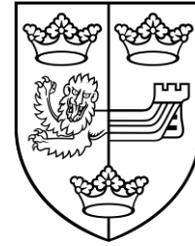


St Edmundsbury Cathedral

Following in the footsteps of Edmund, King and Martyr



Guild of St Edmund Annual General Meeting

Friday 17 June 2016 at 4.30pm in the Cathedral Nave

Welcome by Canon Precentor Philip Banks

Chair Report

Introduction

The departure of Sarah Friswell in February coincided with the introduction of changes to the Leadership and Management structure of the Cathedral. These would be outlined by Sarah-Jane Allison, Administrator and Head of HR, and Hannah Ratcliffe, who was now the Visits and Volunteer Manager, would review the year and brief on new projects.

Guild changes

The Chairman concentrated on important changes that will be introduced to the Guild which would affect volunteers.

Current Situation

The current Guild committee has 7 permanent appointments: Flower arrangers, Welcome Stewards (2), Groundforce (gardens); Shop Manager; head vergers and chaplains. The sub-dean, with the visits and volunteer manager were also permanent appointments. Three "ordinary" members are elected at the AGM for a 3 year period.

The involvement of volunteers within the Cathedral, however, had substantially increased. There were now at least 15 groups with new sets, such as the Tourist Information Point and LEGO recently created. There may be more to come.

Since 2015 the Committee had invited groups, not represented by established committee members, to attend a Committee meeting, if they wanted to come, on a rotational basis. The aim was to involve all volunteer groups so that we could gain an understanding of their work, successes and challenges. And they could also gain an appreciation of the work of the Guild. Over time the Guild has also become a link for communication upwards to the Chapter, and from the Chapter to the volunteers. This has been beneficial and needs to be continued and developed. Not all volunteer groups are active members of the Guild. But all volunteers are afforded the support and protection that is available from being under the Cathedral banner.

It has become clear, however, that the Guild remit no longer reflected what we were trying to achieve. All volunteer groups should be offered representation on the Committee. Cathedral staff, however, like Hannah and Sarah-Jane or the sub-dean, would be permanent members and other members of staff (like the shop manager and vergers) could, of course, attend if appropriate. But the chairman should remain a lay person.

Terms of Reference

Chapter had approved changes to the Guild and its committee. Each group should elect or agree to nominate one of their group to be their representative on the Committee. They would serve for 3 years, but this could be extended. The Guild should be encouraging and facilitating volunteer involvement in a variety of activities which both support and enhance Cathedral life and visitor experience.

The Guild should:

- ❖ Provide a conduit for communication on any aspect of volunteer activity.
- ❖ Advise Chapter on any aspect of volunteer activities which need attention, and receive guidance from Chapter.
- ❖ Promote courtesy, respect and understanding between all volunteers, Cathedral staff and the general public.
- ❖ Represent the Cathedral (its ethos and policies) in a positive way and be welcoming and courteous to visitors.

Meetings

The Guild committee meets 3 times per year. All nominated representatives would be invited. Some groups may not wish to attend every meeting, but all would be invited and receive minutes. The AGM would be held in June and a further socially orientated meeting for volunteers would take place around St Edmundtide in November. A service of Evensong would be held with both meetings.

Proposed Actions

The proposed changes to the Guild and Committee (and its terms of reference) will take immediate effect. The revised structure will be issued to all Volunteer Groups who will be invited to elect or nominate someone from within their volunteers to represent them on the Guild Committee. The first meeting of the revised committee would take place on Thursday 29 September at 10.15am.

Administrator and Head of HR's update for

Guild of St Edmund June 2016

My role is to provide a comprehensive HR service supporting operational delivery at the Cathedral and its trading subsidiary, St Edmundsbury Cathedral Enterprises Limited. I am also part of the Leadership Team, who are working on organisational strategy and a framework for success through the strategic priorities of the Cathedral and our Mission.

Management Structure - The Leadership Team comprises of the Dean (Frances Ward), the Sub Dean and Canon Pastor (Matthew Vernon), Canon Precentor (Philip Banks), Administrator and Director of Commerce (Tony Kimber) and myself. We meet each Tuesday morning with the Cathedral Chaplain (David Crawley).

Heads of Departments are: Director of Music (James Thomas), Head Verger and Estate Manager (Rachel Clover), Education Officer (Helen Woodroffe), Head of Finance (Elizabeth Gibson) and Head of PR and Visitors (Nicki Dixon).

Strategy – On Wednesday 8th June Chapter and Heads of Departments spent the day looking at the Cathedral's 7 strategic priorities which are: Young People, The Cathedral's Schools, Music, Adult Education, Income Generation, Buildings and Fabric and The Environment. We looked at each one with regards to what has been achieved and forward planning for the future. The day was facilitated by Geoffrey House and Michael Wilde. Geoffrey House has now joined the strategy committee to represent the importance of all our volunteers. We meet again in September and will be adding Communication as another strategic priority for us to work on.

Self-Evaluation Framework – This is a tool to help us assess what we do well and what we need to improve. Our 7 section leaders, shown below, are part way through carrying out their assessment and may well have spoken to some of you or been at a meeting you attend or at one of our services. They will report their findings to Chapter in September, which will enable us to celebrate our strengths and put action plans together, where needed.

Mission – Revd Canon Dave Gardner
Governance – Nick Wingfield Digby DL
Leadership and Management – Rt Revd Tim Stevens
Financial Management – Mr Michael Wilde
Management of Fabric and Property – Mr Tim Allen
Public Engagement – Revd Canon Dr John Parr
Communications – Mr Tom Warmington

Suggestions Box – We now have a box in the Cathedral Office at Reception for all staff, congregation and volunteers to make any suggestions or comments. Please include your name if you would like a response.

Staff Newsletter – The first edition came out in April; the second edition will be out shortly. Although this is a staff newsletter you may find it interesting as it will always include an article from a volunteer. Copies can be found in Pilgrims' Kitchen, the shop, tourist information and at the west end of the Cathedral.

Policies – Existing policies are being reviewed and updated which will be discussed at the relevant committees, Heads of Department meetings before being approved by Chapter and then made available to all. Some new policies that have recently been approved are Health and Safety, Long Service awards, Social Media and Lone Workers. Paper copies are available to see in Reception, Pilgrims' Kitchen and the Vestry.

Safeguarding – The Diocese and Cathedral have just undergone an external audit which went very well. Induction training, Level 2 training and DBS checks are continually taking place as we take on new staff and volunteers and existing ones need renewing.

Visits and Volunteer Manager, Hannah Ratcliffe

Update Guild June 2016

I have been at the Cathedral for just over a year now and in that time my role has changed quite dramatically. I started off working part time, closely with Sarah Friswell, as an assistant to her role and helping to co-ordinate the introduction of the donation stewards and group tour bookings.

My role now encompasses working closely with the LEGO volunteers, overseeing the Welcomers and also general volunteer recruitment. Nicki Dixon, Head of Visitors and PR, is my line manager taking on the public relations side of Sarah's role.

So now it is time to reflect on the year that has passed. Visitor numbers are up. We welcomed 80,000 visitors in 2015, which is a 7.3% increase on 2014. We as the day to day face of the cathedral, and indeed Christian faith, can make time spent by visitors here an event that they will both enjoy and remember.

Firstly I want to touch on 3 areas: Donations Stewards; car parking and on-duty refreshments.

In 2015 Sarah Friswell was charged with substantially increasing visitor income. After research at other similar cathedrals the concept of employed Donations Stewards was introduced.

Emily and Sue were recruited in 2015 to increase income from visitors. We do not charge for entrance, but rely on voluntary donations. Sue and Emily have linked well with welcomers and guides and have now both attended the guide's course to gain additional knowledge.

Car parking for volunteers remains a challenge following the closure of the car park which is now part of the Premier Inn. There is no new public parking available. The Cathedral Car Park has places allocated to tenants and staff and it is not possible to offer them to volunteers.

As a result of this the Guild Committee devised a scheme to enable volunteers to claim a modest amount of £1 to £1.50 per session for parking or transport. We have a sum of £2,000 allocated. Uptake so far has been modest.

Whilst on duty the offer of a coffee or tea in the Pilgrims Kitchen remains, as does discount in the shop. The refreshment offer, in PK I remind you is limited to an Americano coffee or basic tea. Other perhaps more luxurious versions I'm afraid are not included.

Now I would like to update you on recent projects and future plans.

Lego project

I am pleased to say this project has captured the interest of existing volunteers but also accounted for 15 new volunteers so far. The project began with a successful start on the Launch Day on 28 May where we welcomed over 1000 people. The project offers us a chance to look outward and engage with our local community as well as drawing new visitors who may not normally visit us. Lego appeals to all ages and all kinds of people. Recently we hosted Southgate church youth group who contributed to part of the flooring. Currently we have laid over 1400 bricks.

The team is currently at 30, but with some volunteers being more short-term, students over the summer for example, there is continual recruitment going on, so if this sounds interesting to you and you could spare 2 or 3 hours a week, do speak to me after the meeting where I'd be happy to explain more. I know some of the LEGO team are here today, so I would like to take the opportunity to thank them for their enthusiasm, dedication and patience, especially in the numerous brick sorting sessions!

Tourist Information Point

The Tourist Information Point is now knocked through into the shop, but there is still work to be done. The gas meter will be moved by the end of July and we have to get new racking / shelving in so that we can re-arrange the shop / TIP space and make a more useable space for all of us. Suggestions to invite the group onto the Guild were approved and we look forward to their representation on the Guild Committee.

Tower Tours

We are hoping to launch Tower Tours at the end of July, this is not set in stone and will be subject to final building safety works completing on time. This project has been financed by the Foundation of St Edmund and will enable visitors to experience the view from the highest point of the Cathedral, and see the town from a new angle.

It is likely that we will have tours, which last 1.5 hours in total, running at least 3 days of the week. We will have paid Guides to do the tours, with 2 Guides on per tour for health and safety purposes.

More will be communicated regarding Tower Tours as procedures are firmed up in the future.

Finally I would like to finish with a sincere thanks to all of you here this afternoon and those volunteers unable to make today. You contribute so much and bring this building to life. I look forward to a positive year ahead working with you all.

The Discovery Centre spoke about the work they do with children from all over the Diocese and how important it is. If you would like to know more please contact discoverycentre@stedscathedral.org

Following on from this the Long Service Awards were given to those present within the list, as follows:

5 Years

Elizabeth Elliott
Judy Gifford
Julie Grimsey
Lynda Lee
Margaret Lovegrove
Angela Mallett
Faith Marsden
Peter Powell
Sue Smith
Anne Willoughby

10 Years

Christopher Chapman
Judith Chisman
Teresa Collard
Paul Deane
Kath Hopper
Fiona Knapp
Katie Orchard
Arthur Snape
Mary Ann Snape

15 Years

Sadie Bedford
Alan Gardner
Eve Gardner
Valerie Moore
Sandra Pollerman
Geoffrey Smith

20 Years

Stewart Alderman
Ann Brown
Penelope Carter
Hilary Elliott
Ian Holland
Margaret Holt
Susan Sloane

30 Years

Joan Garrett
Kate Livermore
Chris Trendall

35 Years

Geoffrey Birkby

40 Years

Derrick Stiff

45 Years

Patricia Pullan

There was time for questions before Evensong but none were raised.

The meeting finished and led onto Evensong and a buffet in Pilgrims Kitchen.