



WENTWORTH WOODHOUSE PRESERVATION TRUST

Wentworth Woodhouse | Wentworth | Rotherham | S62 7TQ

WENTWORTHWOODHOUSE.ORG.UK

Tel: 01226 351161 Email: info@wentworthwoodhouse.org.uk

TO KEEP UP TO DATE FOLLOW US:

@Wentworth_House wentworth.woodhouse.10 wentworth_woodhouse

Charity Number 01155374 © Wentworth Woodhouse Preservation Trust 2019

Wentworth Woodhouse Preservation Trust wish to thank the following organisations for helping us this year



ANNUAL REVIEW 2019-2020



WELCOME

As I sat and wrote the introduction to last year's report, detailing the tremendous progress made by the Trust during its second year, I could not have envisaged the national crisis that this report would touch on as the Trust completed its third year.

The period covered within this report, from April 2019 to March 2020, was one of continued growth and success for the Trust. Our staff and volunteer numbers continued to grow, the capital works programme saw some of its finest conservation work delivered, our visitor numbers reached new levels and our work with the communities that surround us advanced and expanded. Yet those heady days of growth and success seem almost a lifetime away as now, like every other site in the heritage hospitality sector, we fight for survival. We will get through, of that I have no doubt, as our team are determined and extremely committed individuals. Next year's report will be very different to the contents of this, which highlight the progress we made during the period leading up to the pandemic.

Our success in that year should not go unrecognised, and our gratitude to those who made it happen should not go unrecorded.

Our motto that Wentworth Woodhouse belongs to us all still holds firm, with the incredible contribution made by staff and volunteers on a daily basis, across all of our activities. Our dedicated supporters and visitors who continue to return and bring friends and family, our contractors who are all very much part of the family, our funders without whom we would not be here today, our donors who make such generous personal contributions to our work, and my fellow trustees, who play an active role in supporting the work of the Trust.

Thank you to you all, together we achieve success.

Julia



DAME JULIE A KENNY DBE DL
 CHAIR OF WENTWORTH WOODHOUSE PRESERVATION TRUST
 FOR FURTHER INFORMATION EMAIL:
juliek@wentworthwoodhouse.org.uk

PATRONS

LADY JULIET TADGELL
 MARCUS BINNEY
 CBE

TRUSTEES

DAME JULIE A KENNY
 DBE DL (CHAIR)

THE DUKE OF DEVONSHIRE
 KCVO CBE DL



SIR PHILIP NAYLOR-LEYLAND
 Bt



JAMES BERRY



JOHN CALDWELL



SIMON ALEXANDER CARR



TIMOTHY COOKE
 OBE



RACHEL COWPER



MARTIN DRURY
 CBE



KEITH RONALD KNIGHT



JOHN MERLIN WATERSON
 CBE

Toni Paxford joined the Trust in November 2018 as a "trainee Trustee". She joined the team in order to bring youth representation to the Board and to provide links into youth networks across the county. Toni attends Board meeting but does not yet have a decision making role. She is currently training and gaining a greater understanding of the role and responsibilities of being a trustee but hopes to become a fully-fledged member of the Board next year.



WENTWORTH WOODHOUSE
PRESERVATION TRUST

THE OBJECTS OF THE CHARITY ARE SPECIFICALLY RESTRICTED TO THE FOLLOWING:

To acquire and preserve for the benefit of the nation the whole or any part or parts of the buildings, grounds and surrounding land known as Wentworth Woodhouse in the Metropolitan Borough of Rotherham and which are of special historical, architectural and constructional heritage and interest (*“the building”*) together with such fixtures, fittings, furniture, pictures and other chattels (*“the contents”*) are as contained within or form part of the building and which are in their own right or by association with the building objects of particular historical, architectural or artistic interest.

CORE VALUES

The Core Values of Wentworth Woodhouse Preservation Trust are as follows:

REGENERATION
Always attaining to the very highest conservation standards to protect and restore the site, its buildings, structures and landscape through balanced and appropriate re-use, finding creative solutions leading to an economically sustainable future.

ENGAGEMENT
To engage with, listen to and work with local communities and wider audiences. Engaging hearts and minds to celebrate the site as an asset to the region and the nation. Offering a positive long-term contribution to the economic and social life of local communities and acting as a tourist driver for Rotherham and the wider tourist offer.

OPPORTUNITIES
Using Wentworth Woodhouse as a remarkable heritage asset to provide multiple year-round opportunities for the advancement of skills, education and life-long learning by way of training, work experience, volunteering and employment, whilst enhancing knowledge through scholarship and academic research.

WORKING RELATIONSHIPS
To work with the Fitzwilliam Wentworth Amenity Trust to ensure that Wentworth Woodhouse, comprising the house, gardens, park and monuments, is preserved as an entity, for the benefit of the local community and the nation.

PARTNERSHIPS
To develop appropriate partnerships with others including stakeholders who share our values and subscribe to our long-term vision.

REACH NEW AUDIENCES
To provide a world class, inspirational and enjoyable experience for all, with equality and diversity as key drivers of our audience development plan.

ENTREPRENEURIAL SPIRIT
To operate a creative and solutions focussed business with commercial flare whilst always seeking to deliver our charitable objectives.

PROFESSIONALISM
To operate with openness and transparency, promoting best practice, behaving professionally and acting respectfully towards others at all times.



PUBLIC BENEFIT STATEMENT

The trustees confirm that they have given careful consideration to the Charity Commission’s general guidance on public benefit.

The public benefits derived from the Trust’s activities include:

The advancement of arts, heritage and culture specifically the Trust’s commitment to the regeneration of the Wentworth Woodhouse site and to the reuse of buildings in ways which will provide them with a sustainable future, public access for their enjoyment, and the delivery of an extensive events programme promoting arts, culture and heritage.

The advancement of education and specifically the provision of guided tours of the site for visitors of all ages, the provision through the retail outlet of specialised texts relating to the heritage of the site and of the wider South Yorkshire region, the development of archive material to assist educational research, the provision of programmes of lectures, visits and events on and to sites of historical interest.

The advancement of training specifically the Trust’s commitment to the provision of volunteering opportunities, a wide-ranging training programme, training for staff and volunteers, work placements and work experience opportunities, working extensively with students, providing real work experience in traditional heritage skills, catering, graphic design and academic research. Training and upskilling are key values of the Trust as we endeavour to provide new opportunities for the communities we serve.

ACHIEVEMENTS AND PERFORMANCE

Post Year End

In December 2019 news emerged of a new virus in China which subsequently spread across the world, impacting on us all.

The financial impact will be felt in 2021 but our strong performance in the first three years since taking ownership of Wentworth Woodhouse, including the financial year detailed in these accounts, gives us confidence that our business contingency and diversity plans shall ensure we continue to thrive and grow our services for the communities we serve.

The heritage sector has had to completely rethink how access to sites can be maintained in a safe and inviting manner and the Wentworth Woodhouse Preservation Trust, like many others in the sector, has had to make significant changes to its forward business plans and financial forecasts.

The outcomes of these changes and our new approaches to achieving our charitable objectives will be apparent in next year’s annual report and our work, focussed very much around growing job opportunities, skills and training and community engagement will become even more critical as the effects of the pandemic become apparent.

REGENERATION



ENGAGEMENT



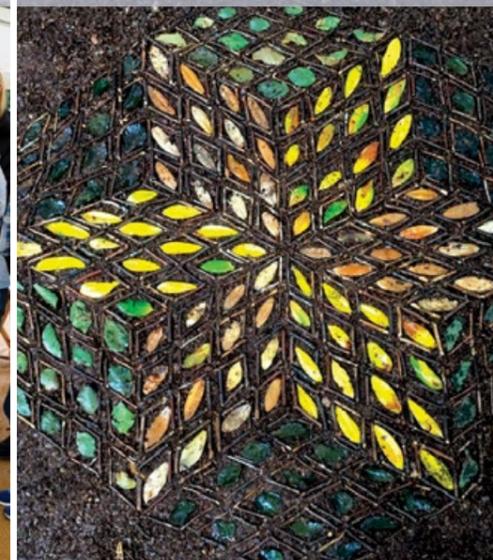
OPPORTUNITIES



REACH NEW AUDIENCES



ENTREPRENEURIAL SPIRIT



PROFESSIONALISM



SITE DEVELOPMENT



APRIL 2019

Refurbishment of café and toilets plus creation of new dog friendly café; temporary roof to section of the stables and removal of failing stack. Creation of new housekeepers room. Installation of security equipment to protect Stables.

JUNE 2019

Gentle cleaning of urns following removal from the roof.

MAY 2019

Scaffold and temporary roof installation completed over the Mansion central block. Decoration to Small Library to enable use during events. Refurbished and replaced West Front lobby floor. Repaired badly failing roof to the west of Mews Court.

The Trust's £7.6m Capital Works Project, funded by an award made by the Chancellor in the Autumn Statement of 2016 and supported by Historic England, was split into three contracts tackling the areas of roofs in need of emergency repair.

The first phase, referred to as the Urgent Works Contract, was completed in 2019 by specialist contractors Furniss & Sons Ltd who worked across many buildings on the site, placing temporary covering over roofs and cracks in gutters to give short-term protection. To protect buildings, urgent repairs were carried out to the Stables Southern Range, with temporary internal props installed to support the decayed roof timbers.



The first main contract, referred to as Phase One Works was completed during the period of this report and included full slate replacement and repairs to the Bedlam Wing of the Mansion and the Riding School and repairs and slate replacement to the Chapel roof carried out by heritage contractors Aura Conservation Ltd. All roof slates on the south-east wing of the mansion, Bedlam Wing, have been replaced and its roof timbers repaired. Such was the sorry state of the roof, structural support measures had to be introduced.

In the 1950s, the Riding School became the

gymnasium for students at the Lady Mabel College of Physical Education - and consequently, the contractors found the building in much better condition than the Bedlam Wing. The Riding School has been re-roofed after first removing asbestos to make the area safe to access and is now water tight and drying out well.



Riding School

The roof of the Chapel was re-slatted using recycled slates that were removed from the Riding School, with timbers made structurally sound and the Chapel's ceiling and chandelier restored. In bits in a box for many years, the tarnish and dinks were lovingly repaired by one of our fantastic volunteers, rewired by our experienced electrician and finally hung by our in-house team. Our special thanks go to volunteer Dave Johnson who made a wonderful job of restoring and polishing the chandelier which hangs brightly in the Chapel today.

The Phase One Works lasted almost two years in total as many additional works were added to the contract as the full extent of the damage to the property, caused by water ingress over many years became apparent.

The second contract referred to as Phase Two Works is nearing completion and includes full roof repairs to the mansion's central block and the eastern section of the Long Gallery, by skilled crafts people working for main contractors Robert Woodhead Ltd.

Construction workers were unable to work on the roof during the Covid-19 Lockdown in April 2020, but work re-started at the first opportunity in May, with stringent social distancing and hygiene policies in place. Fortunately, this resulted in limited delay to the overall programme.

JULY 2019

Fitted 200m of new fencing to East Front. Asbestos removal in Stables to allow for emergency works to protect the fabric of the building. Contaminated pipework and other asbestos contaminated items removed from Fives Court area.

OCTOBER 2019

Repaired failing service gates.

NOVEMBER 2019

Scaffold and temporary roof installation completed over the Long Gallery east.

JANUARY 2020

Plaster work to stabilise the Marble Saloon ceiling begins.

MARCH 2020

Stonemasons begin carving new urns to replace concrete urns.

AUGUST 2019

Works to identify historic leaks in downpipes through the Long Gallery completed.

SEPTEMBER 2019

Removed 1950s college treads from Library stairs.

DECEMBER 2019

Re-slating the Mansion central block with new Westmorland slates begins.

FEBRUARY 2020

Stonemasons begin repairs to east facade stone cornice.



Main contractors Robert Woodhead Ltd

The scaffolding which has completely masked the mansion's glorious 606 feet long East Front façade for over a year, is now starting to come down.

The scaffolding has enabled a specialist conservation team from Woodhead Group to repair 1,486m² of the roof above the mansion's central block of State Rooms and the Long Gallery. The scaffold also allowed the Trust to give visitors a unique experience - an opportunity to see Wentworth Woodhouse from on-high and witness heritage crafts people at work. The Trust's guided roof top tours were a major draw and attracted thousands of visitors.

Providing public access to conservation projects whilst works are in progress is unusual and required a huge amount of pre-planning involving many agencies from external health and safety consultants, the local fire brigade, contractors and Historic England. The response from visitors has been incredibly positive and many visited more than once to see progress first hand, as the roof was removed and replaced.

The roof repairs have prevented further damage to the most significant rooms and important features of the Mansion. Cracked and broken slates on the main section of roof had previously allowed water to seep into the rooms below - the Marble Saloon, the Van Dyck and Whistlejacket rooms, the oldest section of the Long Gallery dating back to the 1600s and the principal staircase. In these important areas, plaster was cracking and peeling. Additional holding repairs to the ceiling and cornice in the Marble Saloon have been also carried out.

Repair and restoration of centuries-old stonework, including elegant hand-crafted statues, balustrades and chimneys, has also taken place. There are 10 hand-carved 18th century statues on the roof of the Mansion. Each is almost life-sized. The most prominent (above the central pediment) are those of the Roman goddesses Concordia, Minerva and Justice, who symbolise Peace (Concordia) being achieved through Strength (Minerva) and Justice.

Stonemasons from Heritage Masonry in Lincolnshire,

who restored the statues in situ on the rooftop during this phase of works, discovered each statue had originally been brought up to the roof as two partly-carved pieces of sandstone. The two sections were held together by an inner iron rod and were carved in more detail in situ. Heritage Masonry found the iron core of each statue had deteriorated over the centuries and the sandstone was cracking.

One of the most unstable was a statue of a woman cradling a baby, sited on the south-west corner of the mansion's south wing, gazing out over the West Front. It's thought that the statue is Eirene (Goddess of Peace) with baby Ploutos (God of Wealth). The statue had suffered several large cracks and some sections had fallen onto the roof. She is now pinned, repaired and supported by an internal core of non-corrosive stainless steel.

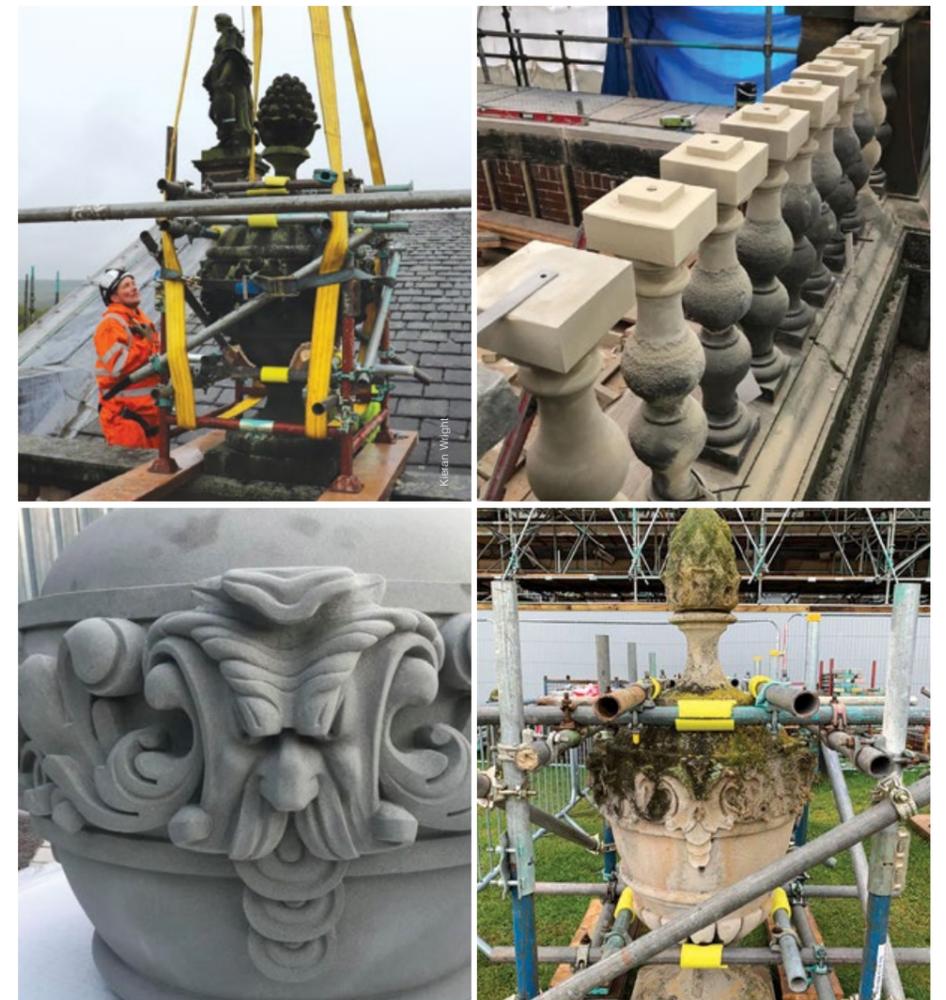
Extremely heavy urns hand-carved by Georgian stonemasons decorate the roof. Two of the 18 were found to be 20th century replacements made of concrete. Weighing 600kg each, many were only being held by their own weight due to their timber pins rotting over time.

The urns were craned to the ground, a challenging task as the majority of the weight sits in the middle of each urn due to their shape. An innovative scaffold frame was constructed around each urn to secure them when lifting, as well as extra clips added to the

surrounding scaffolding to allow the crane crew to clip on and off more easily.

During this process, the crane crew were also able to remove the historic glass lanterns that required restoration.

Historic England provided tremendous guidance and support throughout.



Stonemasons from Heritage Masonry in Lincolnshire

The restored urns, and two new urns created as exact replicas from matching stone, have recently been lifted back onto the roof.

2021-2023

W SPRING 2021

Additional works to East Front roof, North Pavilion and Long Gallery roof

W SUMMER 2021

Development plans worked-up for Camellia House and Stables.

W 2022

Renovation of Camellia House.

W 2023

Major fundraising campaign for Stables renovation



Future Steps

The development phase of the Camellia House and Southern Range of the Stables began during this year following the Round One grant from National Lottery Heritage Fund (NLHF) awarded in 2019.

Though now a shell, the Camellia House still houses some of the oldest and rarest camellias in the western world. They will have pride of place in the newly-developed café space, which could be open by 2022.

Procurement of the design team and activity consultants got underway in early 2020 thanks to the NLHF grant.

£3.5million will need to be raised in order to move into the delivery phase of works for the Camellia House transformation. It is estimated that the delivery phase of the Southern Range of the Stables will cost approximately £20 million and will be progressed following the Camellia House opening.



Camellia House

As the Trust's plans continue to develop, public consultations will be held to give local people opportunities to get involved and suggest what activities and events they would like to see on site.

Car Parking and Access

Public consultations were hosted jointly with The Fitzwilliam Wentworth Amenity Trust (FWAT) during the year to discuss the car parking proposals with local communities and meetings also took place with officials from RMBC to discuss the plans. As a result, a joint development prospectus will be produced by WWPT and FWAT.

Facilities and Maintenance

Our maintenance strategy is to make systematic improvements across all areas each year, as well as managing essential ongoing maintenance. It would be easy to spend all our annual maintenance budget on single items, such as redecoration or removal of asbestos, so a phased improvement plan is our preferred way to manage the site.

This year has been particularly challenging due to the failure of our main heating system which provided background heating to most of our public and State Room areas. Replacing this system is far from straightforward and we are working with partners and suppliers to try to find the best solution in the short term to help keep the building and our visitors warm during the coming winter. Many thanks to our

benefactors, suppliers, and the public for helping and bearing with us!

The works to replace the roof areas to the South and Central of the Mansion are very welcome, but there are still many failing roofs that need to be re-covered, and as such we have had to invest considerable amounts of money this year on temporary roofs and propping to ensure that buildings are as water tight and safe as possible prior to major renovations taking place.

As we learn more about the buildings (the lack of practical historical drawings does hamper us), we are better able to understand where all the services go to and from – we need an improved understanding of drainage, the water mains, the electrical cabling and heating pipework – there are literally miles and miles of pipework to track and ultimately replace. With this in mind we hope to complete a site wide strategic plan for all mechanical and engineering works as well as a complete fire strategy in the coming months – this intelligence will assist us with planning how the site will function as it is redeveloped.

Whilst we welcomed the new roof and the magnificent scaffold, it will be wonderful to see the magnificent, famous, façade show its face again.

IMPROVING OUR VISITOR OFFER



By March 2019, the visitor offer was developing fast and a number of changes had been implemented in order to support this area of growth. The year 2019-20 saw some of these core offers refined and improved whilst planning new visitor offers got underway.

The Wentworth tour continued as the introductory tour offer with the Clifford and Garden tour giving visitors a reason to stay longer at the house or return to see more at another time. All three of these tours, now fully established, continued to see an increase in visitor numbers on the previous year with overall visitor numbers on tours rising from 8,148 in 2018-2019 to 13,055 in 2019-20.

The snowdrop tours in February also proved to be extremely popular once again with 709 visitors coming through the gardens in February 2020, income from this tour more than doubled in comparison to the previous year.

The specialist tours remained on the visitor programme throughout the year and continued to grow in success. These were led by members of the team particularly skilled in the subject area of their tour and comprised of the Conservation tour led by Julie Readman, Facilities Manager, the Hidden tour led by head tour guide David Allott, Head Gardener tour led by Scott Jamieson, Bob's tour, led by Bob Mortimer a member of the team who worked for the last Fitzwilliam family to live at the house and the Lady Mabel College tour led by ex-Lady Mabel Student, Sue Gravel.



Wentworth Woodhouse Events Guide

Front of House and Bookings team

With limited free entry in operation (i.e. visitor access from the Pillared Hall and into the tearoom and shop) and with bookings open seven days a week, the Front of House and Bookings team continued to grow. The role developed to encompass both working at the front of house and in the bookings office to ensure consistency in service delivery. Five new team members were recruited and trained and have integrated well into the existing team. Standard operating procedures were reviewed and new ones implemented. This has

been particularly important around the management of groups visiting the house, as they have increasingly booked combination tickets and buffet packages. Feedback continued to be excellent following each visit throughout the year.



Wentworth Woodhouse Front of House

Service training, has also allowed the Front of House and Bookings team to take greater ownership of

enquiries and work to find solutions that best fit the needs of the visitor and business.

Initially, each specialist tour ran once a month however as these were quickly sold out, the number increased to two a month with Bob's tour increasing to a weekly programme.

National Trust members have continued to be our core visitors, averaging 52% of total tour visitors across the year.

The rooftop experience launched in July 2019 welcomed over 2,000 visitors in the first three months of opening. Feedback for these tours was excellent with many visitors coming back a second time to see the development of the conservation work. A combined indoor and outdoor ticket offer was created to encourage visitors to stay the whole day.

Over the year, 40% of group visits chose to do a combined tour package. VIP tours also continued to run successfully and several more were planned for the year before Covid-19 forced the operation to stop.



Weddings

The house hosted 7 weddings in the year, with a variety of themes and styles and though the pandemic saw many of our bookings cancel or postpone we hope to build the wedding business back up in 2021.



Retail

Retail income continued to increase consistently through the year prior to lockdown. Following a year of trading in 2018-19 and with the move to a much larger shop in June 2019, stock has been

managed in a far more dynamic way, responding more to visitor preferences but also increasing stock rotation with thematic displays, responding to seasonality and special events including Valentine's day, Christmas and Mother's day.

A new EPOS system was integrated which allows sales insights. This helps with management and understanding of the products, allowing us to respond to visitors needs in a more efficient way. By January 2020, new lines for the shop were being planned to coincide with the new programme of tours for the winter season including the Stables and most notably, a new Black Diamonds tour which will now commence in 2021.

The guidebook, which was in the final stages of completion just before March 2020, went to print and is now on sale. This makes an important addition to our offer. It's been created specifically as a souvenir based guidebook with beautifully crafted images.



DEVELOPING OUR TEAM

We now employ over 50 paid staff. A series of training workshops were created and delivered through the year. These included service training for all public facing staff and volunteers, rooftop tour training and Access for All for all staff and volunteers.

Access for All looked at best practice and ways for improvement in delivering a visitor experience that is more accessible to visitors with a range of needs, from physical disabilities to autism and dementia. The workshops are the start of wider plans to ensure that programming at the house remains as accessible as possible and that staff and volunteers feel confident, able and appropriately equipped to meet the needs of all our visitors.

Team meetings also continued through the year with the front of house and bookings, retail, visitor guides

and research teams. A review of the rooftop tours was also conducted half way through the year which allowed the rooftop guides to share what was working well and what could be improved.

Apprentices

The Trust employs two apprentices within the administration function and our main contractor and sub-contractors have also hosted two apprentices throughout the contract works programme. WWPT remains fully committed to training and professional development of staff and volunteers.



Apprentice - Rebecca

Prior to lockdown (January to March, 2020), a strategy for development of the visitor offer was being worked up and included a proposal to open parts of the house free flow with the help of projection and film.

The aim was to start looking at a more family-friendly visitor offer, a group not greatly engaged with the current tour programme. This was put on hold when lockdown began, however, the proposal was completed in July and has formed for re-opening the house post Covid-19. A bid has been submitted to ArtFund in the hope of securing the necessary funding to move forward this project.

Audience insights and evaluation will be a key priority for the coming year. Just before lockdown, WW joined audience finder and the new ticketing system was integrated. This will ensure we gain a much better understanding of our visitors, who they are,

where they come from and what motivates them as well as which groups we might be missing but wish to attract. 2019-20 saw real progression in the visitor journey.

Covid-19 has temporarily put a stop to this but it has also forced WW to become more dynamic in its approach to visitors.



PROVIDING OPPORTUNITIES FOR VOLUNTEERING

In order to build on the current strong volunteer numbers, between April 2019 and March 2020 44 new volunteers were interviewed and started giving their time to Wentworth Woodhouse. This gives us a total of 203 volunteers – an overall 11% increase on the previous year.

New volunteer roles including rooftop tour guides and backstops/lift operators have proved extremely successful.

We continue to offer a wide range of volunteer roles, both front-facing and behind-the-scenes, in order to attract a diverse range of people into our volunteering team. It remains important that we offer a quality volunteer experience, and our retention rate remains very good.



Recruitment

The recruitment process has continued to work well and includes a registration form, two references, and an interview in order to best place the individual volunteer based on skills and interests.

Training and mentoring

Volunteers completed 535 hours training on topics including customer service, use of defibrillator, oral history, scaffold lift / tour and 'Access for All' training. Ongoing monitoring, support and advice comes from heads of department as well as the volunteer coordinator.

“Everybody is so friendly and welcoming. I was accepted immediately. What a privilege to be invited once a week to garden. Every volunteer I’ve met has been so welcoming, gentle and kind. This applies to full time staff and heads of department.”



4,812

hours spent by our gardening and Artworks teams over the course of the year

2,783

volunteer hours contributed by the Scaffold Tours team

25,119

hours provided by volunteers across all sectors

44

new volunteers started in the last 12 months

1,275

volunteer hours contributed to the 'Front of House' team

444

volunteer hours contributed to the housekeeping team

4,335

hours were contributed by other volunteers across a variety of other roles

2,818

volunteer hours supported work in our shop and catering facilities

4,590

volunteer hours were completed for events / weddings / house chaperones

2,644

volunteer hours in the enlarged site maintenance team

203

magnificent volunteers now give their time at Wentworth Woodhouse



Beverly Spence from Minster Law – after their visit in June 2019, the company donated £500 to WWPT



Downton Abbey filmed in the Marble Saloon

Communications

Quarterly staff and volunteer meetings* were held during the year with a more formal 'information exchange' at the start and end of the main visitor season.

*The 2020 meetings were cancelled due to Covid-19. During lockdown the Chief Executive hosted weekly Zoom meetings to keep volunteers up to date with plans.

Throughout 2019 regular 1:1 meetings between the volunteer coordinator and heads of department took place ensure that successes were championed and issues dealt with in a timely way.

Volunteer Feedback from quarterly meetings 2019

I have met some great people, learned a lot and am really excited to do more in the future. I love leading the rooftop tours! It is wonderful seeing the place come back to life and people visiting such a fantastic place.

Because it brings such a variance of activities. I've met people I never would have and done so many exciting things since coming to Wentworth.

It offers such a variety of roles that all volunteers are welcome to try out until they find the one(s) that suit the best. I love the family feel and the gratitude frequently expressed from the staff and management.

Core Competencies

With regard to ensuring that adequate training is provided, we started to develop core competency

sheets for each volunteer role. These will be rolled out soon.

Corporate Social Responsibility (CSR)

We continued to build on our CSR offer, working closely with the head gardener to facilitate the majority of these days. During the period covered by this report we had visits from: Minster Law, Yorkshire Building Society, Royal Bank of Scotland and HSBC.

Out of all the CSR days that I have organised Alison Constantine has been by far the easiest and enjoyable to deal with. The organisation and engagement [From Alison] certainly helps organise us for the day, it was extremely beneficial to be provided with the paper work to complete in advance. From the outset the speed in responses, engagement, clarity etc has been a pleasure. Sometimes it can feel like you are constantly chasing businesses to secure a date which often leaves you feeling that your time really isn't that important to them, not in this case keep doing what you do!

I have worked for The Bank for 12 years and have completed, facilitated and arranged multiple CSR days, this was by far the BEST and easiest! The individuals we met were fantastic and you could clearly see that they had a passion for what they do. Believe me when I say I am extremely critical and I would have no problem providing constructive feedback, unfortunately in this instance there is none.

Roles - Events / Weddings / House Chaperones

Volunteers are requested in advance of any event and if we are oversubscribed, names go into a 'hat'. Volunteers are given an event plan and a briefing before they begin so they know what is expected of the role.

IN TOTAL THESE TEAMS CONTRIBUTED 4,590 VOLUNTEER HOURS

Tours

All guided tours of the inside of the Mansion and the gardens are delivered by paid tour guides. Volunteers continue to assist as tour backstops. There have been some heart-warming comments on TripAdvisor:

Having wanted to visit Wentworth for some time I was delighted to be able to go on a group trip in March 2020. I knew it would be good, but it was even better than I expected with some really brilliant rooms included in our tour, led by Mark who was absolutely excellent in his knowledge and presentation. Hopefully I'll go back another day to see the progress and sample a different tour. Good cafe and shop, too!!

Not visited here before but had the opportunity to take the roof top tour. Our tour guide, Joe, was excellent and shared his tremendous enthusiasm and knowledge in respect of the House and its history. Excellent value for money and certainly a visit that we would strongly recommend...an excellent couple of hours.

IN TOTAL THESE TEAMS CONTRIBUTED 2,185 VOLUNTEER HOURS



Welly Wangers - Tuesday Group



Artworks' team members

Shop

The gift shop came on in leaps and bounds and showed a significant increase in volunteer hours' invested from the previous year (800). Volunteers stepped forward to look after merchandising and stocktake to ensure the shop was managed and had a fresh look so that our regular visitors were constantly catered for.

IN TOTAL THESE TEAMS CONTRIBUTED 2,268 VOLUNTEER HOURS

Hospitality

Volunteers no longer support the tearoom as the entire team there is now paid. We have developed a volunteer 'hospitality team' who support buffets and afternoon teas for our groups and corporate events.

IN TOTAL THE HOSPITALITY TEAM CONTRIBUTED 550 VOLUNTEER HOURS

Gardens

The garden's team of volunteers went from strength to strength under the guiding hand of Scott Jamieson, our Head Gardener. Both the Tuesday and Wednesday teams are now full and comprise volunteers who are very dedicated to the cause and would have probably volunteered over Christmas if we'd been open!

Artworks continue to visit regularly and have undertaken mural painting work as well as gardening this year.

IN TOTAL THE GARDEN TEAM AND ARTWORKS CONTRIBUTED 4,812 VOLUNTEER HOURS.
GARDEN TEAM 3,576 HOURS ARTWORKS 1,235 HOURS

Housekeeping

The housekeeping team continued to grow and develop with several new members joining this year.

IN TOTAL THE HOUSEKEEPING TEAM CONTRIBUTED 901 HOURS

Front of House

The reception role continues to flourish and offers visitors a warm welcome to Wentworth Woodhouse. Hours are down for this role this year as we have considerably expanded the paid Front of House team.

IN TOTAL THE FRONT OF HOUSE TEAM CONTRIBUTED 1,275 HOURS

Maintenance

Specialist volunteers continued to bring their own set of skills to bear on the house, and hours in this regard have increased dramatically.

IN TOTAL MAINTENANCE VOLUNTEERS CONTRIBUTED 2,644 HOURS

Scaffold tours of the roof

We recruited both externally and internally for scaffold tour volunteers. Extensive training was given about the roof, the wider landscape, the scaffold structure and the lifts associated with the public tour route.

IN TOTAL SCAFFOLD VOLUNTEERS CONTRIBUTED 2,793 HOURS
FROM JULY 2019 WHEN TOURS BEGAN

Other

4,335 hours were made up of various roles including archiving and research, laser machine, office, meetings, training, ranger, clearance, and surveying.

Volunteers contributed a huge 25,119 hours to the success of the Wentworth Woodhouse Preservation Trust during this period.

The impact of volunteers at Wentworth Woodhouse continues to be, like the Mansion itself, huge.

The team is getting established now and individuals are flourishing in their roles and also trying new things. Friendship groups are forming, and volunteers are socialising outside of their volunteering roles. We have a great number of volunteers who are ambassadors for the Trust, and who come to support us to gain new skills, to meet new people, more importantly like minded people with a common goal – this in turn helps to boost their self-confidence, engenders a sense of purpose and, most importantly, makes people happy and fulfilled.

THE GARDENS



With the beginning of spring, we ended our successful series of garden themed lectures, bringing many of the best and brightest from the surrounding counties to enthrall us with tales from their own stately homes and gardens, among them our own head gardener, regaling the audience with tales of his 15 years at Wentworth Woodhouse.

The garden team have worked hard throughout the year to provide the house with sustainable and ethically sourced items, exploring ways of supplying all of the flowers and foliage needed to decorate the house, from café table entries, to large displays for our many events throughout the year, thus reducing our costs and minimising environmental impact as everything is grown on site.

A front of house pop-up shop sold flowers from the garden giving those in our community and surrounding areas an opportunity to buy locally and to support the work of the Trust.

The use of single use flower arrangement blocks have been discontinued by the staff responsible for the house arrangements, reducing our impact on landfill and ensuring a healthier environment for our visitors, returning to the traditional ways and adapting our skills means we can ensure we waste less and continue with our high standards.

All three of our festive floral design classes used sustainability as the corner stone, teaching a new audience skills and techniques all but lost in the last few years.

Artworks continue to bring their artistry and enthusiasm to the garden, alongside the weekly team that help us in the garden, a second group armed with paintbrushes helped with creating more visitor friendly and colourful access to the garden from the Stables. The artists at Artworks are in high demand over the summer months painting murals around various towns and cities so we are very grateful that they found time

Covid-19 wildlife

With staff on furlough from March mother nature had the run of the gardens with this year's dry spring providing a great show of flowers unspoilt by the cold and rain.

Our resident wildlife population became emboldened reclaiming the space, families of stoats and rabbits took to the lawn, and birds fledged chicks. July 4th saw the opening of the gardens to curious

visitors craving new outdoor spaces. The Covid-19 crisis meant that we sadly had to postpone a visit from our camellia experts who were planning to identify the 15 or so unnamed camellias. This will now have to wait until they flower in the Spring of 2021.

A generous donation of benches from one of the garden volunteers now provides a place to relax and enjoy the garden.



in their busy diaries for us. The finished piece is a wonderful addition to our story.

With help from the Sheffield branch of the British Naturalist Society, the gardens now have a base line ecology report, this gives us an insight into what shares our environment and how best we care for it

in future. The report covers many different areas, with experts in their field visiting over the summer months.

A myriad of moths populate our gardens, bees of all shapes and sizes and a wealth of bird species call this little oasis in the once industrial heartland of South Yorkshire home.



EVENTS



The events team said farewell to a highly regarded staff member reducing the head count to just one, so freelancers were recruited to aid operational delivery. A feasibility review of the remaining 2019-20 events was quickly undertaken, but unfortunately due to Covid-19 most of the 2020 events were postponed.

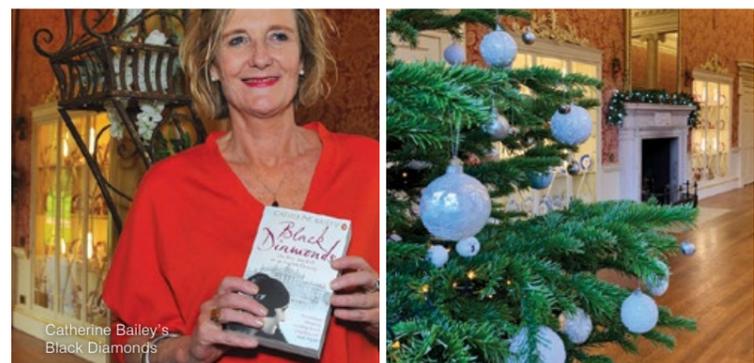
The pandemic has challenged the team to think differently and as we move towards 2021 there will be a shift in emphasis with innovative new approaches being explored and where possible we will look to engage new audiences through both physical and digital attendance at events with greater emphasis on creative visioning, strategic planning and growing the wider events offer.

April 2019 - June 2020

2019-20 saw the events team manage in excess of 40 public on-site events, including family friendly

festivals, a thought provoking, large scale production that confronted climate change, art exhibitions, 1940s afternoon teas and Christmas cinema and craft activities.

Hundreds of people engaged with these events and feedback was highly positive, all offered the ability for visitors to engage with us in new ways.



Catherine Bailey's Black Diamonds

Partnerships

A number of our high footfall events rely on excellent partnership working and relationships with third parties, including Wentworth Music Festival and Quad.

However, WE Great Place, a partnership between Wentworth Woodhouse Preservation Trust and Rotherham and Barnsley Councils, funded by the National Lottery Heritage Fund and Arts Council England, deserve a dedicated mention.

Along with their creative team of freelancers and artists, during 2019 they visioned and created a number of truly wonderful events that were creatively focussed.

High footfall events, each aimed at in excess of 2500 visitors included:

WE Wonder 2019

A festival of outdoor creativity and adventure. The WE Wonder Festival invited visitors to follow their noses into a new festival of performance and live shows, arts and crafts, music and storytelling, surprises and magic, that took people back to nature in the beautiful gardens.

The site was brought to life through workshops and experiences that enabled the whole family to explore nature, creativity and heritage in new ways.

Audiences encountered leading outdoors arts performers, including Ear Trumpet, The Band at the End of the World, The Playground of Illusion, and much more that offered them the opportunity to immerse themselves in new creative worlds.

Grimm&Co presented the Enchanted Glade, offering music, theatre and wondrous delights. The Forest of Bewilderment allowed visitors to gain a taste of bushcraft and woodland skills. Cardboard Camp,

delivered by Responsible Fishing, encouraged visitors to embrace their imagination to create cardboard follies, dens and towns of the future.

The event offered visitors to 'escape your everyday, expect the unexpected and wander into the wondrous!'

WE Wonder Noir 2019

A spectacular large-scale aerial theatre production which confronted climate change took centre-stage on 9th and 10th November.

As The World Tipped told story of a climate crisis through dramatic film, visuals and aerial performance, which saw performers suspended on a tilting stage 18 metres off the ground.

The performance by UK-based Wired Aerial Theatre was set at the Secretariat of the Copenhagen Climate Change Conference, where staff fail to notice as the world around them slides towards disaster.

Gaia - The Earth by Luke Jerram

Gaia is a touring artwork by celebrated UK artist Luke Jerram who brought his 'Museum of the Moon' to an audience of four million around the world since 2017.

Measuring seven metres in diameter, Gaia featured extraordinarily detailed NASA imagery of the Earth's surface. The installation was located in the Marble Saloon, giving visitors the opportunity to explore this stunning artwork and reflect upon our world, our lives and the future of our planet.

A specially made surround sound composition by BAFTA award-winning composer Dan Jones was played alongside the sculpture.

Sadly, WE Wonder 2020 was cancelled due to the pandemic but the team continued to support us both strategically and creatively.

FUNDRAISING

Fundraising is key to everything we do and over the course of the year a number of activities took place and funding bids were submitted in order to progress the development of the site.

The "Make your Mark in History" campaign ran until November 2019 and continued to attract messages of love, remembrance and celebration from our visitors who have donated funds in order to have their special message engraved on to a new roof slate. All slates are now on the roof and overall £50,000 was raised. The roof top Ding Dong Donation Station has also proved popular.



During the period from April 2019 to March 2020 the Trust attracted £3,610,899 through fundraising activities of which £2,947,447 was restricted.

THANKS

As our Chair Dame Julie notes at the beginning of this report, the activities covered in it, during the period from April 2019 to March 2020, seem like a life time ago. So much, so unexpected, has happened since these achievements were made.

We were making such fantastic progress, building our business, growing our team, engaging with new audiences and though the worldwide pandemic began to hit us at the year end, it didn't break us, only perhaps slowed us down and made us even more determined.

No CEO could be prouder of her team, all have stuck together, cared for one another and dug deep. We will not allow the Covid-19 crisis to tarnish the achievements and good work covered in the year of this report and we look back and celebrate the success with pride.

My personal thanks go to the staff, volunteers, contractors, visitors and supporters. Wentworth Woodhouse belongs to us all and every one of you play a vital role in its success.



SARAH MCLEOD
CHIEF EXECUTIVE OF WENTWORTH WOODHOUSE PRESERVATION TRUST
FOR FURTHER INFORMATION EMAIL:
sarah@wentworthwoodhouse.org.uk



FINANCE

Wentworth Woodhouse Preservation Trust - Consolidated Statement of Financial Activities (Incorporating an Income and Expenditure Account) Year ended 31 March 2020

	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Endowment Funds 2020 £	Total funds 2020 £	Total funds 2019 £
Income and endowments from:					
Donations & legacies	168,452	2,947,447	495,000	3,610,899	4,288,473
Charitable activities	262,044	-	-	262,044	152,258
Other trading activities	596,803	-	-	596,803	400,541
Investments	9,620	-	-	9,620	2,634
TOTAL INCOME AND ENDOWMENTS	1,036,919	2,947,447	495,000	4,479,366	4,843,906
Expenditure on:					
Raising funds	438,720	-	-	438,720	274,999
Charitable activities	642,691	3,335,926	-	3,978,617	2,549,399
TOTAL EXPENDITURE	1,081,411	3,335,926	-	4,417,337	2,824,398
Net (expenditure) / income before transfers	(44,492)	(388,479)	495,000	62,029	2,019,508
Transfer between funds	11,057	(12,564)	1,507	-	-
Net movement in funds	(33,435)	(401,043)	496,507	62,029	2,019,508
Reconciliation of funds					
Total funds brought forward	295,642	2,883,678	7,269,183	10,448,503	8,428,995
Net movement in funds	(33,435)	(401,043)	496,507	62,029	2,019,508
Total funds carried forward	262,207	2,482,635	7,765,690	10,510,532	10,448,503

Wentworth Woodhouse Preservation Trust - Consolidated and Charity Balance Sheets As at 31 March 2020

	GROUP		CHARITY	
	2020 £	2019 £	2020 £	2019 £
Fixed Assets				
Tangible assets	85,789	89,104	74,999	85,454
Heritage assets	7,765,690	7,269,183	7,765,690	7,269,183
	7,851,479	7,358,287	7,840,689	7,354,637
Current assets				
Stocks	41,824	44,191	3,356	316
Debtors	239,491	96,961	273,492	134,021
Cash at bank and in hand	3,215,568	3,413,940	3,143,751	3,329,795
	3,496,883	3,555,092	3,420,599	3,464,132
Creditors: amounts falling due within one year	(837,830)	(464,876)	(769,421)	(433,905)
Net current assets	2,659,053	3,090,216	2,651,178	3,030,227
Total Net assets	10,510,532	10,448,503	10,491,867	10,384,864
Charity Funds				
Endowment funds	7,765,690	7,269,183	7,765,690	7,269,183
Restricted funds	2,482,635	2,883,678	2,482,635	2,883,678
Unrestricted funds	262,207	295,642	243,542	232,003
TOTAL FUNDS	10,510,532	10,448,503	10,491,867	10,384,864

The above summarised financial statements are not the company's statutory accounts. These summarised financial statements have been derived from the statutory accounts which have been delivered to the Registrar of Companies.

The audit report on the statutory accounts was unqualified and does not contain any statement under Companies Act 2006 s.498(2) or s.498(3).