This is my first report as Chair having been appointed by the States to take over from Clive Jones, MBE in November 2015.

I wish to put on record the enormous contribution that Clive Jones made to Jersey Heritage. He was a trustee for ten years and for seven of those chaired the Board. He worked hard with the States and particularly with James Reed, when he was Minister of Education, Sport and Culture, to put the Trust on a sustainable financial basis. Proposition P75/2010 is his most important legacy as for the first time the States defined the amount of money the Trust should receive to run the organisation and to invest in important refurbishment projects. That coupled with hard re-engineering decisions has put the Trust on a firmer financial footing and has seen it go from strength to strength. It is fitting that Clive was appointed a Member of the Order of the British Empire in the New Year’s Honours List 2016 for his services to Jersey Heritage. I would also like to thank for their tremendous contribution Mark Oliver, Bob Hassell, Eve de Gruchy and Nick Lane who all retired during 2015.

This is an exciting time for the governance of the Trust. Not only does it have a new chair, but also the Board has appointed five new members to replace those who have retired. Claire Follain-Metcalfe has been appointed as Vice Chair and each of the committees has a new chair. The Board has established two new committees – Enterprise, and Archives, Collections and Ethics - in addition to its existing Remuneration and Appointments and Finance and Audit committees. It has refreshed its strategy and reaffirmed its mission to tell the special story of Jersey’s history and heritage, and has confirmed its desire to be an inclusive, community based organisation working closely with its partners in heritage and culture, such as the Société Jersiaise and the National Trust for Jersey as well with government, and the organisations that promote the Island to visitors.

“The Trust has refreshed its strategy and reaffirmed its mission to tell the special story of Jersey’s history and heritage.”
In addition, the Trust has a new relationship with the States with our service level agreement for funding having been transferred to the Department for Economic Development, Tourism, Sport and Culture and we are looking forward to a fruitful partnership with them.

The Board has set itself the considerable task of looking at how best to secure much needed investment in Elizabeth Castle. The Castle is an iconic monument and is one of the most visited historic sites in the Island. Yet while it receives excellent ratings from visitors, parts of the Castle are closed or have limited access because of their state of disrepair. It is often not understood that rather than being a single building the Castle is actually a village of thirty separate buildings with tremendous potential to improve the visitor experience. The Trust has carried out extensive work to ensure that as far as possible the Castle fabric is safe but it needs an extensive capital programme to conserve, preserve and interpret its buildings so that visitors can enjoy it and learn about its fascinating history. Our challenge is to make Elizabeth Castle the showpiece of Jersey’s rich and varied heritage.

The next few years are likely to be challenging financially. States’ funding will be tight and we will need to rely more heavily on promoting heritage to visitors and tourists. Just less than 50% of our income comes in the form of grants from the States and this is under some pressure as the States looks to make savings. Under our service level agreement with the Department of Economic Development, Tourism, Sport and Culture we undertake a wide range of curatorial, research, educational and building maintenance projects to care for the historic buildings and collections in our care. The funding allows us to mount new exhibitions and to carry out work in the community and to financially support the work of our partner the Société Jersiaise. The States also provides us with a refreshment and refurbishment fund that allows us to carry out more significant projects such as the work that is in train at La Hougue Bie where we are building a replica Neolithic Hut and providing new visitor facilities and increasing the space for the Société Jersiaise’s archaeological work. We also have grants to carry out building listing work and our work on converting the Island’s historic forts and towers to tourist accommodation has been supported by the Tourist Development Fund.

There are three special challenges for us in this tight financial climate. The first is La Cotte at Ouaisne, one of the most significant archaeological sites in Europe, which is in need of major work to secure its treasures from the encroaching sea. Jersey Heritage has invested considerably in its infrastructure and archaeology but funds beyond those we can afford will be necessary to conserve it for the future. Secondly, the Celtic Coin Hoard has yet to be secured for the benefit of the public and, finally, while the Archives have reduced the backlog of cataloguing with the help of a grant from the Chief Minister’s department this important facility is struggling to meet the demands placed on it and continues to require additional funding.

The Trust is working hard on becoming more efficient and effective and in looking for new revenue streams. We are a very cost effective organisation. Our Board carry out their governance function on an honorary basis and in addition to our salaried staff we have an excellent and dedicated team of over 240 volunteers. We would probably require our States grant to be doubled if we had to replace the volunteers with salaried staff. Not many other independent organisations that receive States funding can make these cost efficiency claims, but we are not complacent and we are seeking to further diversify our income streams.

Yet despite all the challenges Jersey Heritage does amazing and important work. I won’t repeat the achievements detailed in the Director’s report, but reading that report demonstrates the value that our Island community gains from the work of Jersey Heritage. It is only with the dedication, enthusiasm and expertise of the staff that this is possible and I want to thank them as well as the dedicated team of volunteers, including the Board, which makes Jersey Heritage such a special organisation.

Professor Ed Sallis, OBE
In 2015, heritage in its many forms continued to play a significant role in the cultural and social life of the Island and to make a strong contribution to the environment and economy.

Towards the end of the year we reached agreement with Visit Jersey and Ports of Jersey to host the Tourism Information Centre at Jersey Museum. Tourist admissions provided around half of the income generated at Jersey Heritage in the year and so directly supported much of the heritage service. In return heritage underpins the tourism offer. Research confirmed that the Island’s landscape, its stories and heritage sites are important travel motivators and areas where Jersey’s offer is perceived as strong. Our own surveys confirmed that a visit to Jersey’s heritage sites does much to enhance learning experience of a visit to Jersey.

To further develop these areas of natural strength we have reached out from the sites we manage to incorporate the heritage landscape in our conservation and presentation work, the community as partners in delivering heritage experiences and the importance of presenting Jersey heritage stories to international audiences. Some of the headline results deriving from those strategies are outlined below.

The sites performed well in the course of the year attracting 188,881 visitors, around 3.5% up on the previous year with both resident and tourist growth. This is in part a reflection of continued investment in the sites with new exhibitions including the relocation of the Coin Hoard to La Hougue Bie and the major new Ice Age archaeology show which followed exhibitions of our internationally significant Claude Cahun photography collection and the newly deposited Jersey Evening Post photographic archive at Jersey Museum.

“Heritage is about people as well as places and we continue to make progress with our community engagement programmes.”
Our strategy to develop island wide heritage assets has been led in recent years by the programme of conversion of redundant coastal fortifications to Heritage Lets. In 2015, 2,634 guests, around 25% resident and 75% visitors, enjoyed these properties. Income generated from higher earning properties has enabled investment in conservation and public access to a number of ruined guardhouses to enhance walking in the coastal landscape. With our partners at the States of Jersey Infrastructure Department we started consolidation works at Les Hurets Guardhouse in Trinity as well as further work on La Rocco Tower in St Ouen’s Bay.

But heritage is about people as well as places and we continued to make progress with our community engagement programmes. At the end of the year memberships totalled 11,063 helping support continued growth in resident visits. 16,679 hours were given by volunteers, the highest amount recorded in a single year. Many of those were accounted for by the project to stitch a new panel of the Occupation Tapestry depicting how memories of occupation and liberation continue to evolve.

6,208 students visited the sites on school trips and there were 23,199 student visits outside school hours giving some cause for optimism in the future of Island heritage.

Many people experience Jersey’s heritage from afar through various media including online, broadcast and print media. To support distance access to heritage resources we have continued to grow online content and at the end of the year had placed 367,788 items from the collection on our database. These were searched by nearly 90,000 online users during the course of the year. The relaunch of the Archives and Collections Online site was the result of years of work by volunteers and Community Jobs Fund posts digitising new collections. A new partnership with Ancestry.com gives these collections a truly global reach. Archaeological stories too reached out worldwide during the year with the Ice Age Island project achieving international coverage for the discovery in July of ‘the earliest art in Britain’ at Les Varines.

To achieve all this we have extended and deepened our partnerships, locally and internationally. Our archaeological work has seen formal partnerships with a consortium of UK academic institutions including University College London, Southampton University, The Natural History Museum and the British Museum as well as with the Société Jersiaise and the National Trust for Jersey.

Occupation projects including a new Resistance Trail have been developed with University of Cambridge. Our network of Patrons, sponsors and corporate supporters in Jersey has continued to grow alongside our membership and volunteer base. The task of conservation and valorisation of Jersey’s amazing heritage resources is far too large and important to be achievable by the heritage organisations alone and future success depends on the nurturing of these support networks.

Finally, I would like to acknowledge the tremendous contribution made by Clive Jones MBE who retired during the year having chaired the organisation through a significant period of change in which the foundations of current achievements were laid.

Jonathan Carter, Director
The Island’s heritage has never been more in the spotlight than in recent years, both at a local and international level. The spotlight on our archaeological heritage has enhanced Jersey’s international exposure through, in particular, the exhibition and live conservation of the world’s largest hoard of Iron Age coins and the Ice Age Island project.

People care about the historic environment, valuing its familiarity and memories. It is a tangible part of our distinctive and special identity, underpinning local character and generating a sense of place. Preserving historic places also maximises the use of existing resources and infrastructure and reduces waste.

When asked what ‘heritage’ means to them, most Islanders identify the historic landscape; the coast, the countryside buildings and archaeological sites.

Much of this heritage resource is owned and managed by individuals and businesses in our community. We are committed to helping owners, developers and planners protect our historic environment by sharing information about it through the listings programme.

The heritage sites we manage continued to provide both amenity space for visitors and valuable natural habitats for countless species of animals and birds. We are working closely with the Environment Department to improve habitats at these sites.
We have continued our work with the States of Jersey, and with our heritage partners, to list Jersey’s special historical, architectural and archaeological inheritance, which has involved community interaction and debate on an unprecedented scale. This exercise has helped us understand the value of Jersey’s historic environment assets, their condition and funding available to maintain them, and the benefits derived from active use of them.
Part of our living heritage is maintaining traditional skills, from craftwork to building repairs and construction. Every year we engage local tradespeople who are skilled in work that enables us to protect the assets in our care. In 2015 this included building walls at Elizabeth Castle, lime pointing at Mont Orgueil, and re-roofing No 9 Pier Road.

Our skilled craftspeople help us to safeguard the fabric of our built heritage for now and the generations to come.
Jersey has a rich and varied archaeological landscape that spans from the earliest humans to modern history. During 2015 we mounted a major exhibition of the Ice Age Island project, which has been developed in association with a number of leading academic and heritage bodies in the UK, and with the support of the Tourism Development Fund in Jersey, and which forms our centrepiece exhibition for 2016.

Heritage sites also play a critical role in providing a safe and sustainable habitat for many species of flora and fauna. At Elizabeth Castle alone, for example, you can see oyster catchers, turnstones, rock pipits, wheatears, little egrets and even the occasional grey heron.
Participating in heritage contributes to personal development. The historic environment makes a positive contribution to the community, enriching our quality of life and enhancing community pride.

An overwhelming majority of people believe that the activities of Jersey’s heritage organisations are important to developing a sense of local community, and that visiting heritage sites and attractions is important to our quality of life. Quite simply, Jersey Heritage plays a powerful part in protecting and nurturing the Island’s cultural DNA.

Jersey Heritage has always focused on making heritage relevant and accessible – heritage for people. Over time we have developed approaches to working with project partners – heritage with people. Recently we have explored programmes supporting others in researching, making and sharing heritage – heritage by people.

We meet nearly 200,000 people every year at the sites we look after for the people of Jersey and around a third of those visitors are local residents. Our membership continues to increase and now stands at over 11,000, demonstrating the importance of heritage in the daily lives of Islanders.

In 2015 staff at Jersey Archive catalogued over 20,000 records and added thousands of images to our online catalogue. The team continues to provide a records management, transfer, storage, and cataloguing and enquiry service for all public institutions under the Public Records Law.

Through in person visits to the archive, distance enquiries and our online catalogue we have connected with over 60,000 individuals around the world to help them discover the unique Jersey story, which forms part of their heritage.
The discovery of what is thought to be the largest hoard of Iron Age coins in the world has attracted worldwide media, academic and public interest. During 2015 a highly successful interpretative exhibition was mounted at Jersey Museum. This included a ‘live conservation laboratory’ where the coins and other precious items have been systematically removed, cleaned and catalogued. The team, which includes a number of volunteers, removed over 24,000 coins, 52 pieces of jewellery and several hundred plant and animal specimens.
The Occupation Tapestry, which is housed at the Maritime Museum and Occupation Tapestry Gallery, was originally commissioned to celebrate the 50th Anniversary of the liberation of the Channel Islands from German occupying forces in World War II. A 13th panel was designed and created in time for the 70th Anniversary, remembering victims of Nazism and acts of resistance, and recording how the Island has marked Liberation Day over the years. The work involved over 3,500 hours of volunteer time.
The Jersey Heritage Archive and Collections Online project has been a significant success and has broadened the organisation’s reach globally. A team of staff and volunteers have worked tirelessly to digitise over 360,000 records and 230,000 images, enabling people overseas to fathom their Jersey family roots online.

There are now over 500 subscribers to the service, which is now operating in partnership with one of the world’s biggest family research organisations, Ancestry.com.
Historic places are assets for revitalisation and economic development, making places attractive to those looking to work, study or undertake business. Heritage is a major driver of overseas tourism and our historic places are an important reason for holidays and visits and a significant part of the visitor experience of Jersey.

According to a visitor exit poll carried out by Jersey Heritage in October 2015, over two thirds of respondents said that Jersey’s interesting history and heritage sites are important factors in deciding to visit the Island, and 70% said that learning about the Island was an important motivating factor. The combined number of visits to Jersey Heritage sites makes them among the most popular attractions for tourists to see.

Increasingly we are reaching out to audiences in other parts of the world, by developing strategic partnerships with internationally renowned heritage organisations such as the British Museum and Natural History Museum; by telling our stories through national and international media, for example the Celtic Coin Hoard and our Ice Age Jersey project; and through our programme of loans to other museums and galleries such as our Claude Cahun collection. Our project to digitise our archive records is developing interest from people all over the world keen to understand their personal ‘Jersey story’.
Capital investment in the attractions under our care continued throughout 2015, including new exhibitions and displays at La Hougue Bie, the Maritime and Jersey Museums and the Occupation Tapestry Gallery.

We aim to raise 50% of the cost of delivering our service, reducing the call on the public purse, though government funding remains vital to sustaining that service. By developing stories that are of international significance, we have been able to attract national and European funding we would otherwise not be eligible for. And yet, despite this outreach, we have not forgotten the importance of what we do for the local community, by creating opportunity for Islanders and using our heritage in ways that play a part in our economic prosperity.

All of our six sites have passed the rigorous VisitEngland Visitor Attraction Quality Assurance Scheme (VAQAS) with the inspector remarking on the high quality and inventiveness of the way we tell our stories, appealing to all age groups, the large and interesting range of content, and the very good standards of staff hospitality and engagement adding significantly to the visitor experience.

Our Heritage Lets continue to be very popular with tourists and residents alike, generating significant income which is then reinvested in further restoration and development of other redundant assets, supporting myriad local trades and businesses.

“Increasingly we are reaching out to audiences in other parts of the world, by developing strategic partnerships with internationally renowned heritage organisations”
Membership of Jersey Heritage is vital on a number of levels. Over 11,000 Jersey Heritage memberships have been taken out playing a significant part in our objective to raise 50% of the cost delivering our service and achieve best economic value for the Island.

Membership of Jersey Heritage also offers terrific value for money for our members, giving them free access to all of our sites as many times as they like during the year, as well as invitations to a number of member-only events to enable them to experience our heritage and hear our stories in unique and special ways.
Economic activity is not just measured in monetary terms: our community initiatives have created 10 roles for Islanders in 2015, however it is equally important to give people the opportunity to use their skills and talents in a voluntary capacity and to engage community participation in our work, our events and our story-telling, and in doing so we can make a positive difference to people’s lives.
Our Visitor Services Assistants are the front line of our visitor experience. They greet visitors on arrival at our historic sites, help to orientate them and give them information about the site and Jersey Heritage, encouraging many to become members.

The VSAs work closely with the Site Gardien to ensure that every visit experience is an enjoyable one. They also help to ensure that during the season our sites are open to the public seven days a week, including Bank Holidays.
The historic environment is valued for its contribution to our knowledge. It is a unique source of information about our past and presents a rich educational resource for lifelong learning.

Over 80% of people agree that heritage has an important role to play in modern society, and that historic buildings are an asset to regenerating urban areas such as St. Helier.

We continue to inspire people to take action and play their part in the guardianship of our Island heritage. One of the most successful ways to engage people in the value of heritage is through projects that involve co-production and creative participation, and communication across a high number of different media channels to reach as many people as possible.

During 2015 we continued our programme of events that are designed to engage with Islanders of all ages, from our Discovery Days to What’s Your Street’s Story?"
Our historic spaces have also been the stage for many personal events, such as weddings and other celebrations, weaving today’s stories into the fabric of the past.

Other open events hosted during the year include Shakespeare at the Castle, the Jersey Festival of Words, La Fais’sie d’Cidre (The Cider Festival), and the Springfield School Sleepover at Mont Orgueil.

We have invested in our site cafés, creating inviting and relaxing social spaces for our visitors to enjoy, prompting the VisitEngland quality assurance assessor to comment on the ‘very good ambience’ and commend the ‘quality and presentation of the food.’
Our Discovery Days programme gives youngsters aged between eight and 12 years old an opportunity to experience exclusive and special activities including a team day out to Elizabeth Castle, where they learned how to make musket cartridges and fire a canon, attend a film-making workshop at Mont Orgueil Castle, cookery at Hamptonne, and making their own mini museum.

Once again we delivered the My History Scrapbook, which supports the Discovery Days programme of events, to all Island children in nursery and Key Stage 1; and the Jersey Heritage Annual to the older age groups in Key Stage 2, which tells the story of key moments in Jersey’s history.
Volunteers are a vital part of what we do. Without the thousands of hours we are gifted every year by our team of dedicated volunteers, we would not be able to operate many of our sites or events. During 2015 our volunteers gave over 16,500 hours of their own time to make us what we are – from making and mending costumes and flags to restoring our historic boats, scanning images and cataloguing our collections to entertaining visitors.

Whether it’s a regular commitment or just a couple of hours here and there, we salute our volunteers for the time and effort they give us, and we celebrated that during National Volunteers Week in May. “I have found a practical side to myself that I never really had an opportunity to use before”. “I strongly believe that I have gained a lot whilst volunteering for Jersey Heritage. I have benefitted a lot at a personal level, have become more confident and have gained attributes which I would not have otherwise gained.” Our volunteering and intern programme has helped many people get back to work over the last few years.
Communicating with our many audiences is a fundamental part of our work. Our success relies on the development of heritage skills, knowledge and enthusiasm across the community.

We continue to use our traditional channels to advise and inform about what we are doing, and what is going on for people to join in. The role of social media within this mix has grown in importance and our social media team meets weekly to plan out a programme of communications across all of our digital channels to engage with as many people as possible.

Jersey Heritage has built a Facebook audience of 7,282, predominantly women aged 35 - 44 and has over 4,970 Twitter followers. Many of our big breaking stories – for example some of the very exciting discoveries by the Coin Hoard team have been released first through social media.
Media coverage of our activities and news remains an important part of what we do. Local media continue to be very supportive of our work and we thank them for their interest.

We have also developed relationships with a number of national and international publications as the stories we have to tell grow in significance for an external audience, particularly around the Coin Hoard and the Ice Age Jersey project.

Jersey Heritage has featured in print, radio, television and online news stories throughout 2015 and this has helped underpin the wider Island objective of developing Jersey’s international profile.
We are guardians of Jersey's heritage, and with our heritage partners Société Jersiaise and the National Trust for Jersey, we endeavour to make as many historic sites as accessible as possible to the public.

During 2015 the seven sites for which we are responsible were open for 1,537 days combined, there were 13 Open days at Forts and Towers, 48 marriages were celebrated and over 2,600 people stayed in one of our Heritage Lets.

Each and every user was left with an impression of Jersey Heritage, and left their impression on us. On this page you can read some of the testimonials from some of the many people whose personal stories have been touched by Jersey’s heritage during 2015.

**TESTIMONIALS**

In a survey of over 1,000 visitors conducted across all six sites, ratings for overall enjoyment, value for money, the displays and exhibits and the services of staff were again very high and continue to improve.

“No card could express our sincere gratitude to you. It was a day we will never forget and just could not have gone any better and we really appreciate the part you played in that.”

“Thank you so much for making our day truly wonderful. You made us feel special from the first day we met you and our experience with [Jersey] Heritage has gone beyond our expectations… it was amazing!”

“It was a truly amazing day and Hamptonne was the perfect venue.”

“Small island, big-time museum! Especially enjoyed talk on coin hoard.”

“Truly an exquisite and amazing experience, we knew more about Jersey’s history. We would come again.”

“I love castles. This one [Elizabeth Castle] was my favourite.”

“Fabulous fantastic friendly staff. Really enjoyed out visit.”

“Beautiful and very interesting – Had a lovely day, lovely weather for our wedding anniversary”

“Excellent! Well done Jersey Heritage. Proud to be Jersey born”

“Magical adventure, sums up the castle. Wonderful use of time”

“Fabulous! Our little boys loved playing at being knights and invaders in such a well-kept castle. Thank you”

“Fantastic attention to detail. Kids loved the pirate activities”

“A wonderful chance to return to childhood with so many knobs and dials to try! Thank you”

“The crafts and activities have been excellent today. They’ve captured my 3 year olds imagination and he’s really enjoyed the visit”

“Thank you for a delightful experience. Absolutely tops!”

“Lovely visit, thoroughly enjoyed the bean crock at the café – scrummy!! Also lovely chat with the staff”

“Love, love, love the place!! Marilyn was so friendly and helpful and the ladies in the café were so friendly and gorgeous. This was by far the BEST place in Jersey – THANK YOU for showing us what Jersey can really be like!”

“A wonderful way to spend a few hours and be transported back in time. Would recommend a visit”

“Tranquil, peaceful, buildings beautifully restored, amazing”
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Ed Sallis
Chair (Chair from November 2015)

Mark Oliver

Bob Hassell

Eve De Gruchy
Retired 31 December 2015

Lance Trevelyan

Claire Follain-Metcalfe

Neil Molyneux
Société Jersiaise President

Christian May

Kate Kirk

James Reed
From September 2015

Nick Lane
Resigned May 2015

Nick Aubin
From December 2015
Sponsorship is essential to Jersey Heritage’s ability to continue to present exhibitions and public programmes at all of our sites. Corporate sponsorship provides the sponsor, clients and employees with exclusive benefits and experiences, increase visibility and the opportunity to affiliate the corporate brand with the Island’s heritage and therefore connecting with the community through Jersey Heritage’s work and engagement.

During 2015 the following companies have been valued sponsors of Jersey Heritage:

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- Benest & Syvret
- Lloyds Bank
- GoldMoney
- Credit Suisse
- Appleby
- Visit Jersey
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Conservation Advisory Group
The CAG is made up of representatives of the Island’s heritage organisations and has advised the Board of Trustees on the stakeholder consultation and adoption of conservation policies for historic sites in the care of Jersey Heritage.

John Clarke
(Société Jersiaise)
Richard Le Sueur
(National Trust for Jersey)
Michael Ginn
(Channel Islands Occupation Society)

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Cecilia Saolinski
Bob Schmedlin
Sue Schmedlin
Beccy Scott
Deborah Shead
Pat Skinner
Dorothy Smail
Katie Smith
Allison Soulsby
Beverley Speck
Geoff Stewart
Gwyneth Syvret
Liz Syvret
Margaret Syvret
Susan Taylor
Nancy Thelland
Philip Thomas
Andrew Thompson
Theo Toque
Brenda Tostevin
Heather Truscott
Ruth Tuck
Barry Tucker
Alex Tucker
Gary Turner
Liz Vautier
Maralee Vezie
Chris Vibert
Joan Waddington
Nathaniel Walwyn
Barbara Ward
Margaret Ward
Julie Wildbore-Hands
Sophie Wildbore-Hands
Helen Wilde
Charles Wilding
Karen Willis
Jane Wilson
Helen Witts
Mirabel Witts
Jamie Wolfe
Alex Woodruffe
Lyndon Wou
Geoffrey Zimmer
Liza Zubercova