. Areas of what may be damp in the church are now being investigated rather than being repainted.

9. Connecting a down pipe to a hopper, has stopped a leak in the roof. Connecting a overflow pipe with lead as prevented the water running down the masonry.

10. But it probably will do so.

11. I became much more aware of the importance of regular maintenance and was very keen to implement an AMP but it was difficult to enthuse anyone else. A new member of our

congregation brought experience of maintenance from his experience at his last church and has succeeded in recruiting a team of volunteers who assist him in routine maintenance.

12. Work has commenced

13. Not yet, as I haven't yet gathered enough base data (stone/mortar type; damp readings; condition of wood etc)

14. Not enough time yet.

15. Not yet but hopefully will in the future.

**Q7 We would like to know what impact the training has had on you. Has the training helped you to:**

	Yes very much	yes somewhat	no not very much	no not at all
Feel more confident in caring for the place of worship	8	7	1	0
Have increased knowledge and understanding of maintenance	9	6	0	0
Have increased skills in carrying out basic maintenance	3	8	3	0
Feel better able to carry out basic maintenance	4	9	2	0
Feel a greater sense of ownership and responsibility for the place of worship	9	5	2	0
Feel less isolated and able to participate in maintenance	5	4	6	0
Know where to access information about maintenance	6	7	1	1
Know how to make contact with other volunteers	2	7	4	1
Devote more time to volunteering activity	1	4	7	3

16 responses

**Comments**

1. Time has been spent on the maintenance tasks of the moment with too little time left over for the development of a volunteer recruitment drive so far. A focus for the New Year, hopefully!

2. We have become more organised in the approach to regular maintenance particularly to stop problems occurring.

3. Being new to this Church the parishioners have more faith in me that i can carry out the maintenance now that i have been on these courses, Although i have been in the building trade all of my working life.

4. The workshop was primarily about raising funds for maintenance through obtaining Grants and was therefore very helpful in providing signposts as to where to apply in the future.

5. Because of my attendance at the SPAB courses and input from our Diocesan advisor.

6. I already devote considerable time to volunteering - not just the church - and feel that I can't take on any more at the moment. My awareness of what needs to be done and how is much better than before the training.

**Q8. Would you recommend the training to other people and if so why?**

17 responses

YES 17  
NO 0

**Comments**

1. With a time and place to concentrate and focus on the maintenance needs of an ancient building, supported by relevant, well presented talks and a practical exercise, and with the supporting book and calendar, it should be a must for anyone taking on any responsibility for such a building.

2. Having the day arranged by an external partner of SPAB's standing gave it a significance and attractiveness that meant it was much easier to attract volunteers. The resources - i.e. the plans and spreadsheets were very clear and useable and while the PCC could have produced something similar itself, in reality it wouldn't have happened soon, given other demands on volunteers' time. It was a marvellous opportunity to open up hidden parts of the church to existing supporters, many of whom deserved to have seen these places a long time ago!

3. Very practical and no padding out

4. Very useful but you do need to do it with someone else from your church - and you need time to follow it up

5. This has given an all-round summary of the essentials

6. It is possible to feel overwhelmed by the scale of some church buildings and to feel that they are too specialised for the congregation to get to grips with. This course can ease people into tackling the basics so preventing major problems occurring sooner than they need to.

7. To develop their skills

8. I would recommend a similar workshop to those in the District who are responsible for requesting Grants for projects

9. Yes previous lack of detachment

10. ...if they are prepared and able to undertake the work themselves. One thing we do not have is money.

11. Knowledge is a very good starting point



12. It gives a much better understanding of the importance of carrying out maintenance - not just on churches but all buildings, and helps prioritise tasks.

**Q9. Since attending the training event is there any training or support you would find useful that the SPAB maintenance Co-operatives project has not yet offered? Please list below**

**Comments**

1. Not yet, but maybe in time.....

2. It might be fun to arrange a get together with other local churches in the project so that we can compare the findings from each of our respective baseline surveys. There is still more that can be done to bring the separate maintenance teams together.

3. I wonder if something on making fine judgements on what source of funding is appropriate for particular situations would help

4. Risk assessment Safety awareness

5. No

6. Training to re-point our boundary wall using "Lime mortar"

7. No

**Q10.**

Nine respondents left their details to be contacted for telephone interviews in the future.