



**Churches and Industry Group
Birmingham & Solihull**



**Annual Review
2016—7**

CIGB Annual Report 2015-16

Introduction

It has been another effective year for CIGB, as the number of our workplace Chaplains increased to 54. Our Chaplains are welcomed by management and staff in a growing range of enterprises, and we have seen a steady flow of practising Christians asking for Chaplaincy training. These new applicants recognise both the call of God on their own time and energy, and also the opportunity to have contact with people who otherwise might be unreached by the Church.

We are encouraged and grateful when employers appreciate that life is more than work, and that their staff may have spiritual needs, whether or not they profess a religious allegiance. We take note when management says that Chaplaincy brings added value to their own provision for staff.

Our Chaplains are available to offer an understanding response to pastoral need, and a faith angle on significant life issues and occasions. And, by their presence, they encourage workers who live by faith to be more visible in their own discipleship. At the same time we aim to raise the profile of work and employment in the thinking and the prayers of local churches.

So I want to thank those business organisations that welcome us as partners in caring for men and women at work. I want to thank all those Chaplains who, under the umbrella of CIGB, exercise this ministry of outreach and availability. And, on behalf of the Management Council, I wish to express gratitude to all who support us in this ongoing work.

Hayward Osborne, Archdeacon of Birmingham
Chair of CIGB Management Council

Development Director's Report 2016—17

CIGB's Workplace Chaplaincy is 'Setting God's People Free'. This is the view of chaplaincy used in a new report by the Church of England's "Renewal and Reform" programme. Workplace Chaplaincy, the report says, provides community leadership and discipleship growth. It helps to 'Set God's People Free'. Sarah Hayes, a former solicitor with Anthony Collins, spoke of the 'God Moments in Chaplaincy' at our Commissioning of 5 new volunteer Chaplains in November: when in the midst of support and listening, we make space for God in the workplace.

Our ministry exists thanks to the supportive guidance of our Trustees. A number of our Management Council members have retired or moved in the last few years, and we are in the process of recruiting new trustees. At the same time we have refreshed our constitution to reflect changes in legislation, and our churches' responses to economic issues.

A new piece of work is our involvement with the 'Ethical Money Churches' programme of Ecumenical Council of Corporate Responsibility to assist church members to think creatively about how we use our money in the current economic system. Can churches work with Social Enterprises more? Can we use our Reserve Investments to add to Shareholder action?

We are also working in closer partnership with Chaplaincy Plus, who have been providing support for Christians working in the centre of Birmingham for a number of years. Chaplaincy Plus are keen to develop more Chaplaincy to professional businesses in the city centre: together we will be working on a new Chaplaincy to a design, construction and facilities management business. This year the Birmingham City Centre Retail Chaplaincy also developed a well-received Chaplaincy to the staff

of the Christmas German Market, giving out information in English, German and Polish.

Retail Chaplaincy is a large part of what we do, and many of the High St retailers are continuing to have a hard time. This year saw the final closure of BHS, and there is economic pressure amongst the smaller stores too. At our Annual Meeting a Branch Manager from the Arcadia Group talked about the opportunities that internet shopping was bringing to the retail of clothing, while the Chief Executive of the British Independent Retailers Association said that rates, planning, parking, and the Living Wage were additional challenges. Perhaps even more than local churches, he saw local shops as key to the life of our communities.

This year we have worked on developing our engagement with the issues facing 'minority-faith' staff. For a training day, Ruth Tetlow, from the Faith Encounter programme, gave us an overview of the variety and similarities of faith approaches; and a Muslim workplace manager explained some of the common needs of Muslims in the workplace (such as prayer and washing facilities, and managing Ramadan).

As always, some Chaplains have moved on this year and we have been grateful for their work. In particular, our Team Leaders Stephen Plant



(Construction Chaplaincy at Longbridge) Duncan Ballard (Birmingham Airport) and Linda Isiorho (Birmingham Fire Service) left for new adventures. We gave thanks for their "community leadership" with team meals and socialising, that also welcomed our new chaplains.

Peter Sellick

Solihull Town Centre Retail

There are a few notable changes to report in the Town Centre, although given the ‘headwinds’ against High St Retailing, I guess it is with some relief that the challenges are not greater. The fortunes of retail still go up and down, virtually as the wind blows!

The first major change was the sadness with which we said goodbye to BHS and its staff. BHS had been at one end of Mell Square ever since it came into being in the sixties. But the good news is that the premises were only empty for a short while until the arrival of Dunelm



Beryl Moppett,
Team Leader

Secondly the expected start of the “Touchwood 2” development, anticipated to be already under way, has now been delayed; the earliest start date given now being early in 2018. The explanation in the press release is *‘the investors of the Lend Lease Retail Partnership (LLRP) have undertaken a strategic review of the current economic environment and are not in a position to commit to the extension of Touchwood at this time’*. We wait in anticipation of further developments over the coming year. With hindsight, it is sad that one or two existing retail outlets may have been relocated unnecessarily.

The third significant change in the town is that some of the premises in Drury Lane have ‘change of use’. Some of the clothes shops have already re-located from the top to the bottom of the Lane with the vacated premises being earmarked for restaurants and coffee bars complementing the very newly opened Carlucci’s restaurant in St Alphege Place .



Shirley in action

Our Chaplaincy visits across the town seem to be well received, as are the annual delivery of Christmas cards and mince pies. To do this we are extremely grateful for financial support from Touchwood, Mell Square and 'The Coffee Lounge'.

Two members of the team have left during the year and I still look to replace them as well as hoping that the team can increase in size so that we could cover a wider area on a regular basis. Solihull is a great place to do Chaplaincy so please consider the possibility if you have a few hours to spare every month.



Frances chats to a trader



Beryl with Ann, Shirley and Jean

Beryl Moppett

Waterways Chaplaincy

In June 2016 we held an outreach where we offered churches the opportunity to see what the Waterways Chaplaincy can offer and to encourage churches to partner with us. The take-up was disappointing, but since then people have come forward to express an interest in the Chaplaincy and we have appointed a number of provisional Chaplains (none from the Birmingham/Black Country areas, but that will come). I can report that we now have over 40 Chaplains nationally but we are looking for 200 by the year 2020.

I have spoken at a number of events including a Methodist 'Chaplaincy Everywhere' event at Droitwich, and look forward to similar invitations this year. I am open to invitations from church groups, Rotary, Mothers Union: in fact anyone. I don't charge, but am always grateful for donations to our 'Hardship Fund' which helps boaters in need.

During the year I have attended various boat festivals in the area and have attended regular events of three canal societies, of which I am a member.

I have been asked to take responsibility for the West Midlands monthly meeting, as well as possibly mentoring new Chaplains in the area.



The Lapworth flight of locks

This means that part of my work is now taken up by administration but I still walk the towpath on a regular basis and help boaters where I can.

The Chaplaincy is becoming more formalised as it grows. We now

require new Chaplains to undertake some training with a log book. This can be done at their leisure as they learn 'on the job' and usually takes between 6-12 months. Other requirements are to attend 2 training days a year and to attend the monthly meetings in their area.

It has been rewarding to see some boaters to move from being dependant on me, to doing things for themselves, eg one boater with severe dyslexia had found visiting council offices and filling in forms very difficult but now he is able to go to the local council himself to sort out his Housing Benefit. Helping to grow self-confidence is all part of our ethos. We use a triangle to show how we work. One side is the immediate physical needs: which can range from things such as coal and fuel, hospital and benefits appointments etc. The next side is the long term life needs: for the boater to be able to sort things out for themselves. The final side is the eternal: as we help people, we pray that they will come to accept Jesus as their Lord and Saviour.

Once again I have valued being a part of CIGB and the wider Industrial Mission associations. Workplace Matters in St Albans who lead the Waterways Chaplaincies nationally have had a hard year as funding has been cut, but we pray they will be able to work through this and find new sources of income.



Richard out and about

I look forward to the day when people who have a canal at the bottom of their street, don't say to me 'Canal? What canal?' I look forward to the day when Waterways Chaplains are not needed because churches have taken responsibility for ministering to a part of their canal, and that community.

Richard Alford

National Express Buses

This year has been one of consolidation for us. Christine, Ebenezer and I continue to serve as Chaplains to the Birmingham Garages and Offices. Two of us are now in our fourth year - doesn't time fly!

We tend to do our Chaplaincy in different ways, to suit the local situation. Where there is no "Bus Station", as in Birmingham and Solihull, we tend to visit the bus stops where drivers change at the end/middle/beginning of shifts. Most of us make a habit of riding on buses to see things at the "sharp end" – always taking care not to distract the driver. Some of us make ourselves available in quiet rooms so that people can come and see us – National Express email the staff to let them know the times we are available.

Much of our conversation is on everyday issues but staff increasingly chat with us when they, or their loved ones, are facing illness or bereavement. We have visited people in hospital when requested, and when a member of staff dies in service we always try and attend the funeral.

Life can be stressful in National Express. Keeping to time can be difficult – but buses must never be early! Most passengers are great, but a small minority create real problems. Drivers and revenue control inspectors face abuse and assault when they challenge passengers who try to get away with not paying their fares, or are behaving inconsiderately. Despite everything, many bus drivers are very positive about their work, and they dressed up as 'Santa' for Christmas!



John chatting to a driver at a bus stop

Support staff, such as those in the Control Centre, are under pressures of

their own. Those who have to review video footage occasionally have to view distressing images – such as those at a fatal accident. Management are working hard to reverse the reduction in passenger journeys (and revenue) which has been reported as a national trend.

We can't sort problems out but we are there to listen and give practical support. We can usually spend more time with staff than their manager or Union representative can. We get a lot of positive feedback.



Christine with an engineer

National Express Buses Chaplaincy Team includes Chaplains from Birmingham, Solihull, Black Country, Coventry and Dundee. We meet together to share and to listen to each other's stories. The full team is: **CIGB** - John Bradley (Team Leader): Birmingham Central and Bordesley Offices; Christine McAteer: Acocks Green and Yardley Wood; Ebenezer Asaju: Perry Barr and Miller Street Offices. **Black Country Urban Industrial Mission (BCUIM)** - Alan Bower: Walsall ; John Welsby: Wolverhampton ; Shaun Kelly: West Bromwich , Dudley, Halesowen .



Ebenezer in the trim shop.

Workcare - Clive Fowle: Coventry. **Workplace Chaplaincy Scotland** - Geoff Findlay: Dundee.

All in all, being a bus Chaplain is most rewarding and we thank the Lord for giving us this opportunity of ministry and mission.

John Bradley

Kings Heath Retail

“Trust in the Lord with all your heart and lean not on your own understanding; in all your ways acknowledge him, and he will direct your paths.”

Proverbs 3 v 5-6



Kings Heath High Street

Relationships have developed; we are spending longer on our visits with many of the traders, although some visits remain as just courtesy calls. We are not dismissing this latter group but realising the need to give more emphasis to those with whom we have a greater

relationship and more meaningful conversations. Now in our seventh year, we continue to listen, encourage and pray for (and sometimes with), the shopkeepers of Kings Heath.

The retail trade is a very fluid business sector. People have moved on and leases expired. New businesses start up. We have reacted to circumstances. We still regularly visit and pray for around 55 premises (down from 80+) incorporating around 85 named individuals. One local manager spoke at CIGB 's Annual Meeting about his business projects, and the chaplaincy relationship. At the request of one regional trader, we go out to visit their staff who are working often on their own in 3 different premises in other suburbs.

Regular contact, encouragement and ongoing training is obtained by maintaining relationships with other Workplace Chaplains in Birmingham, Solihull and the wider West Midlands Region, which we find of great value.



Graham and Pat Wigley

Olton Hollow Retail

I started my chaplaincy in Olton Hollow this time last year, thinking it would probably not be that exciting. How wrong I was!

Olton Hollow is a small row of shops, many of which have closed down and are shuttered up. However, a few are continuing to thrive. It's these people and shops that have inspired me over the last 12 months.



The shops at Olton Hollow

Friendships have started to evolve, and many positive conversations have been had. It is a very multi-cultural area with Sikhs, Muslims, and Christians all working side by side.

I took sweets to everyone I visited at Christmas and that went very well. In January, I held a Shop Workers Service entitled "GOD AT WORK", with the help of my minister Tim Fergusson at Olton Baptist Church. It was a really good service and as a congregation we were able to pray and think about the workers in Olton Hollow. The service was based on Luke 5: 1-11: Jesus and Simon the Fisherman. Sadly no shop workers joined us, but we were able to interview the barber and share some of her thoughts. We also interviewed some Tesco staff who attend the



church. The following week I delivered a news sheet to every shop, updating them about the service and how we are praying for them.

If you would like to listen to the service it can be found at www.oltonbaptist.org and click on 'listen in.'

Tina Hands

Jaguar Land Rover

JLR Solihull



Chaplaincy is seen as part of the recognising 'Diversity' agenda at JLR Solihull, and we have been working to develop this theme. A special Diversity day was organised for September, and the company have upgraded spaces to become

a number of 'Quiet Rooms' for staff. They have been called Quiet Rooms to promote the idea that they are for everyone, not just for Muslim prayers.

A number of Roman Catholic staff got in touch, anxious that they might not be able to make church on a weekend, because of changes to shift patterns. We put them in touch with local Catholic clergy who offered to do an on-site service for them.

Brexit does not seem to have had much impact at JLR Solihull, and the site is continuing to expand, with a new Logistics Operations Centre in planning. In their recent residents newsletter JLR were pleased to announce that, for the second year running, they are hugely proud to be Britain's largest car manufacturer. The New Discovery and Jaguar F-Pace are both being made at the Solihull plant.

My visits walking around the site continue to result in many brief engagements with employees.



Linda Granner

JLR Castle Bromwich

The company's success brings with it much pressure on the workforce. Introducing new and modified vehicles, and the work to change the manufacturing set-up, can disrupt quality and continuity of production. This also has an effect on staff morale.



The responsibility placed on those charged with building the vehicles and organising the logistics of production is very great, as customers for these premium products are not tolerant of any glitches or problems. Success can be fragile as JLR seeks to become a global brand alongside the likes of Audi and Mercedes Benz.

The move of Human Resources from the site has posed some logistical problems for Chaplaincy. Since the Chaplains are not on the JLR payroll, we do not have full access to staff information or all parts of the site.

The enlarged range of Jaguar products is bringing a new image and increased sales, while Land Rover remains the dominant brand for the company. The Castle Bromwich site has had much building work during the year in preparation for the XE model, initially made at Solihull, to join the XF in a shared production facility.



It is a privilege to provide support for those involved in this success story of vehicle manufacture in Britain. Please pray for all those who work in this hectic environment.

Colin Corke

Birmingham Airport



Birmingham Airport is a stimulating and rewarding place to be a chaplain. Our everyday Chaplaincy work is relating to passengers and staff, and offering hospitality, compassion and care. Our usual activities, such as Christmas carols, continue to attract staff and passengers alike. But there have also been a growing number of occasions when we work alongside British Embassies and Border Force to combat human trafficking and repatriate distressed British nationals and victims of forced marriages (8 occasions in 2016).

Despite not being based in London (where Governments seem to think that every airport is situated!) Birmingham Airport is growing rapidly: 15% year-on-year increase in passenger numbers, averaging a million people every month passing through. However the politics over airport expansion in the Southeast play out, the economic future for Birmingham looks rosy.



The Airport have created a new permanent air-side prayer room. At a time when commercial air-side space is measured in £000's per square metre, creating an extra chapel represents a big vote of confidence in the place of Faith and Chaplaincy in people's lives.

The Chaplaincy Team consists of Alive and Bryan Snell, Neil Hodgetts, John Ibidokun and Anthony Pham. Together with the Senior Chaplain, we offer over 10 work days of Chaplaincy each week to the airport.

Unfortunately it is now time for me to move on to another parish (in Ashbourne, Derbyshire). I've been in this role for nearly six years, combining the airport chaplaincy co-ordination with three Church of England Parish Responsibilities in Solihull Borough. But it is a wrench to leave: I couldn't hope for a more supportive and professional team to work alongside than the CIGB team at the airport.

Chaplaincy will of course continue with the ongoing engagement from Bryan and Alive, Neil, John and Anthony; and CIGB Management Council will be working to appoint a successor Co-ordinating Chaplain as soon as possible.



Bryan and Alive



John



Duncan

Birmingham City Council

It is good news that we have been able to expand our support. We now include some further Social Services buildings, with our additional Chaplaincy volunteer, Val Benjamin. And she seems to know most of the council staff already!



New Chaplaincy volunteer Val Benjamin

It is good that we have been able to make connections so quickly: many staff are feeling frustrated or dissatisfied with cutbacks and management changes. We are getting an increasing number of requests for support. For instance, Peter Sellick was recently asked to lead a session for one of the Social Service teams, on mindfulness and meditation as a tool for managing stress.

The Chaplains are building relationships across faiths and cultures, as Council Staff mirror the diversity of Birmingham residents. David Harrison mentors a Muslim member of staff who has a passion for developing family work with Muslim Dads. Sikh Staff help with leading and organising the Mindfulness sessions. The Chaplains also support the Christian staff Bible study and prayer groups. One person recently consulted the Chaplains for an in-depth view about the nature of Temptation! In Inter-Faith week, and for Remembrance occasions, we gather together staff from different faith cultures.

With changes at the senior levels of the Council, we met up with the new HR Director, who is commending our services to the other Directorates. We have also worked closely with the Wellbeing Director and led training sessions during the Learning at Work, and Wellbeing, weeks.

The Unions are very supportive of our role, as they help staff negotiate the near-constant restructuring. The Council's overall performance is still being closely monitored by national government and they still have to lose about 50% of existing staff within the next few years. They have already shed about 4000 jobs since we started Chaplaincy there.

Sometimes Chaplaincy is quiet with just a few short conversations; other days there are staff asking to see us, and we cannot manage the demands in the time that we have available. Our long term, faithful presence and engagement has built up trust, and our reputation.



David, Val and Peter

West Midlands Fire Service

I began visiting the WMFS HQ in Nechells at the start of 2016. There are over 100 people working there so it has been a slow process getting to know them during my weekly Friday visits. I usually spend 15/20 minutes in the 'quiet' (prayer) room on site praying for the Nechells area and the WMFS in general and some of the people in particular. I then walk round the office chatting to anyone and everyone who seems willing.

As the year wore on I began to build relationships with more and more people, but it takes time for people to trust you, so I tried not to rush anything. In the summer I was asked to write a short article for the Sports and Social magazine. Then, in the last quarter, things started to change. I was asked to read the verse "They shall grow not old, as we that are left grow old" from the poem 'For the Fallen' by RL Binyon at the Remembrance Parade.



Sallie at the Remembrance Parade



The Prayer Tree in the foyer

Then I was asked to do another piece for the Christmas magazine. I attended the annual Carol Service at St Martin's in the Bull Ring as well as more informal carol singing in the foyer of the HQ. I set up a prayer tree in the foyer for advent and Christmas which was well received.

I was asked for my opinion on the Christmas trees /displays each department had set up. One was especially interesting. It had no trimmings on it but next to it was a seat

on which to sit and meditate and a board on which people could write their thoughts afterwards. It was very thought provoking.

I also had the privilege of praying for at least two young men at particularly difficult times in their lives. Then, just recently, a retired fire fighter contacted me to discuss his funeral arrangements, not that they are imminent but he wanted to put things in place to save his daughter from extra anxiety when the time comes. There is definitely a move towards being accepted as part of the normal daily routine.

With some recent resignations there are now only two Chaplains covering the fire service in Birmingham and Solihull: myself and John Davis. It is not easy to recruit people, and 'on station' contact is difficult because of the nature of how the brigade work now. The duty watch on any station is expected to be out and about most of the time and therefore not available for an impromptu chat. But it is a rewarding ministry and fire staff are great people to get to know.

Over all the year has finished well and I am looking forward to what God has planned for 2017.



Sallie Morgan

Bullring Indoor Market

At over 850yrs old, the Bullring Markets keep the tradition of providing a unique retail experience. It's an irresistible magnet for a wide variety of characters.



Entrance to the Bullring Indoor Market

For example: there is a man who rides down the aisles aloft on a unicycle; and a small group of gentlemen who gather by a window, their base ball caps displaying an allegiance to Bob Marley and the *'Herb'*.

One man in particular – his body contorted into the letter 'S' welcomes me into their midst. A Hells Angel no longer able to ride his Harley Davidson : he sits upon his no-less-menacing mobility scooter, allowing me to stand and admire. It's a large, magnificent, road-legal machine - top of the range. A mass of glorious chrome and shiny black paint, he completes the picture with black motorcycle leathers covered in badges and dripping chains and crucifixes. We become friends!

Another window is home to a bunch of bedraggled unshaven gamblers. They are taking a break from the betting shop just across from the market entrance. Being close to a coffee stall they access black coffee – they need the stimulant! The girl serving them speaks to me and tells me how grateful she was to receive the book 'A Year on Tour with David Bowie' – we are both Bowie fans.

The market is a mix of at least five different Faith groups and their associated cultures, so what chance have I got of talking of God or Christ? It matters not because over time they have come to know that I care and love each of them. This came home to me in a heart warming

way one Thursday afternoon. A stall holder had learnt the previous week-end that he was eventually to be presented with his first grand-child. Displaying a large grin and bursting with excitement he told me the news. Congratulating him I asked “Who else in the market Have you told”? “No one” he replied “You’re our chaplain and I wanted you to be the first to know”.

On another occasion I overheard one trader asking of another “Who’s that?” “Oh that’s Paul – he’s our market Chaplain. You don’t have to worry about Paul – he’s sound – you can trust him.”

Sometimes it seems the heart of the market is breaking - business is failing. Old traders, feeling lost and worried, stare at empty aisles and tell of the good times before the buses were rerouted. Younger traders look forward to a new market, sometime in the future where they hope to make good again – though not yet quite sure when!

So what hope can I offer to these people?

Set apart Christ as Lord in your heart. Always be ready to give an answer to anyone who asks the reason for the hope that is in you. But do it courteously – with gentleness and respect – and always keep your conscience clear. 1 Peter 3: 15



Paul Herring

Open Air Market

It is sad to report that trade at the market is slowly dropping. Continuing uncertainty about where and when a replacement market will be sited has added to the worries felt by the traders. Recently a large block of stalls has fallen vacant creating a far from encouraging appearance to visiting customers.

A special service was held at St Martin's Parish Church, next door to the markets, to celebrate the 850 years of the market. Some of the traders were present for this special event. The markets helped to turn the village of Birmingham into the most important city in the Midlands.

There are numerous Christians (some very evangelical) among the traders. Others have no interest in faith matters but do worship, in a way, something else such as Aston Villa FC! This has allowed me to develop a friendship with them, leading to the trader asking me "Why do you do this Chaplaincy thing?" The way is then open to usefully raise matters of life and faith.



The outdoor market

Rag Market

Things feel a bit bleak at the Rag Market. There is not much progress for the traders. So I could just repeat last year's report, except to add that income levels may well be about 20% less – and last year was bad enough!

Quite a few stall holders have left, and there have been three deaths – two of them relatively young. Deaths are always hard to cope with in a group of people who have known each other for a long time. Many of the stall holders started helping their parents when they were 10 years old and now they are nearing retirement age! So anyone dying is like a family bereavement, and a fair number of traders attend the funerals in a show of solidarity.

The wholesale market has still not moved and the date keeps getting put back, which does nothing to improve the air of uncertainty. Talking about the rebuilding of “Smithfield”, as the replacement mixed-use development will be called, continues. But there is no firm plan about what the traders might be offered, apart from the phrase “there will be many new opportunities”.

So-called monthly liaison meetings with the Council authorities still take place: but only every 3-4 months! Sadly I seem to be no longer welcome either. Members of the council markets' staff are rarely seen, so there is little progress in improving facilities or keeping up standards.

And yet there is a sense of bonhomie between the traders that persists. I am always made to feel welcome. I continue to feel very strongly that my engagement is important and this is an extremely worthwhile ministry to be involved with!

Andrew Veitch

Grand Central Retail

We have started Retail Chaplaincy to the upper retail outlets in the Grand Central Shopping Mall above New Street Station, as members of 'be-friend' the Retail Chaplaincy team working in Birmingham city centre.



The entrance to Grand Central

Grand Central is home to a wide range of retail outlets including cosmetics and body care, clothes, shoes, jewellery & watches together with several coffee shops and a variety of cafes and restaurants.

The management of Grand Central is very supportive of our Chaplaincy visits. They gave us a wonderful introduction, and even gently recommend issues of pastoral care to us. The staff, supervisors and managers of the individual shops welcome our interaction with them.

Our approach with staff is very much that of 'listening ears.' Over the past months, we can say we have gained trust among members of staff; so much so that they feel free to discuss issues and concerns, whether work-related or more personal.

We've chatted about work issues like 'zero hours' contracts, sales targets (and how to achieve them), and a host of other things caused by the bite of the downward trend of the global economy etc.



One of many food outlets

Some of those we meet are asking us to remember them in our prayers.

Of course, one area of difficulty with Retail Chaplaincy—particularly to the restaurants—is finding the right time to meet and chat to staff. Catering staff seem to be always busy either preparing food or serving the many customers who are flocking there for lunch.

At Christmas we distributed Christmas cards to all the shops and we try to think of ways to make the various festive times of year special for the people we meet.



Samuel and John

John Taiwo and Samuel Edgar

Great Western Arcade

What a variety of encounters I've had! I've said 'goodbye' to staff facing redundancy through closure of longstanding businesses; and got to know staff in newly re-opened outlets. Then, confusing the Arcade Granny (myself!) even more, some outlets relocated within the Arcade, or reinvented themselves by refurbishing.

God still continually surprises me as a Retail Chaplain. One Monday morning entering an outlet where I am well known, I saw a young man I'd not met before. As I explained Chaplaincy and gave him a "be.friend" leaflet, his smile broadened. "I am a Christian", he said. Speaking enthusiastically about his lively church fellowship, he said confidently, "You won't have heard of it". My smile broadened as I listened. When he paused for breath, I told him it was the church I spent 25 years in! From joining Sunday School at 4 years, being involved with Girls' Life Brigade for almost 20 years, it was also where John and I got married. I enjoyed hearing how friends I'd grown up with were faring.

It is so sad when there is no opportunity to say 'goodbye'. One morning I walked towards the fascinating craft shop to find it closed, and in darkness. It was not the only sudden closure this year. Another morning, a 'routine chat' suddenly changed as I was told of a friend with a serious illness. The member of staff was pleased when I offered to pray at home for the lady, which left me feeling humbled.

I have so much to thank God for, for the privilege of being a Retail Chaplain, for ongoing encouragement and prayer support of family, the be.friend team, and prayer partners at my church.



Peggy Baker

Birmingham City Centre

We have experimented with a couple of new Chaplaincy formats this year: engagement with the builders re-constructing a significant retail premises; and supporting the staff of the 'German' Christmas Market. The staff of the latter were actually Polish, British and German, and often feeling isolated and under pressure. We had our publicity translated so that we could explain that we were a trusted hand of friendship, and had the support of the City Council.

As the Pavilions Shopping Centre closed, we have stayed with the building. Some of the sadness of the redundancies was converted into new life with our help in distributing some of the fixtures and fittings to local charities: "it was lovely to see" said a departing staff member. Then, as the builders moved in, we have developed Chaplaincy with them. This has been so popular that the contractors have asked us to supply chaplains for some of their other building sites in the ever changing city centre!



Mace Construction Staff

'Be.Friend' Chaplaincy to the existing locations continues to flourish. Elaine Hutchinson has been supported at the Bullring Chaplaincy by Dolvis Ferdinand. Iain Frew and Peter Woodall are connecting with the retail units on the ground floor of New St Station. Our other chaplaincies are included in this review.



Please continue to pray for all the Chaplaincy Team Members, and for those who might like to join us!

Peter Sellick

Jericho Foundation

Rotimi Benjamin writes: Three years ago, when I started my Chaplaincy with Jericho and visited one site, I introduced myself to a member of staff. His response was “Thank you I’m fine, I don’t need a Chaplain”. Today, that same person will refer people to me or ask me if I could have a chat with somebody!



This shows how well the Chaplaincy has been received and I give the glory to God that Chaplains can go out there and meet people and support them wherever they are. The Chaplaincy at Jericho is received well by all, from the CEO to the apprentices, and it is now embedded in the culture of the organisation.



Over the year a good number of apprentices have completed their apprenticeship programmes with Jericho, and many have also achieved NVQ qualifications. We wish them every blessing for the future.

Most of our work as Chaplains is pastoral: listening, showing empathy, giving encouragement and offering prayer and practical support where we can. There is a monthly prayer fellowship which takes place on the first Wednesday of every month. It’s always well attended and it is a vital part of Jericho Foundation as an organisation. There is also a weekly staff prayer meeting.

An Easter service and Christmas Carol service were organised for staff and clients at the headquarters and they were well attended and enjoyed by all.



Pat Saunders continues: I'm currently visiting two Jericho Catering sites each week - at West Midlands Fire Service training centre; and a new venture delivering services in the pupil/staff canteens at an independent school for students with challenging behaviour. The business has many requests to deliver catering services for corporate events and functions and are managing to make a healthy profit.

My visits raise opportunities for conversations with apprentices and core staff. Relationships have developed over time: initial uncertainty about the role of a Chaplain has changed. Most are happy to take advantage of being able to talk about relationships at home and work, with the assurance that our conversations are confidential. It has become a source of support for them

Seeing their personal growth is very encouraging. The current cohort of apprentices seem committed and have a high work ethic which is very encouraging. Apprentices have talked about how much they enjoy the work and the new skills they are developing.

The recent introduction of name badges and feedback forms enables apprentices and staff to receive feedback on their customer service, which further raises self-esteem and confidence. Jericho have introduced an employee of the month scheme which has boosted morale.



Rotimi and I pray that; **“...hearts will continue to be comforted, and established in every good word and work in Jesus name”** *2 Thess 2:17*

Rotimi Benjamin and Pat Saunders

NEC Group

Interfaith Chaplaincy sits within the Corporate Team and is welcomed in all areas of the NEC Group business to assist staff teams and business partners. We are an aid to a more holistic visitor experience, offering a faith-based presence in a significant place of encounter for the growing numbers of staff and visitors.



In the last year we have continued our support of both international major events and individual visitors passing by. Visitors continue to be very pleasantly surprised at the generosity of the NEC Group in providing several Interfaith Prayer & Quiet Rooms as a sanctuary from the busy day of business or pleasure. The offer of space enables encounters between people of all faith perspectives and none. Wonderful conversations ensue. The visitor feedback offered from all over the world is heart-warming as messages of thanks are regularly received. This important feedback is included in the feedback to the executive board and cascaded to visitor experience teams. Feedback matters.

The good practice within the NEC Group enables Interfaith Chaplaincy to confidently feel a genuine part of the business portfolio. We are encouraged to attend corporate events where there is a rich transparency of business objectives in an environment of 'thinking differently' - ahead of market-place demands. This means that the Interfaith Chaplaincy team can understand the business, its aims and objectives and some of the demands placed upon it by a wide consumer base. The ability to listen to both opportunities and demands of a fast-paced business illuminates where we can offer

pastoral and prophetic support without the danger of being a clanging cymbal.

In recent months we have facilitated very sensitive 'Reflection' times for staff teams when team members have died in service. Recently 65 members of staff attended a reflection time for a Muslim member of staff. We speak at funerals and thanksgiving services and Pensioners' Christmas parties with former staff members.

We are fortunate to be able to call upon Volunteers, offering them a sincere and generous welcome via the NEC Group culture of valuing everyone from everywhere - enabling them to reflect a sincere care.

The model of Interfaith Chaplaincy within the NEC Group continues to be a place of vision and we offer good practice models to other Chaplaincy contexts. We work very closely with the Queens Foundation Theological College and Newman University, alongside other faith communities, in the field of public ministry and Chaplaincy.



David Butterworth

Bournville College

Thelma Mitchell writes: Bournville College ran into some financial difficulties in 2016, so it was a turbulent year for staff and students. There were staff redundancies and some course difficulties. A merger with Birmingham South and City College set a future direction and was greeted with relief. Change is still ongoing: but the re-opening of the on-site teaching restaurant was some positive news!

Staff have particularly appreciated Chaplaincy's listening ear through this period. South and City College have expressed interest in developing Chaplaincies on some of their other sites. On a regular basis, Chaplains continued to engage across the college, with a number of events being marked in the social area, known as The Street.

The Carol Service rocked the aisles with a rather boisterous Sing-Along followed by a cross-cultural feast of samosas, mince pies and mulled fruit juice. We used Mothering



The Carol Service

Sunday to connect with students using chocolates and an activity: 'Who Cares For You?'. For Easter there are Easter Blessing bookmarks and Bible readings. Holocaust Day in January was marked with a reflection on the victims of war, people trafficking, and refugees. These engagements are often humbling as students share personal stories from across the world. We take away topics for prayer.

We have welcomed Jason Horner to the team and have made stronger links with the Longbridge Retail Chaplains. Prayerful witness to our Christian faith, and sympathetic encouragement for those of other or no faith, whatever the circumstances, never ceases.

Lyn Stanton continues: The Assistant Director for Student Engagement met up with the Chaplaincy team earlier in the year and was very positive about our role. That was a relief! The difficulties last year did create some tension, but it's heartening to see that things are improving.

The "buzz" has returned and students are very positive about their courses and teachers. It is a credit to the staff team that the uncertainties seemed to have a minimal impact on the student community. As well as our own activities, we support events led by the enrichment staff. Although we may be somewhat in the background of college life, we do seem to have become a valued part of it. It's a good feeling.

Gillian Finch adds: The College Faith Room continues to be well used and we support all its users. I have found exploring around the college departments a profitable experience: visiting Hair and Beauty, the Prince's Trust, Textile Area, Construction, Carpentry, Art and Design and Fitness. When we get chatting, I am impressed that the students are very aware of life issues and international situations: and they work

hard to raise money for charitable causes.



Chaplains Lyn, Becky, Jason, Gillian and Thelma celebrating Easter at Bournville College.

Thelma Mitchell, Lyn Stanton & Gillian Finch

Longbridge Retail

It's been an exciting year in Longbridge! It was good to welcome Jason to the team (even though we have to share him with the Chaplaincy team at Bournville College!). We have, literally, watched the town grow (see Longbridge Construction report), and seen it blossom into life.

New shops have opened, and increased the variety of the 'retail experience'. Although annual rents for retail premises seem high, we have only seen one business close. The pace of trade varies according to the time of year, but there seems to be a steady stream of people visiting shops and making purchases.



Jason



Joan

Jason, Joan, Peggy and I all visit our various stores on Tuesdays and almost all of the retail outlets receive a Chaplaincy visit by one of us. Joan is now great friends with the owner of the new bike shop. Over the year we have listened while people tell us of many different situations – about work or about their personal lives.

Responses to our offers to pray for people at home have been very positive, and it's been good to see our prayers answered. One lady looks out for us now and often asks us to pray both for herself and people she knows.

We give cards to staff who are leaving, those off sick, those celebrating the birth of a child (or grandchild!). The cards are always received with thanks – and can often open the door to a deeper relationship. At Christmas we gave each business a Christmas card with the GHfL (God's Heart for Longbridge) logo inside, which made the link between the

Chaplaincy and the local churches. Jason tells of one lady who was particularly touched as it was the first Christmas card she had received and it meant a lot to her. Another person who doesn't believe in Christmas, appreciated his card nevertheless. Peggy and I were really pleased to receive a card ourselves from one trader!

We were given permission to put a 'memorial tree' in the staff restaurant at Sainsbury's, and invited staff to spend a moment or two writing on a tag the names of friends or relatives they wanted to remember at Christmas. This was very popular – with several staff making a point of



Memorial Tree

telling us how special it had been to them.



Val & Peggy with fabulous shoes!

We have been able to publicise and take part in various events organised by local churches including a Remembrance service and Carol Singing in the town centre and look forward to being part of future events.

Of course, it's not always sweetness and light, and there are times when we wonder just what we're doing ... so here's a verse of a traditional African American Spiritual which, as I'm sure my fellow Chaplains will agree, seems very apt:

*"Sometimes I feel discouraged and think my work's in vain,
But then the Holy Spirit revives my soul again!"*

Longbridge Construction

Let me first of all take this opportunity to acknowledge the work that Stephen Plant had undertaken for a number of years on the Longbridge site, both paving the way and setting the scene for all sorts of future Chaplaincy activity. This year has seen the continued development and contractual completion of the Extra-Care Village, the completion of residential houses, and the commencement of the military medical facility.

The association of local churches, God's Heart for Longbridge (GHfL) have now received their feasibility report, undertaken by Gail Rogers and Stephen Plant, which will enable them to plan future work and activities in Longbridge.

The Construction Chaplaincy, which I have taken over from Stephen, has led to conversations on a range of subjects: from landscaping to installing concrete stairs; and sickness to the loss of a loved one through a road traffic accident. Sometimes you do not appreciate the value of Chaplaincy until you have a conversation.

My most satisfying visit to date, was when I arrived at around 6 o'clock one morning and stood at the site gate simply saying "Good morning" and "Have a good'n" to all 170 workers. From 'good morning,' who knows where the conversation may lead?

I look forward to further developments in Longbridge and to continue the work of Chaplaincy. Remember me and the construction workers in your prayers!

Rob Pusey



YMCA Birmingham

Since coming into the role at YMCA over sixteen months ago, there has been a visible presence of a pastoral figure around our sites and offices providing pastoral and spiritual support to staff, residents and service users and also helping people to explore the issue of faith.

YMCA has established stronger links with churches local to where YMCA Birmingham is located. We continue to create greater awareness of the Christian basis and ethos within and outside of YMCA. Three major community Christian Festive Services have been held and we also hosted a week of prayer for Christian Unity. Through the generosity of the Gideon Society we have been able to put Bibles in the flats of all our residents.



YMCA Birmingham Erdington site



I have been delighted to welcome two new volunteer Chaplains, with training from CIGB, who each give one day each week to support the Chaplaincy. There is a weekly Bible study group for residents at the Erdington site and also a weekly staff prayer meeting on Wednesdays morning. The Chaplaincy service is really starting to make an impact in the YMCA.

Rotimi Benjamin

Ethical Money Churches -

a partnership project with ECCR



Ethical Money Churches Project

- Want to explore how you and your church can use your money for good?
- Passionate about making a positive impact on your local community?
- Want to reflect on what the Bible says about money?

The Ethical Money Churches (EMC) Project helps worshipping communities to explore challenging issues relating to Christian stewardship of financial resources and assets.

It provides opportunities for sharing and learning about the ethical use of money and what it means to be an “Ethical Money Church” through the use of interactive study resources, worship material, access to advice and speakers, events, discussion groups, conferences, talks and information and support on practical ways to engage with financial issues.

What does the Ethical Money Churches Project Offer?

- **The Bible course:** a new resource to look at various issues around faith and finance
- **Half day workshops:** providing churches with practical information and resources into steps that can be taken to connect faith and finance and become an Ethical Money Church
- **Publicity:** through EMC social media, the actions and successes of churches engaging in project can be shared
- **Partnerships:** support for churches to work with other local churches, local organisations and the surrounding community to build strong, lasting partnerships.

INTRODUCTION TO VOLUNTARY WORKPLACE CHAPLAINCY

A 6 WK TRAINING COURSE for VOLUNTARY CHAPLAINCY

Mondays 5-7pm starting October 2017

Contact peter.sellick@cigb.org.uk for more info



CIGB's Voluntary Workplace Chaplains want give about half a day per week visiting a local enterprise, befriending the workers, answering questions and helping to discover what 'Christian faithfulness' means in that context.

The course is intended for people who are interested in exploring Workplace Chaplaincy as an outworking of their Christian discipleship, and introduces some of the core themes of Workplace Chaplaincy. It is a pre-requisite before CIGB will support volunteers into Chaplaincy but completion of the course is not a guarantee that volunteers will be recommended for Chaplaincy.

Being 'in good standing with their local church' is something that CIGB will also want to confirm before recommending individuals for Chaplaincy; as well as asking for character references.

Typical programme: What is work all about? What is Chaplaincy? Strategies to provide Chaplaincy to a workplace. Core pastoral and mission skills in being a Chaplain. Being more than a pastor, challenging roles. Connecting Chaplaincy into Local Church life. Visit to see a Chaplaincy in action.

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

Revd Ian Howarth, Free Churches Moderator.

The other Management Council members (and Trustees) are :-

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

Mark Fisher — United Reformed Church—Vice Chair

Paul Dilkes, HSBC — Roman Catholic Church—Hon Treasurer

Peter Middleton — Roman Catholic Church

Colin Marsh — Birmingham Churches Together

Patrick Bryan — Black Led Churches

Dave Pinwell — Methodist Church & Social Enterprise

Dave Ellis—Baptist Church

David Butterworth—Methodist District

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 2016

Income	2015	2016
Subscriptions/supporting churches	100.00	0.00
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	0.00
United Reformed Church Synod	5,000.00	5,000.00
Anglican Diocese	26,520.00	26,520.00
Salvation Army	500.00	500.00
Methodist District	1,000.00	1,000.00
Methodist Central Circuit	3,100.00	3,100.00
Roman Catholic Archdiocese	0.00	1,000.00
Heart of England Baptist Association	1,000.00	1,000.00
Ethical Money Churches Project	0.00	1,075.00
Sundry income—training contributions; bursaries; collections	534.10	747.41
Interest received	155.21	153.60
Total income	54,694.31	56,861.01
Expenditure		
Subscriptions to organisations	1,259.58	570.00
Conference fees; training courses; Chaplains' expenses	2,705.43	1,232.89
Office expenses	2,054.41	2,770.27
Misc. inc Insurance Premium; Accounts Examination	752.50	823.58
Facilities Charge	3,000.00	3,000.00
Dev. Director employment costs & expenses	36,148.88	36,604.21
Other staff costs	7,873.08	7,945.42
Ethical Money Churches	0.00	796.60
Total Expenditure	53,793.88	53,742.97
Surplus of income over expenditure	900.43	3,118.04
Balance of accumulated funds at year end	41,128.27	44,246.31

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 reserves policy has been increased to £35,000 – this represents approximately six months of expenditure plus a minimum of £5,000 towards additional Chaplaincy resources at Birmingham Airport. This would be predicated on additional contribution from other sources.

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.

CIGB Chaplains 2016

Richard	Alford	Jason	Horner
Roy	Anetts	Elaine	Hutchinson
Ebenezer	Asaju	John	Ibidokun
Peggy	Baker	Fran	Kruc
Val	Benjamin	Christine	McAteer
Rotimi	Benjamin	Thelma	Mitchell
John	Bradley	Beryl	Moppett
David	Butterworth	Sallie	Morgan
Joan	Byrne	Jean	Murray
Marc	Catley	Ann	Polson
Linda	Cooke	Rob	Pusey
Colin	Corke	Pat	Raymer
Frances	Critoph	Anne	Rock
Val	Dalton	Pat	Saunders
John	Davis	Becky	Schwan
Greg	Dengate	Peter	Sellick
Samuel	Edgar	Lynda	Stanton
Lorraine	Essex	John	Taiwo
Jo	Evans	Andrew	Veitch
Dolvis	Ferdinand	Shirley	Vincent
Gillian	Finch	Shirley	Whitney
Iain	Frew	Graham	Wigley
Linda	Granner	Pat	Wigley
Tina	Hands	Peter	Woodall
David	Harrison		
Kath	Hawker		
Paul	Herring		



**Churches and Industry Group
Birmingham & Solihull**

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Registered charity no 511711

Supporting the workplace, caring for people