

CIGB

Churches and Industry Group Birmingham & Solihull



Annual Report 2015—16



Some of the Chaplains commissioned in 2015

CIGB Annual Report 2015-16

Introduction

People fortunate enough to have secure employment spend a massive proportion of their waking hours at work. What they do, what their work is for, and how they do it is a spiritual and ethical matter. People at work matter to God. What also matters is the impact of their work upon the world at large and the amount of benefit generated for others.

By providing workplace Chaplains, which is the bedrock of CIGB's work, we are proclaiming that God is present wherever people are – including their places of work - and that the Christian Gospel speaks into the world of work, employment and economics.

Our Chaplains maintain a visible but non-interfering presence wherever they are invited to be, and respond to pastoral requests and questions on life issues from people who otherwise might have minimal contact with the church. And where jobs are less secure or restructuring is pending, they are available and approached by many who are going through pressure or anxiety.

I want to thank all those Chaplains who, under the umbrella of CIGB, exercise this ministry of outreach and availability. I acknowledge those organisations which see the value of this ministry for management and work. And I express the Management Council's gratitude to all who support us in this work.

Hayward Osborne, Archdeacon of Birmingham
Chair of CIGB Management Council

Development Director's Report 2015—16

'Chaplaincy: A Very Modern Ministry' is the title of some recent research into Chaplaincy in the UK. The researchers at Theos, the 'religion and society think tank', interviewed Chaplaincy recipients and Chaplains, and found a vibrant, diverse movement of the churches (and other faiths) that is well received. As a sign of growing interest in Chaplaincy as a form of the Church's Discipleship, two significant 'Chaplaincy Handbooks' have been published and a National Study took place at St George's, Windsor.

Workplace Chaplaincy in Birmingham and Solihull is part of that exciting diversity. Our popular training course highlights the basic tools of Chaplaincy, and encourages the appropriate expression of those fundamentals in each particular environment. As a consequence we are growing in different styles of workplace Chaplaincy, as well as in numbers. In this report, Greg Dengate describes his role at Tesco as both an employee and a Chaplain - to the staff and customers. Rotimi Benjamin and Pat Saunders talk about empathic Chaplaincy at Jericho Foundation, combined with Christian worship. David Butterworth facilitates Inter-Faith Prayer/Quiet rooms for both visitors and staff to the NEC Group venues.

At our 2015 Annual Meeting, Mike Murray, who leads a £1bn regeneration programme at the former MG Rover site at Longbridge, said that without people 'his buildings are nothing': Chaplains at Longbridge have been 'game-changers' in bringing the new places to life. Peggy Baker, one of the new retail Chaplains there, saw her ministry as part of the local association of churches that is growing 'God's Heart for Longbridge'.

In February, business leaders were very affirming of the role of our Chaplains in meeting the needs of their diverse workforces, in meeting members of the Management Council . The Equality Act 2010 means that businesses are beginning to take questions of Faith and Religion in the workplace more seriously. Chaplains had some training on the issues, and the informal advice they could give.

We also had a rewarding training day on 'Empathy and Listening Skills' in the summer. We were affirmed that even when we our conversations are sometimes fleeting, sometimes 'on our feet', in corridors, etc, we can still make an impact through our caring attitude.

Our Management Council have been very working on a review of policies and procedures, to keep us up to date, and to help us to go out in our ministries in full confidence and assurance.

It is a joy when we get to pray together. We took additional time this year for a 'Day of Refreshment' at Manresa House, a Jesuit House in Harborne. We shared worship, poetry, art and a bit of our spirituality with each other.



We are grateful for all those who continue to pray for us, our Management Council members and our supporters in their churches and homes: during the year several Chaplains spoke about Chaplaincy at local churches, for instance during Chaplaincy Fortnight. It is fantastic that there is much support for our work.

Peter Sellick

Longbridge construction

This year a small wooden 'Holding Cross' was planted, as part of a time capsule, at the foundation stone-laying ceremony for the Extra-Care Retirement village. The capsule was filled with items of importance or memory provided by local residents. The Christian faith has been significant in the area: to many of the workers of 'The Austin', and as part of Lord Austin's life too. And Christian faith continues to be part of Longbridge life today.

The Longbridge Development continues to develop. In this last year Phase 2 of the retail area has opened including one of the largest Marks and Spencers stores in the country. Boots, Poundland and Mountain Warehouse have joined M&S in the phase 2 development.

The high street has seen the addition of a dry cleaners, a phone shop and a gift and card shop. The area is quite lively and has the feel of an out of town shopping complex.

The Extra Care retirement village with 272 independent living units has begun



construction. I was honoured, and given a bright shiny brick layers' trowel at the stone-laying, for helping connect the development with the community. It is due to open in spring of 2017. New apartments and houses are also going up on the main Longbridge site whilst the 260 homes on old 'East Works' opposite Cofton Park are finished and inhabited. There will be more houses on this site in later phases, probably up to a total of around 700 homes.

The site opposite Bournville College that currently has a temporary car park continues to be remediated ready for industrial units. This is designated as an 'Employment' zone and St Modwens, the developer,

is working hard to attract businesses to the area, to provide a variety of employment opportunities.

I have been joined in the chaplaincy to the construction by Rob Pusey. Rob and I are currently working together in the Chaplaincy and Rob will take this over after July.

The association of local churches, 'Gods Heart for Longbridge' (GHfL) has commissioned researcher Gail Rogers and I to produce a feasibility report into how a sustainable Christian presence might look. This work has been funded by a Transforming Church grant from the Anglican Diocese. The report is due to be published in the Spring with recommendations and an action plan for the on-going work.

My family and I will be moving to live on the beautiful Isle of Skye in August. I have to say that this Chaplaincy has been a privilege, an honour and one of the most rewarding things I have been involved in, but we feel it is the right thing for us to move at this time! I shall miss the work, the people of Longbridge and my friends and fellow Chaplains in CIGB.

We will continue to take an interest in the Longbridge Development and will continue to pray for Gods blessing on it and the people, local and visitors, who make use of it whether for business, leisure or home. Please pray for Rob and all those involved in GHfL as they continue to discern Gods Heart for Longbridge.



Stephen Plant

Bournville College

Joy, sadness, fun, occasional anger (so many cuts) - and chaos! We run this gamut of emotions in our work as volunteer Chaplains often all in the same day!



Fun at the Christmas Concert

There are four Chaplains at Bournville College in Longbridge now. Rosemary reluctantly left last year. We miss her encouragement, commitment and insight. However, the work goes on and, as invited guests, we aim to develop our ministry of presence by being pastors to the whole college. We are generic Chaplains: we speak to and serve everybody, not just people of our own faith. It brings many rewards.

Becky Schwan writes: The Chaplains offer support on many levels. Spiritually we use the Multi-Faith room weekly, sometimes praying on our own, sometimes with staff and students. We are currently planning a permanent Prayer Tree where those of all faiths or none can write needs, hopes, praise items on small cards and hang them on the tree. We will pray through them and save the cards in a notebook.

Another way in which we offer spiritual support is to help plan events that mark the various religious holidays over the year. We've had lots of fun joining forces with students and staff, such as our last Christmas event held in The Street (the social area), which was enjoyed by about 100 people, with many more watching from higher floors!

Lynda Stanton reports: Although 2015 was a very difficult year for the community with seemingly negative changes including staff redundancies, we are hopeful for the future of the college. We work

closely with frontline staff whose energy and enthusiasm during difficult times has been inspirational. We frequently collaborate with them in the planning and preparing of various activities, including the celebration of feast days and festivals, and encouraging as many people as possible to become involved. In turn this raises our Chaplaincy profile within the college community and helps to develop relationships with students and staff alike. Our aim is to be as positive an influence as possible.



Thelma & Gillian mark Holocaust Day

Gillian Finch adds: Many thanks are extended to staff and students of the college who have been so welcoming. They have helped to smooth our paths by assisting on a day to day basis. We hope that we have been similarly of help to them in what has been an eventful year with many changes.

We began 2016 by marking Holocaust Day, engaging with staff and students to add to the display a current place where people are suffering now. As we talked and gave out stickers some asked us to pray for them: a mutual encouragement as we feel more and more at home, wanted and needed here at Bournville.



Gillian, Thelma, Lyn and
Becky

It is difficult to quantify the work done by Chaplains. We might measure numerically the number of those we speak to but we can only assess the effectiveness of our work in the long term and pray

that we might continue to be a light that shines.

Thelma Mitchell

Longbridge Retail

It has been an exciting year. New outlets have opened in the new High Street (Phase 1 of the redevelopment). Phase 2 autumn openings, particularly a large Marks & Spencer and Boots, brought in many, many more customers, as full car parks confirm. This greatly benefited existing outlets.

From early 2015 I really appreciated Val Dalton visiting with me on Tuesday mornings, to offer her friendship and support to staff. We've offered to pray at home for problems, shared their good news, given leaving cards to those moving on, and listened with awe to one young lady's ambitions for her science career after college.

After chatting to available staff in the large Sainsbury's we visit staff in very varied smaller outlets, including several food outlets, a charity shop, a large Premier Inn, a Beefeater restaurant and The Cambridge pub.

The owner of one new Phase 1 business had experienced retail chaplaincy in his Redditch shop and welcomed us wholeheartedly. This pattern was repeated when I recently asked to see the manager of a Phase 2 shop about chaplaincy, and she knew two city centre be.friend chaplains already!



A row of Phase 1 shops



Crowds waiting for the new M&S to open its doors



Phase 2 shops and car park

At Christmas, we gave all the businesses a *God's Heart for Longbridge* Christmas card, and these were very well received, particularly by the smaller businesses.

Sainsbury's management team, who are always very supportive, allowed us to put a cast-iron memorial Christmas tree in the staff restaurant. We supplied some Christmas gift tags and invited staff to write the name(s) of relatives and friends with whom they would be unable, for whatever reason, to share Christmas. This was promptly taken up, and we had to supply more tags! Several staff said how much they had appreciated being able to remember loved ones in this way.



I know I cannot do Chaplaincy in my own strength. The prayer support of CIGB, family and church friends, has been vital in opening doors, enlarging our chaplaincy team, and changing how those with whom we try to engage perceive us.

It's so encouraging when someone who has always ignored you starts to smile and respond.

Peggy Baker

Kings Heath Retail

".....I have become all things to all people so that by all possible means I might save some." I Corinthians 9 v 19-23

We have continued meeting the shopkeepers throughout 2015 and shared with them during another challenging year of volatile trading. Whilst a few have seen a small year-on-year increase in sales, margins have been squeezed. Many other traders have struggled and we know a few who have already ceased trading or are seriously considering the merits of continuing.

It is often difficult to know what to say to such people, yet by being a friendly face, a warm presence and a listening ear, they are encouraged by our visits and thank us for thinking, praying and caring about them.



Kings Heath High Street

Understanding the person, their pleasure, their pain, and their product, is at the heart of effective Chaplaincy: as is seeking to hear their prayers. Showing our love for them and concern for their business and family circumstances is our way of partnering with God by living out what Jesus called the greatest of the commandments (Mark 12 v 29-31)

Whilst a recent survey (SPCK) found that 42% of adults pray, people express their understanding and need for God in different ways. We have to be aware of the deep feelings that lie behind the language used. Besides assuring people that we will pray for them and their situation, we have been specifically asked to "Pray to your God for me"; "Speak to your Boss for me"; "Have a word with the Man upstairs" and "Have a word with the Gaffer". Strange phraseology perhaps to those more used to the

language of Church: but not to Chaplains, who are people who 'live on the edge' – the territory between The Church and Society.

Acceptance and love for the person also sometimes means listening, without flinching, to anger and frustration expressed in harsh and unkind words and coarse language, trying to understand the pain behind the words.

We have continued to meet regularly for encouragement and training with other Chaplains operating in a variety of environments. Also this year we have been able to share our work in Kings Heath by informing and encouraging others. We hosted visits from prospective retail chaplains from West Sussex, Stratford-on-Avon, Shirley and Olton who wanted to learn from our experience. We were also invited to write an article for the national chaplaincy magazine IMAgenda about small businesses.



Graham & Pat Wigley

West Midlands Fire Service

Being ready all the time takes dedication, patience and resilience.

Rather like the life of faith. Fire service personnel are 'faithful stayers': they stick at the journey. Recently in the West Midlands 24 people crossed their thirty years of service milestone and were honoured. For an organisation that is under constant flux, that is a token of remarkable commitment.

The ongoing issue of money and budgetary constraints continues, as in all the public sector, to be a huge concern, added to which is the proposed merger between the West Midlands Police Force and WMFS. As one firefighter remarked to me, 'It's like asking for a vicar and getting a baker.'

Obviously, the emergency services all have to work together but there are real questions about loss of autonomy that could result in loss of identity. The identity of the fire service as impartial could be impaired. This is not to offer any disrespect to our police officers who continue to do a fantastic job with all the limitations they are coping with.

Money matters in this material world. Here are some figures. For an increase of less than 2p per week per household on Council Tax the Fire Service shortfall in income for 2016/17 could be covered. The sums:

- ⇒ central government funds allocated £58.6m;
- ⇒ amount required to continue the excellent service £97.4m.

So, what do we get for our money? There are three main types of activity: prevention, protection and response. Response is the most visible with WMFS rescuing people from more than 350 fires across the whole region and extricating over 450 people from crashed vehicles in the last year.

WMFS continues to have the fastest response times across the UK with an average of five minutes response time for serious incidents.

Prevention means activities such as looking after vulnerable people, and identifying how they can be helped while doing fire safety checks. The fire service links with many other agencies and can make referrals. One new initiative is 'Safe and Well' which builds on the existing house visiting agenda. There is also prevention work in schools, religious centres, community centres, etc.

Their work is not just confined to this geographical area. During the disastrous floods in Cumbria, WMFS were asked to send personnel and resources to assist. Keen eyed news watchers will already know this. WMFS drone was deployed above the collapsed building at the old Didcot A power station, to assess the damage and to scour for any sign of the missing persons.

As well as being listening ears, Chaplains form links between WMFS and their local communities. Most fire service personnel do not live near their stations and whilst they do seek to know their patch, there is always more that can be done. Chaplains can help connect them in.



Hay Mills Fire Station

Please pray for all our emergency services who make a life and death difference every day.

Linda Isiorho

West Midlands Fire Service *continued*

Hay Mills & Sheldon Fire Stations: John Davis

I have been visiting Hay Mills Fire Station for about two years and Sheldon Fire Station for about a year. I visit each station on an alternating two week basis and spend about an hour chatting to whoever is around. I have to take things very much as I find them. Sometimes an hour is not enough time to talk to everyone. Sometimes I ring the bell and there is no one there.

As in many other fields of occupation there are sweeping changes happening here. This inevitably has some effect on morale although I have found an amazing spirit of camaraderie. It's good to catch the firefighters around break time when I get invited up to the mess for a nice cup of tea. I usually end the conversation with something to make them think - "Ok, so how can I pray for you?" Concerns are shared in confidence at different levels.



John Davis



Sheldon Fire Station

Looking ahead: Sallie Morgan

As I take over from Linda as the coordinator of the West Midlands Fire Service Chaplaincy there are some changes afoot. I am going to do the hands on/ listen to the punters stuff right in the heart of the organisation— the HQ, in Vauxhall Rd, Nechells.



I am also working with two new people who may be interested in joining us as station Chaplains. We are, at the moment, a small but select group but would appreciate your prayers that we can expand and eventually have one Chaplain per station or at least one per two stations.

Chaplaincy work is a ministry of being: of being prepared for sessions where little seems to happen; and for sessions when staff share deep issues and troubles. If you are interested, get in touch. Is this one of the good works that God is calling you to do?



It is early days but I have made a start and enjoyed meeting some new faces. There was also a surprise 'old face' as I reconnected with one of the fire fighters who used to work with my late husband over 30 years ago.

Please pray that this good start translates to a great working relationship and many interesting conversations and friendships.

Solihull Town Centre Retail

Solihull Town Centre has seen a number of construction sites. In the fairly near future we look forward to the opening of a Waitrose store. The Gateway regeneration project has been completed giving that area of the town a more spacious and welcoming look. Mell Square too is in the process of being updated.

The plan for the Touchwood 2 expanded shopping mall is still evolving; with the expectation that building work will have started by this time next year. In anticipation of this, and of the demolition of the 'Priory' building the services housed there have been relocated to the re-ordered library.

Whether the new look is in response to the changes in Birmingham, or not, the opening of Grand Central at New Street station did cause, as predicted, a slight initial downturn in trading, particularly at the John Lewis store. But on the whole, the town centre is still as thriving as ever.



The big concern with many of the stores is 'online' shopping. There is some acceptance that this is the future and that shops as we know them, will function more and more as 'shop windows'. This means changes to the nature of the job too.

As is the nature of retail these days, there is a fairly regular turnover of stores, and we have said 'goodbye' to a number of older established outlets in the last twelve months.

As ever, the Chaplaincy team delivered Christmas cards and mince pies to the retail outlets in the town centre a week or so before Christmas. It is a great opportunity to call on the shops that we visit less frequently during the year and make ourselves known. It is also an opportunity to enable us to assess, on a wider basis, the effect of the economic situation. We distributed 1300 mince pies, so that virtually every shop in the town centre was visited. To do this we are extremely grateful for financial support from Touchwood, Mell Square and 'The Coffee



Mince pies for all!!

Lounge'. This small gesture is very highly valued by the people who work in the shops and it is really pleasing to see the reactions when they frequently ask 'how much do they cost?' - and we can say that they are a gift from the Chaplaincy.

In February it was good to welcome the mayor, Cllr Glenis Slater to our meeting along with some of our local church ministers.

Beryl Moppett, Team Leader

Birmingham Airport

This year, more than any other year I've been at the airport, the Chaplaincy has been invited to participate in more people's lives than ever before. And it's the word 'invite' that's important here – as Chaplains we are guests, invited into other people's lives – and we are always mindful never to abuse that trust.

Some of the ways in which we have been invited into people's lives this year:

- Two weddings for airport employees were celebrated (in a local church rather than at the airport, but we're working on that ...)
- Two funerals for airport employees were conducted, together with a memorial service at the airport itself.
- Chaplains were present with refreshments and a listening ear when passengers returned from the October beach shootings in Tunisia at 2am in the morning.
- A new temporary prayer room has been built air-side, especially for staff and for passengers on pilgrimage.
- Chaplains assisted with three unaccompanied asylum seekers, one repatriation of an elderly British national, and also escorted a young woman fleeing from a forced marriage to a safe house
- Remembrance day was well observed, and over 80 people attended the Christmas Carol service in the main concourse

But sometimes just as significant can be the smaller, quieter incidents that take place every day: a sobbing child comforted and reunited with its parents, the hand of a petrified passenger held whilst reciting the Lord's prayer before embarking on the plane, a member of staff given space and non-judgemental hearing as they pour out the difficulties of caring for an elderly relative. It is these smaller interactions that also

make a difference, and put a human face to Birmingham Airport.

The team at Birmingham Airport remains strong, consisting of Alive, Bryan, Fr Pham, John, Neil and Duncan: together we provide over 80 hours of chaplaincy each week to the passengers and staff of Birmingham Airport.

The aim of the Chaplaincy at the airport is not to seek publicity or to promote ourselves: our vocation is far smaller and perhaps humbler. We are there, mostly behind the scenes, quietly encouraging and providing space for people when they need us. It may not be glamorous or eye-catching, but it does make a discernible difference.

When you next use the Airport, can I invite you to use our prayer room in order to pray, meditate or just escape the noise for a while? We are here for you to assist you as a Chaplain, a friend you can let off steam to, or a colleague who simply works alongside you.



Duncan Ballard

Duncan Ballard

NEC Group



40 years Chaplaincy @NEC Group and still lovin' it!

The NEC Group continues very successfully into its 40th year. Chaplaincy was present at the 70's 'regeneration project' that is now known worldwide as the National Exhibition Centre. The Chaplain was actually offering ministry as the first 'cut' was dug for trenches and lakes, and as halls were springing up.

However, much has changed during those 40 years. *It's not the same Chaplain for one thing!* But each Chaplain has been able to build upon the foundations of their predecessor, the work of the kind and generous hearted volunteer Chaplains and the sincere and the warm welcome from the NEC Group.

Naturally the demography of visitors to the NEC has diversified over the years; and Chaplaincy has also diversified to respond appropriately. These days we have several Inter-Faith Prayer/Quiet Rooms which meet the pastoral need - and the business case - of visitors. We offer Prayer/ Quiet Rooms to large events within their own event so that extended pastoral care can be offered to their guests and/or employees: eg at the Big Bang Fair, and Dixons, Car Phone Warehouse conferences. We have responded to the NEC call to action of 'Thinking Differently'. At the recent 40th Spring Fair, visitors from all over the world attended, and

several sought out Chaplaincy seeking an 'ashing service' for Ash Wednesday. Over Easter, we led worship at the NASUWT conference.

Recently at the Barclaycard Arena, Chaplaincy was requested to be present at the first live gig following the tragic Paris gun atrocities. This showed we cared for the Barclaycard Arena and NEC Group staff team who work alongside the Paris events industry. Chaplaincy attends meetings with senior management teams, encounters staff from all departments and supports Induction Programmes.

We help out at different times of day and night as the NEC Group works on a rolling fast-paced 24/7 basis. We join in Christmas parties, Awards Evenings for over 800 staff, and Quiz evenings.

Team NEC really does have a pastoral heart. It's all about experience – and a good one! Several staff members who have worked with Team NEC through the 40 years express how happy they have been, and even come back on a support basis when they have retired!



In my role as a Methodist District Officer, visiting other Chaplaincy contexts, I am able to highlight the good holistic care and inclusion found at the NEC Group.

David Butterworth, lead Chaplain, ... but not for the full 40 years!

David Butterworth, Team Leader

Jaguar Land Rover

JLR Solihull



Visiting the JLR site in Solihull continues to be a privilege, as employees engage with me for albeit mainly brief conversations.

It is interesting to walk around the site and see the different responses to a Chaplain. From willing conversations, to murmured 'hello's', to the eyes down to the ground to avoid contact if at all possible. I have found that employees from varied religious and cultural backgrounds will relate to me.

The Quiet Rooms available on the site have been upgraded, with the intention that they are for everybody to use. In the near future I will be able to state dates and times when I will be in one of the rooms myself, if anybody wishes to have a personal conversation.

The Diversity Council continues to meet and plan diversity and inclusion events alongside the occupational health department. These events are also opportunities for me to have conversations as workers are released from the track to attend.



Linda Granner

JLR Castle Bromwich

The much reported success of Jaguar Land Rover is to be celebrated. The Castle Bromwich site has had extensive changes to accommodate a new body assembly area and the new XF has entered production during the last year.



As Chaplain it has been sobering to see the pressure that success and the introduction of new and improved vehicles has put the workforce under. Experienced employees have great demands placed on them, and new recruits are quickly expected to perform. The Jaguar brand has an opportunity to grow. For the first time Jaguar branded vehicles are being made by the traditional Land Rover/Rover plant at Solihull as well as at Castle Bromwich. There is still a good deal of work to integrate the two brands into one 'united benefice' in Church of England terms!

As Chaplain, I am supporting those who are doing so well with limited resources compared to global competitors in producing premium cars that are designed and built in Britain.



Colin Corke

Waterways Chaplaincy

This year I have been visiting the various canal festivals that have taken place. This has been very fruitful as it means people get to know my face and what I am there for. And they are fun!

I continue to walk the towpaths in the centre of Birmingham and at Lapworth and I have been encouraged by the contacts I have made. As before, sometimes it is simply directing people, other times it is to do with assisting boaters. I have helped move a boater when he required help, I have accompanied boaters to council officers to get benefits and I have assisted boaters through locks etc.

One thing lock work does is to keep you fit as you push the gates and work the paddles. (Paddles are the things that you open and shut to balance the water levels, which then enables you to open the gates). If anyone would like to join me for part of the day, or indeed the whole day, then you will be most welcome. The only criterion is that you wear strong shoes as the towpath can get rather muddy in places!

Last year I reported that we had some new Chaplains in place and this year I can again report that we now have even more Waterways Chaplains. They are in place in Banbury, on the Peak Forest Canal in Lancashire, and on the Leicester Arm of the Grand Union. That is in addition to others on the wider aspects of the system. We meet monthly in the northern area and it has been good to meet up with the others and to share our hopes, dreams and problems. We also spend time praying for each other.

However, this still leaves just me in the Birmingham & Black Country and as you know we have more canals than Venice. So we want to encourage others to join us, either as Chaplains, or as partners in our

work, whether that is in prayer, looking after a stretch of the canal for us or financially.

We are offering churches a day's activities in June where we can talk and show churches what a Waterways Chaplain does.

These activities will be based around a churches requirement but could include such things as a prayer breakfast with a talk by a

chaplain; boat trips on the canal; BBQ's etc. We do not want to draw churches away from their current mission but will be seeking to encourage those churches who do not have any sort of outreach at present, or are seeking what God has next in store for them, to consider the Chaplaincy. If you know of a church who would like us to come, please let me know. I can be contacted via CIGB.



Richard with a Boater



I have valued the meetings of CIGB. It has been good to hear about the other Chaplains' work, and to be able to share together. I have also valued the information I receive from both the West Midlands Industrial Mission Association and the National Industrial Mission Association. Last year the Theos organisation published a report about chaplaincy which is well worth a read and they stated that some people are as likely to see chaplain than they are to see a church leader.

Richard Alford

National Express Buses

There have been happy times and sad times. There have been some driver deaths. I attended a funeral of Birmingham Central Training Officer who died of a rare but incurable disease – but the funeral was most uplifting. There are also good times, particularly the many amusing conversations we have with drivers in the bus garage, and the stops where drivers wait for their buses to arrive. Drivers often call us Chaplains “Charlie” (after the silent movie star!). Ex-servicemen tend to call us “padre”; some use “vicar” or “father” ... obviously we don’t mind this as it all adds to the variety of life.

Sometimes people ask us for advice, other times for prayer, and sometimes all they are looking for is a listening ear. Whilst we are all Christians, this has not prevented staff of other faiths chatting with us as well as those who make it clear they have no religion at all.

Our team in Birmingham and Solihull is unchanged from last year. Chrissy McAteer continues to look after Acocks Green and Yardley Wood garages, Ebenezer Asaju looks after Perry Barr and Miller Street , (where the Inspectors and the Fabric Workshop are based), and I look after Bordesley (HQ offices and garage) and Birmingham Central. Across these locations there are 724 buses. So with an average of 2½ drivers per bus, plus other staff, we probably have more than 2,000 bus staff based at our locations.

Chrissy and myself are well into our third year and Ebenezer into his second. It is yielding benefits. We have gained the trust of the people we meet and that is being shown by increasing openness. We have good links with National Express Bus Chaplains in Dundee, the Black Country and Coventry, meeting with them quarterly (even the Dundee Chaplain has Skyped in once) and had a very fruitful meeting with our

National Express management contacts in September.

We often see drivers in action on the routes. All of us continue to be impressed by the high standards of professionalism and customer care, particularly for the elderly and disabled. On the other hand, whilst most passengers are very grateful we are often appalled at the abuse handed out by the small minority.

As much as health and safety allows, we chat with engineers and cleaners at the garages; managers and clerical staff at both the garages and HQ; Control Room people at HQ; Travel Centre staff in the town/ city centres and stations; and inspectors on the routes, including the revenue enforcement teams. All of these chat with us freely and appreciatively.



Chrissy in action



Ebenezer in the Body Shop



John at the Depot

John Bradley

Birmingham City Centre Retail

New Life, New Growth, New Opportunities! You can certainly sense life in Birmingham City Centre— new buildings, new stores and lots of activity have generated this sense of possibilities. We have a lot to be thankful for.

After what felt like an eternity of construction work, dust and disruption we finally can see the rewards of the City's labour. New street Station stands proudly beneath it's beautiful architecture, Grand Central Shopping Centre and the John Lewis store breathe a sense of hope.

The be.friend Chaplaincy also has a new lease of life. Five new volunteers— John Taiwo, Paul Herring, Dolvis Ferdinand, Samuel Edgar and Kevin Williams—are ready and enthusiastic to go into these new places and offer Chaplaincy. We continue to seek new ways of being an intentional listening presence in the Retail Sector and there are opportunities for new Chaplaincies in the pipe line.

We are grateful to all those who are involved in supporting and prayerfully lifting up the work of Chaplaincy to the Retail sector of the city. My prayer is that we continue to be a refreshing, live-giving presence to those who find themselves at work in the in this sector and that we continue to seek new ways of sharing the love of God.



I would value prayers for the new team members— and *old ones!* - all of whom are committed to the work and ministry of Chaplaincy in the Retail Sector , and without which there would no ministry!

Blessings in Christ

Elaine Hutchinson, Be.friend Team Leader

Great Western Arcade

As previously, my regular Monday morning visits over the past year have been characterised by change amongst the retailers. It's sad to discover an established shop where I knew the staff well, and which was trading the previous week, suddenly in darkness and empty. How have the staff fared, I wonder?

Thankfully, empty premises often take on a quite different life, so there are opportunities to get to know new people, who seem surprised at being visited regularly by a Chaplain. Another life change for workers, and emotion for me, is when longstanding staff leave for other employment. They've often told me in advance and I can pray for them.

One Monday in two shops I had the joy of meeting new young people who were aware of Chaplaincy in other contexts, and were enthusiastic about it. In another shop a young man concerned about another young person's suicide, said 'No-one cares, but you come in and ask how we are'. It was very humbling.

Before Christmas I lived with my own uncertainty for a few months, waiting for hospital treatment. One Wednesday in early December my surgery was cancelled at the last minute so I delivered be.friend team



Christmas cards in the arcade that day. I opened up to some of the staff about my situation, explaining why I would be unable to visit for a while. Their kindness and concern for my well-being was heart-warming, and has continued since I returned.

Why do I do chaplaincy? How could I not do it!

Peggy Baker

Open Air Markets

Workers at the open-air markets still feel that trade is a struggle: but they are happy to discuss their worries with me.

Little has changed over the past year. Repairs to the stalls have not been done and the surface upon which customers must walk is irregular in places resulting in falls and a threat of claims because of injuries. Several traders have given up during the year and there are usually around a dozen empty stalls on Tuesdays (my regular day for a visit).

With the move of the Wholesale Market to a site several miles away at a date yet unannounced (but in the relatively near future) there will be new problems for some traders obtaining their stock of fresh fruit and vegetables. Once the Wholesale Market has moved it is likely that the Open Air Market will be moved to part of the vacated site. The traders are concerned about any moves that take the Market further away from places where the bulk of the public are to be found. We are very much in a "wait and see" position.



The outdoor market

Grand Central Retail

With Peter Woodall, I have taken on regular visits on Thursdays to the new retail outlets—Grand Central—above the platforms at New Street Station.

A lot of the outlets are cafes or restaurants and most of these do good business. It can be difficult getting even a few seconds chat with the staff at some outlets since business is non-stop for much of the day. In others there is a large peak in business at lunchtime and perhaps also early in the day selling items for breakfast, but things go quiet during mid-mornings and afternoons.

Some of these shops are poorly located, some distance from the main flow of passengers/customers, but the staff work hard and are gradually building up their businesses. Other outlets sell clothes or magazines and cards and here the trading can be patchy. Sometimes staff become dispirited with having little to do and leave to work elsewhere.

Sometimes staff are shared around— from one successful unit operated by the same firm to a poorly performing unit, thus sharing out the problem among a group of staff.

The Multi-Faith room is located to one side of the concourse and is both welcomed and used by Muslim staff who find it a convenient place to hold their daily prayers. People from other faiths are making little obvious use of the facility. The Railway Chaplain has his office in Grand Central and we meet up with him quite often.

Rag Market

Another year has quickly passed for many of us; seasons come and go in rapid succession. But spare a thought for the market traders whose day may be something like this -

"6.00am and up early as usual, quick breakfast and then out into the cold, scraping ice off the van windows; drive into Birmingham getting through snarled-up traffic amid the countless road works that seem to infest all parts of the city centre these days.

Into the market soon after 8.00 – it's very cold in here – often seems colder inside than outside; take down the sheeting and sort out some new stock; market opens officially at 9.00, but most stalls still covered up – some till after 10.00 (market staff do not seem to worry or take action); get a cup of coffee and some toast; feet getting cold; a few customers wandering round, but not buying; go up to the markets office to pay rent – now done by a cashless system in a pay terminal – I suppose it is better, but at least we always used to see the rent collectors every day and could ask questions etc; now we don't see them at all. The rent was more than my takings on several days this week as trade is so poor.

Have a natter with some other traders – what's the latest news on the future – another rumour that the 'wholesale' will definitely be closing next year and moving to Witton – that's about the tenth year we have heard that! What about the proposed new markets? There are still liaison meetings taking place with the developers, but nothing is fixed or finalised yet.

Quick – a customer – no she said she was just looking; feet and hands cold – another cup of coffee – and so the day drags on.

Traders start sheeting up at 3.30 – official closing is 5.00! Leave after another very slow day, straight into long traffic jams – it can take an hour just to get out of the city centre. How much longer can I keep

going like this – it's not so bad for me, as I could retire soon, but what about my young family?"

This is the world I enter every week, a world that seems doomed – at least in it's present form. It's very sad; there are many great characters here as well as a few rogues, but that's life isn't it? Many markets around the country have already closed, and now these markets are struggling due to many different pressures and competition from discount shops and ebay etc. as I have previously reported.

But, it is still a blessing to be part of it, the camaraderie, the support for one another, the sharing of so much; a real family atmosphere amongst the traders, and I count myself lucky to be part of it all!



Andrew chats to a trader

Andrew Veitch

Webster & Horsfall

The last twelve months have not been the best at Webster and Horsfall. The closing of the last coal mines in Britain has taken a heavy toll on the workforce, since winding cables etc were a large part of the business. The company has had to make difficult choices about the future of the business.

There was a major reconstruction of the business late last year which led to many redundancies; there were more redundancies a few weeks ago also. This was a very sad and stressful time for the workforce and the management. There was some bright news with some of the workforce taking the chance to retire early, and there were many enjoyable parties amongst sad farewells.

It has been a privilege to be involved with the company and to be on hand if needed during such difficult times. We now look forward to the future and hope and pray for better times ahead.

I have been involved in the setting up of a museum on the premises, which is an ongoing project. It has involved some of the former employees, and we are looking to involve the local community and schools.

We now hope and pray for a brighter future.



Webster & Horsfall adjacent to St Cyprian's church

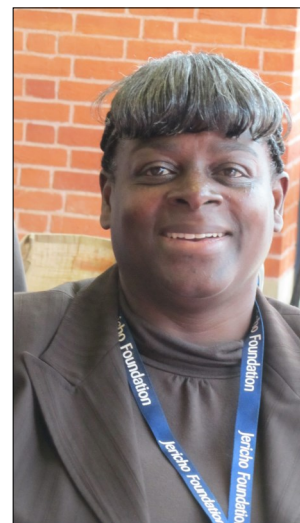
Roy Anetts

Jericho Foundation

Jericho Foundation supports people to become fulfilled, skilled and employed and was recently awarded the Birmingham Business Charter for Social Responsibility. Jericho has helped a lot of young men and women to complete their apprenticeship and gain their NVQ qualification in various disciplines.

As Chaplains we have opportunities to go round the different sites of the organisation, and we're always made to feel welcome by everyone. Most of the time during our visits we will find someone to engage with either through referral by the manager or just walking around greeting people and asking about their wellbeing. This gives us the opportunity to sit down with the person, listen to their story and talk through the issue. Most of our work has been of the pastoral kind, involving listening, showing empathy, giving encouragement and offering prayer.

We also hold a regular monthly lunch time fellowship on the 1st Wednesday of each month. At Easter we held an Easter Service in the head-office which was well attended by management, staff and service users.



Rotimi Benjamin, Pat Saunders

Birmingham City Council

“There is no good news in these developments”. We were given a briefing about the next round of staff reductions across the council, and the proposed restrictions to the contract terms for the existing staff. The staff are left wondering if they should try to leave now, or see if they will still have a job in the future council.

Work streams are in a state of continuous re-organisation. Movement in office space as one department disappears and another comes in, is remarkable. Large numbers have already left – but thankfully many of them have found new work. Quite a few are able to see redundancy as an opportunity to do something completely new and are excited about the opportunity.

So there definitely is good news: challenges are being confronted and there are exciting new plans for the future. Staff are looking out for each other and they are still passionate about providing a good service to the people of Birmingham. The small difference that Chaplaincy makes to the organisation is fully appreciated: managers, unions, and networks all have time for us and work with us. “It is fantastic that we have a Chaplaincy service here” is not an uncommon comment we receive.

Our work continues to be focussed on staff at the large offices in Woodcock Street and Lancaster Circus, as well as one of the social services departments. We - Peter Sellick and David Harrison - provide about 1.5 days/week Chaplaincy and work with people through 1-1 sessions, networks and meetings during our ‘walkabouts’.

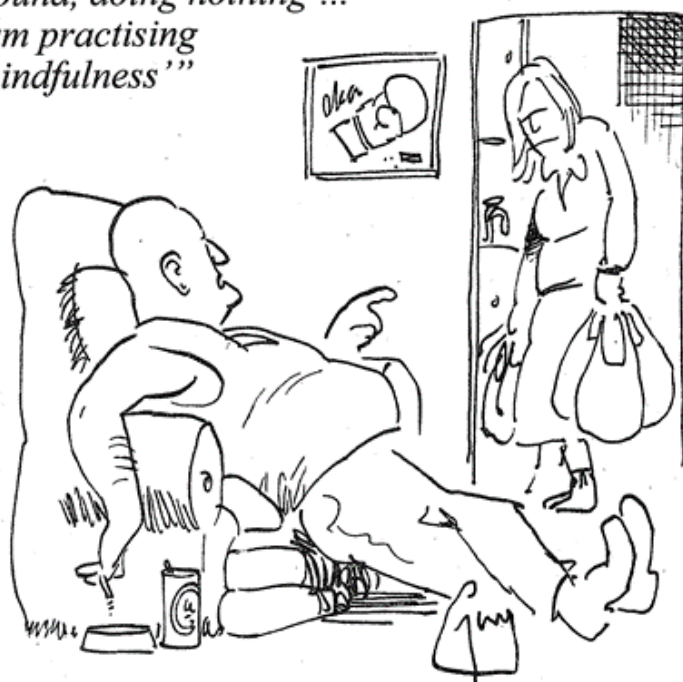
Our Mindfulness Meditation sessions continue to be popular. We have more requests than we can handle, to run more sessions in more offices.

We are looking to work with other examples of Mindfulness in the workplace to develop the practice. There is also a growing cross-over in the study of Mindfulness and Christianity. We are working more closely alongside other support programmes in the council, such as the counselling service and the Employee Assistance Programme.

David has done some mentoring sessions with staff wanting to expand their skills. Peter continues his work with the City Council Choir, which among other performances, was asked to sing for the Queen at the re-opening of New St Station / Grand Central Shopping centre.

It is also fantastic that there are a number of vibrant Christian prayer groups, Bible Study sessions and networks in the council, so that even in these difficult times, the work of the council is being held in many peoples prayers.

*"I am not 'sitting
around, doing nothing'...
I am practising
'mindfulness'"*



Peter Sellick

Tesco, Knowle

I work in Tesco and act as a Chaplain to staff and customers. The Tesco store in Knowle is a friendly busy place and lots of conversations happen there each day. Staff in a supermarket are told lots of things in the course of the week: it is a good place to be a chaplain. I like to encourage conversations and I work to make space for the people to talk to me.

Some customers enjoy the chance to talk so much that they come in regularly several times a day. They may have a particular colleague of mine who they come along to see; or sometimes they are hoping to have a chat with me. When the store is busy, we can only spend two or three minutes with someone; but when the store suddenly goes quiet, a conversation can be very long indeed. If this happens at the end of the working day, conversations tend to be less about major issues and more about relaxing, unwinding, and looking forward to the glass of wine that has just been bought!

Tesco are happy to be seen to be a friendly place; staff are even encouraged now to chat over the checkout, as long as it doesn't inconvenience others too much. So why does a customer decide to want to talk to you for a few moments about a bereavement they have just suffered? ..And how can I respond to them beneficially in such a short space of time?... Well, this is where I use 'chaplaincy' skills and listen in such a way that the person knows I am giving them my undivided attention. Body language is important too: like being able to lean over towards them so that they can tell you what they have to say in confidence. As you lean towards them then sometimes the next customer actually respects this by moving back a little bit.

In the church this is what we call pastoral care: and what is otherwise called being nice or supporting someone. There is sifting and sorting of

of good news and sad. This is perhaps why, for many people. getting out every day is so good for them. Community is all about knowing each other and helping each other when we are in need. People have an innate ability to tell people something that they think they need to know. Most of the time this works, but sometimes, however, the pressure of day to day life means that people say the wrong thing: an inappropriate sharing of something , either in an insensitive way or a too public way that leads to hurt feelings. On such occasions one can be a Chaplain listening to the hurt and helping to heal any rift that has arisen.



What can a member of staff do differently when they are commissioned as a workplace Chaplain? I think possibly to accept that others have seen something that you did not perhaps notice for yourself, and having accepted this, to be more prepared to be of service to the staff, the

community and to the church. Perhaps this means making the workplace more of a priority of one's time, getting into the workplace a little bit early so as to be able to say hello to colleagues before starting a shift, spending a bit of time after a shift having a cup of tea with colleagues in the staff room. In a way just thinking a bit more about the responsibility, and taking being at work a bit more seriously: so that when you are there you are more available to others, and more able to help others see what is happening in their lives and in the community.

Greg Dengate

Management

Our patron is the Lord Mayor of Birmingham and our Presidents are:

Rt. Revd David Urquhart, Bishop of Birmingham

Most Revd Bernard Longley, Archbishop of Birmingham and

Ian Howarth, Free Churches Moderator.

The Management Council members are :-

Hayward Osborne, Archdeacon of Birmingham, Church of England — Chair

Mark Fisher — United Reformed Church—Vice Chair

Paul Dilkes, HSBC — Hon Treasurer

Terry Bunting — Trades Union (Resigned 10th May, 2015)

Peter Middleton — Roman Catholic Church

Phil Extance — Birmingham Chamber of Commerce

Colin Marsh — Birmingham Churches Together

Patrick Bryan — Black Led Churches

Carole Parkes — Aston University Business School (Resigned 10th May 2015)

Dave Pinwell — Methodist Church & Social Enterprise

Barrie Smith—Baptist Church

David Butterworth—Methodist District

Godfrey Chesshire—Roman Catholic Church (Resigned May 2015)

Risk Management Statement:

“The charity trustees have given consideration to the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks.”

Finance

Income and expenditure account for the year ended 31 December 2015

Income	2015	2014
Subscriptions/supporting churches	100.00	100.00
Donations: Birmingham Airport	2,765.00	2,765.00
Donations: JLR (Coventry & Warwick Mission)	7,000.00	7,000.00
Donations: Touchwood Solihull	3,000.00	3,000.00
Donations: Birmingham City Council	2,000.00	2,000.00
Donations: National Express	2,000.00	2,000.00
Donations: Others	20.00	65.00
United Reformed Church Synod	5,000.00	5,000.00
Anglican Diocese	26,520.00	25,500.00
Salvation Army	500.00	0.00
Methodist District	1,000.00	1,000.00
Methodist Central Circuit	3,100.00	3,000.00
Roman Catholic Archdiocese	0.00	0.00
Heart of England Baptist Association	1,000.00	1,000.00
Sundry income—training contributions; bursaries; collections	534.10	1,153.18
Interest received	155.21	129.50
Total income	54,694.31	53,712.68
Expenditure		
Subscriptions to organisations	1,259.58	899.58
Conference fees; training courses; Chaplains' expenses	2,705.43	3,464.26
Office expenses	2,054.41	1,427.22
Misc. inc Insurance Premium; Accounts Examination	752.50	736.60
Facilities Charge	3,000.00	3,000.00
Dev. Director employment costs & expenses	36,148.88	35,109.82
Other staff costs	7,873.08	7,620.12
Total Expenditure	53,793.88	52,257.60
Surplus of income over expenditure	900.43	1,455.08
Balance of accumulated funds at year end	41,128.27	40,227.84

The above is a summary of CIGB's annual Financial Statements which have been independently examined by Bayliss & Co, Chartered Accountants in accordance with the Church Accounting Regulations 2006 and section 144(2) of the Charities Act 2011. Our reserve policy is £30,000. This represents 6 months expenditure plus £5,000 carry over from the delayed start of the Development Director's 5-year contract.

Aims of CIGB

To establish and develop Industrial Mission in the Birmingham and Solihull area with industrial chaplains and other partners

To engage the Christian faith in economic life with industrial, commercial and financial undertakings, trades unions and organisations dealing with training or employment.

To enable the church to be a transformative community in economic life, affirming work as part of God's creative purpose for all people, and being ecumenically enterprising

Core Activities

To act in Mission to promote a more faithful society by utilising the insights of the Christian faith

Engagement on key economic issues

Encouraging good working practices and positive cultures

To care for people at work

Through chaplaincy

Resourcing local churches

Partnership working with other agencies

To stimulate mission in church communities, recognising the role of work, money and commerce in discipleship

Providing worship, leadership and learning materials

Providing training and education on faith and work

To learn about industry and commerce and how it affects people

Through chaplaincy

Through links with the Chamber of Commerce, Unions and others.

Working with us

If you are interested in building a good economy please think how you might work with us.

Churches

- *Encourage volunteering for Workplace Chaplaincy*
- *Pray for work and working members of your church*
- *Talk about ethical use of resources or support us financially*
- *Invite a chaplain to preach or lead a study group—such as during Chaplaincy Fortnight.*
- *Think about your relationship with local business: CIGB can train church members to work locally and help you link with businesses.*

Business and other organisations

- *Think about having a chaplain. It shows your care for staff.*
- *Faith as an aspect of diversity may be an issue for you. CIGB has expertise to share.*
- *Chaplains can help build community in workplaces—do you need help with this?*
- *CIGB has experience in the areas of values, ethics and corporate responsibility. Working with us demonstrates your commitment in these areas and can help you achieve your goals.*
- *You can make a financial contribution to support our general work or in recognition of work done directly with your organisation.*

Donating to CIGB

As a charity, CIGB relies almost entirely on the generosity of others to support our work. There are several ways in which donations can be made.

By cheque

Donations can be made in the traditional way by writing a cheque payable to 'CIGB'. Please post cheques to CIGB, 7th Floor, 1 Colmore Row, Birmingham, B3 2BJ.

From your mobile phone

To make it easier for people to support the work of CIGB financially we have set up a Just Text Giving account. To give text CIGB11 and the amount you want to donate to 70070.

By Electronic Transfer

If you would prefer to transfer a donation direct from your bank account into the account held by CIGB, our information is as follows:

Sort code: 20-07-71 (Barclays Bank, Leicester)

Account: 70234060 (Churches & Industry Group Bham and Solihull)

To ensure that our accounts are kept up-to-date, please let us know the amount you are donating by emailing: val.dalton@cigb.org.uk

Gift Aid your donation to CIGB

If you are a UK taxpayer, you can increase the value of your gift by completing a Gift Aid form. This form can be downloaded from our website www.cigb.org.uk/donations or a copy may be obtained from CIGB. Please complete the form and return it to us by email to: val.dalton@cigb.org.uk Alternatively, please print off a copy of the form, complete it and return it to: CIGB, 7th Floor, 1 Colmore Row, Birmingham, B3 2BJ, with details of your donation.



Stephen Plant, Longbridge Construction Chaplain, honoured for his work in bringing together the new building and wider community.



**Churches and Industry Group
Birmingham & Solihull**

CIGB, 7th Floor, 1 Colmore Row, Birmingham B3 2BJ

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Registered charity no 511711

Supporting the workplace, caring for people