



Workplace Chaplaincy
Birmingham & Solihull



Annual Review
2018—2019

CIGB Annual Report 2018-19

Introduction

There is good news in this Report! The opportunities for workplace Chaplains to serve across Birmingham and Solihull continues to grow, and it is very exciting to see more people answering a call to serve the Church in their local communities, and for our more experienced Chaplains to continue to serve in this way.

In an increasingly anxious and uncertain world, the need for a non-judgmental and supportive presence grows. Many of the employers to whom we provide Chaplaincy services are under growing pressure, if not caused by, then certainly aggravated by the continuing (as I write) story about Brexit. It would be good to think that by the time of the annual meeting at least some of that uncertainty will have been resolved, but I'm not going to hold my breath for that! Whether the UK remains in or leaves the EU and under what terms, for many the situation won't improve quickly.

We know how much businesses and organisations value the ability of our Chaplains to provide a listening ear and more practical support to employees and management alike. It gives dignity and value to their experiences at work and to the lives of those who receive the ministry from our team. People in senior managerial positions listen to feedback from our Chaplains, which shows how well regarded they are.

As the incoming chair of the CIGB Management Council, I feel that I stand somewhat on the shoulders of giants. The guidance that Hayward Osborne gave was invaluable, as is the continuing service offered by our Development Director, Peter Sellick. To them, and to the other Trustees and every one of our Chaplains I express my gratitude.

**Steve Faber, Moderator of the West Midlands Synod, URC
Chair of CIGB Management Council**

Development Director's Report 2018-19

One of the gifts of Chaplaincy is to give people a safe place to dream, to grieve and to make practical steps for the future, within the hands of God. Many people are wondering: are changes for the better or not? There are stories of hard times in this Annual Review. Chaplains belong to churches that may be going through their own restructuring. Yet in the accounts of this review, there is a clear steadfastness to God and a genuine love for those we meet.

With great joy we welcomed Steve Faber as our new Chair at the start of the year. Steve has quickly picked up an appreciation of what our mission is about. He brings with him his own previous experience in commercial life: what faithfulness on the frontline of work can mean. We also welcomed Priscilla White as a new Trustee this year: as a Church of England Parish Priest, she is keen for local churches to engage with the community around them. A number of our Chaplains preach and regularly lead worship in their own churches: so if you would like to have a refreshing view of what the Bible may have to say to the world today, do invite us!

There is much good work by our churches to influence society's changes, and CIGB is glad to be in partnership with it. David Butterworth and Sue Ford, with support from the Methodist Church and Citizens UK, have been proactive in bringing Syrian Refugees to Birmingham. They have worked hard to embed them into the local community, provide them with a warm welcome, and help them towards work. Colin Darling, another colleague at Ethical Money Churches, is leading a training programme for churches to use their financial choices, investments and expenditure to make a difference.

Remembrance, Christmas, Easter and Harvest feature in these pages. They are useful opportunities to connect faith with busy lives. Despite the continued fall in church attendance, we recognise that there is a growing desire among many people for some sort of religious or spiritual expression. Chaplains have become one way for people to keep in touch with that spiritual side of their lives. Many people tell us that their faith is still alive.

As Chaplains we meet together regularly to share and learn. Whether we are paid or volunteer, God had given us remarkable gifts of energy and vision. As well as recruiting new Chaplains, a number of Chaplains have retired or moved away this year. We were also very sad when Peggy Baker suddenly died. There was a lot of love expressed at her funeral, and the Sainsbury's managers shared the loss too.

The Chaplaincy team met for a beautiful day at St John the Baptist Church in Berkswell last year. With a good lunch and prayers, we were inspired by Mark Berry who has developed an 'alternative' church gathering near Telford. He encouraged us to take risks, to knock on doors, to reach out to strangers: we might discover God is already waiting for us. Mark gave us the prayer of St Brendan:



*Help me to journey beyond the familiar
and into the unknown.
Give me the faith to leave old ways
and break fresh ground with You.
Christ of the mysteries,
I trust You to be stronger than each storm within me.
I will trust in the darkness
and know that my times, even now, are in Your hand.
Tune my spirit to the music of heaven,
and somehow, make my obedience count for You. Amen*

Peter Sellick

Jaguar Landrover

JLR Solihull



To be Chaplain to a factory of a company facing a 'perfect storm' is a challenge and a privilege.

A combination of factors led to the abrupt ending of Jaguar Land Rover's recent sustained success, and the new environment of slow sales and changing market demand contributed to reduced working hours for those who assemble the cars.

I met recently with one of the Well-being Managers on the site which should lead to more information about Chaplaincy being made available to the employees at the site.

The loss of agency jobs last year, (you may remember the news reports), and more recent redundancies do, of course, impact on the morale of the workers, which is however, still very positive.

The Chaplaincy to JLR Solihull continues amidst these challenging times for the automotive industry caused by a downturn in sales and continuing speculation about the effects of Brexit.

We need to continue to pray for the company and for the employees at the Solihull JLR site.



Linda Granner

JLR Castle Bromwich

As Linda Granner mentions, the Chaplains are facing a new works situation. Our relationship with the company and HR has also changed with new regimes in place:

recent offers of redundancy packages to senior staff has led to a number of significant departures.



Many who knew how 'things work' at every level of the company have now left and those who remain face great challenges. Castle Bromwich assembles Jaguar sports saloons, estates and sports cars: their sales are diminished greatly by the present political and economic situation. Folk who assemble cars with great care to the best of their ability are frustrated as the output of their work - the vehicles - lacks customers.

Pray for those who direct the company as it explores other technologies and seeks to be a leader in the enormous changes that are happening in the motor industry across our world. Those who have worked for the company for a longer time often have a perspective of ebb and flow that helps their resilience.

Chaplaincy walking the tracks continues – there are many younger people at Castle Bromwich, recruited as part of the narrative of sustained success, for whom the present dire crisis a worrying new experience. JLR have a splendid record of great achievement with limited resources compared to most of their competitors - do pray that this will continue to be the case.



Colin Corke

Longbridge Retail

“I’m sorry, I can’t let you have a noticeboard – but will a wall do?” Peggy Baker and I had asked various Sainsbury’s Managers for a noticeboard over the years and now we were offered a floor-to-ceiling, 1.5m wall for displays about religious festivals, Mental Health Week, etc. Fantastic!

One of the first displays on the ‘wall’ was for Remembrance 100. Peggy and I joined staff on Remembrance Sunday for a very moving experience as the whole store came to a silent standstill. Staff and customers gathered together to remember those who have died. I was privileged to lead a short Act of Remembrance which had a huge impact: staff talked about it for some time afterwards.



I continue to be ‘showered with flowers’ each week—some go to The Village in Longbridge and some to two nursing homes which I visit. A lovely treat for the residents, and thoughtful of the Sainsbury’s Manager to dispose of the out-of-date flowers in a way that brings such joy.

Christmas was busy for all the shops in Longbridge. Christmas cards and chocolate were given to shop workers and brought big smiles! Another small gesture with a big impact. We placed a memory prayer tree in the staff restaurant at Sainsbury’s and this was much appreciated with many staff writing prayers in memory of loved ones.

We have heard lovely stories of good things that have happened to people we visit, but there have been some awful stories too: a nasty assault and domestic violence being just two of them. Weekly visits mean that we can follow-up these stories and support workers by listening, by praying, and sometimes by being able to offer practical help or a way forward.

Joan Byrne did a lovely flower-arrangement for a Flower Festival organised by the churches in Longbridge. Flowers were arranged in a teapot and a cup & saucer to symbolise the relationships we have with the people we visit . . . Even if we don't have time for tea!



One of our sadnesses was the closure of a very nice card and gift shop. Peggy and I had visited them on opening day and had developed a close relationship with the staff. The closure was very sudden. Peggy was out on the High Street that day and was able to say goodbye to the staff and wish them well. (I have since heard that the ladies we knew have found new posts—good news in the current economic climate.) The premises were quickly acquired by a fast-food outlet which opened in December and is doing well so far, so there are no empty shops on the High Street.

But the lowest point in the year was the sudden death of Peggy in November. Peggy and I worked together for several years and I really miss her friendship and her wisdom. The response of the shop workers when I told them the news was amazing—I don't think I've ever had as many hugs in my life. Peggy was so loved and respected by the people we visited each week: a true good and faithful servant.

Chaplaincy is a two-way street and as workers share their experiences of life, so I (sometimes) share mine. Particularly poignant earlier this year was the number of mums who have died including mine. Sharing these huge 'lows' with the people I visit really deepens the relationships. What a privilege it is to be able to serve God in this way.

Longbridge Village Residential Centre



Our team of five volunteers are recognised by the charity that runs the Retirement Village as 'Volunteer Befrienders'. We seek to be just that ... a friendly face, a listening ear, serving hands - but always ready to share a reason for our hope when asked.

There are 260 apartments in the Village and there have been quite a few comings and goings not only of Residents but also of staff. As Volunteer Befrienders we encounter many different pastoral needs.

We run an informal Christian Fellowship group which meets on Sunday evenings around the piano in the restaurant. This is regularly attended by over 40 people drawn from a variety of denominations. Since January 2019 we have led a monthly quieter Holy Communion act of worship, and 10 or so people attend.



Our Fellowship meeting featured in Roger Jones' South Birmingham 'Heart and Soul' radio programme, and his CMM choir came and performed his musical 'Rock' for the residents in November.

There is always a lot going on in the Village, and we are involved in lots of the activities either as Chaplains or Volunteers or Residents: art and crafts sessions, table tennis, flower festivals and Sunday lunches. It is a great way to meet people and to learn new skills.

We visit Residents – particularly if they are unwell or facing challenging circumstances, but also if they are new to the Village. Thanks to shop donations, we are able to take out-of-date (but still beautiful!) flowers from Sainsbury's and M&S.

It makes a wonderful ice-breaker: how lovely to be visited by someone carrying a lovely bunch of flowers if you're feeling under the weather!



Working together with 'God's Heart for Longbridge', we have organised a number of events indoors and outdoors in the Town Centre: for Harvest, Remembrance, Christmas and Easter. We also took part of a

Tea Dance at St John's Longbridge for elderly members of the whole community in February.

These events have given us good opportunities to interact with local people at significant times of the year. Being part of the living presence of Christ in our community gives us a true sense of calling and service -



knowing that day by day we have the opportunity to witness to God's love at work in people's lives.

David & Sonia Jackson

Bournville College



Chaplains, staff and friends

The start of 2018 was not the easiest time for Bournville College Chaplains. The shadow of feeling unwanted by management hung over us for a while, after one or two comments about ‘talking about God’... but we resolved to carry on until stopped! After a bit

of clarification, the relationship between Chaplaincy and College has deepened more recently, which is fantastic. The Lord has blessed us mightily this year!

The staff redundancies which caused much anxiety are no longer uppermost. Despite cutbacks, the College is currently a thriving environment. Front-line staff are eager to speak with us and we love working alongside them. Students engage with our activities in good numbers, and we were invited to assist in a memorial service for a staff member.

We use our engagement activities to connect with students and staff and chat to people in different areas of the College. We commemorated Holocaust in January, February St. Valentine’s, Mothering Sunday in March, an Easter service. Not hiding our light we proclaim the Chaplaincy presence, what we represent, out and aloud in the College life!

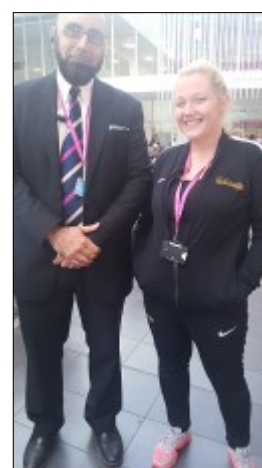
Chaplains visit the faith room and ‘The Street’ regularly, plus the Sports Hall, Urban Fitness and Restaurant. We take part in some of the College’s own cycle of events and keep a Chaplain’s record book showing our activities and College responses. We covered the Freshers’ Day both here at Bournville and at Digbeth: the latter venue was a new initiative, where we were warmly welcomed by one of the Deputy Principals.

We are trying a couple of new initiatives. In June 2018 we hosted a Thanksgiving for the Year: with music, prayer, reading and a time to reflect on the year's good things – and chocolate of course! Later this year we will be celebrating Eid ul-Fitr, supported by a Muslim staff member. We will be asking students "What Are We Grateful For?" - this time handing out fresh dates!

For Remembrance we did a reading, a Yiddish Song of courage, a silence then handing out cards of Remembrance. Christmas was a combination of raucous karaoke interspersed with reverent responses to our service: followed by Handsworth's finest samosas and Bournville-made mince pies - a really special occasion. In January we met the Principal when fronting the Holocaust commemoration. He was **very** happy with the heading 'Bournville College Multi-Faith Chaplaincy'. He left saying; 'You know you have our full support for your work here.' Suddenly we felt wanted and needed.

We know very well some Students with learning difficulties. They really appreciate our presence. Recently two told us they have paid jobs, and they are encouraging newer Students with difficulties to never lose hope. A College of stars!

Becky retired home to America recently. We miss her very much for her hard work, support and friendship. Jason, another colleague, is enjoying his first child, and Rachel joined the team before Christmas.



Some college staff

**Thelma Mitchell, Lyn Stanton, Gillian Finch,
Jason Homer and Rachel Holdforth**

NEC Group



At the NEC Interfaith Chaplaincy we rejoice in our diversity and we enjoy a warm welcome from the NEC Group Executive Board, staff, and business partners. Our inclusive Chaplaincy is seen as a real sanctuary for all - everyone is

welcome! Good interfaith relationships are needed more than ever as we witness atrocities and hurtful acts near and far.

Twelve new prayer mats were purchased to replace ones which were stolen, but our Interfaith Prayer & Quiet room is in full use and the 'Visitor Comments' book overflows with brief but heartfelt thanks for the generous provision made for everyone by the NEC Group.

Sometime ago, we developed the simple idea of pop-up "Prayer&Quiet" rooms – a quick way to offer more prayer provision when needed for large events. This was no 'easy ask', even in a campus like the NEC or ICC. Space is at a premium, and it was made available. Some of our major events ask for a Chaplaincy facility within their own event space and we are very happy to promote this pathway. PCWorld and CarphoneWarehouse requested such spaces in their 3 day events.

At the ICC (International Convention Centre in Broad St), we facilitated Sunday worship for the NASUWT. Conference Visitors had said that they would not come if this facility was not offered in addition to the permanent Interfaith Prayer&Quiet room. We have also offered Prayer Breakfast reflections at Europe's largest small animal veterinary convention, BSAVA.

We are very much part of the fabric of holistic wellbeing support offered

to staff and visitors. We also sometimes receive visitors attending Resorts World, the new Bear Grylls Adventure experience and those staying overnight at one of the several campus hotels.

Our provision is included on NEC Group recruitment websites, new staff starter-packs and e-learning programmes. We have good profile everywhere. During a recent Mental Health awareness campaign, the NEC Group offered information to all staff by offering signposts (including Interfaith Chaplaincy) on every workstation and mobile media platform. As staff switched on their PC or remote applications the welcome screens gave useful Mental Health awareness helplines and Chaplaincy information.

We have a growing team of six volunteers and support staff and we offer our array of diverse and loyal volunteer Chaplains at staff inductions.

It was a real joy to welcome our two latest recruits to NEC Group Chaplaincy, Sue Ford and Sharon Jenner at the recent CIGB Commissioning Service.



Sharon and Sue

David Butterworth

West Midlands Fire Service

This year I attended the FRSCA (Fire and Rescue Services Chaplaincy Association) annual conference held at the Fire Service College at Morton-in-Marsh. It was a great time of fellowship and sharing and I found it very interesting to talk with Chaplains from different parts of the country. I discovered that Fire Chaplaincy across the UK has a wide variety of input into the life of their local brigades, and I felt that we could probably be doing more.



Prayer Tree at Fire HQ

My attempts to increase involvement in the West Midlands Brigade were initially unproductive for a variety of reasons, partly my time constraints and partly finding the right people to meet with. But we are now working more closely with the Black Country Fire Chaplaincy volunteers and the vicar of St Martin's, the Chaplain for WMFS "official" events, and we have made some progress with senior management. We look forward to the next move.

Meanwhile the weekly Chaplaincy work goes on. Sometimes I wonder if the regular visits actually make any difference and then I hear people talking to a visitor with enthusiasm and appreciation of my presence in their lives. It is both encouraging and humbling.

I have recently been accompanied by a Chaplaincy student while I am on my 'rounds'. It has been interesting seeing their reaction and to listening to the people talking to them. Your prayers for our Chaplaincy are much appreciated: please pray for the expansion of the work and good communication between all relevant parties.



Sallie Morgan

Jericho Foundation

I have been offering support, listening and prayer in a difficult year for Jericho Foundation. Jericho staff work hard to breaking down barriers to unemployment and supporting people to become skilled, fulfilled and employed: but have been experiencing significant financial pressure.

Government funding which initially supported the organisation's delivery of social impact alongside the trading activity has all but ceased and the various sectors in which the social enterprises operate have become increasingly vulnerable. This Christian organisation has just about managed but the personal and organisational cost has been huge. Many of the staff have still delivered amazing outcomes with little pay rise or in some cases no pay at all.

Many of the social enterprise trading areas have struggled to find consistent work and the organisation has had a much lower rate of success with grant funders. There has had to be a substantial restructuring of the organisation: of the eight social enterprises which Jericho operate, four which were less successful have been closed or been sold off, resulting in some redundancies. We pray for those



affected: that this would lead them to a better opportunities and outcome.

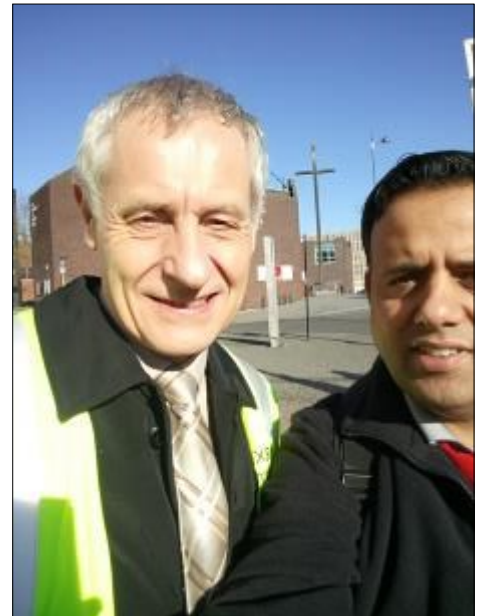
Recently Jericho organised Values training sessions for staff and I was privileged to be invited to deliver one of the sessions for the 7-week duration.

Rotimi Benjamin

National Express Buses

We are now an established team: Christine McAteer and John Bradley since early Autumn 2013 and Ebenezer Asaju, since Summer 2014. We continue to be welcomed by drivers and managers. John Bradley has noticed that some of the drivers who were most suspicious of him in the early years are now the most welcoming!

John holds monthly “surgeries” in the Bordesley HQ offices and then will visit the small Bordesley garage, chatting with operational and maintenance staff. He visits the larger Birmingham Central garage weekly, chatting with support staff, union officials and engineers – only a few drivers now spend time in the mess room as all relief points are now in the City Centre including one who asked John to take this “selfie” in front of the Carr’s Lane Cross!



Ebenezer Asaju continues to meet managers, engineers and drivers based at Perry Barr garage. Due to the Commonwealth Games, National Express will close this garage and has published plans for a new one. A number of drivers have commented to Ebenezer on the lack of canteen facilities in these plans and there are worries that the social support for staff is slowly being eroded.

Ebenezer also visits Miller Street depot where replacement seat covers are lovingly made. He has built up a good rapport with all those who work there.

Conversations vary. Often everyday chit-chat but occasionally more

significant or faith-based topics. Some have approached Chaplains when they have been facing personal or work-life issues. Some months ago a new driver asked John for some advice after recommendations from a number of colleagues.



Ebenezer at the Miller Street works.

Changes to the business continue. In 2018, Inspector numbers in the City Centre increased to handle passengers' enquiries and resolve late-running. So, there was a whole new group of people to chat with in the City. Their job can be as stressful as bus driving, particularly when customers are disappointed with delays. There have been also route changes; some due to long-term road works, others focussed on improving service. These changes cause their own stresses for staff as well as passengers and prompt their own conversations.

Recently, quite a lot of conversations have centred on the news that, within the next five years, National Express intend to close Birmingham Central garage and establish two new garages.

We also meet with National Express Chaplains in the Black Country and Coventry; keep in touch with the Dundee Chaplain; and now have a Chaplain in every National Express bus garage – a major success!

Christine's report follows overleaf.

John Bradley and Ebenezer Asaju

NEX Buses Acocks Green

I am beginning to feel part of the team. Recently I have found that I am welcome 'At Table' in the canteen where drivers have been waiting for the Chaplain to turn up so that they can debate moral issues, share their images of God or ask questions about churches!

Drivers have repeatedly said to me over the past couple of years, "You have no idea how your presence changes the atmosphere in here." Just by turning up and joining in, the presence of a Chaplain is a reminder that God is also with us, the divine spark of fire in our human clay.

Another year of 'Chaplaincy On The Buses' has come and gone. For me personally it has been a challenging time in trying to retain a permanent and stable paid job: at Christmas I was hit with redundancy from my main job. I mention this personal detail because despite employment and financial worry the 'job' I have managed to retain for the longest amount of time has been my Bus Chaplaincy. The privilege and continuity of serving in this way is a source of a deep quiet joy.

For other employees my vulnerable position in the paid world of work has helped them to trust me in sharing their feelings. They know that their Chaplain understands zero-hour contracts, poor pay and the erosion of the rights of workers. Some know that when I encourage them to challenge issues or ask questions of policy, I have had to summon up the energy myself to fight these same battles. I know how draining that battle is.

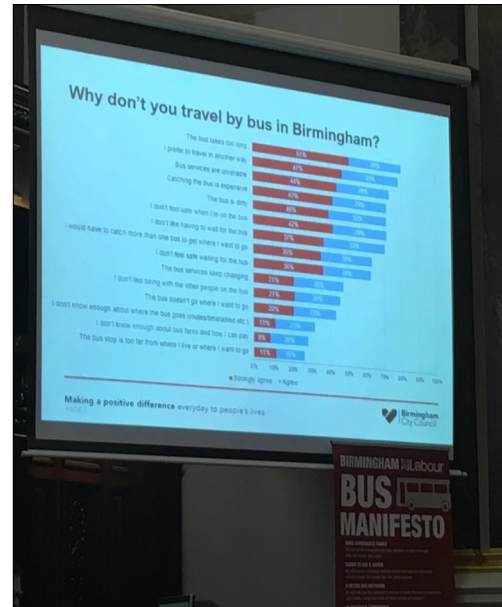
Bus Chaplaincy isn't just about



Acocks Green Bus Depot

being 'pastoral, soft and caring' – God can use even the smallest of us to be prophets too.

In March I attended Birmingham's first Bus Summit as part of a day on public transport. I asked what plans were in place for supporting the infrastructure of an increased bus service and improving the wellbeing of transport staff. I did not receive a direct answer but at least the questions were asked in a public setting!



And yet in all of this there is hope and resilience too. I have heard inspiring stories of faith from drivers who have prayed whilst at the wheel in the face of abusive passengers, and who have managed to retain their professionalism. They have shared with me the joy of their hobbies outside work, children passing exams and going to university or getting a job and the arrival of grandchildren.



I leave you now with final thoughts from a respondent to the survey for the Bus Summit:

“The bus is a vital tool in starting the tough jobs of solving congestion, air quality and our climate crisis. **Let's celebrate the bus!**”

Christine McAteer

Solihull Town Centre



One reason that we do Chaplaincy in Solihull is because we feel that it is important that those who work in the town, particularly in retail, are aware that their contribution to the thriving life of the town is highly valued.

One small way we helped with this was by linking the shops together for the 100th anniversary of the end of World War 1. We gave all the shop keepers in the town centre a poster displaying words of Remembrance and a hand knitted poppy, made by members of the Solihull parish. We asked the shops to display these: all the shops were very happy to do this even if, technically, some were precluded from using window space due to 'head office' regulations! It was also good to team up with the parish church in this way.

Thankfully the shops in the centre of Solihull still continue to buck the national trend with regard to general prosperity. A few shops in the town centre have remained vacant for longer than would have been liked, but generally vacancy rates are low. The Touchwood Shopping Centre Manager reports that retailers are still eager for units in his centre. There is however, a trend developing whereby units are filled with leisure activities rather than being retail outlets.



The Touchwood 2 development is currently on hold and we wait to hear how the site might be developed in the future. We also wait to learn of the future of House of Fraser after September 2019.

I am very happy to report that the team has increased in numbers this year: we are very pleased to welcome Pat Saunders who will be visiting along the High Street.

Our Chaplaincy was established in 2001 when Touchwood opened, initially starting from the appointment of a Chaplain to the building site which grew from there into a Chaplaincy across all the shops in the town centre. The Rev Simon Lloyd was the person appointed to take on this role and we are very appreciative of all the work that Simon put in to form a Chaplaincy team and to liaise with the shops, leading them into a new venture – that of establishing a relationship between faith and work in practical situations. Sadly I have reported that Simon died on 15th March 2019.

For many years now we have been giving out Christmas cards and mince pies. Yet again this year the appreciation of this relatively small gesture always amazes us.

A big 'Thank you' to both the Town Centre Manager, Paul Round and the General Manager of Touchwood, Tony Elvin for their support in affirming

Chaplaincy in the town and also with financial contributions. And of course many thanks too to all the members of the Chaplaincy team for their continued support in seeking to care for the people who work in the town.



Anne, Beryl and Deirdre with the mince-pie trolley.

Beryl Moppett

Kings Heath High Street

People are longing to be personally heard, listened to and supported *face to face*, in a world that seems to be dominated by social media, where there is plenty of 'talking' but little speaking. As Chaplains, we are trusted to be compassionate listening ears able to offer encouragement, prayer support and sometimes practical suggestions.

Chaplaincy is becoming ever more necessary and demanding in a fallen world, a fractious nation and with fragile, fleeting relationships. We visit the staff and retailers along Kings Heath High Street: we know that people appreciate our visits by telling us so, saying they look forward to our next visit; and from the way they greet us as friends.

During the year we have made 280 visits and held conversations with over 300 people. Half the visits are quite brief: usually because of the need for the trader to attend to a 'phone call or incoming customers. Of the other 140 visits, half have been around 10 to 15 minutes long and the other half much longer (sometimes lasting 1 hour) and more serious.

For some shop-owners trading conditions are more challenging than any they have encountered in the last forty years. Some employees are facing draconian working conditions and demands.



So many of our conversations have focused around working life.

Most shoppers are unaware of these dire trading concerns since the traders are invariably polite, wanting to welcome and please their customers. Although we often categorise and define people by what they *do*, traders are normal people with families. So some of our conversations have involved the joys, celebrations and rewards of family life.

The tougher issues we talk about include the challenges, demands and difficulties of balancing personal and family life and ill-health with the need to work; and for the independent trader, the need to keep the premises and trade open for business. Despite the many difficulties, shop owners and employees are incredibly optimistic, cheerful and welcoming people.

We pray our visits may have in some way helped them, but it is also us who often come away feeling blessed and thankful.



Birmingham Airport

‘Come and have a chat with the Chaplain’ is one of the new messages that we are putting out about the Chaplaincy. For anyone who has a problem, wants to get something off their chest or chew something over, we offer an hour in the privacy of the Chaplaincy office. We have business cards to hand out around the airport, and people can book to have a chat.

Birmingham Airport continues to grow and thrive. There are ambitious plans ahead for the next few years: as passengers are on the move, so is the airport. This year has seen a redesigned, larger area for the new mechanised Departure gates. There is also a new hotel, which is already reporting good business. The gap left by



Tanya with Jet2 staff

Monarch has been well filled, by Jet2 in particular. They are expanding their team and the bright red uniforms and ‘Happy to Help’ badges the staff wear, with smiles to match, are a welcome uplifting sight.

The airport has a new Chief Executive, Nick Barton. He joined Birmingham from Luton Airport, where he was known as a keen supporter of Chaplaincy. We made sure to have a welcome card waiting for him on his first day! We look forward to developing the relationship with him. The airport tightened up some of their procedures last year which meant changes for the Chaplaincy team in areas like communications and uniform. We are in the process of agreeing a new way ahead with fairly new HR staff and look forward to building the relationship.

HR officers and Occupational Health staff have begun to point staff in our direction: one HR officer said she was so relieved to have someone to refer people to. The first person referred wanted to meet before she started her shift at 6am so the Chaplain came in before dawn! Since

then she has had quite a few chats with the Chaplain at 4.30am!! The airport is a 24/7 operation and it is important to have a Chaplaincy presence outside office hours. The mantra, *'Here to support you wherever you work and whenever you work'*, is one I am trying to put into practice.

From a Chaplaincy perspective, the team of Bryan and Alive Snell, Neil Hodgetts, John Ibidokun and myself have met regularly throughout the year. Members of the team have been to Airport Chaplains' conferences at Liverpool and Heathrow. Part of the learning of my first year as team leader has been discovering and supporting the gifts that each person has to offer. There are still parts of the huge airport area that I have not managed to visit yet, but I am working on it!



Neil on the trombone, Alive reading at the Carol Service

The lovely annual Carol Service was an opportunity to celebrate the Christian message of Christmas. Bryan organised the service as he had done in previous years, with his usual efficiency and flair. The whole team contributed with John and Alive doing Bible readings and Neil playing trombone as part of the Salvation

Army band. I gave a little talk about angels and then gave out chocolate angels to everyone who came.

After the Carol Service the Chaplaincy team had our own Christmas lunch at the Novotel, where we made new friends among the staff as well as having a good social time together.

Tanya Arroba

Birmingham City Council

“My journey at times has felt unbearably hard and having you there, providing a listening ear or a smile, meant so much to me, enabling me to go back, renewed and able to carry on”. We have heard some hard stories this year, particularly as staff reductions and ‘austerity’ continue to bite. Demand for our support and listening has increased a lot: but it has also been very rewarding to feel that we are able to make a difference. Another comment we received: “I have come a long way and am able to see things differently in a more positive way.”

The Chaplaincy team of Val Benjamin, David Harrison and Peter Sellick was joined by Rachel Holdforth in January. It is very positive that we are working in strong partnership with the Wellbeing and HR managers. It has even been sad for us to say good-bye to valued friends as they have taken redundancy: there is of course even more grief, both expressed and unexpressed, among the work colleagues who have remained.



Rachel

A number of staff are speaking very positively about some of the changes in working practices made necessary by restructuring: such as being allowed more ownership of decisions and actions. Council staff are good people to be working with, even though it is a painful time for many. Staff have a passion for public service and many volunteer outside of work in social and charitable causes.

One of the things Chaplains do, is to bring staff together from across their different departments: for people to meet each other anew. This year we ran a ‘Speed Faithing’ event to coincide with Inter-Faith week, which got a number of people sharing their faith and cultural stories with each other. “The service is so needed” has been some of the feedback.

At the beginning of 2019 we received requests from 2 departments to extend our regular Mindfulness sessions into offices in Erdington. We set up fortnightly sessions in February for the Adult Education Service and Social Work housed in adjoining buildings. They have been well attended and the feedback from participants is positive. We still have more demand for Mindfulness coping sessions than we can manage.



David, Val and Peter

The Chaplains are part of revamped staff Induction Days: the new Chief Executive, Dawn Baxendale, is very supportive of initiatives to raise morale. We meet staff in 1-to-1's as well as more informally through 'corridor conversations'. We hear about issues like bereavement, staff disputes, mental health and disabilities, debt and homelessness, career uncertainty and retirement worries, and family relationships: the whole range of human life. "It is so good to know that you are there and I feel so much better, after speaking to you" was one recent comment.

We are blessed to be regularly prayed for by a number of staff at the Christian prayer meetings, and we join with them when we can. Peter Sellick also takes part in the Council Workplace Choir. They had a joyful day in the Birmingham June sunshine, as they joined other Workplace Choirs from across the city to celebrate BBC Music Day with the BBC Singers. Singing in a Workplace Choir provides another way to relieve the day-to-day stress of the of the workplace.



BBC Music Day with Birmingham Council Choir

Peter Sellick

Birmingham City Centre Retail



It is almost ten years since I responded to the call of Chaplaincy to the retail sector; it has been an amazing adventure with lots of wonderful surprises. God has truly been at work. I still feel as passionate about this ministry of incarnation, God in the ordinary pitching his tent and dwelling among us (John1:14), now as I did then.

So, how's it been going? I hear you say, well...

Chaplaincy to the city centre continues to be an intentional listening presence, listening to the heart of the city ... as our badge best describes. We have a growing team and continue to build relationships with traders and retailers, journeying with people in their places of work encountering God as we walk together.

There's still a need to affirm work and people who work. The retail sector is encountering a time of challenge with store closures and endless threats of stores going into administration. The journey of Chaplaincy can be challenging and steep because this ministry is one of association. We walk alongside people and when they hurt we are moved with compassion: at times that feels tough.

One of the more recent big closures was Patisserie Valerie, which resulted in the closure of all Drucker's stores within the city, and many immediate job losses. This is devastating for those

involved, but sad for the Chaplain: how do you respond to those who are facing redundancy and job losses? Often staff disappear and we never see them again. Where we do not already have a Chaplaincy relationship, it is nearly always too late to come in and make a difference.



The team has grown, largely due to the amazing work of CIGB and the Chaplaincy Training course. We have recruited new volunteers and I'm currently supporting three new team members, who are doing some shadowing. I am so grateful and appreciative of those who are committed and who give their time to make this ministry possible.

Chaplaincy can take you into uncharted territory: such as sitting with builders in the canteen of a Primark construction site ...! Not a bad thing I hear you say!



My personalised hard hat!

I have been part of Mace Construction's well-being initiative, which has been well received. The Primark project has now come to an end and the Mace people have moved on to other projects: it has been sad to see them go, as I have really encountered God in that dusty canteen.



St Nicholas or Chaplain
Doug Ambrose?

Chaplaincy to the Frankfurt Market has also been a real joy again thanks to the commitment of the volunteers... and a special significant person who came to join us without his sleigh!

We hope that our ministry of Chaplaincy will continue to bless those who work within the retail sector; the disciples on the Emmaus road after they encountered Jesus said "didn't our hearts

burn" (Luke 24:32).

Please continue to pray for the ministry of Chaplaincy to the retail sector.

Elaine Hutchinson

Bullring Shopping Centre & Link Street



We get some lovely comments such as, “You made my day” and “How kind of you to visit us” even though 2018 has been quite a difficult year for most of our retailers. We continue to be well received by the retailers and many speak openly to us.

Although it looked as if customers were holding back with their spending, most businesses report that their profit margins are holding up. Some have reported a decrease in footfall over the year with sales

down in some areas. It is encouraging to note that most retailers were holding on to their faith and hope, saying “It will get better”.

The Bullring centre, although a retail centre, provides entertainment during school holidays for children, and occasionally a celebrity visit. In January, young male makeup artist and Youtuber, James Charles visited the Bullring and 8,000 fans arrived from all over Britain. Most stores benefitted, and I’m sure this put the Bullring firmly on the map.

Link Street is a small row of shops situated on the link bridge between the Bullring and Grand Central. There are a variety of shops in this small area including a number of “Pop Ups”.



These units are rented on a short-term basis and they tend to appear during holiday periods – eg Christmas. They are mainly used to promote new businesses and are an interesting way for traders to experiment with new ideas. Very few remain long-term due to the high rent but however long they stay, they are always happy to see a Chaplain.

At Christmas we distributed cards to all shops and this was appreciated. Chaplaincy work continues to be challenging sometimes: however, we believe we have formed good friendships upon which we will continue to build. We are very grateful for this.



Grand Central

When the great Michelangelo was working on the magnificent Sistine Chapel in Rome, he so immersed himself in the project that he nearly lost his health. An observer wondered why he focused such attention on the details of the corners of the chapel. “No one will ever see them,” the observer suggested. But Michelangelo replied – “God will !”

Ephesians 6:7 says . . .

“Work with enthusiasm, as though you were working for the Lord rather than people.” (NLT)

What if everyone worked with God in mind? Imagine if everyone worked for the audience of one. In Retail Chaplaincy, our work, like the corners of the Sistine Chapel, will rarely be seen by many or achieve much prominence, but, if done faithfully, God will see it!

It has been both moving and challenging to see the way our ministry at Grand Central has been accepted and valued by the staff and managers.



We hear all the time about the problems on the high streets of our cities. However, on the whole, many of the shops and restaurants in Grand Central seem to be meeting their targets and achieving reasonable results.

One of the challenges can be the fast turnover of staff but we continue to do our best to build solid relationships, even in the hectic areas of catering. We certainly feel that we are now truly an integral part of the Grand Central scene.

We gave out cards which had been specially printed at Christmas and Easter and these were much appreciated by the staff.

Although conversations are often very general there is no doubt that staff are beginning to feel that they can share issues with us at a much deeper level. There have been specific requests for prayer particularly for health and family concerns. So, we continue to 'work with enthusiasm' as Ephesians says, and we leave the outcome of that service in the Lord's hands.



John and Sam with former Grand Central General Manager Jonathan

Rag Market

The development saga is taking its toll on morale of the traders who feel their lives are draining away with no real purpose in sight. Traders have been told that it will be about two years before plans are finalised and planning permission is given. Some are philosophical as they are nearing retirement while others are really worried - it makes the Chaplaincy visits quite stressful!



The existing Rag Market

The plan is for new markets to be developed on the old wholesale market site, as part of the new major Smithfield development. It should be exciting but is beginning to feel like Brexit as there is still no information or certainty to give the traders some comfort that their future is secure.

More and more traders are struggling and some well-established traders have given up and left. Sales have been continuing to slide and there can be few who are making any profit. The council landowners are planning to increase rents again: which means that more traders will leave. If that isn't enough, the plan for a clean-air zone in Birmingham in 2020 will mean most traders having to pay at least £30 every time they bring their vehicles into the city! None of them can easily afford to buy new vehicles with the income being so poor.



The cleared wholesale site where the new markets may be built in 4 years, 6 years, 10 years ???

Andrew Veitch

Open Air Market

The decline in trade at the Open Air Market continues and on Tuesdays, when my visits most often occur, there are now at least 40 stalls empty. The owners of adjacent stalls place some of their stock on the disused stalls making them seem to be in use. Fewer people are coming to the Market and the ever-rising hire charges for a stall make it extremely difficult to make a worthwhile profit.

Some stallholders make a real effort to make their stall attractive but their trade is slowly falling. The operator of the long established toy stall retired recently telling me that he could no longer make enough to live on. Some of his family have come to



see if they can keep it going and so far the stall remains open but is only doing a little business. A fruit and vegetable stall backing on to the toy stall closed recently to allow the owner to retire but it reopened after a short time since the owner did not know what to do with his time. He has little expectation of making much money!

The van parked at the edge of the market does good business selling meat. Many of his customers are local restaurants who purchase very large amounts several days per week. It is always easy to have a long chat with him (he is an Evangelical Christian) since individual customers are relatively few in number. He remembers when he employed two staff to stand among the crowd gathered around the van to take orders which they would pass to the boss in the van. He can deal with this trade on his own now.

Olton Hollow

The old saying “As one door closes another door opens” has been literally true for the shops in the Hollow this last year. The Sikh family who ran the Off License retired and so the shop closed – but the premises were very soon taken by a very nice Italian bistro! The food outlets all seem to be doing very well. Some of the other businesses would welcome a bit more trade but all seem to be thriving despite these challenging times.

The Lebanese restaurant has been refurbished so looks very smart now. The little café has been extended giving them a much larger seating area, and we’ve found that it’s a great place to hold smaller church meetings – good for the church and good for the business!

Most of the traders are very welcoming and staff are happy to see me and to have a chat with the Chaplain. Sometimes they ask for prayer and I’m always happy to oblige! One young mum I met was very keen to come along to our Easter Messy Church event.

We plan to give out hot cross buns on Good Friday – a small gesture, but one that is appreciated by traders. Also this Easter is the Olton Council of Churches Walk of Witness on Good Friday – a great opportunity for the church to interact with the local community.



Tina Hands

Cadbury College



It's taken a while, and there have been a few false starts along the way—particularly as the future of Cadbury College seemed uncertain for a while—but I am pleased to say that I am now Chaplain at Cadbury College.

So far things are going well and I am enjoying building relationships with staff and some of the students. The College have really appreciated the connections that I have around the city: I am getting involved in broadening the perspectives of the students by taking part in student activities. I know some organisations supporting homeless people and have been able to take some of the students out on the 'soup-run' a few times. I also took students to visit some of the charities helping homeless people in the city centre – a very different experience for them.

A local pastor helped me with an informal time of reflection for the staff at Christmas which included singing some Carols. We put on an Easter event for staff and students in the very busy café area at lunchtime.

I am privileged to have the support of staff and students to be able to celebrate these two great Christian festivals in an otherwise secular environment. I wonder what God has planned for the rest of the year? I'd appreciate your prayers.



Chris Milton

Webster and Horsfall

In June last year – following my completion of the CIGB course – I started my Volunteer Chaplaincy role at Webster and Horsfall, a successful manufacturing company in Tyseley and Hay Mills. (People also know the company by its sister name, Latch and Batchelor, which caused me some confusion to begin with!)

I have now met the majority of the office staff and have enjoyed chatting with them at their desks, although I am also mindful of the fact that people have work to do so I try not to intrude upon their work time. I have also spent time getting to know the volunteer archivists who meet at the premises under the direction of the Hay Mills Foundation Trust, which looks after the heritage of Webster and Horsfall. I am guaranteed a lovely cuppa and interesting conversation with the archivists but I haven't yet been able to meet the factory workers: there are health and safety barriers and we haven't quite worked out how to overcome them!

I was pleased to be invited by one of the Directors of Webster and Horsfall to the planning meetings for a Community Open Day, which took place on 26 February. The day was part of a business and community development project called 'Shaping the Future of Tyseley and Hay Mills.' It was wonderful to chat to visitors and record some of their hopes and dreams for the area. We are excited to see this vision



Fiona (right) with Hay Mills community leaders

Fiona Joseph

develop.

Associated Chaplaincy Teams

CIGB has Associations with a number of other Chaplaincy teams.

Here is a report from the Waterways Chaplaincy:

Waterways Chaplaincy

The Waterways Chaplaincy now has more than 80 Chaplains across England. In Greater Birmingham we have had 4 new Chaplains join my team. Although my Chaplaincy 'patch' has got smaller, as Senior Chaplain West Midlands, I now spend a bit of my time on administration and representing the Chaplaincy at various events.

I have been asked to take a couple of boaters' funerals this year. Many of the people who come to live on the canals are single men, with a variety of problems, who often don't look after themselves. There can be some sad stories. We help people to keep their boats by enabling them to access benefits, which pays for their licence etc. This aspect of the work is increasing as unemployment, family break-up and lack of housing continues to grow in the West Midlands.



The national Waterways Chaplaincy celebrated 10 years with a service held at the church of St Peter ad Vincula, within the Tower of London. A joyful occasion with Chaplains from all over the country!

It is always a joy to serve people as a part of Gods work, and I greatly value the companionship of CIGB. As Psalm 133 says: "How good and pleasant it is when God's people live together in unity"

Richard Alford

Ethical Money Churches Project

Christians can drive change in the world through the financial decisions that they make.

Want to explore how you and your church can use your money for the common good?

Passionate about making a positive impact on your community?

Biblical Reflections to help you make decisions about spending, investing and using financial power?

The Ethical Money Churches Project helps worshipping communities to explore the hard issues relating to Christian discipleship and ethical stewardship of financial assets and resources.

It gives people a chance to explore how faith connects with:

- ⇒ **ethical banking**
- ⇒ **ethical investment**
- ⇒ **credit unions**
- ⇒ **social enterprise**
- ⇒ **sustainable development.**

EMC Project offers Workshops, a Five-Week Bible course, Partnerships with other like-minded churches and ongoing support.

EMC is a project of ECCR - a national church-based movement to improve corporate behaviour and develop Christian discipleship around money (www.eccr.org.uk)

**Contact: Colin Darling 07 724 725 006
colin.darling@eccr.org.uk**



INTRODUCTION TO VOLUNTARY WORKPLACE CHAPLAINCY

A 7-SESSION TRAINING COURSE for VOLUNTARY CHAPLAINCY

Mondays 5-7pm starting September 2019



CIGB's Voluntary Workplace Chaplains give about half a day per week visiting a local business, befriending the workers, answering questions and helping staff to discover what trust, love & forgiveness mean in a work context.

We run an evening course of 7 weekly sessions for people who are interested in exploring Workplace Chaplaincy as an outworking of their Christian discipleship, or just want to find out more.

A typical programme includes visits to see what Workplace Chaplaincy is all about, as well as sessions on topics like: What is Chaplaincy? Strategies for Chaplaincy in a workplace; Listening skills and core pastoral skills; Building bridges with all faiths and none; Helping Churches to understand the needs of workplace discipleship.

[Contact peter.sellick@cigb.org.uk](mailto:peter.sellick@cigb.org.uk) for more info

[or see cigb.org.uk/training](http://cigb.org.uk/training)

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 Management Council members (and Trustees) at January 2019 are :

Steve Faber—United Reformed Church — Chair

Patrick Bryan — Black-led Churches & Finance Director, Honourary Treasurer

Peter Middleton — Roman Catholic Church

Colin Marsh — Birmingham Churches Together

Dave Pinwell — Methodist Church & Social Enterprise

Dave Ellis—Baptist Church

David Butterworth—Methodist District

Pauline Upsall—Workplace representative

Priscilla White—Church of England Birmingham

Our Strategic Objectives

- To act in Mission to promote a more faithful society by utilising the insights of the Christian faith by engagement on key economic issues, and encouraging good working practices and positive cultures.
- To care for people at work through Chaplaincy and by helping local churches to understand the needs of workplace disciples.
- To learn about industry and commerce through Chaplaincy and links with others, such as Chamber of Commerce and Unions; and to act with partners in furthering a faithful economy.

Finance

Income and expenditure account for the year ended 31 December 2018

Income	2017	2018
Donations: Birmingham Airport	9,000	0
Donations: Cov & Warwick Mission (JLR)	7,000	7,500
Donations: Touchwood Solihull	3,000	3,000
Donations: Birmingham City Council	2,000	2,000
Donations: National Express	2,000	2,000
Donations: ACIVICO	750	0
United Reformed Church Synod	5,000	5,000
Anglican Diocese	26,520	26,520
Salvation Army	0	0
Methodist District	1,000	1,000
Methodist Central Circuit	3,100	3,100
Heart of England Baptist Association	0	2,000
Roman Catholic Archdiocese	1,000	1,000
ECCR - "Ethical Money Churches" project	1,935	677
Sundry Income - training contributions; collections	818	1,583
Interest	88	144
Total Income	63,211	55,524
Expenditure		
Subscriptions	610	574
Chaplains Conference fees, training and expenses	2,024	2,892
Office Expenses	2,453	2,568
Misc incl Insurance, Accounts Examination	912	1,039
Office Facilities Charge	3,000	3,000
Dev Director Employment Costs and Expenses	37,293	37,609
Other staff costs	8,438	19,893
Ethical Money Churches	1,434	0
Total Expenditure	56,164	67,575
Surplus of income over expenditure	7,047	-12,051
Balance of accumulated funds at year end	51,293	39,242

The above is a summary of CIGB's Financial Statements which have been independently examined by Karen Hanlan Independent Examiner Ltd in accordance with the Charities Act 2011 and FRS102. The full Statements are available from the Trustees. Our reserves policy is to have at least £34,000 in reserves which is equivalent to approximately six months expenditure. Our surplus reserve is being used to support our staff chaplain at Birmingham Airport.

Joining the movement...

If you are interested in building a loving social economy, perhaps you can adopt a common cause with us?

Local Churches can...

- *Encourage volunteering for Workplace Chaplaincy*
- *Teach, Share and Pray about work discipleship*
- *Audit your ethical use of finance*
- *Invite a Chaplain to preach or lead a study group*
- *Build a relationship with your local businesses, and pray for them: CIGB can train church members to work locally.*

Local Business and other organisations can...

- *Think about inviting in a Chaplain. It can show your care for your staff, help build a sense of community at work and add value to productivity.*
- *Discover the benefits of allowing people to live their Faith at work; CIGB can help with appreciating diversity and faith at work.*
- *Reflect on your relationship and impact in the local community; ask yourself what is your social value as well as your financial value?*

Friends can...

- *Make a financial contribution to support our work. See over..*
- *Support us with suggestions, planning, fundraising or communications assistance.*
- *Pray for us and our work*
- *Join a network of friends.*

Contact peter.sellick@cigb.org.uk.

Donating to CIGB

As you will see from our finance page, CIGB, as a registered charity, 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, 2nd Floor, 1 Colmore Row, Birmingham, B3 2BJ.

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: 20-07-89 (Barclays Bank)

Account: 70234060 (Churchs Industrial Group Birmingham)

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*](mailto: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*](http://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*](mailto:val.dalton@cigb.org.uk)

Alternatively, print off a copy of the form, complete it and return it to:

CIGB, 2nd Floor, 1 Colmore Row, Birmingham, B3 2BJ



**Churches and Industry Group
Birmingham - Solihull**

CIGB, 2nd Floor, 1 Colmore Row, Birmingham B3 2BJ

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val.dalton@cigb.org.uk

Registered charity no 511711

Supporting the workplace, caring for people