Westminster Abbey
2015 Report
To The Visitor
Her Majesty The Queen
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Your Majesty,

The Dean and Chapter of Westminster takes great pleasure in offering to the Abbey’s Visitor our annual report on the fulfilment of the mission of the Collegiate Church of St Peter in Westminster during the Year of Our Lord 2015.

The Dean and Chapter describes the Abbey’s Mission in the following way:
— To serve Almighty God as a ‘school of the Lord’s service’ by offering divine worship daily and publicly;
— To serve the Sovereign by daily prayer and by a ready response to requests made by or on behalf of Her Majesty;
— To serve the nation by fostering the place of true religion within national life, maintaining a close relationship with members of the House of Commons and House of Lords and with others in representative positions;
— To serve pilgrims and all other visitors and to maintain a tradition of hospitality.

We could add that, in order to achieve our high calling and ambitious goals, we recognise the need to protect secure financial controls and maintain financial solvency and to be supported by an effective administration.

The daily and public worship of almighty God is our primary purpose, fulfilled through 28 public acts of worship each week, in which we are supported by the Abbey’s organists and choir and by large numbers of fellow worshippers day by day. This annual report also tells the story of many special services during the year, four of which were honoured by Your Majesty’s presence with other Members of the Royal Family.

Whilst the Dean and Chapter together offers spiritual and practical leadership to the Abbey community and I as Ordinary take particular responsibility for the ordering of worship, each member of the Chapter has his or her own area of responsibility: put simply, the Rector of St Margaret’s for the relationship with Westminster and Whitehall, the Theologian for the development of thinking and praying communities, the Treasurer for the Abbey’s finances and fabric, and the Steward for visitors and hospitality. The following pages tell the story of significant and highly satisfactory developments in all these areas in the past year.

We are much encouraged by the generosity of donors and pledges for the development of the galleries in the Eastern Triforium which Your Majesty has graciously allowed us to name in honour of the Diamond Jubilee. We are grateful for the active interest and support given by His Royal Highness The Prince of Wales as Patron of the appeal. Work in earnest begins later this year, as the access tower outside Poets’ Corner begins to rise to its full 7-storey height. Our expectation is that The Queen’s Diamond Jubilee Galleries will open early in 2018. We look forward to achieving the completion of the most substantial building project at the Abbey for 250 years.

We shall be sad to lose in the summer from the service of the Abbey and our community the Sub-Dean, Archdeacon and Rector of St Margaret’s, Canon Andrew Tremlett, whom we congratulate on his appointment as Dean of Durham. Canon Jane Sinclair, currently Canon Steward, will succeed Canon Tremlett as Rector of St Margaret’s and Canon Vernon White will become Sub-Dean and Archdeacon of Westminster in addition to his role as Canon Theologian. A panel convened under the authority of the Prime Minister’s Appointments Secretary plans to recommend to Your Majesty later this year a person fit for the position of a Canon of Westminster who will take on the responsibilities of Canon Steward.

The Dean and Chapter and the whole community of Westminster Abbey look forward to celebrating Your Majesty’s 90th birthday later this year and assure Your Majesty of our loyalty, our sincere thanks and our daily prayer for Your Majesty ‘in health and wealth long to live.’

The Dean of Westminster
The Very Reverend
Dr John Hall
Without this foundation of prayer and worship the Abbey could not stand.

The Dean of Westminster
The Very Reverend
Dr John Hall

2015 saw several notable anniversaries, several of which had an impact on the life and ministry of the Abbey.

On 28th October, the centenary of the catastrophe in Armenia, when 1.5 million people lost their lives in interfaith and intercommunal violence in the Ottoman Empire, was marked with a special service. The Prince of Wales and the President of Armenia attended the service. The Supreme Patriarch and Catholics of All Armenians, His Holiness Karekin II, addressed his people before giving the blessing jointly with the Bishop of London, representing the Archbishop of Canterbury, who had preached the sermon. The Primate of the Armenian Church in the United Kingdom, Bishop Hovakim Manukyan, sang the Gospel. Over 2,000 people, mostly of the Armenian diaspora, were at the service, with an Armenian choir singing. The victims having been recognised as martyrs earlier in the year by the Armenian Church, the occasion was one not only of remembrance but of thanksgiving and of prayer for the Armenian people throughout the world and in their own land. We also prayed for peace and reconciliation between peoples.

Another solemn centenary in the Abbey, of Anzac Day on 25th April, was honoured with the presence of Her Majesty The Queen. The Abbey service was also attended by the Prime Minister, David Cameron MP, the then Deputy Prime Minister, Nick Clegg MP, and the then Leader of HM Opposition, Ed Miliband MP. Anzac Day has for many decades been an unvarying feature of the life of the Abbey and attracts a capacity congregation mostly of Australians and New Zealanders. The flags of Australia, New Zealand, Turkey and the United Kingdom were carried through the Abbey and placed beside the High Altar. The Turkish Ambassador read the generous words of the first President of Turkey, Mustafa Kemal Atatürk, who had himself taken part in the battle, ‘Those heroes that shed their blood and lost their lives … you are now lying in the soil of a friendly country. Therefore rest in peace. There is no difference between the Johnnies and the Mehmets to us where they lie side by side here in this country of ours…’

Another centenary was celebrated, on 6th October, of the foundation of Blind Veterans UK that began life as St Dunstan’s, but whose contemporary name fully expresses the purpose of the charity, to support and help train blind veterans not only to live with their condition but to triumph over their disability. There were many signs of the success of the charity’s work, with a large number of beneficiaries present and participating. David Dimbleby introduced a collage of testimonials of people who over the decades had benefited from the work. Barbara Windsor read a lesson. Both their voices would have been well recognised by the many blind members of the congregation. The music of the choir and of a solo violin was magnificent and uplifting. It was a great celebration followed by a party for everyone in College Garden.

The most significant of the non-centenary anniversaries marked during the year was the 70th anniversary of Victory in Europe Day, when the Abbey was honoured by the presence of Her Majesty The Queen, who laid a wreath at the Grave of the Unknown Warrior, with The Duke of Edinburgh. They were accompanied by The Prince of Wales and The Duchess of Cornwall, The Duke of York, The Earl of Wessex and The Duke of Kent. The Prime Minister read a lesson. The Archbishop of Canterbury gave the address. Simon Russell Beale read an extract from the VE Day Speech of His Majesty King George VI and an Act of Rededication was read by a VE Day veteran, a great-great-granddaughter of Sir Winston Churchill and the national chaplain of the Royal British Legion. An anthem was commissioned for the service from Judith Weir. The State Trumpeters of the Household Cavalry and the Band of the Welsh Guards played their part in the service, which was televised live by the BBC. Victory in Japan Day on 15th August also involved the Abbey, which hosted in College Garden a party for the veterans and others following a service at St Martin-in-the-Fields and a parade at Horse Guards.
Chris Williams played the didgeridoo at the service to mark the centenary of the ANZAC landings during the Gallipoli campaign in 1915.

2015 also marked the 75th anniversary of the Battle of Britain. Once again the annual service, on 20th September, very much a fixed part of the Abbey year, was attended by The Prince of Wales who afterwards met veterans and their families and others attending the service in Church House before a parade in Dean’s Yard and a fly-past in fine weather. The service as usual included an Act of Remembrance during which the Battle of Britain Roll of Honour was borne from the Chapel of St George to the Sacrarium by Battle of Britain veterans and others. At the start of the service, The Prince of Wales laid a wreath, presented to him by Sir Nicholas Soames, on the memorial stone to Sir Winston Churchill on the 60th anniversary of its dedication. The Standard of Number 56 Squadron was borne through the Abbey church and laid upon the High Altar. The Central Band of the RAF added their splendid musical contribution at the service, which was televised by the BBC. On Sunday 1st February, the evening service marked the 70th anniversary of the liberation of Auschwitz, the most notorious of the Nazi extermination camps. The Abbey was full. Ruth Rosen read from the foreword to the Diary of Anne Frank, Anita Lasker-Wallfisch and Zigi Shipper, survivors of Auschwitz-Birkenau, read Testimonies and Sir Andrew Motion read his poem, Finis, written specially for the service. The address was given by Rabbi Baroness Neuberger, the Senior Rabbi of West London Synagogue. Memorial candles of the Shoah candelabra were lit by representatives of Jewish, homosexual and Roma survivors and by the German ambassador. Rabbi Helen Freeman led Kaddish. The service was sung by the choirs of the West London and Belzize Square Synagogues, the Zemel Choir and the Aylth Youth Singers.

A more recent anniversary again found the Abbey full, but this time largely of Muslim people. On 6th July, a solemn commemoration of Srebrenica Day marked the 20th anniversary of the massacre during the Bosnian War of more than 8,000 Bosnian Muslim men and boys. Addresses were given by Bakir Izetbegović, of the Presidency of Bosnia and Herzegovina, and by Greg Clark MP, Secretary of State for Communities and Local Government. Husein Kavazović, Grand Mufti of Bosnia and Herzegovina, read from the Qur’an and testimonies were given by the President of Mothers of Srebrenica Association, and by Lord Ashdown of Norton-sub-Hamdon.

The 800th anniversary of the signing by King John of Magna Carta and the 600th anniversary of the Battle of Agincourt were also marked at the Abbey. In the Abbey Muniments a version of Magna Carta inscribed during the reign of King John’s grandson Edward I, in about 1300, when the Charter itself was becoming an effective force in the kingdom, was lent to an exhibition at the Supreme Court, our neighbours in Parliament Square. The Battle of Agincourt was marked with a special service on 29th October, 600 years to the day after the news of the victory had reached London. The helm and sword of Henry V from the Abbey’s Muniments were displayed on the high altar. Extracts from Shakespeare’s Henry V were declaimed: the Prologue to Act IV by Robert Hardy on his 90th birthday; and the Agincourt speech by Sam Marks of the Royal Shakespeare Company in full costume, emerging from and returning to the tomb of the king. The Bishop of London preached the sermon. On the eve of the anniversary, small groups (over 2,500 people had entered the ballot) visited the chantry chapel above the king’s tomb. Later in the week, under the aegis of the Abbey’s curator, Dr Susan Jenkins, and through the generosity of Westminster School, a hundred scholars spent a day considering the ‘achievements’ of Henry V, his sword, helm and saddle, preserved in the Abbey museum. The Duke of Kent and Princess Michael of Kent were among over 2,000 people who attended the service.

Commonwealth Day, on the second Monday in March, is always a great day in the Abbey year. On 9th March The Queen and The Duke of Edinburgh were joined at the service by The Prince of Wales and The Duchess of Cornwall and The Duke and Duchess of Cambridge. The theme was A Young Commonwealth. The Commonwealth Secretary-General Dr Kamlesh Sharma read the Act of Remembrance during which the Commonwealth Roll of Honour was borne through the Abbey church and laid upon the High Altar. The Central Band of the RAF added their splendid musical contribution at the service, which was televised by the BBC.
of Affirmation to the Commonwealth. Reflections were read by the Speaker of the Bangladeshi Parliament, a Queen’s Young Leader from Sierra Leone, and a Nobel Peace Laureate. The Choir performed a new anthem composed specially for the Observance by the Master of the Queen’s Music. Prayers were said by representatives of the Methodist Church, the Jain, Muslim, Sikh and Zoroastrian faiths, Reform Judaism and the Church of Scotland. Before the Observance, the interfaith representatives with ecumenical representatives were entertained to lunch for an opportunity to share insights on the place of faith in our national life with the Chairman and Director of the Westminster Abbey Institute.

The Abbey welcomed the Presidents of Mexico and Italy, on separate occasions, for a brief tour of the Abbey following a wreath-laying ceremony at the Grave of the Unknown Warrior.

A memorial service was held in the Abbey on 17th March for Lord [Richard] Attenborough, at which the address was given by Lord Puttnam. Sir David Attenborough read from his brother’s maiden speech in the House of Lords, and actors Sir Ben Kingsley, Geraldine James, Penelope Wilton and Tim Hiddleston gave readings.

The Choir of the Sistine Chapel in Rome visited the Abbey for a weekend, singing Evensong with the Lay Vicars of the Abbey Choir on 30th May and giving a recital on the Sacristy steps on the evening of 31st May.

The Primate of The Episcopal Church (of the United States), The Most Reverend Katharine Jefferts Schori, spent a weekend at the Abbey in June, giving an address at the Sung Eucharist and attending an Abbey congregation lunch in College Garden.

In October the National Pilgrimage to the Shrine of St Edward the Confessor on the Saturday after the feast of the Translation was well attended. The Right Reverend Stephen Platten gave the address at the Sung Eucharist.

In November, the Ecumenical Patriarch His All Holiness Bartholomew I, the spiritual leader of the worldwide Orthodox Churches, attended Evensong to mark the publication of a report of the Anglican-Orthodox dialogue and prayed with the Archbishop of Canterbury in the Shrine of St Edward the Confessor.

Later that month, the Dean and Chapter received the Moderator of the General Assembly of the Church of Scotland with the Principal Clerk and the Minister of St Giles’ Cathedral Edinburgh. On 24th November The Queen with the Duke of Edinburgh attended a Sung Eucharist to mark the inauguration of the 11th General Synod, the governing body of the Church of England, for its new quinquennium.

Whilst many of these services and events draw the attention of the wider world, it is the daily round of worship, with 28 services each week, and the great celebrations of the liturgical year, and prayers on the hour during the visitors’ day, and ministry of all kinds, that form the backbone of the Abbey’s life. Without this foundation of prayer and worship, the Abbey could not stand, and all else the Abbey seeks to do would be meaningless. We would be no more than a museum. But the Abbey is a living, breathing Church with hundreds of regular worshippers, together with, each week, thousands of occasional worshippers.

The team of Minor Canons bear heavy responsibility for all these many special and statutory services, as of course do the Abbey musicians. At the end of the year, the governors of Westminster Abbey Choir School were delighted to receive a glowing inspection report on the life and work of the School.

Rabbi Julia Neuberger gave the Address at a service to mark the 70th anniversary of the liberation of the Nazi extermination camp at Auschwitz.
Twenty memorial candles were lit during the service to mark the 20th anniversary of the genocide at Srebrenica.

Her Majesty The Queen laid a wreath at the Grave of the Unknown Warrior at the start of the service to mark the 70th anniversary of Victory in Europe Day.
To serve the nation by fostering the place of true religion within national life, maintaining a close relationship with members of the House of Commons and House of Lords and with others in representative position.

St Margaret’s continues to make a strong contribution to the Abbey’s Mission, in particular, by ‘fostering the place of true religion within national life’. This is illustrated by the wide range of pastoral and national occasions which St Margaret’s has hosted over the past year.

A significant event during the year was the Service to mark the start of the New Parliament, attended by the Speaker and Lord Speaker together with a large group of Members and Parliamentary staff. The Archbishop of Canterbury was the preacher. The service followed on from the Westminster Abbey Institute’s reception for new Members of Parliament, held immediately after the General Election.

At the invitation of both Speakers, I have served on the Speakers’ Advisory Group for 2015, which has coordinated Parliament’s response to a series of anniversaries marked in 2015: the creation of the Simon de Montfort Parliament (marked by Evensong and a wreath-laying in the Abbey), the 50th Anniversary of Churchill’s funeral, Magna Carta and Agincourt. Drawing on relationships built up by St Margaret’s over recent years, a visit to No 10 Downing Street was arranged for Abbey staff in March, which gave a fascinating insight into life there. Following the Beatification of Bishop Oscar Romero in May, I officiated at a wreath-laying under his Statue at the great West Door, as part of the awarding of El Salvadorean Honours in the Speaker’s House to three Parliamentarians (including Sir Peter Bottomley, the Parliamentary Warden) who had been active in support of Romero during the 1970s.

Our links with Whitehall Departments continue to be strengthened not only through the work of the Institute, but also by practical support for the Christians in Government network: both Cheyneegates and St Margaret’s Community Room are used regularly for training and meetings, and St Margaret’s hosted – for the first time – a Holy Week service, with Passiontide readings and extracts from the Messiah.

St Margaret’s has also been home to a wide range of occasional groups and services: the national lobby of Parliament by the Climate Change Coalition (CAFOD, Christian Aid, Oxfam, etc.) was launched with an ecumenical service in church, as was Tear Fund’s new campaign, ‘Justice Matters’.

During the year, St Margaret’s has held two art exhibitions as part of the twice-yearly Abbey Institute Programme. The first, during Lent, was a collaboration between the poet, Malcolm Guite, and artist, Adam Boulter, reflecting on scriptural texts about desert experiences. The exhibition formed the basis of a Lent course which was used both in Sunday sermons in St Margaret’s and in the weekly Bible-study in the House of Lords. The second was put on by members of the Army Arts Society on the theme of ‘In Power?’, which coincided with the opening of the Field of Remembrance by HRH The Duke of Edinburgh and HRH Prince Henry of Wales, who visited the exhibition.

As indicated in my 2014 Report, on behalf of Chapter, I have initiated a Review of St Margaret’s – the first of its kind since 1972 – focussing on its contribution to the overall mission of Westminster Abbey. Chapter’s thanks go to the members of the Review Group – Baroness Butler-Sloss (Chair), Helen Goodman MP (appointed by the Speaker), Canons Jane Sinclair & Vernon White, Greg Meier (Congregation) and Canon Ralph Godsall (Executive Chair) for their efforts. The final report was presented to Chapter in December 2015 and set out a renewed...
vision for St Margaret’s as ‘The Church on Parliament Square’, working alongside partners in Parliament, neighbouring institutions, local schools, the Sunday congregation and musicians. This vision will be expressed in the worship and ministry of the church, a reordering of the fabric and internal facilities, and a consolidation of the governance structures.

Now in its third full year, the Westminster Abbey Institute is making a significant contribution to the Abbey’s engagement with the institutions around Parliament Square in three distinct spheres. The Institute holds a themed programme of lectures, dialogues and seminars in the autumn and spring terms. Broadly, the autumn programmes address a challenging area of ethics in public life, while the spring programmes seek to nurture public servants theologically and philosophically. The spring 2015 programme Stand and Be Counted featured a thoughtful series on idealism and compromise in public life by the Canon Theologian. The autumn 2015 programme In Power? asked searching questions of the balance and exercise of power around Parliament Square. Lord Neuberger, President of the Supreme Court, spoke about the power of the Judiciary in conversation with Peter Riddell as his interlocutor; Sir David Normington spoke on the power of the Executive with Lord Hennessy; and Baroness Jowell spoke about the power of the Legislature with Baroness D’Souza. Seminars on the soft power of religion and the Monarchy and on the meaning of power completed the programme.

Sixteen members of the Fellows’ Programme, the second strand to the Institute’s work, were made Fellows after satisfactorily completing the year of seminars and retreat with us in 2014/15. They have been a joy to work with, and have given invaluable feedback for the future development of the scheme. A cohort of 20 new members of the 2015/16 programme has met several times in the autumn.

The third strand of the Institute’s work involves the development and delivery of seminars and events with individual Government Departments and other institutions and groups. It allows us to respond creatively and with some depth to friendships forged with the many guests from the world of public service the Abbey welcomes for numerous services and events. Seminars and follow-up sessions with the Department of Business, Innovation and Skills and the Department of Transport have taken place, with a number of other departments being arranged for 2016.

With the news of my appointment as Dean of Durham being announced shortly before Christmas, this will be my last Annual Report. It gives me the opportunity of thanking publicly Pamela Carrington, Nigel Harris, John Robinson, Aidan Oliver, Suzanne Wilson, Thomas Trotter, the Priests Vicar and the Wardens of St Margaret’s for their invaluable support since 2010.
The Abbey’s commitment to engage in public theology has taken further shape in concrete ways.
The celebration of the First Evensong of Trinity Sunday was a collaboration between the Sistine Chapel Choir and the Lay Vicars of Westminster Abbey.

The Abbey continues also to provide a platform from which to pursue personal theological work. I have served another year on the research committee for the Archbishop’s Examination in Theology, which has recently expanded in scope and professionalism. Talks and lectures I have given externally include, for example, input for the Council for Christians and Jews, The University of Kingston, Westminster School, and Methodist Central Hall, as well as regular contributions to the Research Institute for Systematic Theology at King’s College London. Doctoral supervision and other occasional teaching at King’s remain a fertile arena for this theological work, and the continuing links this helps provide between Abbey and Academy are valuable. The reciprocal flow of ideas between different worlds is vital for intellectual and spiritual health.

The other personal project brought to completion this past year is a book on ‘Purpose and Providence’, published by Bloomsbury. It was launched in the Jerusalem Chamber in the autumn at a gathering of colleagues, as a contribution to academic debate in a specialist field – but with a subject matter which, I hope, will be of wider concern and application. The Abbey’s support for this, and other less substantial articles I have written this year, is valuable and appreciated. There are few opportunities elsewhere in the church to pursue writing and research to this extent and with comparable resources to hand.

I wrote last year of the importance of theological conversation in a collegial setting, especially when rooted in the regular rhythm of shared prayer and worship. We have endeavoured to maintain this in 2015, and will continue to do so. There are inevitable pressures of a busy timetable to negotiate if we are to do this. But there is no doubt that it should remain a priority.
The Canon Treasurer and Almoner

The Reverend
David Stanton

I am pleased to report that the Abbey has had another very sound financial year and that tremendous work is taking place on both the fabric of the building and the care and protection of its treasures and collections.

The Abbey’s income has increased by 11% from £19.7 million to £21.8 million despite a decrease in visitor numbers from 1.19 million to 1.12 million. This was driven by an increase in donations of £1.2 million and an increase in charges to visitors of £0.7 million.

The last financial year, ending on 29th September 2015, produced a healthy surplus of £5.4m. Within that total surplus, the retail and catering operations also delivered a strong contribution. This enabled the Dean and Chapter to cover its project expenditure commitments over the year and maintain its free cash reserves at £12.5m. In addition, the bank loan of £10 million taken out two years ago to fund our pension deficit has been reduced by £1.5 million, which is ahead of the plans set at the time the loan was taken out. Expenditure has also decreased from £17.1 to £16.5 million due to a £1.6 million decrease in upkeep costs. However, next year the expenditure on fabric will be noticeably higher.

Attendances at services continued at a high level, and both collections and other individual contributions enabled the Abbey to increase its charitable donations to £332,000 in the year, a 64% increase year on year.

The Westminster Abbey Foundation continues to focus its fund-raising efforts primarily on The Queen’s Diamond Jubilee Galleries, and during this financial year raised over £2.2m for this project. With a further £5.8m of pledges already secured, the Abbey is now over two-thirds of the way towards the fundraising total of £19.1m. The Foundation was also able to contribute funds in the year towards the Song School and work on St Margaret’s pinnacles.

The overall financial strength of the Abbey is now markedly greater than it was a few years ago, coupled with stronger internal controls. To the extent that it is possible to measure the Abbey against other organisations, it remains in a strong position, potentially well able to deal with the risks and challenges that it may face in the future. We remain vigilant in operating a secure business discipline and guarding against reputational risk.

During the year major work has continued on the fabric. The Dean and Chapter have commissioned a fantastic new Song School which now provides excellent facilities for our world-class choir. The new lavatories, now housed on the old Song School site, will soon be completed to a very high standard.

Day-to-day work on maintenance of the fabric remains under the supervision of the Clerk of Works. We have also been working on the major projects identified within the Surveyor of the Fabric’s Quinquennial Report on the structure of the Abbey, St Margaret’s and the precincts.

The Surveyor of the Fabric is leading excellent work on the creation of The Queen’s Diamond Jubilee Galleries. The area in which the access tower is to be constructed has been carefully excavated by archaeologists. Their finds have been exciting: excavation has revealed the damaged remains of some twenty graves, including several interments in chalk-lined cists, the latter provisionally dated to the 11th century. A spectacularly rare medieval lead coffin, with elaborately decorated lid and cast raised motifs, was also found. Coffins of this type which loosely mimic the form of the human body are known as anthropoid.
Members of the Abbey Collection team (curators, conservators, library and muniments staff) are all playing key roles in the many aspects of the Triforium Project. In the first half of the year the Eastern Triforium was cleared of objects stored there, some of which will eventually reappear in the exhibition, to facilitate the structural works that are required. The medieval vault pockets, revealed after the removal of the floorboards, were found to be filled with considerable quantities of dust and debris accumulated over many decades, and during the removal of which many fragments of sculpture, stained glass and other items were found. These are being sorted and listed and some may eventually be displayed.

Dr Tony Trowles, Head of the Abbey Collection, and his team are working closely with our exhibition designers, MUMA, whose concept design for the exhibition was agreed by the Dean and Chapter last summer. Four main themes in the life of the Abbey will be presented to visitors: the buildings and their development; the Abbey’s worship and daily life; the Abbey’s connections with the Crown; and the Abbey’s role as a place of memorialisation and national commemoration. Staff from the Abbey Collection are beginning to address the various forms of interpretation which will address these themes. The Abbey’s previous Museum closed permanently to the public at the end of October 2015, and the Undercroft which housed it has been converted into a temporary conservation studio to provide additional space for the conservation and storage of exhibits during the next two years. Work to develop a management plan for the Galleries, once they are open, is underway.

The conservation team have also continued to carry out remedial treatments on a number of the collection’s objects including the plaster bust of Margaret Beaufort, canvas paintings from the Deanery collection, the 12th century columns of St Catherine’s and a large range of metalwork. Alongside the remedial treatments there was an interesting programme of in-house technical analysis including pigment analysis and identification. Collaborative multidisciplinary in-house and external analysis helped to reveal the construction, materials and date of the Henry V achievements with in-house analysis of paint and metalwork alongside external x-ray and CT scanning. These significant findings were presented by the metals conservator at the Beyond Agincourt conference.

Other work to care for and make available the Abbey’s collections continues on a daily basis. A practical salvage exercise with the assistance of the London Fire Brigade provided an opportunity to rehearse the evacuation of objects from the Abbey in the event of an emergency. The Library and Muniment Room has continued to be a centre for the study of the Abbey, responding to enquiries from many parts of the world, disseminating historical information through the website, and welcoming groups of visitors and individual researchers.
In 2015 the Abbey, including St Margaret’s Church, extended its ministry of hospitality to some 400,000 people who attended services of worship, in addition to the 1.1 million visitors who come to engage with the Abbey’s royal connections, its architecture, and its Christian heritage. Visitor numbers declined slightly during 2015, with the proportion coming from overseas remaining steady at about 80%. Newly targeted efforts were made by the Abbey’s Events department to increase the number of UK visitors to the Abbey during the year, especially during our low season, with special offers being made to UK visitors. It will be a while before we can assess the success of this work. Once again, the Abbey staff and volunteers worked superbly to welcome and manage 6000 – 7000 visitors a day during the high summer season.

The recently revised management arrangements for Visitor Experience have bedded in well. There has been much greater flexibility of team deployment across the Abbey buildings than in previous years. The closure of the Abbey Museum in October 2015 took place in order to enable conservation preparations to be undertaken for items chosen to be displayed in The Queen’s Diamond Jubilee Galleries. As a result, a number of former Museum volunteers have chosen instead to become volunteers on the Abbey floor.

The Visitor Experience team have been pleased to support The Prince’s Trust World of Work days, giving young people the opportunity to experience a range of work opportunities available across the Abbey site. In addition, the Visitor Experience team welcomed a day visit from staff and residents of the Cardinal Hume centre; and have developed a relationship with Westminster Kingsway College to support their students studying Tourism and Customer Service modules.

In order to enable Abbey visitors to have easy access to the Abbey, we have continued to develop our online ticketing facility. Online ticketing went live on 1st February 2015, and by the end of the year upwards of 50,000 tickets had been sold online. Since October 2015, tickets to the Abbey have been available to purchase via mobile phone as well as directly from the Abbey website. All online ticket holders have had the privilege of fast-track entry to the Abbey between April and November 2015. In addition, signage around the Abbey has been improved; and the ticket queues are now actively managed by members of the Abbey staff.

Enabling access to the Abbey for people of all abilities continues to be a priority. In January 2015 we supported Disabled Access Day, and have since worked in partnership with a visual impairment charity to update our touch tours for visually impaired visitors. In February 2015 we welcomed a group of terminally ill young people from a hospice, together with their carers and all their medical equipment, for a memorable tour of the Abbey.

The Abbey’s Protocol and Events Department has, during 2015, delivered a total of 639 events on Abbey premises, comprising 490 internal events, 64 corporate or charity events, and 85 special services across the Abbey, including St Margaret’s Church.

Corporate events have become a significant source of the Abbey’s income, reaching nearly £500,000 in 2015. Events held during the summer season, with the large garden marquee in operation, were very well attended. In addition, the Abbey hosted two receptions for over 1000 people, one celebrating VJ Day in August, and the other following the Blind Veterans UK Centenary service in the Abbey in October 2015.
In order to develop and improve the Abbey’s links on a more personal basis with its many supporters and friends in the UK and abroad, the Westminster Abbey Association was launched in November 2015. This is the Abbey’s first membership scheme in its 1000 year history. In the first instance the Association has aimed primarily at the domestic market, with a first year target of 3000 members.

Amongst the visitors to the Abbey in 2015 were 11,500 school children with 2,000 adults accompanying them. The Abbey’s Education team have engaged with children from all over the UK, from Craigavon to Cornwall, Renfrewshire to Newport, Cumbria to Bradford. 500 children also participated in summer holiday activities in College Garden. Since 2014, the Education team has expanded with the addition of a full-time administrator, and a further part-time Education Officer.

In November 2015, St Margaret’s Church hosted our first Sixth Form Question Time, with 250 year 12 and 13 students in the audience. Chaired by The Reverend Richard Coles, the panel comprised Anjum Anwar MBE, The Reverend Elizabeth Adekunle, Tom Holland, Mark Easton, and Wes Streeting MP. Questions were asked about a wide range of topical issues, in particular about the Paris attacks which had taken place during the previous week.

Care of visitors to the Abbey and St Margaret’s has been exercised by a team of around sixty Duty Chaplains, most of whom are parish priests from around the UK, with a few from overseas. Duty Chaplains spend a week at a time undertaking voluntary pastoral work on the floor of the Abbey. A number of Duty Chaplains retired during 2015, and have been replaced following a round of recruitment in the autumn of 2015.

Two independent reviews of the Abbey’s safeguarding records and of its current safeguarding policy were undertaken during 2015. Further work to strengthen and improve the Abbey’s safeguarding practice is being put in hand. In addition, the Abbey maintains regular contact with the Westminster Mental Health Chaplain, and with the Safeguarding team of the Diocese of London.

Finally, the Abbey gardens and grounds continue to be beautifully maintained by the Abbey’s gardening team. The annual tree survey was undertaken during 2015, and some work undertaken on plane tree branches which had been identified as likely to fall. During early 2015, a new flower bed was created on the slope at the far end of College Garden, and was planted with Hellebores, Hepaticas, and a variety of shrubs. The area was successfully opened up, and has flourished as a result. During the summer of 2015, the Great Cloister Lawn was re-turfed; it had become full of moss, thanks to a shady situation and difficulty of access for maintenance. The result of the re-seeding has been a magnificent new lush green lawn at the heart of the Abbey buildings. The irrigation system for the Great Cloister lawn was also overhauled and is now working well. College Garden is bounded by a medieval wall which has been falling into some disrepair. Repair work on the wall was began during 2015, and will continue into 2016. During 2015, the Abbey has striven to improve the quality of its hospitality to all its visitors, and the care of its staff. One of our visitors movingly expressed her experience of the Abbey in February 2015: “To the Abbey staff thank you. You made my day and what a great place: majestic, wholly beautiful, and in my case an emotional place. Thank you for treating me as a person.”
The wide-ranging nature of the Abbey’s activities over the year will be evident from the earlier reports. The scope and impact of those activities continue to grow.

Although the rate of staff turnover in the Abbey continues to be modest despite the considerable number of people we employ, the year has seen some notable departures and arrivals. We have said farewell to Stuart Bailey, my deputy and the Head of Finance, who retired after 12 years in the Abbey during which he oversaw a fundamental improvement in our financial health and performance. He was succeeded at the end of the year by Curtis Juman, a chartered accountant who has held a series of senior posts in Government departments. Our Minor Canon and Precentor, the Revd. Dr Jamie Hawkey, left after five very successful years during the summer to become Dean of Clare College, Cambridge. During his time he arranged a succession of special services commemorating many important national events and celebrations. Over the year a number of other staff retired who had been with the Abbey for periods of long-committed service ranging from 13 to 31 years.

These departures were matched by equally significant arrivals. The Revd. Mark Birch, and the Revd Paul Arbuthnot joined the Minor Canons Department as respectively Chaplain and Sacrist. We have recruited staff to complete our HR team, to improve the range of skills in our IT team, to administer the Westminster Abbey Association we launched at the end of the year, and to provide the specialists we need to prepare properly our collection of treasures for The Queen’s Diamond Jubilee Galleries to be opened in early 2018. The Canons have recruited a new Personal Assistant. The Abbey continues to benefit greatly from the expertise of all those who serve on our advisory committees, which cover a range of important activities, such as finance, investment, the pension fund, fabric and fund-raising. They are all experts in their individual fields, and provide a quality of advice essential for the Abbey’s ability to manage properly these key parts of its affairs. We have in particular been grateful to David Thomas, who has served for twenty two years as Chairman of our Investment Panel and who now steps down, to be succeeded by Chris Sullivan.

It is also important to remember the role of the Abbey’s commercial arm, Westminster Abbey Enterprises Ltd (WAEL), which is responsible for the very successful Abbey Shop and the Abbey restaurant - sub-contracted to the caterer Benugo - called The Cellarium. Both are a valuable part of the facilities we are able to provide our visitors, and both contribute notably to our annual income. Here too we benefit greatly from outside expertise in the two external directors we have recruited to the WAEL Board who bring with them long experience in the catering and retail areas.

Alongside the projects described elsewhere in this report, we have continued the work to improve the management and organisation of the Abbey. Our programme of training continues to grow, offering our staff not only the opportunity to build on the skills needed in their particular jobs, but also to understand better those aspects of the working environment, like health and safety, which are an essential part of a properly and responsibly administered organisation. We have extended our work of charitable outreach, described in last year’s Annual Report, to encourage every member of the Abbey’s staff to dedicate a day each year to working at the Abbey’s expense with a charity of their choice. We have a strong core of professional staff at the centre of the Abbey’s organisation, which has been recognised in their creation as a Senior Management Team able to provide invaluable advice, beyond their particular specialist responsibilities, on broader issues affecting the administration of the Abbey more generally. The Senior Management Team now meet as a body with the Dean and Chapter three times a year to consider together some of the bigger policy issues for the Abbey.

The Abbey continues to benefit greatly from the expertise of all those who serve on our advisory committees.
We have also embarked on an important project to produce, over the next three to four years, a history of the Abbey intended to describe the largely untold story of the Abbey’s contribution over the centuries to, and significance for, the wider history of our country. Sir David Cannadine, who is also deputy Chairman of our Fabric Commission, has kindly agreed to be the Editor of this major work of historical scholarship, leading a team of eight eminent historians who will each be contributing a chapter drawing on their particular historical expertise. We look forward greatly to the results.

The range of the Abbey’s work in 2016 will continue to take forward the considerable number of projects we have in train. Most notably, the construction phase of The Queen’s Diamond Jubilee Galleries will begin in earnest later this year, with the beginning of work on the access tower and on the conversion of the triforium into a set of galleries carefully designed to preserve the atmosphere of this unique space in Henry III’s thirteenth century Abbey. Such work goes hand in hand with the continuing improvement of the Abbey’s internal organisation and management which are necessary if the Abbey is to flourish in a changing environment, to remain true to the fundamental requirements of its Benedictine mission, and to discharge its national responsibilities at the highest possible level of excellence.

1. Visitor Income and Numbers

2. Sources of Income

3. Analysis of Expenses

4. Funds Raised for Queen’s Diamond Jubilee Galleries
Signatures

The Dean of Westminster
The Very Reverend
Dr John Hall

The Sub-Dean, Archdeacon of Westminster
and Rector of St Margaret's
The Venerable
Andrew Tremlett

The Canon Theologian
The Reverend
Professor Vernon White

The Canon Steward
The Reverend
Jane Sinclair

The Receiver General
and Chapter Clerk
Sir Stephen Lampert
KCVO DL

The Canon Treasurer
and Almoner
The Reverend
David Stanton

The Canon Treasurer
and Almoner
The Reverend
David Stanton

The Canon Treasurer
and Almoner
The Reverend
David Stanton

The Canon Treasurer
and Almoner
The Reverend
David Stanton
We set out overleaf summarised financial statements for the year ended 29th September 2015 and supplementary summary financial information for the five years ended 29th September 2015.

The summarised financial statements for the year ended 29th September 2015 are not the statutory accounts but a summary of information relating to the consolidated statement of financial activities and the consolidated balance sheet for that year. The supplementary summary information for the five years ended 29th September 2015 does not represent statutory accounts either. The full financial statements, from which the summarised financial statements and the supplementary summary financial information is derived, have received unqualified opinions from the independent auditor, Andrew McIntyre.

Neither the summarised financial statements nor the summary financial information contain sufficient information to allow a full understanding of the financial affairs of The Collegiate Church of Saint Peter Westminster.

The full financial statements for the year ended 29th September 2015 were approved by the Dean and Chapter on 14th January 2016 and copies of those statements, including the Auditor’s and Dean and Chapter’s reports, may be obtained from: The Chapter Office, 20 Dean’s Yard, London SW1P 3PA.

The Dean of Westminster
The Very Reverend
Dr John Hall

31st March 2016
### Summarised Financial Statements

#### Consolidated statement of financial activities

**For the year ended 29th September 2015**

<table>
<thead>
<tr>
<th>(£'000)</th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Endowment</th>
<th>2015 Total</th>
<th>2014 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Incoming resources</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visitors</td>
<td>13,848</td>
<td>—</td>
<td>—</td>
<td>13,848</td>
<td>13,171</td>
</tr>
<tr>
<td>Trading</td>
<td>3,794</td>
<td>—</td>
<td>—</td>
<td>3,794</td>
<td>3,704</td>
</tr>
<tr>
<td>Donations and gifts</td>
<td>335</td>
<td>1,698</td>
<td>—</td>
<td>2,033</td>
<td>854</td>
</tr>
<tr>
<td>Investment income</td>
<td>712</td>
<td>397</td>
<td>—</td>
<td>1,109</td>
<td>883</td>
</tr>
<tr>
<td>Special events</td>
<td>766</td>
<td>—</td>
<td>—</td>
<td>766</td>
<td>837</td>
</tr>
<tr>
<td>Other income</td>
<td>282</td>
<td>—</td>
<td>—</td>
<td>282</td>
<td>279</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>19,737</td>
<td>2,095</td>
<td>—</td>
<td>21,832</td>
<td>19,728</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(£'000)</th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Endowment</th>
<th>2015 Total</th>
<th>2014 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Resources expended</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Religious activities</td>
<td>2,380</td>
<td>133</td>
<td>4</td>
<td>2,517</td>
<td>2,299</td>
</tr>
<tr>
<td>Special events</td>
<td>1,074</td>
<td>—</td>
<td>—</td>
<td>1,074</td>
<td>1,015</td>
</tr>
<tr>
<td>Visitor related</td>
<td>4,926</td>
<td>7</td>
<td>—</td>
<td>4,933</td>
<td>4,520</td>
</tr>
<tr>
<td>Choir and music</td>
<td>2,485</td>
<td>40</td>
<td>—</td>
<td>2,525</td>
<td>2,338</td>
</tr>
<tr>
<td>Upkeep</td>
<td>128</td>
<td>2,700</td>
<td>—</td>
<td>2,828</td>
<td>4,458</td>
</tr>
<tr>
<td>Trading</td>
<td>2,204</td>
<td>—</td>
<td>—</td>
<td>2,204</td>
<td>2,312</td>
</tr>
<tr>
<td>Fundraising</td>
<td>186</td>
<td>—</td>
<td>—</td>
<td>186</td>
<td>175</td>
</tr>
<tr>
<td>Governance costs</td>
<td>214</td>
<td>—</td>
<td>—</td>
<td>214</td>
<td>128</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13,597</td>
<td>2,880</td>
<td>4</td>
<td>16,481</td>
<td>17,145</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(£'000)</th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Endowment</th>
<th>2015 Total</th>
<th>2014 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net incoming (outgoing) resources</strong></td>
<td>6,140</td>
<td>(780)</td>
<td>(4)</td>
<td>5,351</td>
<td>2,383</td>
</tr>
<tr>
<td><strong>Transfers between funds</strong></td>
<td>739</td>
<td>(739)</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td><strong>Investment gains and property revaluations</strong></td>
<td>(496)</td>
<td>29</td>
<td>(777)</td>
<td>(1,224)</td>
<td>728</td>
</tr>
<tr>
<td>Actuarial loss on pension scheme</td>
<td>(69)</td>
<td>—</td>
<td>—</td>
<td>(69)</td>
<td>(96)</td>
</tr>
<tr>
<td><strong>Net increase for the year</strong></td>
<td>6,314</td>
<td>(1,485)</td>
<td>(781)</td>
<td>4,048</td>
<td>3,215</td>
</tr>
</tbody>
</table>

### Consolodated balance sheet

**as at 29th September 2015**

<table>
<thead>
<tr>
<th>(£'000)</th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Endowment</th>
<th>2015 Total</th>
<th>2014 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Analysis of assets between funds</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible fixed assets</td>
<td>28,008</td>
<td>—</td>
<td>—</td>
<td>28,008</td>
<td>25,980</td>
</tr>
<tr>
<td>Investments</td>
<td>16,794</td>
<td>2,636</td>
<td>11,544</td>
<td>30,974</td>
<td>30,459</td>
</tr>
<tr>
<td>Net current assets</td>
<td>51,108</td>
<td>2,636</td>
<td>11,544</td>
<td>65,288</td>
<td>62,740</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long term liability</td>
<td>(7,576)</td>
<td>—</td>
<td>—</td>
<td>(7,576)</td>
<td>(9,076)</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td>43,532</td>
<td>2,636</td>
<td>11,544</td>
<td>57,712</td>
<td>53,664</td>
</tr>
<tr>
<td><strong>Funds</strong></td>
<td>43,532</td>
<td>2,636</td>
<td>11,544</td>
<td>57,712</td>
<td>53,664</td>
</tr>
</tbody>
</table>
Summarised Financial Opinion

I have been asked to report whether the summarised financial statements and supplementary financial information for The Collegiate Church of Saint Peter Westminster for the year ended 29th September 2015 which consists of the consolidated statement of financial activities, consolidated balance sheet and the five year summary have been properly extracted from the audited financial statements of The Collegiate Church of Saint Peter Westminster for the respective years to which it relates.

This report is made solely to the Dean and Chapter of The Collegiate Church of Saint Peter Westminster, as a body, in accordance with our engagement letter dated 18th December 2014. My work has been undertaken so that I might report to the Dean and Chapter of The Collegiate Church of Saint Peter Westminster that the summarised financial statements and supplementary financial information has been properly extracted from the audited financial statements for the respective years to which it relates and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Dean and Chapter of The Collegiate Church of Saint Peter Westminster as a body, for my work or for this report. The above procedure does not constitute either an audit or a review made in accordance with International Standards on Auditing or International Standards on Review Engagements, therefore I do not express any assurance on the summarised financial statements and supplementary financial information.

Respective responsibilities of the General Partner and the accountants
The Dean and Chapter of The Collegiate Church of Saint Peter Westminster are responsible for preparing the summarised financial statements and supplementary financial information and for determining whether the financial information contained therein is suitable for their needs. The Dean and Chapter of The Collegiate Church of Saint Peter Westminster acknowledge that the summarised financial statements and supplementary financial information do not contain sufficient information to allow as full an understanding of The Collegiate Church of Saint Peter Westminster as would be provided by the full financial statements for the year ended 29th September 2015.

My responsibility is to report whether the financial information contained in the summarised financial statements and supplementary financial information has been properly extracted from the audited financial statements for the respective years to which it relates. My engagement was undertaken in accordance with the International Standard on Related Services 4400 ‘Engagements to perform agreed upon procedures’.

I have not considered the effects of any events since 14th January 2016 on which I signed my report on the full annual financial statements of The Collegiate Church of Saint Peter Westminster and the date of this statement.

Report
The financial information contained in the summarised financial statements and supplementary financial information has been properly extracted from the audited financial statements for the respective years to which it relates.

Andrew McIntyre
Chartered Accountant
Abbey People

The work of the Abbey could not be carried out without the dedication, commitment and loyalty of its staff and volunteers.
The Senior Management Team

The Receiver General
Sir Stephen Lamport KCVO DL

Deputy Receiver General
Stuart Bailey

Head of Human Reserves
Helen Averill

Head of Visitor Experience
Scott Craddock

Head of Security
Gary Evanson

Head of Communications
Duncan Jeffery

Organist and Master of the Choristers
James O’Donnell

Head of Event Management and Marketing
Lorraine Kendale

Head of the Abbey Collection and Librarian
Dr Tony Trovels

Clerk of the Works
Jim Vincent

Director, Westminster Abbey Foundation
Valerie Humphrey

Westminster Abbey College
The Dean
Sir Stephen Lamport KCVO DL

Sub-Dean
Canon Rector of St Margaret’s

Canon Theologian
Canon Treasurer

Canon Steward
The Receiver General and Chapter Clerk

High Steward
The Right Honourable
The Lord Lisser KG GCVO PC DL

High Bailiff
Sir Roy Strong

Organist and Master of the Choristers
James O’Donnell

Legal Secretary
Christopher Yves

Surveyor of the Fabric
Poul Lemm

Librarian
Dr Tony Trovels

Clerk of the Works
Jim Vincent

Consultant Archaeologist
Professor Warwick Rodwell OBE

Headmaster, Westminster Abbey Choir School
Jonathan Miron

Deputy Receiver General
Stuart Bailey

Auditor
Andrew McIntyre

Minor Canon & Precentor
The Reverend Dr James Hawkey

Minor Canon & Sacrist
The Reverend Christopher Stoik

Minor Canon and Chaplain
The Reverend Mark Birch

Head Master, Westminster School
Patrick Dobson

Under Master, Westminster School
Dr Denis Smith

Master of the Queen’s Scholars
Westminster School
Mark Feltham

Representative of the Lay Vicars
Mark Diblato

Deputy High Bailiff
Major General David Burden CB CVO CBE

Administrator, Westminster Cathedral
Canon Christopher Tuckwell

Superintendent Minister
Methodist Central Hall
The Reverend Martin Turner

The Reverend Dr. Martyn Atkins

Lord Mayor of Westminster
Cllr Audrey Lewis / Cllr The Lady Flight

Westminster Abbey Institute
Director
Claire Foster-Gilbert

Westminster Abbey
Finance Advisory Committee
Roger Mountford
John O’Brien
Jim Peace
Mark Powell

Pension Trustees
David Thomas
Christopher Jonas
David Burden
Tony Woolf

Investment Panel
David Thomas
Tim Kidg
Raymond Harris
Chris Sullivan

Westminster Abbey College
The Dean
Sir Stephen Lamport KCVO DL

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