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EARBOOK 2021



A MESSAGE FROM BISHOP RACHEL



"...amid change the Cathedral continued to bear witness to the unchanging love of God" As well as those words which have entered our vocabulary over the past year in new ways such as 'distancing' and 'bubbles', there are also words which we have heard almost too frequently such as 'strange times' and 'unprecedented'.

It is very tempting for me to begin with those words as I reflect on the past year but I am deeply aware that over the centuries our Cathedral has stood through many seasons which at the time would have been seen as 'strange' and 'unprecedented', yet amid change the Cathedral continued to bear witness to the unchanging love of God.

I am deeply grateful to the Dean, Chapter, staff, and volunteers for the way they have responded to the many changes and challenges this past year, amid all the anxiety, uncertainty, loss, and disappointment. Yet in it all there has also been joy, and our Cathedral has indeed been a beacon of hope rooted in the love and hope of Jesus Christ which is unchanging. The resurrection of Jesus Christ which followed the pain of crucifixion and death cannot be undone and the Cathedral has born witness to the light of Christ which will never be overcome by the darkness.

The financial contribution from the Diocesan Board of Finance towards the Beacon of Hope appeal was not simply about money. It was a generous response to our generous God whose love never fails. That story in which we are invited to participate is reflected in the following pages.

With my continued thanks and prayers for all that lies ahead.

+ Kadd Genest:

Bishop Rachel

WELCOME FROM DEAN STEPHEN



"...when I

look at the Cathedral, it still speaks of patience, of holy waiting and a sense of 'having seen it all before,' of faithfulness"

GLOUCESTER

CATHEDRAL

A year like no other (well not for a while....)

The last time Gloucester Cathedral was closed was in 1208 (with another argument later around the Civil War). The monks stayed open even during the Black Death although it claimed a third of them. I never thought I'd be locked out of the Cathedral along with the other clergy but we were this past year, and I shall never forget those 60 long days when all I could do was look up at the Tower from my study window and wonder when it would all end. Even now, at the time of writing, we are only open for individual private prayer and the daily Eucharist with other worship reaching new audiences online. What a changed world we live and operate in. And yet, throughout all of this, when I look at the Cathedral, it still speaks of patience, of holy waiting and a sense of 'having seen it all before,' of faithfulness.

The name Beacon of Hope came from when the maintenance team (in full PPE) lit the tower blue in support of the NHS. One member of the hospital staff described the Tower on seeing it, as a beacon of hope, and so our purpose and our fundraising during this year gained a new focus. We were in trouble with so much income lost, and even left wondering how to fulfil our key obligation of daily worship. With Cathedrals up and down the land making forced redundancies, I feared that all our progress in recent years would be lost. But God is faithful, and I for one was not prepared to let us fall back, not just as an organisation, but as a place with a purpose, perhaps more important than ever certainly in our lifetimes.

The response of Team Gloucester was remarkable. Staff, volunteers, congregation, donors, supporters, all rallied despite having had the mother ship in restricted access. I am in awe of the guality of the tough decisions made by our leaders and the consistent dedication of everyone over such a long period. By the time this annual review is published, Chapter, as the governing body, will not have met in person for a whole year. Others are still on the frustration of furlough. Others have kept working here or at home throughout. And still we can't sing. But as you will see from this report, Team Gloucester has responded with as much 'business as usual' as possible and relationships are good and commitment is high and although everyone is really tired, we all know just how important each and every part of Cathedral life is now and indeed, ever shall be.

So above all else, to you as you read this yearbook, and to God - I want to say THANK YOU.

Stephen lake, Dean of Gloucester

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SERVICES AND VISITOR INFORMATION

As a result of the Covid-19 pandemic our opening times and daily services will remain subject to change, along with the Gift Shop and Coffee Shop opening hours. For up-to-date information please visit the Cathedral website.

We look forward to resuming our regular hours, shown below.

OPENING TIMES

Daily 7.30am - 6.00pm In term time closed between 08.45 and 09.15 for school assembly

Cathedral Gift Shop

Mon - Fri10.00am - 5.00pmSaturday1.00am - 4.00pmSunday11.45am - 2.45pm

The Monk's Kitchen

Mon - Sat 10.00am - 4.00pm Sunday 11.00am - 4.00pm

ACCESS STATEMENT

There is level access to all main areas of the Cathedral except for the Parliament Rooms, Crypt, Tower, Library and Tribune Gallery. These areas can be explored using our virtual tour.

DAILY SERVICES

All are welcome to join us at any of our daily services sung by one of the Cathedral Choirs during term time or a visiting Choir during school holidays.

Sunday

7.40am	Morning Prayer
8.00am	Holy Communion
10.15am	Sung Eucharist with Children's Church
3.00pm	Choral Evensong

Monday - Saturday

8.00am	Holy Communion
8.30am	Morning Prayer
12.30pm	Holy Communion
5.30pm	Choral Evensong (4.30pm on Saturdays)

THE CATHEDRAL'S COVID JOURNEY

REACTING TO THE PANDEMIC

We reacted quickly to the first Lockdown, applying the brake to our activities, effectively moving from top gear to idling within a few days. It was distressing to close the Cathedral and to send home swathes of staff. We cancelled suppliers and looked for savings. In April 2020 around 75% of our staff were on furlough but we kept key functions in place including our social responsibility work. Some staff by necessity worked onsite, but most worked from home. Zoom became our new best friend and we also learnt quickly how to record and share worship and reflections.

We moved from reactive mode to proactive mode, forecasting scenarios and finances. Cash flow forecasts became one of the most useful tools, and we predicted that even with the generous furlough scheme, the Cathedral would face a £1.3M+ hole in the finances across 2020 and into 2021.

In response, Chapter launched the Beacon of Hope campaign and by Christmas, thanks to overwhelming generosity, we reached our £1M target. In addition we applied for every grant and fund available; we enter 2021 on firmer financial ground and believe we can see our way through to 2022. You can read about the phenomenal support we received from our community through 2020 overleaf.

As restrictions started to ease in the summer of 2020, we were committed to resuming activities as soon as allowed. Opening the Cathedral for individual prayer and reflection in mid-June was a wonderful milestone as was holding the first live service on July 5th.

We recorded dozens of risk assessments and adapted spaces across the site to become Covidsecure: Gloucester Cathedral was one of the first to achieve the 'Good to Go' status and visitors voted with their feet. With creative adaptations, we re-opened the Monk's Kitchen, and the Gift Shop followed shortly after; by the end of the summer most staff were working, with just a few on furlough. Masks, screens and hand sanitiser became ubiquitous. Joyfully we brought back the choirs in the autumn. With the help of our volunteers, we successfully and safely welcomed 15,000 visitors to Gaia.

As restrictions ramped back up in the autumn (and through Lockdown 2) we learnt to be flexible and adaptable, thankful for the support of our resilient staff team, all of whom have remained in our employ. Christmas provided an opportunity to be creative and offer a meaningful experience to a community worn down by worry and loss.

One of the scenarios we planned back in April 2020 included a second wave and lockdown early in 2021 so we were prepared; this time we are thankful to keep the building open and worship going.

LOOKING FORWARD

Chapter remain committed to delivering against our strategic priorities, and business plans have been adapted. We are investing in 2021 as a year of recovery, using the quieter time to improve our processes and sharpen systems. We're preparing for new developmental work through Pilgrim Phase Two, which will focus on helping our community recover. Thanks to the support of staff, volunteers, funders and stakeholders, the Cathedral has been and will remain a Beacon of Hope.

Emily Mackenzie, Chapter Steward/ Chief Operating Officer

BEACON OF HOPE

A heartfelt thank you for supporting our Beacon of Hope Appeal

Launched in June, the 'Beacon of Hope' Appeal aimed to raise £1 million by 25 December 2020 to ensure your Cathedral could remain open and continue to support our community throughout the pandemic. In six short months, over 270 individuals and family supporters, trusts and foundations responded to the appeal helping us to reach the £1million target by Christmas Eve.

We wish to take this opportunity to thank each and every donor for their generous contributions.

The money raised through the appeal has enabled your Cathedral to continue serving the city, county and diocese through activities such as:

 Daily worship (in person or online) to ensure the Cathedral plays its important role in meeting the spiritual needs of our community at this difficult time

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GLOUCESTER

- Supporting the most vulnerable through our Breakfast Club, outreach and online website sessions focused on mental health
- Hosting inspiring cultural events such as Luke Jerram's 'Gaia' and our 'From Your Cathedral to You' Christmas campaign.

Thanks to your support, we were also able to maintain and develop our training and education (stonemasons, choristers and choirs), and deliver a digital strategy to stay connected with our audiences. The Cathedral is now better equipped to serve its communities with confidence and hope in 2021.

We would like to give special thanks to the major contributors to the appeal:

- The Julia and Hans Rausing Trust
- Gloucester Diocese
- Friends of Gloucester Cathedral
- Lord Vestey
- The Hitchins Family Trust
- Rockliffe Chartiable Trust
- John Prytherch
- Johan and Paris Christofferson
- ... and the many, many more who supported us through 2020. Thank you!

Sonia Bielaszewska, Philanthropy Manager

KEY RESULTS 2020

1 pandemic closed our doors

5,000 Cathedral tea lights given away

97,645 tuned in to live-streamed services

15,000 people visited 'Gaia' **£1m+** target for Beacon of Hope Appeal achieved

1 new stable (thanks to the Maintenance Team)

28,500 viewed our pre-recorded special services at Christmas

203% growth in Gift Aided donations in August-October 6 new gargoyles installed

2,500 baubles/ tree decorations

100 Christmas Hampers delivered

4,691 volunteer hours given

during 2020

So Glos 2020 Cultural Venue Award

UN Regional Centres of Expertise Outstanding Flagship Project

Good To Go - Visit England Status Award

SOCIAL RESPONSIBILITY

We established a new, dedicated Social Responsibility programme at the end of 2019 which focussed on four priorities: homelessness; wellbeing; young people; and environment.

In 2020, we took our activities online, finding new ways to continue supporting our communities during the pandemic. Highlights included:

- #CreativeCathedral providing online activities mixing art and wellbeing for over 4,000 people
- Launching our first Gardening for Wellbeing Adult Learning Course to support individuals living with mental illness
- Delivering a programme of environmental events inspired by 'GAIA', including online webinars in partnership with the Diocese of Gloucester

LOOKING AHEAD - 2021

We'll be working in person as well as online, growing our offer and helping the county's recovery from Covid-19. Her are just a few examples:

- Continuing to support those who are homeless and vulnerable through Breakfast Club and launching a new weekly arts and crafts drop-in at Café Revive with Gloucester City Mission
- Establishing a Cathedral Green Team to work towards Gold EcoChurch (by 2022) and NetZero (2030)
- Supporting young people's wellbeing through movement and meditation in partnership with Shift Movement and the University of Gloucestershire

If you'd like to learn more about our work, please do get in touch.

Helen Jeffrey, Community Engagement and Social Responsibility Manager

COMMUNITY ENGAGEMENT AND SOCIAL RESPONSIBILITY - A CASE STUDY 'WHERE THERE IS LIGHT'

A partnership project between GARAS, Gloucester Cathedral, Everyman Theatre, SquidSoup and The Music Works that showcased a multi-sensory art installation.

THIS PROJECT USED ART TO:

- remove stigma by telling personal stories of those who seek asylum in their own words
- give local people the chance to learn about real social issues facing our community
- recognise those who work tirelessly to make a positive difference

STATS:

- 51,000 visitors
- 5376 individual LED lights
- Raised over £2000 for GARAS
- Ran for 39 days
- over 200 volunteer hours

OUTCOMES:

- Successful collaboration used the arts to raise awareness of homelessness - specifically those seeking asylum and or are refugees
- Strengthened connections with BAME community and Young People
- Increased number of visitors who face disabling barriers visited the installation
- 15 new volunteers signed up to be part of the exhibition - all continue to work with us.



VISITOR EXPERIENCE

Unsurprisingly, 2020 was a time of huge change for the Visitor Experience Team.

To allow us to manage the Cathedral's visitors, front of house and events operations more smoothly, we created two new functions within the team: Visitor Operations and Visitor Welcome. This enabled us to respond quickly to the ever changing restrictions caused by covid and we were delighted to secure 'Good to Go' status after the initial Lockdown. The team deserves a huge amount of credit for adapting so quickly and ensuring the Cathedral could welcome visitors safely for private prayer and reflection as soon as we were allowed to do so. They continued to rise to the challenge presented by the pandemic, enabling 15,000 people to see 'Gaia', 11,000 to visit the Christmas decorations and

see 'Gaia', 11,000 to visit the Christmas decorations and collected over £200,000 in visitor donations across the year despite the large decrease in numbers.

Operationally it was much quieter than usual, but the team used this time productively to improve our processes and procedures for events and emergencies. This now means that we're better equipped to manage the running of events and activities in the Cathedral when things return to normal and the diary gets busy once again.

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In 2021, we're looking forward to reopening the Tribune Gallery and resuming guided tours so that visitors can enjoy the whole building again. We'll be working on new events and experiences as well as concentrating on increasing Gift Aid to make the most of every donation.

Lorna Giles. Head of Visitor Experience







Life at your Cathedral in Pictures

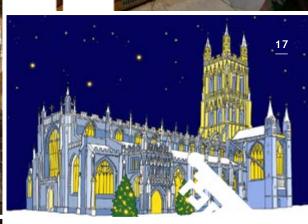
Thank you for all the pictures you shared with us in 2020. We love seeing the experiences you have here - it is so much more than just a building, and you help us to add to its history every day.

#GloucesterCathedral

Follow us on Facebook (@GloucesterCathedral), tag us on Twitter (@gloscathedral) and find us on Instagram (@gloucestercathedral) to keep up to date and see what happens behind the scenes.

Sign up for your free monthly enewsletter, delivered straight to your inbox, at www.gloucestercathedral.org.uk









Please stay 2 metres away from others









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GLOUCESTER CATHEDRAL



PROJECTS

Although Covid-19 meant an inevitable delay, our stonemasons continued their conservation work on the North Ambulatory throughout Lockdown. By year's end they had carved and installed the final four gargoyles, de-pointed and re-pointed most of the cement mortar, cleaned the existing stonework and completed most of the repairs. The removal of some of the scaffolding at the end of the year revealed this previously hidden hard work. A final effort to carve and replace pinnacles will be completed early in 2021.

With work due to start in earnest on a new, major conservation project (the north Nave stonework) in spring 2021, we will be keeping some of the North Ambulatory scaffolding in place to provide a safe access route for masons and materials. Only when that is completed will we be able to remove all scaffolding and appreciate the true extent of the team's efforts on both projects.

£510,000 was raised for the North Ambulatory conservation through a 'Living Stones' campaign with almost 400 members of the public sponsoring a stone; companies and individuals sponsoring six new gargoyles (each depicting a district of the county) and many trusts and foundations securing this most historically significant part of the building. We are grateful to all who made this historic project possible. In contrast to the North Ambulatory project, development work on Pilgrim Phase Two was paused while the National Lottery Heritage Fund closed their major grants programme. When this re-opens in February 2021 we will be ready to move our plans forward but will re-shape them in light of the impact of Covid on our community and the success of the Beacon of Hope campaign.

One unexpected side effect of the pandemic was the availability of emergency funding, with late 2020 and early 2021 being "seasons of scaffolding" at Gloucester Cathedral. Thanks to DCMS, Historic England and the Archbishop's Council we were delighted to be able to begin emergency repairs to two hard to reach windows - but will be even happier when the work is concluded and scaffolding in the Quire and North Ambulatory can be removed in time for Holy Week!

Other smaller projects to look forward to in 2021 include:

- installation of glazing and lighting in a niche in the north Tribune Chapel allowing us to display one of the Gloucester Candlestick replicas for our visitors
- carving of three replica Carne crosses: one of which will be displayed in the niche outside the Military Chapel with the other two for partners as part of the commemorations of the 70th anniversary of the Battle of Imjin
- the completion of repairs to the Cathedral's bells to complement last year's work to keep rainwater out of the bell-ringing chamber

Anne Cranston, Head of Projects

COMMUNICATIONS -THE RISE OF DIGITAL

2020 was an exciting time for digital development and as the nation went into lockdown it became obvious that we had to reach out to our community in new ways to maintain a sense of togetherness. Social media and the website became increasingly valuable tools.

In July, we live-streamed the Sunday Eucharist for the first time and now routinely live-stream services, with people tuning in from all over the world. Throughout December almost 50,000 people participated



in our services and our daily Advent Calendar videos were also extremely popular.

We now know how valuable a digital campaign can be when it comes to reaching new and bigger audiences

so to ensure our provision continues to grow we appointed a Digital Communications Officer, fully funded by the Cathedrals' Sustainability Fund (for two years). This new post will transform our use of our digital platforms, helping Gloucester Cathedral to stay 'in tune with heaven and in touch with daily life' for years to come.

Ellie Fells, Digital Communications Officer

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NEW WEBSITE FOR 2021

A new Gloucester Cathedral website will be launched this summer. Funded through a £50,000 grant from the Culture Recovery Fund, it will act as the central hub for digital communications and offer a modern, user-friendly platform for all audiences. It will also provide a 'new micro-site' for the Friends of Gloucester Cathedral. Watch this space!

CATHEDRAL COMMUNITY

WELCOME

2021 will see us continuing to develop an exciting welcome to worship digitally - as well as in the building - as we expand our reach and engagement through services for the church's year. In addition to producing pre-recorded services and live streamed worship, we look forward to welcoming you back for worship, commemoration and celebration in the Cathedral.

We have welcomed new worshippers through Zoom services and continue to extend the hand of welcome to those who wish to be part of the worshipping community.

2021 will also see us renewing our work with children and families, as we plan for a post-Covid activities - a pilgrimage trail and (hopefully!) Brunch n Bounce.

BAPTISM AND CONFIRMATION

If you're interested in these important staging posts of faith, please contact one of the clergy. We welcome Bishop Robert to lead a baptism and confirmation service on Sun 23 May - Pentecost.



RULE OF LIFE

The Rule of Life/Framework for Living Group will continue to meet digitally throughout the year on the first Tuesday of each month. This is for anyone who would like to follow up the outworking of the Cathedral's Rule as a framework for their own daily living and spiritual lives. The Rule has Hospitality, Prayer, Work, Reflection and Recreation as its key parts. Please have a look at the Rule on the website if you'd like to find out more. We hope to continue our link with the monks at Prinknash Abbey to support this activity.

For more information about the Cathedral community, visit: gloucestercathedral.org.uk/worship

Canon Richard Mitchell, Canon Precentor, Director of Congregational Development

MUSIC DEPARTMENT

LIVE-STREAMING

During the pandemic, the Cathedral has had many of its services and musical events live-streamed. for the benefit of those who haven't been able to join us in person. The Cathedral Music Department are thrilled that the majority of these streams have had well over a thousand views, and that we're able to reach an everwider audience when using this increasingly important technology. We'd like to thank the Cathedral **Communications Department for** facilitating this outlet for the Cathedral Choirs and Organists to

reach our listeners, albeit virtually! Jonathan Hope, Assistant Director of Music

CATHEDRAL JUNIOR CHOIR

The CJC continued to sing at home during the first Lockdown, contributing to one of the digital compilations of the Thorne Mass for the Cathedral's online worship. 11 members graduated from the CJC in the Summer, but many of them continue their musical journey with us in the Middle Choir. Despite this large void, we have welcomed a number of new members since September, with Christmas time numbers around 21. The choir met in small groups initially in September. We were looking forward to meeting in larger groups but rehearsing at home with video recordings resumed when the second lockdown was instigated. The children worked hard, with many of them keeping in touch about their home sessions.

The children also designed their own stained-glass windows during lockdown, unlocking their artistic gifts! The children's work at home paid dividends when we were finally able to meet as a group in December, and record for the Advent Calendar and in an informal performance for parents who have been so supportive of our endeavours during this time.

The CJC continue to receive weekly input to help them rehearse at home, and to keep learning songs despite not being able to meet in person. Since Christmas, we have had a wonderful seven expressions of interest to join when we are able to meet again! This surely shows that lockdowns won't stop children from enjoying their singing! *Nia Llewelyn Jones*, *Singing Development Leader*

CATHEDRAL MIDDLE CHOIR

Despite the challenges of 2020, the Middle Choir has seen continued growth, both in membership and in singing experience. In July, the choir rehearsed for the first time since March. Groups of three or four singers at a time sang, socially distanced, in the sunshine of the cloister garth. In September, the choir saw its ranks grow to more than twenty singers and began rehearsing weekly, a third of the choir at a time. The choir rehearsed all together for the first time in December during the weeks leading up to Christmas and finished off the year singing at the Christmas Midnight Mass, a first for the choir and a very memorable and beautifully sung service.

Mary Pan, Organ Scholar

NEW FOR 2021

BOY AND GIRL CHORISTERS SUI

September 2021 will be a momentous time for the Cathedral Choir, since Girl Choristers with Choral Scholarships will be singing for the first time in the Cathedral - as Boy Choristers have been for centuries. The plans for the integration of the Boy and Girl Chorister routines are progressing well despite the restrictions and disruption caused by the Covid-19 pandemic. The final weekday schedule has not been finalised; but it has been agreed that the boys and girls will sing the weekend services on a week-by-week rotational basis.

Auditions for boys and girls will

take place in April this year. These

auditions are vital to ensure that

we are able to maintain a team of

16 boy and 16 girl choristers for

September 2021.

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GLOUCESTER CATHEDRA

SUB-ORGANIST

In line with last year's agreement to phase out the Organ Scholarship and introduce a Sub-Organist post, we have advertised and short-listed four candidates for the new post starting in September 2021. Interviews and auditions will be held as soon as possible following the current lockdown. The commencement of the post has been delayed by a year due to the pandemic. However, we have been delighted to retain our current Organ Scholar Mary Pan, for an extra year. The Cathedral and Mary have each benefited enormously by her remaining for a second year. We will be sad to see her leave in August, and wish her well for her future, as she returns to the USA. Helen Sims,

Music Department Manager

Become a Music Patron to support centuries of music tradition at Gloucester Cathedral and help us safeguard it for future generations.

For details, visit our website or email: development@gloucestercathedral.org.uk

GLOUCESTER CATHEDRAL MUSIC PATRONS

VOLUNTEERING



Volunteers started 2020 as they would any other year, fulfilling their regular roles with the added bonus of a four-week event in February - the glorious 'Where there is Light' installation in the Lady Chapel. Events are a good opportunity for volunteers from a wide range of roles to come together as a team. It is always great to see some of the volunteers that I would otherwise rarely bump into, such as Servers, Breakfast Club helpers and Library volunteers. Often these are also valuable occasions to recruit new volunteers, many of whom stay with us long term.

As it turned out shortly after this, volunteers would be asked to stay at home as the first Lockdown was announced. A very small number of volunteers continued to serve over the summer once the lockdown was eased - a single weekly flower arrangement was created and the Breakfast Club adapted to keep helping the homeless of Gloucester. Many more would not return until two more uplifting events were held in October (Gaia) and December (Christmas displays and trail), and an even larger number chose to stay at home until after their vaccination.

We are now optimistically looking forward to rebuilding and expanding our volunteer presence with as many of the existing team members as possible and the addition of new people willing to give some of their time to help with the smooth operation of our great Cathedral.

For more information about volunteering please contact: charlie.peak@gloucestercathedral.org.uk or fill in a volunteering card at the Cathedral entrance.

Charlie Peak, Volunteer Officer

THE FRIENDS OF GLOUCESTER CATHEDRAL

VISION

To be Gloucester Cathedral's principal partner and best friend.

PURPOSE

A community of supporters - Gloucester Cathedral's 'Best Friend'.

Through belonging and participation, we help the Cathedral to flourish, now and in the future.

For further information about the Friends, visit www.gloucestercathedral.org.uk/friends

GLOUCESTER CATHEDRAL

MEMBERSHIP

The Friends welcomes people of all faiths and none, of all ages and backgrounds, to join us in supporting the Cathedral. Membership starts from just £20 a year with many benefits, such as:

- talks relating to the history and architecture of the Cathedral
- a varied programme of events including summer and festive parties
- private tours to places of interest
- annual report, two printed newsletters and a bi-monthly e-newsletter
- private views of world-class exhibitions at the Cathedral
- behind the scenes tours of hidden places

New members will receive a warm welcome.

THE YEAR AHEAD FOR THE FRIENDS

Lecture topics for 2021 include 'Sir William Compton, probable donor of the Lady Chapel East Window', 'Reflections on the Effects of the Black Death on art, architecture and history', 'Swapping the Abbot for a Dean' 'The Christianisation of Gloucestershire' and 'The European origins of Romanesque and Gothic architecture'. Friends' Day with concerts from the Cathedral choirs, stonemason demonstrations and supper will take place on Saturday 13 November at the Cathedral. Visits to Hereford Cathedral, Berkeley Castle, Worcester College Oxford and Colesbourne Arboretum are planned when restrictions are lifted.

THE FRIENDS' SUPPORT FOR THE CATHEDRAL

The Friends support the Cathedral by making grants towards specific activities and projects: in excess of £1.6 million since 2009. Most of our grants are for fabric projects (works that support the Cathedral building and grounds) and to support the Cathedral choirs. In recent years, the Friends has been the Cathedral's biggest donor, after the Heritage Lottery Fund. In 2020, the Friends made grants of £271,434. A music grant of £34,966; an emergency grant, including a contribution to the Beacon of Hope Appeal, totalling £136,468 to support the Cathedral's recovery during the pandemic; and £100,000 towards Project Pilgrim Phase 2.

We were proud to be the first and last funders of Project Pilgrim Phase 1. Image © Kevin Lewis

SAFEGUARDING

Safeguarding is a key priority in the life of the Church.

Within Gloucester Cathedral, Chapter reaffirms our safeguarding commitment regularly. The Cathedral's Safeguarding Handbook and Policy and Safeguarding Activity Plan are available to view on the website. All staff and volunteers are required to undertake safeguarding training.

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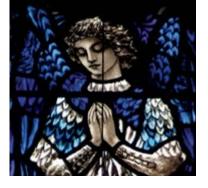
Agreement with the Diocese for HR and Safeguarding. If you would like to speak with someone about a safeguarding issue please contact:

The Cathedral has in place a Service Level

Director of People, Pastoral & Safeguarding, Judith Knight Tel: 01452 835526 Email: jknight@glosdioc.org.uk



Diocesan Safeguarding Adviser, **Brett Riches** Tel: 01452 835516 Email: safeguarding@glosdioc.org.uk



If you need to contact someone out of the usual office hours, please call 07944 680320.

Gill Brook is the Nominated Safeguarding Person for the Cathedral congregation. Gill can be spoken to in person in the Cathedral on Sundays, or contacted via the office on 01452 528095.

Gloucester Cathedral continues to promote safeguarding across all its activities and is committed to building on a positive safeguarding culture.

WHO'S WHO - 2021 **STAFF CONTACTS**

For general enquiries contact Reception

Tel: 01452 528095 Email: reception@gloucestercathedral.org.uk For specific enquiries:

Clergy

Fi Price Executive PA Tel: 01452 508217 Email: fiona.price@ gloucestercathedral.org.uk

Communications

Sandie Conway **Communications Officer** Tel: 01452 508219 Email: sandie.conway@ gloucestercathedral.org.uk

Development

Aileen Ravey **Development Officer** Tel: 01452 689799 Email: aileen.ravey@ gloucestercathedral.org.uk

Digital Communications

Ellie Fells Digital Communications Officer Tel: 01452 229825 Email: ellie.fells@ gloucestercathedral.org.uk

Education

Sarah Law Education Officer Tel: 01452 229817 Email: education@ gloucestercathedral.org.uk

Events/Visitor Services

Nick Penney Visitor Services Manager Tel: 01452 508211 Email: events@ gloucestercathedral.org.uk

Finance

Carolyn Wright Senior Finance Officer 01452 508215 Email: finance@ gloucestercathedral.org.uk

Gift Shop

Lynne Lee Gift Shop Manager Tel: 01452 229813 Email: giftshop@ gloucestercathedral.org.uk

Monk's Kitchen

Andrew Swan Monk's Kitchen Manager Tel: 01452 527701 Email: andrew.swan@ gloucestercathedral.org.uk

Music

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GLOUCESTER

CATHEDRAL

Helen Sims Music Department Manager Tel: 01452 508212 Email: helen.sims@ gloucestercathedral.org.uk

Projects

Anne Cranston Head of Projects Tel: 01452 874962 Email: anne.cranston@ gloucestercathedral.org.uk

Safeguarding

Diocesan Safeguarding Adviser Tel: 01452 835558 Out of hours: 07944 680320 Email: safeguarding@ glosdioc.org.uk

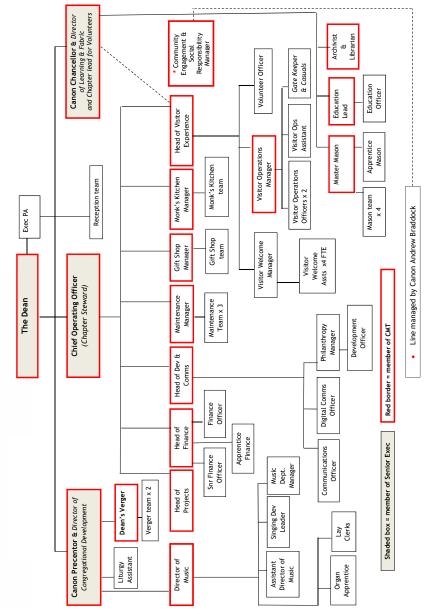
Visitor Experience

Frances Bircher Visitor Welcome Manager Tel: 01452 508210 Email: visits@ gloucestercathedral.org.uk

Volunteering

Charlie Peak Volunteer Officer Tel: 01452 229823 Email: charlie.peak@ gloucestercathedral.org.uk

ORGANISATIONAL STRUCTURE





www.gloucestercathedral.org.uk

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