

Heritage Trust Network Conference 2020

GRASSROOTS
HERITAGE:
Empowering recovery

Friday 20th November, online



Survey Evaluation

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Due to the COVID-19 pandemic, this year's HTN conference was delivered online for the first time. As the event is part of the Unlocking the Power of Communities project funded by the National Lottery Heritage Fund, the survey was issued by TDR Heritage, evaluation consultants.

The online conference was held over two days, with afternoon workshops on Thursday 19th hosted by HTN's partners, corporate supporters and funders, and the full conference day of presentations on Friday 20th. An informal networking hour was held at the end of the day on Friday for anyone who wished to join. Complimentary events were held in the same week, with a Yorkshire Network Natter on Tuesday 17th and the HTN AGM and Strategy update on Wednesday 18th. This document primarily refers to the conference day of talks, on Friday 20th.

Headlines:

- 121 people booked a ticket for the conference day on Friday, 98 attended in the morning and 91 in the afternoon.
- 75 attendees were HTN Members, 34 were non-Members (including speakers and sponsors from non-member organisations), 8 were students or currently unemployed and took advantage of our free ticket offering.
- From the bookings for the Friday conference: 11 attendees were from Northern Ireland, 78 from England, 26 from Scotland and 4 from Wales. 2 did not share this information.
- 127 people booked a place on the free workshops offered on Thursday, it is estimated that around 50% attended. This is likely due to the fact that they were free and therefore there was little commitment for people to turn up on the day, research has also shown that people are more likely to attend morning events.
- 100% of respondents rated this year's conference as Fabulous (44%) or Good (56%).
- 93% of respondents rated the content of the presentations, choice of speakers and workshop choices as Inspirational, motivational and meaningful (37%) or Useful, interesting and well-chosen (56%).
- 27% of respondents said that conference was a 'good opportunity to network'. This was likely so low due to the digital nature of the event.
- 100% of respondents said Absolutely! (80%) or Yes (20%) when asked if the Heritage Trust Network is needed.
- Attendees were sent access to all presentations from the Friday conference day, so anyone who was not able to attend of the day could catch up at any time.

Survey Responses

Sample size: 41 respondents (there is currently a feeling of survey fatigue)

- This sample represents a response rate of 34% of conference delegates, in previous years this has been around 50%.

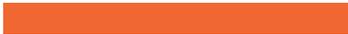
1. How did you find out about the conference?

			Response Percent	Response Total
1	HTN Newsletter		34.15%	14
2	HTN website		14.63%	6
3	Twitter		9.76%	4
4	LinkedIn		0.00%	0
5	Eventbrite		2.44%	1
6	HTN email		53.66%	22
7	Facebook		2.44%	1
8	Instagram		0.00%	0
9	Word of mouth		21.95%	9
10	Other (please specify):		9.76%	4
			answered	41
			skipped	0
Other (please specify): (4)				
1	RECOMMENDED BY ADAM HITCHINGS			
2	Trustee			
3	HTN Member			
4	I'm a trustee			

2. Is this the first HTN conference you have attended?

			Response Percent	Response Total
1	Yes		46.34%	19
2	No		53.66%	22
			answered	41
			skipped	0

3. Why did you choose to attend? (You can choose more than one option).

			Response Percent	Response Total
1	To learn something new		87.80%	36
2	To improve or refresh my skills and knowledge		73.17%	30

3. Why did you choose to attend? (You can choose more than one option).

			Response Percent	Response Total
3	To share my expertise with others (e.g. as a trainer)		9.76%	4
4	For professional networking		34.15%	14
5	For social networking		17.07%	7
6	To provide me with hours for my professional CPD		12.20%	5
7	Not applicable		0.00%	0
8	Other reason (please specify):		7.32%	3
			answered	41
			skipped	0

Other reason (please specify): (3)

1	To bring my experience up to date in view of the C-19 changes.
2	I hoped it would be useful for the project in which I am involved
3	Learning for practical application to our community projects

4. Overall, how would you rate this year's conference?

			Response Percent	Response Total
1	Fabulous		43.90%	18
2	Good		56.10%	23
3	Neither Good nor Bad		0.00%	0
4	Disappointing		0.00%	0
5	Dreadful		0.00%	0
			answered	41
			skipped	0

5. How would you rate the content of the presentations, choice of speakers and workshop choices?

			Response Percent	Response Total
1	Inspirational, motivational and meaningful		36.59%	15
2	Useful, interesting and well chosen		56.10%	23
3	OK and acceptable		7.32%	3

5. How would you rate the content of the presentations, choice of speakers and workshop choices?

		Response Percent	Response Total
4	Not too bad, could have been better	0.00%	0
5	Poor and uninspiring	0.00%	0
		answered	41
		skipped	0

6. How much did you learn from the sessions you attended?

	A lot	Something	A little	Nothing	I didn't attend this session	Response Total
Main Sponsor: The big picture: UK wide responses to the crisis, ideas to share and the road ahead	22.5% (9)	60.0% (24)	7.5% (3)	0.0% (0)	10.0% (4)	40
Keynote: Cornhill Quarter: Success from the jaws of defeat	35.9% (14)	33.3% (13)	25.6% (10)	0.0% (0)	5.1% (2)	39
Case Study: Promoting UK Heritage to Chinese Markets	22.0% (9)	39.0% (16)	24.4% (10)	0.0% (0)	14.6% (6)	41
Talk: How to run your building and welcome visitors, whilst taking care of the environment.	26.8% (11)	43.9% (18)	12.2% (5)	0.0% (0)	17.1% (7)	41
Case Study: Challenges and changes, adventures in 2020!	23.7% (9)	47.4% (18)	13.2% (5)	2.6% (1)	13.2% (5)	38
Case Study: Derby: Saving a High Street at Risk	27.5% (11)	30.0% (12)	15.0% (6)	7.5% (3)	20.0% (8)	40
Case Study: The Pat Murphy House - From Tobacconist's to Wellbeing and Co-Working Hub	20.5% (8)	35.9% (14)	17.9% (7)	5.1% (2)	20.5% (8)	39
Talk: The funding landscape for heritage projects post COVID, exploring the options.	39.0% (16)	51.2% (21)	2.4% (1)	0.0% (0)	7.3% (3)	41
Talk: Looking at the next 12 months, strategy for survival and success.	26.8% (11)	51.2% (21)	12.2% (5)	2.4% (1)	7.3% (3)	41
					answered	41
					skipped	0
Any other comments (22)						
1	Really interesting engaging interactive friendly event. I can imagine the real thing would be a super event given the knowhow and personalities involved.					

6. How much did you learn from the sessions you attended?

		A lot	Something	A little	Nothing	I didn't attend this session	Response Total
2	It was all really good and useful content, well presented						
3	Some very topical crunchy issues well presented, with practical advice						
4	I am glad that some time was spent talking about the situation for new projects as it was most relevant to us. The case studies were really excellent, just wish there was more time for Q&A will people involved in them.						
5	For ease of answering, it would be better to have the names of speakers here than the names of their talks. I'm just assuming they're in chronological order! Sarah Harrison was utterly brilliant, as was Lorraine. The session on green tourism was enlightening. The one that made me uneasy was the case study about Chinese markets - it doesn't sit well with an environmental theme when everyone else was talking about staycations and valuing the local.						
6	Most of the presenters spoke very clearly and distinctly, however Ellie delivered a talk which was full of facts, but she spoke so fast it was not easy to take it all in. Were the presenters reading from an auto-cue, I wonder?						
7	Illustrations to accompany a talk are very important and should be used either instead of written words or alongside the words. The illustrations really make a talk come alive and even the most mundane shot can emphasise what the speaker is saying. So thank you to those who used lots of pictures.						
8	Lots of food for thought and helpful suggestions.						
9	well done to everyone for all their hard work in giving us this event - Thank You!						
10	Regeneration of the high street is interesting but not relevant to our project						
11	The HTN team did a remarkable job of adapting the conference to these strange times and maintaining both its sense of fun and as an inspirational high point in the year. Credit to Liz for being such an energetic host without an audience to bounce off.						
12	The last talk in the programme was good but found the delivery (reading from the script) made it very monotone and difficult to absorb the content.						
13	IT difficulties meant I missed parts of certain presentations. I will look forward to revisiting when recording is received.						
14	Presentation was good, speakers well prepared and informed and articulate. Also no problems with the technology						
15	Really great conference, especially given the additional challenges this year and the need for all to be digital. Thanks to all the team.						
16	Info provision mostly exclusively for those organisations that manage a public building (museum etc). Less info for those BPTs that repair/reuse buildings for housing /commercial use.						
17	Well done ! Very impressed with just how well the conference worked online. Not the same as face to face, and strange not to be hungover, but so pleased it happened. Lifted my spirits. Thank you X						
18	Wasn't able to attend 100% of events, as had a work commitment						
19	I was disappointed to miss several sessions due to urgent work and other requirements - the obvious risks of an online conference and being at home!						
20	Had to fit it in with doing other things at work - not the same as attending in person. I find the chat at the same time distracting too.						
21	I think the platform worked really well with the padlet and it was good to see people's faces when presenting rather than just the slides. Generally very smoothly run. Bizarrely I got to see the FHBT video twice and not the Derby one (not sure why I saw FHBT one during the lunch break and not Derby which had had that technical glitch. Nobody else said anything so perhaps I was unique! I will check out the presentation in due course).						
22	Unfortunately, time and other commitments limited my attendance more than I had hoped but I look forward to seeing the presentations on the links provided - and thank you for that!						

7. How far has the conference helped develop your understanding of how grassroots heritage can empower recovery?

			Response Percent	Response Total
1	Not at all		2.44%	1
2	Somewhat		60.98%	25
3	A lot		36.59%	15
			answered	41
			skipped	0

Any other comments? (6)

1	London Historic Buildings Trust is working as a revolving fund trust in the highest land value area of the country. So my trust has especial problems over the cost of acquisition.
2	HTN should make lots and lots of this very important point as our High Streets are struggling - Councils need to be invited to see places where regeneration has brought renewal and growth. Start with Sandwell!!!
3	I think the way many of the talks emphasised the development of partnerships and understanding community need was very useful.
4	How this develops in time will be interesting. It seems to me we will need to be creative, there is a long term issue of ensuring that volunteers are constantly refreshed.
5	It's hard to say more as I missed so much
6	I don't think it told me anything I didn't already know by bitter experience!! Not sure what I expected really... I don't like the move to digitalisation of everything because I value relating to people directly and onscreen is not a substitute for me but a necessary evil!!

8. Has the conference been a good opportunity to network?

			Response Percent	Response Total
1	Yes		26.83%	11
2	No		39.02%	16
3	Don't know		31.71%	13
4			2.44%	1
			answered	41
			skipped	0

Any other comments? (27)

1	This was not possible due to the virtual nature of the conference and the platform. Unfortunately I was not able to join the post conference virtual happy hour which would have changed my answer.
2	I couldn't attend the follow-up network session but the padlet idea was good and generally well used.
3	Only because I didn't have time to stay at the end
4	Obviously nowhere near the opportunity to network provided by the usual HTN conference but the online conference still provided a limited opportunity to network with the speakers and fellow delegates via the padlet.

8. Has the conference been a good opportunity to network?

		Response Percent	Response Total
5	Will see what connections emerge!		
6	The padlet isnt conducive to networking chat - nor did the social hour enable some of the more private discussions to take place.		
7	Obviously not as well as in a normal year - however well this has been received I wouldn't want to abandon the traditional format.		
8	Thank you for all the hard work you have invested in this - it must have been very complicated putting together a digital conference. I enjoyed being able to go downstairs and make myself a coffee during the breaks. Being free, it was also much cheaper than paying for transport, accommodation etc. and the expenses of the conventional conference. It was also very time efficient. However, I did miss the face to face comradery of the conference and catching up with old friends and colleagues. It would have been good to have had a list of the names of delegates who were attending.		
9	Not the case for me as a volunteer Trust member.		
10	Much positive about being online but by four I'd had enough of screen time so missed the chat and chance to get to know people but it did make me want to come to the next one!		
11	Unfortunately I had to do the school run and missed the post conference natter		
12	Usually a good networking opportunity, but vc doesn't really facilitate that. Nobody's fault, it's just our current predicament		
13	I'm too new to this sector		
14	Very difficult to do this via Zoom really.		
15	I was unfortunately unable to network at end of the Friday session.		
16	On-line conferences are not good for networking. It would have been useful to know who was attending (if that is allowed under data protection regs.)		
17	That was always going to be hard to achieve with a purely online conference		
18	N/A as virtual, and I'm not a fan of social media.		
19	The obvious limitations that come with a virtual conference		
20	restricted interactive & social networking opportunities online, due to Covid-19 On the other hand, virtual attendance was possible, whereas physical attendance would have been difficult and expensive.		
21	I didn't really participate in the networking - wish I had. Should probably be encouraged more in the main session!		
22	Difficult to network during the online sessions but looking forward to connecting with people and organisations offline in due course.		
23	Didn't try to network, they usually are good events for this.		
24	Alas, not for me, and inevitably not as good as a physical conference		
25	Not really possible onscreen and I had to combine it with other things at my own project.		
26	Yes, it was good to see who was in the room and it offered ideas on who to speak to in the future.		
27	It has been helpful and stimulating for those of us from our local network to share viewing of some of the presentations and we expect to refer to some of the content as we progress with our own current project. A previous HTN session has allowed us to make useful network connections so we expect this to be of value in the future.		

9. What was the most memorable key message that you will take away with you?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	35
1	Opportunities for international marketing		
2	This is a valuable moment to show how heritage can enable the new decentralised closer to home way of working and living.		
3	Be resilient, flexible yet determined.		
4	That there are inspiring examples of everything we're trying to do - and more - that we are well advised to learn from!		
5	Innovative ways of engagement in lockdown		
6	Social media engagement and fundraising opportunities.		
7	Build back better knowing people need 'character' (no gloss) in their local environment Know the people who are not visiting Heritage tells you a lot about what you should be doing People are spending more time with you - use it!		
8	Keep going, it's really worth it.		
9	Really know the past of your building, be in sympathy with its history and use that to build on. And allow the small details to come through even if it's only you who know about them! Plan, plan and plan!		
10	A small bit that ended up being the highlight for me was Valeria Passetti mentioning how one of her projects succeeded in not having a car park by creating a very beautiful space for people instead - it was nice to hear about how these often discouraged approaches can be successful and allow a vision to be carried through.		
11	Don't suffer alone. Some other poor bugger has been through it.		
12	That the symbiosis between heritage and the environment is finally becoming known.		
13	Fundraising is going to get REALLY tough.		
14	Cities and towns should realise their uniqueness and the value in guarding and using that continuity and difference.		
15	Keep going! There's help out there.		
16	Opportunities in China.		
17	That despite all the challenges, we are all in it together and there is still so much opportunity out there!		
18	The huge interest in China		
19	The tougher funding picture post Covid		
20	The development of partnerships and understanding community need was very useful.		
21	The need to use the Lockdown period for planning and to think outside the box over the next period.		
22	That we all need to adapt to constant change		
23	Everyone is in the same boat		
24	That it's not just the building itself, but what the building will allow you to achieve with it.		
25	Alternative sources of funding AND methods for providing virtual public access		
26	""Funders aren't interested in your building....""		
27	Grassroots organisations need project development/start-up funding. None of the major grant providers appear to be offering this at the moment. Wider, international markets await if you can get you IP in place. We are all in the same boat (Covid-19) so let's help each other.		

9. What was the most memorable key message that you will take away with you?

		Response Percent	Response Total
28	There are many regeneration/restoration projects similar to ours, which have been or are going through the same long processes and are SUCCSSFUL; this is encouraging.		
29	The breadth of knowledge and good-practice out there!		
30	Make sure your end use is adaptable to change, and go out and ask the community what it needs.		
31	Initiate and maintain dialogue - don't expect short term results - keep a twin focus on the big picture, and the detail. Sorry, that's 3.		
32	Things are changing and adapting is necessary for survival but while possible it is not necessarily inspirational.		
33	That resilience comes from being able to respond creatively and flexibly when met with challenges such as Covid-19.		
34	"Funders aren't interested in your buildings; they want to know what you will do with them and about the people that will use them." (Richard Tynen, The Funding Centre) I was surprised the funding session was as stimulating as it proved to be and Richard's input was very helpful as we work with both practical building surveys and development and promotion of the vision for our project. There is often a tension between which should come first or which may be of most value in the process of seeking support, funding or otherwise.		
35	That despite the current pandemic there is a lot to remain positive about, and how we must use our position to make a change.		
		answered	35
		skipped	6

10. Can you suggest future themes that you would like explored by a HTN conference?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	20
1	Links to other key agendas eg housing		
2	Looking at low-impact low-cost ways to impact a heritage space // how neuro-inclusivity can provide and edge to the trust and its projects // tools for exploring coworking opportunities in heritage locations		
3	I liked the exploration of trade-offs; new to heritage, and despite excellent support, we are trying to be so 'good' with our restoration elements that we aren't really thinking outside the box on what's best for the building's future. I've always assumed we 'have to' keep everything as it is as much as possible - permission to consider what is actually best and then work out how that works has been lacking for us. The windows on the corn exchange in Lincoln set me off on quite a tangent on the development of our second space and I felt it would have been good to hear more about creative innovation - positive change - as heritage buildings take on new uses.		
4	Partnerships with non-heritage agencies and funders.		
5	How to tell the heritage sustainability story Examples of successful long-term relationships		
6	It would be nice to have something focused on starting new projects for people new to it.		
7	Project legals (yawn) When governance goes wrong (ooh) Lost causes		

10. Can you suggest future themes that you would like explored by a HTN conference?

		Response Percent	Response Total
8	It's an accidental theme that seemed to emerge today: the importance of food. From Borough Market to Spitalfields to Altrincham to many others, historic buildings are being restored as markets, and there are many others - Leeds, Newcastle - that need rescue. It may not be enough to hang a whole conference on but it was interesting how many unrelated buildings are being used this year for food preparation and distribution. It fits with the local and green agenda. For inspiration, try this: https://www.bbc.co.uk/programmes/m000m49j		
9	Something linked to the call for Apprenticeships in skills and trades that are in need of more people signing on to become our skilled workers.		
10	Great to see successful projects, but for me, more basic help/info to starting a project and working your way through the stages, would be helpful.		
11	The changing funding landscape would be useful.		
12	Innovative case studies.		
13	Business support and the Social Enterprise model		
14	How to broker a local authority's support for a BTP (financial, strategic etc)		
15	""Back from the brink..."" ""The highs and lows of restoration projects - managing the rollercoaster and keeping your sanity"" ""Tips to matching buildings with suitable tenants""		
16	Visitor Accommodation. Running successful visitor attractions.		
17	Resilience building and forward planning		
18	Culture-led Recovery in Coventry?		
19	Too new to HTN to suggest at this stage without opening the box and seeing what's already there. ...looking forward to more on community engagement and harnessing community visions, managing diverse ideas and expectations, being as inclusive a possible without trying to make a project into ""all things for all people"", appropriate communication methods as a project develops. How to manage the challenges and opportunities of public, private and community sector all working together on a project and getting the best from each for mutual benefit of all, avoiding as much as possible the potential clashes between styles, requirements in reporting lines, KPIs, understandings of ""success"", process and outcome tensions, speed of travel, different expectations and perceptions between the three sectors, etc		
20	I would appreciate a session on the skill to bid writing.		
		answered	20
		skipped	21

11. Do you have any specific access requirements or needs? Or are there any assistive tools or technologies that could help you participate more fully in a future event?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	19
1	None		
2	Loved the subtitles. Brilliant addition.		
3	No		
4	None.		

11. Do you have any specific access requirements or needs? Or are there any assistive tools or technologies that could help you participate more fully in a future event?

		Response Percent	Response Total
5	No		
6	GoToWebinar is a bit clunky and glitchy - ZOOM or TEAMS may be more accessible and reliable.		
7	I have no special needs - except I cannot hear when a presenter speaks very fast. It might be an idea to have the conference as a Live event on site, but to also deliver it on line.		
8	No		
9	No		
10	n/a		
11	n/a		
12	No		
13	no		
14	Nope		
15	No		
16	No		
17	The subtitles were very good		
18	No		
19	no		
		answered	19
		skipped	22

12. How far do you think that the event had an impact on your wellbeing?

			Response Percent	Response Total
1	It had a negative impact on how I feel		0.00%	0
2	It didn't improve how I feel at all		17.07%	7
3	It had some positive impact on how I feel		39.02%	16
4	It made a really positive difference to how I feel		43.90%	18
			answered	41
			skipped	0

Would you like to make any additional comments? (13)

1	So impressed at the way the HTN were able to pull this together online! A great conference
2	New ideas to focus on. Refreshing.
3	Thank you for a really diverse and interesting conference. It has been very inspirational and helpful.
4	This was really inspiring, thank you so much!

12. How far do you think that the event had an impact on your wellbeing?

		Response Percent	Response Total
5	I think you've replicated these answers! But the conference has fully confirmed my perception of HTN as an organisation, i.e. that it's essential.		
6	I would be very interested to know what Lobbying HTN has been doing about the Business and Planning Act 2020. I was surprised that S106 was mentioned, as I thought the recent Act had tried to stop that. I am also concerned that the algorithm for acquisitions enshrined in the Act is not helpful to trusts working in high land value areas.		
7	The event was very encouraging after a year of discouragement.		
8	Brilliantly organised. The film clips worked really well		
9	no change to the way I feel, luckily I feel fine.		
10	Good to feel we're not alone!		
11	Great Friday uplift!		
12	From what I attended, the virtual conference worked much better than expected and the presentations were as inspiring as usual		
13	The Chair for the day was excellent with an engaging style of detail, practicalities, humour, confidence and competence, even with occasional technical hitches that were handled well. Full marks. That oiled the wheels of the day I dipped in and out of and the sessions I was able to attend fully. Thank you Liz Bates!		

13. Has attending the conference improved your perception of HTN as an organisation?

			Response Percent	Response Total
1	It had a negative impact on how I feel		0.00%	0
2	It didn't improve how I feel at all		7.32%	3
3	It had some positive impact on how I feel		41.46%	17
4	It made a really positive difference to how I feel		51.22%	21
			answered	41
			skipped	0

14. In your opinion, is there a need for Heritage Trust Network?

			Response Percent	Response Total
1	Absolutely!		80.49%	33
2	Yes		19.51%	8
3	Perhaps		0.00%	0
4	No		0.00%	0

14. In your opinion, is there a need for Heritage Trust Network?

		Response Percent	Response Total
5	Not at all!	0.00%	0
		answered	41
		skipped	0

15. How would you describe yourself? (please tick all relevant boxes)

		Response Percent	Response Total
1	Not an HTN member		9.76% 4
2	A member of Locality		2.44% 1
3	HTN Start Up Member		4.88% 2
4	HTN Student Member		0.00% 0
5	HTN Individual Member		9.76% 4
6	HTN Full Member		53.66% 22
7	HTN Corporate Supporter		7.32% 3
8	HTN Trustee or Committee member		14.63% 6
9	HTN Staff		0.00% 0
10	A member of another organisation – please specify which		24.39% 10
		answered	41
		skipped	0

A member of another organisation – please specify which (10)

1	CIfA, IHBC (affiliate), SPAB, VAG
2	Signed up today inspired by the conference.
3	AHF
4	West Midlands Historic Buildings Trust
5	Spalding Gentlemen's Society
6	I'm an HTN & Trustee of an organisation. not sure if ticked right box?
7	
8	Historic England
9	I don't know the status of membership for the company I represent
10	Member of DTNI (NI sister to Locality)

16. If you are a member of HTN, which branch are you a member of

			Response Percent	Response Total
1	Not applicable (not an HTN member)		7.89%	3
2	Scotland Branch		26.32%	10
3	Northern Ireland Branch		2.63%	1
4	Wales Branch		5.26%	2
5	North West England Branch		5.26%	2
6	North East England Branch		5.26%	2
7	English Midlands Branch		26.32%	10
8	East Anglia Branch		5.26%	2
9	South West England Branch		7.89%	3
10	South East England Branch		7.89%	3
11	Don't know		0.00%	0
			answered	38
			skipped	3

17. Which category includes your age?

			Response Percent	Response Total
1	Under 18		0.00%	0
2	18-24		0.00%	0
3	25-34		2.50%	1
4	35-44		27.50%	11
5	45-54		20.00%	8
6	55-64		20.00%	8
7	65-75		25.00%	10
8	75+		5.00%	2
			answered	40
			skipped	1

18. Which category best describes your main occupation?

		Response Percent	Response Total
1	I am a student		2.44% 1
2	I am in full time work		48.78% 20
3	I am in part time work		21.95% 9
4	I am looking for work		0.00% 0
5	I am retired or economically inactive		26.83% 11
		answered	41
		skipped	0

19. I identify my gender as:

		Response Percent	Response Total
1	Male		39.02% 16
2	Female		63.41% 26
3	Transgender		0.00% 0
4	Prefer not to say		0.00% 0
		answered	41
		skipped	0

20. What is your ethnicity? (Please select all that apply)

		Response Percent	Response Total
1	Prefer not to say		2.44% 1
2	Asian/Asian British - Bangladeshi		0.00% 0
3	Asian/Asian British – Indian		2.44% 1
4	Asian/Asian British – Pakistani		0.00% 0
5	Asian/Asian British – Chinese		0.00% 0
6	Asian/Asian British - Other		0.00% 0
7	Black/Black British African		0.00% 0
8	Black/Black British Caribbean		0.00% 0
9	Black/Black British Other		0.00% 0
10	Mixed White and Asian		0.00% 0
11	Mixed White and Black		0.00% 0

20. What is your ethnicity? (Please select all that apply)				
			Response Percent	Response Total
12	Mixed White and Other		0.00%	0
13	White British		87.80%	36
14	White Other		7.32%	3
15	Other (please specify):		2.44%	1
			answered	41
			skipped	0
Other (please specify): (1)				
1	White Irish			

Comments from individual delegates received by email or on Twitter *Spontaneous and unsolicited*

'Hello Ian and Emily

Thank you so much for your time today. I found it a really valuable 30 minutes and it has given me lots of ideas.

And thank you too, Sarah, for organising this.'

Referring to Thursday workshop.

'Many thanks for all the organisation involved for today - to everyone involved. I certainly learned a lot'

Referring to Thursday workshop.

'Just wanted to say there were some really interesting crunchy issues in today's conference, well and practically presented. Not that they were a surprise, just very well articulated. Helped my team, too!

Thank you'

'Congratulations to all concerned - it was a terrific event, delivered with grace and good humour even though I think we would all rather have been in Wales!'

'Thank you, we are really grateful for all of the resources and connections HTN makes available to new groups like ours. The conference was outstanding, you all did a great job making it work online!'

'Tweet 1: I got a tremendous sense of togetherness and purpose in the group from the conference. I caught a glimpse of an exciting future which I would love to support and help to shape.

Tweet 2: Really enjoyed it Bev and looking forward to becoming more involved (was inspired to sign up during the conference!)

'Thanks for sorting things out for me to join on the day, it was really enjoyable and very professionally put together.'

*'Well done for another great conference last week!
It's no mean feat to be able to do great conferences both physically and online and we seemed to receive at least as much excited feedback as usual via social media.'*

*'If you want technical feedback – I had an interesting time! When the presentation failed, I lost sound. It wasn't clear at all then, if losing the presentation and sound at the same time, was everyone's experience. So I didn't hear whatever Liz said, about moving the Q&A earlier, and then had to log out and in again to be heard. Just in case you want to report it to GoTo. You and Beverly were a fantastic tech backstage team, thanks.
Hope you had a good rest afterwards, it was really good, you must have worked extra hard, and it came across as terribly successful.'*

'Congratulations on delivering a great conference last week - hope you've recovered!'

Comments from speakers received by email

Both spontaneous or as a response to a thank you email

'Just to say thank you again for organising and thank you for the quick reminders sent out today.

It was a very varied grouping and interesting exercise for us and we've made some new connections which we'll certainly follow up and support any way we can.

*Best of luck for the rest of the conference tomorrow,'
Referring to Thursday workshop*

'My pleasure – thank you for inviting us! It was a lovely event to be part of. Some really interesting speakers!'

'Thanks Sarah and to the rest of the HTN team for a really great event – lots of inspirational ideas to take away!'

'I was gutted to miss the day, but have heard animated feedback from FHBT colleagues who enjoyed it and got loads out of the sessions.

Well done to everyone who pulled this off - great to keep the Network community spirit alive through the power of digital.'

'Many thanks for your email and massive congrats on the Conference, sounds like it was a huge success!

Well done to you and the whole team.'

Comments from funders received by email
As a response to a thank you email

'Thanks Sarah and well done for making it a success!'

*'That's an impressive number of attendees, well done HTN Team.
Yes, bring on Conference 2021!'*

'Our pleasure!'

You all did an amazing job, keeping the inspiration and energy in an online format was no mean feat, but you pulled it off!'

Screenshots from Twitter:



Glasgow Building Preservation Trust @gbptrust · Nov 20
 Thank YOU @ArchHFund for the mention and support for our Trust over many projects for many years.

Today is #HTNConf20 day - always great to hear about the shared experiences and challenges overcome across the country in the delivery of community heritage projects.



You and Matthew Mckeague

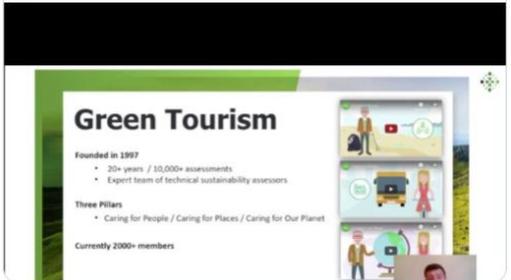
4 retweets 21 likes



Green Tourism @GreenTourismUK · Nov 20
 Really pleased to be able share some top tips with #HTNConf20

David O'Coimin @ddfoc · Nov 20
 LOVING 5 tips for site sustainability via @GreenTourismUK #HTNConf20

1. Use FSC Recycled Paper
2. Guide/incentivise staff/visitors to Low Carbon Travel
3. Show provenance of your Supply Chain
4. Get visitors involved
5. Join Free Tap Water Refill Campaign



Heritage Trust Network @HTNmembers · Nov 20
 So enjoying an informal chat with our #HTNConf20 attendees and friends, post conference....
 Previous conferences, social housing, heritage socialising (!), the state of the sector, empty homes.... Having a good laugh too!!



1 retweet 9 likes



Culture Syndicates @CultureSyndicat · Nov 20
 And we'd equally love to work with you! #htnconf20 #museums #heritage

Kathryn Moore @mooreheritage · Nov 20
 I've got a one-of-a-kind project that I would love @CultureSyndicat to help us share internationally. @HTNmembers #htnconf20 heritagelincshire.org/news/funding-f...

2 retweets 2 likes



Hay Castle @haycastle · Nov 20
 Cracking day at the @HTNmembers conference today #HTNConf20. Loads to think about and implement as we look forward to welcoming visitors to Hay Castle next year!

2 retweets 10 likes



The Architectural Heritage Fund @ArchHFund · Nov 20
 Great morning at #HTNConf20! Thank you to all the speakers and panellists

Looking forward to another packed programme this afternoon, including hearing from #AHFSupported @EderneyT and our NI Support Officer, Rita Harkin

1 retweet 3 likes 6 likes



London Historic Buildings Trust @HeritageofLond1 · Nov 20
 #HTNConf20 a great conference with a mix of case studies and expert advice; inspiring to see projects from across the UK



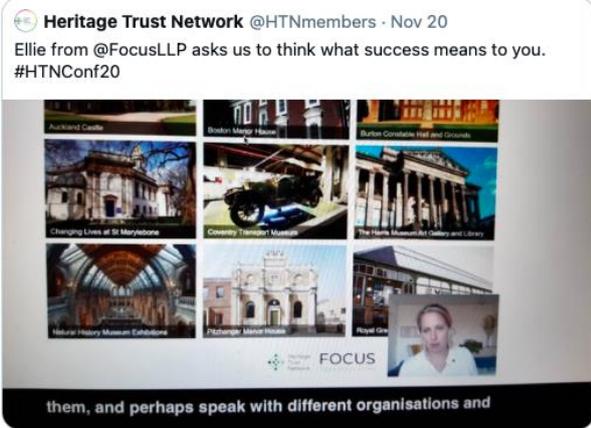
1 retweet 5 likes



FHBT @FifeHistoricBT · Nov 20
 No surprise that the #HTNconf20 is already inspiring, Lincoln achieving great things. Proof that patience, maintaining and initiating dialogue, and believing in heritage, makes the difference.



Focus Consultants @FocusLLP · Nov 20
Great feedback following today's #HTNConf20. @FocusLLP were glad to give advice on #businessplanning, #fundraising, low-budget virtual visits, alternative income ideas and more. If you need similar advice then please get in touch.
#hereforculture #heritage #projectmanagement



1 2

Berrys Rural Business @BerrysRural · Nov 20
Our Heritage Consultant Phoebe Farrell enjoying the Annual @HTNmembers Conference. Thanks to the great speakers - some amazing heritage-led regeneration projects supported by the @HistoricEngland, @HistoricScotland, @Cadw, @ArchHFund and @HeritageFundUK.
#HTNConf20



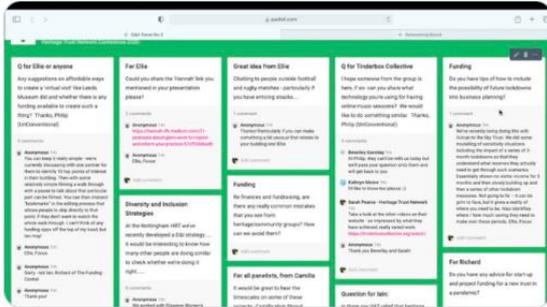
2 6

Greg Pickup @GregrehBoo · Nov 20
Lunchtime break from today's brilliant #HTNConf20, just in time to see Neil from @MosaicRestor working on the @NottmHeritage @MyNottingham funded works on my doorstep! @HTNmembers @HeritageFundM_E



3 1 17

Focus Consultants @FocusLLP · Nov 30
Fantastic feedback from the #HTNConf20 #hereforculture #heritage #projectmanagement



Focus Consultants @FocusLLP · Nov 20
Great feedback following today's #HTNConf20. @FocusLLP were glad to give advice on #businessplanning, #fundraising, low-budget virtual visits, alternative income ideas and more. If you need similar advice then please get in touch.
#hereforculture #heritage #projectmanagement ...

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David O'Coimín @ddfoc · Nov 20
Already enjoying our first #HTNConf20 for @nookpod and appreciating the learnings from @ThatTittle and @MEMckeaigue. Totally agree regarding peripheral locations serving the sticky Work Near Home growth. We've seen a huge surge in projects to support this.

The bad

- Significant and ongoing job losses
- Huge drop in GDP
- Big drop in tourism spending – impacts on coastal communities
- Total stop on community events and visitors – main income driver for many projects
- Acceleration and deepening of existing problems: decline of bricks and mortar retail, inequalities, young people's needs marginalized

More positive things

- Some increases in local spending
- Mutual aid groups and volunteering
- Appreciation of what is on the door step
- Benefits of home-working mainstreamed and likely to stick – impact on more 'peripheral' locations

AHF www.ahfund.org.uk

And just being more aware of what we've got locally, I think

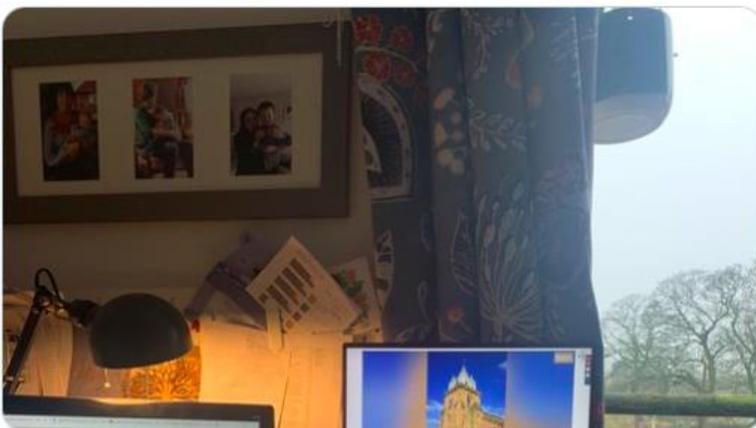
1 2 6

Hayes Parsons Insurance Brokers @Hayesparsons · Nov 20
Looking forward to the start of #HTNConf20!

Heritage Trust Network @HTNmembers · Nov 20
Too keen? Us? No!
See you soon at #HTNConf20!

@ArchHFund @HeritageFundUK @buttressarch @Hayesparsons @chieneandtait

RachGild @rach_gild · Nov 20
Really enjoying #HTNConf20 @HTNmembers this morning and so impressed how HTN have been able to pull this together and deliver a full conference digitally! 🌞🌞



1 2