Celebrating tradition
Embracing change
Annual Report 2011/12
Salisbury Cathedral exists to make real the glory and presence of God in the world.

So many people have a hand in helping us to thrive and survive – our 600 volunteers and 100 staff, and many supporters and friends. I thank all of them from the bottom of my heart, and I hope this report gives a small flavour of their huge contribution.

For me, two events stood out in 2011/12. One was the enthronement of Bishop Nicholas Holtam in October, when we joined together to renew a deep shared commitment to our city, the counties of Wiltshire and Dorset and all of our Diocese.

The other was the twentieth anniversary of the founding of our Girl Choristers in September 1991, a really happy event. I feel very proud to be Dean at the first cathedral in England to recognise that its music could only be enriched by girls’ voices, which continue to delight so many worshippers and visitors today. We enjoyed the return of most of our past girl choristers, and their radio broadcast and concert were definitely a highlight of the year.

Conserving the exceptional but ageing buildings in our beautiful Close continues to be a major challenge. It’s very exciting that by the summer of 2012, our Major Repair Programme was over three quarters complete. We’re determined to keep up the momentum and have the North side of our Cathedral free of scaffolding by 2015, the 800th anniversary of the Magna Carta.
Our year in pictures

May 2011

BBC Radio 3 Choral Evensong is broadcast live from the Cathedral.

June 2011

Masterminded by Michael Bowyer, the Flower Festival is a huge success, attracting 18,000 visitors during its six-day run and contributing a substantial surplus to the Major Repair Programme.

July 2011

The Cathedral celebrates winning the Editor’s Award for Innovation in Tourism at the Group Travel Awards.

August 2011

Conflux, the largest exhibition of figurative sculptures by Sean Henry to date, attracts many hundreds to the Close.

September 2011

The glorious Celebration Concert is a real highlight of the Girl Choristers’ twentieth anniversary weekend.

October 2011

The new Bishop of Salisbury, the Right Reverend Nicholas Holtam, is enthroned in the Cathedral on a beautifully sunny autumn day.

November 2011

Be a Chorister for a Day continues as a very successful recruitment event, ensuring a strong pool at the subsequent chorister voice trials.

December 2011

The Cathedral’s popular Family Service for Christmas Eve tells the Christmas story for families with young children.

January 2012

Canon Precentor Jeremy Davies sings the dismissal at the end of the Epiphany Procession. He retires after almost 27 years of an extraordinary ministry. Many hundreds of friends join the congregation.

February 2012

Matt Barton, one of our skilled stonemasons, begins carving a new gargoyle for the Chapter House to replace one which was badly weather-damaged and no longer fit for service.

March 2012

The 90-minute BBC documentary Angelic Voices about the life and history of cathedral choristers is broadcast. The choristers got used to being shadowed by a film crew.

April 2011

The new cross by Andrew Kirby is lowered into position at the apex of the North East Transept in a special ‘topping out’ ceremony.

Salisbury Cathedral Annual Report 2011/12

Salisbury Cathedral Annual Report 2011/12
The year under review began memorably with over thirty services and events focused on Holy Week culminating in a live broadcast at 10.00am on BBC TV of the Easter Day Choral Eucharist. The Cathedral looked spectacular and the music and worship were of the highest standard. We later recorded material for two Songs of Praise programmes, giving further opportunities for people to share the experience of worshipping in Salisbury Cathedral.

In October, we celebrated a memorable and joyful day with the Enthronement of our new Bishop, the Right Reverend Nicholas Roderick Holtam, a real opportunity to create a fitting musical and liturgical celebration of the start of his ministry in the Diocese.

As we celebrated the start of one new era, another came to a close as in January 2012 we said farewell to Jeremy Davies, leaving us after nearly 27 years of dedicated work for our liturgy and music as Canon Precentor. His long and exceptional ministry was also marked by his care for a huge circle of friends, colleagues and members of our congregation. The Epiphany Procession provided the perfect occasion for his many well-wishers to gather and say their goodbyes.

The Revd Tom Clammer was appointed as the new Canon Precentor by the new Bishop of Salisbury in November, we were delighted that he was to be instated in April 2012 and begin his life here with us in Salisbury. The appointment sees Tom become one of the three full-time residentiary Canons at the Cathedral working alongside the Dean. The Canon Precentor is head of the Department of Liturgy and Music and responsible for devising and delivering all services at the Cathedral. Tom will build on its tradition of creative and transforming liturgy with a brief of further developing its reputation as a centre of excellence in Cathedral music. He will also advise Chapter in relation to its mission and ministry in Cathedral and diocesan life.

In August the funeral of Horatio Chapple took place at the Cathedral, following his tragic death on a Polar expedition, and we were able to help family and friends share their loss and take inspiration from his memory. Sadly, the year also saw the funerals of several members of our community, including Roland Freeman, Sue Demetriadi, John Robinson, Veronica Stewart and Simon Ponsonby. We also marked the passing of Rod Taylor, a former Close Constable, of Tony Dennett, our former Traffic Attendant, and of Dene Turner, our Facilities Manager, who contributed so much and so cheerfully to Cathedral life.

Our regular services included staff prayers, the ministry of healing and contemplating prayer, and we continued to hold baptisms, weddings, funerals, interments and memorial services for individuals and families. We also hosted Diocesan services including ordinations, baptisms and confirmations, as well as the Diocesan Choirs Festival.

Here as elsewhere in Cathedral life, new elements enriched past traditions. We added assemblies and new commemorative and celebratory events for schools in the Close to our regular pattern of worship. We also provided a setting for local schools’ and charitable organisations’ Christmas carol services.

Throughout the year, our vergers continued to manage all the practical and ceremonial arrangements for Cathedral services and events to a high standard, helping participants to feel welcome and at ease. Thanks are also due to all the wonderful volunteers – including administrants, servers, acolytes, readers, holy dusters, flower arrangers and stewards – who help make our worship such a special experience.

The daily rhythm of morning and evening services, and our year-round celebration of God’s love for us that is the Eucharist, follow a time-honoured pattern of regular worship that dates back nearly 800 years.

The joy of faith and worship
A feast of music

Music lies at the heart of the Cathedral’s worship. Every afternoon during term time our choristers sing Evensong, and on Sundays again fill this sacred building with glorious sounds for Eucharist, Mattins and Evensong.

Child choristers have been singing at Salisbury for over 900 years, and sacred choral music remains one of Britain’s most outstanding cultural gifts to the world. So, over spring and summer 2011 we were delighted to host a BBC film crew making a documentary exploring that tradition through our boy and girl choristers’ day-to-day lives.

Led by Director of Music David Halls, they were filmed rehearsing and performing some much-loved music from a sacred canon spanning six centuries, from medieval plainsong to the present day. First broadcast in March 2012, the final programme, Angelic Voices: The Choristers of Salisbury Cathedral, lasted 90 minutes and attracted excellent reviews in the national press. It offered a fascinating and educational insight into an ancient tradition that remains very much alive today.

Our recruitment events, under the banner Be a Chorister for a Day, continued to attract support and interest, we anticipate that Angelic Voices will also encourage a strong stream of recruits for the future.

During the year, we also helped Professor John Harper of Bangor University with his research by celebrating three liturgies following the medieval Sarum Rite. The rite, first established at Salisbury Cathedral in the 11th century, was in widespread use across the UK until the Reformation, when it went on to influence the new Anglican liturgy. These liturgies were deeply moving experiences with a great sense of awe and mystery, with the combined theatre of music, silence, action, bells and movement. It certainly gave all involved and the many worshippers who participated a special feeling of continuity with the Cathedral’s past.

The choir supported fund raising efforts for the Choral Foundation, our Remembrance Concert included Duruflé’s Requiem and Britten’s Rejoice in the Lamb, while our busy programme of Christmas music included a performance of Bach’s Christmas Oratorio. Other memorable performances included concerts by award-winning a capella group The King’s Singers and internationally celebrated pianist Angela Hewitt.

Our choristers also took part in the Southern Cathedrals’ Festival in Winchester, an annual celebration of choral music by the choirs of Chichester, Winchester and Salisbury Cathedrals, hosted by each in turn.

In September, we were delighted to hold a special concert to celebrate the twentieth anniversary of the founding of our Girls Choir, with over eighty former choristers, including members of the first group of girls in 1991, joining with our current girls to create a massed choir.

We also said farewell to Daniel Cook. Daniel’s time as Assistant Director of Music was marked by his spectacular skills as an organist, and we wish him every success in his new role as Organist and Master of the Choristers at St David’s Cathedral, Pembrokeshire.

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Welcoming the world

It is a privilege to welcome so many visitors and pilgrims from across the globe, and we work hard to give them the best possible experience of Salisbury Cathedral, combining a warm welcome and food for both spirit and body.

We aim to give all our visitors a spiritual and reflective space outside their everyday experience and prompt consideration of things that are greater than us. We also offer a deeper understanding of this magnificent place and its rich history.

We welcomed 11% more visitors and pilgrims during the year. Perhaps as importantly, average satisfaction ratings for visitors were also up to 8.8 out of 10. We worked hard to improve the visitor experience and the new Magna Carta interpretation panels in the Chapter House were a contributory factor with 85% of visitors spending time reading the information. An increase in repeat visitors was also a noticeable trend, a result of our wide ranging efforts to give people a reason to come back and experience Salisbury Cathedral again, which in 2011/12 included high profile art installations.

Visitor donations rose by 8%, in part prompted by extended opening hours at our donation desk. Including Gift Aid contributions, income from visitor donations topped £1 million for the first time.

In June, our beautiful Flower Festival attracted an army of volunteer flower arrangers from across the Diocese. Their hard work and skill resulted in a visual feast ranging from spectacular flower sculptures to traditional arrangements, which attracted over 3,000 visitors a day over its six days. The event also generated a magnificent contribution of £90k to support conservation activities through our Major Repair Programme.

Purchases in our well-stocked Cathedral Shop went up, leading to an 8% increase in income, while in our busy Refectory, takings rose by 5%. These were both remarkable achievements in a difficult financial climate.

Much of our work is with the travel trade and group visitors, and the year brought some strong external recognition of the quality of our welcome and support services for them. In July, we were delighted to be selected as winner of the Editor’s Award for Innovation in Tourism at the Group Travel Awards, and we were named by Coach Monthly as one of its top ten attractions in 2011.

As always, our volunteer guides played an enormously important role in helping those who come here to feel that they take away with them both memories and a truer understanding of the mission and history of the Cathedral.

Our warmest thanks go to Dudley Heather, who stepped down in October after leading our guiding teams for 6 years, with his Deputy Steve Dunn taking over. Dudley has given a huge amount to the Cathedral, and continues to do so, and Steve is already demonstrating that he will continue the tradition of committed support and wise advice. There was also change for the Tower Guides as David Acton sought a new focus for his prodigious energies and Paul Smith stepped up to make use of his outstanding organisational skills.

It is a privilege to welcome so many visitors and pilgrims from across the globe, and we work hard to give them the best possible experience of Salisbury Cathedral, combining a warm welcome and food for both spirit and body.
This was a very strong year for the Cathedral’s educational work, in which we successfully consolidated some existing initiatives but also broke new ground.

Our education team continued to organise a wide range of activities, from craft workshops, story-telling and themed trails for children to in-depth art courses for adults. The continued trend of increasing participation underlined the excellent progress of recent years.

Our work to establish a family programme and offer engaging activities during Christmas, Easter and summer holidays bore fruit, with double the number of people attending during the Christmas 2011 season.

All this would simply not be possible without the dedication and skill of nearly 100 education volunteers, all of whom took part in refresher training during the year—a testament to their determination to keep up to date with best educational practice.

We continued to enjoy a warm and mutually beneficial relationship with the Salisbury Cathedral School, which provides first-class education for our busy young choristers. The school has occupied the Bishop’s Palace in the Close since 1947, and we are working with school governors to improve school facilities as part of our plans to maintain and develop the Cathedral Close as a whole.

Our new exhibition about the history of the Magna Carta in the Chapter House drew much interest. We hold the best-preserved of four surviving copies of this important ‘great charter’ that, once sealed by King John in 1215, established the fundamental principle that not even the king was above the law. It remains a key interest for secondary age pupils and in response to this demand a new set of activities and resources has been devised to support students and teachers in the citizenship curriculum.

Our lively events and visual arts programme featured several thought-provoking installations. In spring 2011, we put the enigmatic Flare II by British sculptor Antony Gormley on display. This light-catching wire mesh construction supporting a falling figure, perhaps angel or human, was suspended in the south transept. In the autumn, figurative sculptor Sean Henry’s Conflux installation saw over 20 models of life-like human figures mounted on plinths and other locations inside and outside the Cathedral, bringing together the day-to-day and the sacred in new combinations that fascinated and engaged viewers. The figures also proved an exciting stimulus for secondary schools students to develop their own art works.

The Cathedral continues to build on its historic role as a flourishing centre of learning, with people of all ages taking advantage of our busy programme of educational and cultural activities, from children’s workshops to modern art installations.

We hosted 270 different educational events or visits and welcomed 9,177 participants in education and family activities.

There was a successful outreach project with Exeter House Special School.

We experienced an increased demand for workshops, talks and conference sessions on children’s spiritual development.

Culture and learning
In 2011/12 we continued to make excellent progress with our Major Repair Programme, in spite of the difficult financial environment. We have now completed over three quarters of the ambitious programme of work we first set ourselves in 1986. We ended the year ahead of schedule and below budget on two key projects, completing repairs to the gable elevation of the north-east transept, and restoring our Chapter House to its former glory. This work could not have been completed without welcome grants from The Salisbury Cathedral Trust, The Friends of Salisbury Cathedral, The Ivor Read Charity, and a hugely generous anonymous donation.

Our glaziers have been hard at work, completing the O’Connor window in the south-east transept and starting work on the south-west and south-east facing windows of the Chapter House. We have also been restoring several important monuments, including those to Stephens, Mompesson and Sadler.

Work on the early 17th-century tomb of Sir Richard Mompesson and his wife Katherine brought to light an especially exciting new discovery; a previously hidden coat of arms. When Cathedral conservator Dave Henson examined the existing painted coat of arms on the front of the tomb he found a second, possibly ‘draft’, coat of arms in the original medieval colours on the back of its stone support. Research is underway to date paint samples from this artistically and historically significant find.

Looking toward the future built environment of the Cathedral, in December 2011 we secured planning permission for new storage, lavatories and a boiler room in the area between the Chapter House and the south transept, known as Little Paradise. Work is due to start in March 2013. This is a hugely significant step as it begins the delivery of our long term plans to improve the Cathedral’s facilities.

As well as residents and visitors to the Cathedral, the Close houses other attractions that bring visitors in considerable numbers. We currently carry the entire cost of maintaining this beautiful green space at the heart of the city, including repairing footpaths and ensuring the many trees stay in good health.

Two of our stonemasons, Carol Merryman and Andrew Kirby, were admitted into the Worshipful Company of Masons as Yeoman Masons during a special Evensong in March this year. It was wonderful to celebrate their achievement of this honour.

We take very seriously our role as custodian of this sacred place and all it means, and have for many years been committed to an ambitious programme of work to conserve and maintain our historic buildings and Close for future generations to enjoy.

Conserving our heritage
Our community includes our 600 volunteers, many of them also members of our congregation, who contribute in so many ways to the practical running of our activities, from worship to workshops.

Our team of 100 members of staff (77 FTE) put so much into ensuring that all our operations run smoothly, and are essential to helping us thrive. This was particularly true in 2011/12 when a combination of factors led to unusually high staff turnover and some posts remaining unfilled for long periods. Staff members truly demonstrated their commitment and were crucial to our success.

There were changes to the Senior Executive Team during the year with the retirement of the Chapter Clerk, Mark Elcomb, and the early retirement of the Head of Finance, Rob Allan.

We have created three new roles in a new Senior Executive Team to focus on overall direction, outreach and project management.

We have proven that during difficult times, we all pull together and support each other.

We are fortunate to have the help of the Salisbury Cathedral Community Forum who continue to support our mission and represent the views of those who regularly worship or work in Salisbury Cathedral.

We recognise that good leadership is critical to a small but complex organisation like ours, and in January 2012 started to build a new Senior Executive Team, with three new roles focused on overall direction, outreach and project management.

The Cathedral is a place where our community comes together both in celebration and in mourning, and 2011/12 was no exception in that we suffered some tragic bereavements. During these difficult times it was evident how we pull together and that staff, congregation and volunteers truly support each other.

We are fortunate to have the help of the Salisbury Cathedral Community Forum, which brings together congregation, staff and volunteers who wish to play a special role in advising and supporting our mission. The forum elects two lay members to the Cathedral Council every year and also submits proposals for the disbursement of the 5% of collections, as agreed by Chapter, from worshippers at services, for charitable giving.

Those who support us financially are also important members of our community, and in 2011/12 aid for our Major Repair Programme and music programme came from a variety of sources including trusts, foundations and individual benefactors. Other loyal champions and donors have helped fund general costs, specific education activities, events and other projects.

While rich in history, the Cathedral must remain relevant to modern life. We are blessed to have the support of many different communities, all of which play a part in making us the vibrant place we are today.
Managing our finances

Prudent financial management, the hard work of staff and the generosity of donors have all played a part in helping us end the year in a stronger financial position with a continuing surplus planned for next year.

For the second year running we achieved a surplus of income over expenditure, this year of £825k (2011:775k). This was particularly pleasing after a previous decade of year-end deficits, and in the context of what remains a challenging financial climate for both investments and income generation. Surpluses such as these are most welcome but they have arisen from significant, specific donations and grants for the Major Repair Programme in each year.

The dedication of staff, coupled with determined ongoing efforts to ensure prudent financial management, underpin these encouraging headline figures. The generosity of supporters has also been an enormously important factor. We were blessed to receive £400,000 from an anonymous donor to fund Chapter House repairs, plus donations from the Cathedral Trust, the Friends of the Cathedral and the Ivor Read Charity to fund conservation activities.

Effective professional fundraising has played a key role in boosting our income, and will continue to do so in years to come. Since the Development Department was set up three and a half years ago, a remarkable £3.5 million has been raised to support the Cathedral’s mission and work thanks to the efforts of loyal champions, staff and donors.

Throughout this year the department worked hard to pursue a consistent strategy, organising enjoyable events and presenting imaginative funding applications for future projects to individuals and trusts. Events in this financial year included the topping-out ceremony where a newly carved cross was put in place on the North Transept, a special event to mark donors’ contributions to the Girl Choristers’ Choir, and the sell out concert by Jethro Tull’s Ian Anderson with all profits going to the Major Repair Programme.

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INCOME ANALYSIS 2010/11

**£000**

- 1893 Visitors
- 1036 Grants for Buildings
- 711 Collections and Donations
- 748 Rents and Investments
- 196 Facility Fees
- 131 Masonry and Glazing Contracts

**£196,123**

INCOME ANALYSIS 2011/12

**£000**

- 1906 Visitors
- 798 Grants for Buildings
- 715 Collections and Donations/Legacies
- 830 Rents and Investments
- 234 Other Grants
- 209 Facility Fees
- 159 Flower Festival
- 119 Masonry and Glazing Contracts

**£200,501**
Our marketing efforts with the travel trade also bore fruit and we were delighted to have a substantial increase in visitor numbers as hard evidence that our Cathedral remains an important and inspiring place for so many people from all walks of life. Visitor income makes a huge contribution to our routine activities, and in 2011/12 generated £2 million towards our day-to-day running costs via all sources.

However, funding the full range of activities involved in running a thriving Cathedral and all it stands for remains an ongoing challenge. We cannot be complacent, in spite of this year’s successes. Our Major Repair Programme continues to be a significant commitment. The ambitious programme of conservation work is now over three-quarters complete, but more help will be needed if we are to complete it. Funding this continuing investment costs us an average of £700k a year.

Managing our finances (continued)

This programme has been a huge focus for us, but we have other pressing priorities. We are determined to maintain our rare and special tradition of choral music, and to ensure that our outstanding boys and girls choirs continue to flourish. We want to make sure that our buildings and beautiful Close are well maintained now and for future generations. We need to continue to improve on how we welcome and show hospitality to our visitors from around the world.

Our investment portfolio, managed by professional investment managers working to socially responsible guidelines, has done much to sustain our activities in the past. However, in 2011/12 the story was less positive and the Cathedral incurred unrealised losses of £122k (2011: gains of £71k) and realised losses of £70k (2011: gains of £24k).

Chapter has set a tough target of achieving a surplus of 2% of total income in the routine budget to reduce our vulnerability and build up our reserves. This has involved taking some difficult steps through cost cutting and staff restructuring. We are committed to a balanced mix of fundraising, cost control and income generation to ensure greater financial stability. On these foundations, we ended the year forecasting a budget surplus for next year, which we are fully confident we can deliver. In the short term this is extremely good news, but much depends on one off donations and a huge amount of hard work remains to be done to secure a financial position which remains tenuous for the medium and long term.

Unabridged copies of the Cathedral’s audited accounts for the year ended 31 March 2012 are available online or by application to the Cathedral Accountant in the Chapter Office.

Unrestricted Funds Restricted Funds Endowed Funds Total
Income 3,387 1,611 53 5,051
Expenditure 2,908 1,163 155 4,226
Net incoming/ (outgoing) resources 479 448 (102) 825

Unrestricted Funds Restricted Funds Endowed Funds Total
Property - - 21,354 21,354
Investments 1,071 837 13,053 14,961
Other fixed assets 67 - - 67
Net current assets 633 605 (118) 1,120
Creditor due after 12 months - (110) - (110)

TOTAL 1,771 1,332 34,289 37,392

Managing our finances (continued)
Governance of Salisbury Cathedral 2011/12

Full name
The Cathedral Church of the Blessed Virgin Mary

Address
6 The Close, Salisbury, Wiltshire SP1 2EF

Governing statutes
Salisbury Cathedral Constitution and Statutes of 21 June 2001

The governance of the Cathedral is regulated by Statute, as required by the Cathedrals Measure 1999. The governing body of Salisbury Cathedral is the Chapter, consisting of:

The Dean
The Very Revd June Osborne

Three Residentiary Canons
The Revd Canon DJC Davies (Precentor) (retired January 2012)
The Revd Canon M Bonney (Treasurer) (retired January 2012)
The Revd Canon E Probert (Chancellor)

Canons in Holy Orders
The Revd Jean Coates
The Venerable A Jeans

Lay Canons
Mrs J Barker
Mr C Barnett
Dr L Brown
Ms E Turton

Finance Advisory Group Chairman
Mrs J Barker

Fabric Advisory Committee Chairman
Sir Hayden Phillips

Senior Staff
Chapter Clerk
Mark Elcomb
(retired June 2011)
Executive Director & Chapter Clerk
Katrine Sporle
(retired January 2012)
Head of Finance
Rob Allan
Cathedral Accountant
Richard Gurd
Director of Marketing & Communications
David Coulthard
Director of Development
Claire House-Norman
Head of Liturgy & Music
Tim Hone
Director of Music
David Halls
Director of Learning & Outreach
Sarah Rickett

Professional Advisers
LloydsTSB plc; RBS plc; Parker Bullen; Fletcher & Partners; Schroders; Strutt & Parker; St Ann’s Gate Architects

Archaeologist
Graham Keevil

Cathedral Council
The Salisbury Cathedral Council met twice during the year under the chairmanship of Lord Colin Sharman.

College of Canons
The College of Canons met twice during the year installing five new members including the Bishop of Salisbury and bidding farewell to six, including the Canon Precentor Jeremy Davies.

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Thank you! Salisbury Cathedral gratefully acknowledges the support of all its generous donors, including the following individuals and organisations who donated over a certain level in 2011/12:

- Allchurches Trust Ltd
- Ian Anderson
- Mrs Jane Barker
- Mr Michael Fowle OBE
- Friends of Cathedral Music
- The H B Allen Charitable Trust
- The Ivor Read Charity
- The Linbury Trust
- J P Marland Charitable Trust
- Mrs Janice Mitchell
- Sarum St Michael Educational Charity
- Stanley Smith Charitable Trust
- Hugh and Catherine Stevenson
- Mr Robert Stiby OBE
- The Valentine Trust

The colour used throughout this report is a reproduction of the red used in the Sarum Rite established by Saint Osmund, Bishop of Salisbury, in the 11th Century. The liturgy was widely adopted until the Reformation and was an important influence on later Anglican liturgies, particularly the Book of Common Prayer.