



# Annual Review 2019—2020



# **CIGB Annual Review 2019-20**

## **Introduction**

It is again my pleasure to write a word of introduction to our Annual Review.. When I first drafted this, it seemed that the nation was gripped in a fever – not one caused by a virus but by fear of a virus.

Now we know so much more about Coronavirus and its real and deep significance for us all.

At times of heightened anxiety, we are blessed to be served across Birmingham and Solihull by a skilled team of Chaplains. As you will see in these reports, our team are available, bringing words of reassurance to people of all faiths and none.

Even before the pandemic was declared, businesses were under huge economic pressure, with the inevitable impact on business owners and employees. Whilst we have had to stand down our older and clinically vulnerable Chaplains for “front-line” work, as ever our team has been available to listen. Time is amongst the greatest gifts that we can give. This review shows how our Chaplains have been generous with their time, energy and compassion across a range of industries and contexts in both city and borough.

One of the knock-on effects of tightening budgets is also seen in CIGB. Some of our corporate donors are finding it increasingly difficult to support us financially. We are grateful for their generous support in the past, and to those who continue to give now, both corporately and individually. We do not charge for our Chaplaincy services, but seek to work in partnership with employers in supporting their workforce and in doing our part to maintain their wellbeing.

However, we are called to be wise stewards of the money put in trust to us. During 2020, the Management Council are undertaking a review of CIGB's finances, with the aim that we can sustain this ministry for the future. At a time of increased anxiety and cutbacks, we believe the work of our haplains is needed more, not less, and we thank God for all those who serve.

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



# Become a FRIEND of CIGB

**Join with us to use the values of faith to influence change.**

**Can you can pray for our areas of work and our Chaplains?**

- We believe that all work deserves respect. The purpose of work has been brought into question today more loudly than for many years. The worth of our work depends on the values that we bring to it.
- Working life is about adapting to situations, but current events mean that those changes will be very hard for some.

FRIENDS OF CIGB are supporters of the volunteers, staff and church leaders who are adding values to economic life.

FRIENDS share wisdom and advice. FRIENDS enjoy stories and news. FRIENDS support with practical assistance and prayer

Workplace Chaplaincy CIGB has been making a difference for over 40 years. As you can read here, we are a fast growing network of diverse Chaplains.

**By giving just £15 a year to CIGB, our FRIENDS contribute to the expenses of our visiting Chaplains, their training and support.**

**[www.cigb.org.uk/friends](http://www.cigb.org.uk/friends)**

- Share experience with us in our special events and newsletters.
- Join a diverse network of people who believe that work in the economy needs more faith and love.
- Discover more about Birmingham and Solihull's economy.
- Meet up with Chaplains to hear first-hand experiences and develop new friendships. Pray for our work

**FRIENDS registration form is on the page opposite and at [www.cigb.org.uk/friends](http://www.cigb.org.uk/friends)**



Return to: CIGB, 1 Colmore Row  
Birmingham B3 2BJ

## Application to Join the Friends of CIGB

I wish to join the Friends of CIGB network. I give my contact details below and sign the direct debit agreement below to set up an Annual donation of at least £15 to CIGB. I note that payments from my Bank Account will be taken under the Reference 'CAF/Charities Aid Foundation' (on behalf of CIGB).

Name

Title: Mr Mrs Ms

Street Address

City

Region

Country: UK

Postcode

Email Address

### Direct Debit Mandate

I would like to donate £ 15 to CIGB by an Annual Direct Debit starting next 1<sup>st</sup> or 15<sup>th</sup> of month.

I would like to Gift Aid my donation:

☐ Yes

☐ No

*If you have ticked 'Yes' and signed below you confirm you wish us to Gift Aid this donation and any donations you make in the future or have made in the past 4 years. You are a UK taxpayer and understand that if you pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all your donations in that tax year, it is your responsibility to pay any difference. Please notify us if you want to cancel this declaration, change your name or home address or if you no longer pay sufficient tax on your income and/or capital gains*

Name of account holder

Reference (CIGB Use Only)

Bank/Building Society account number

Branch Sort Code

Name and full postal address (incl Postcode) of your Bank/Building Society

**Instruction to your Bank or Building Society** Please pay Charities Aid Foundation (acting on behalf of CIGB) Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Charities Aid Foundation/CIGB and, if so, details will be passed electronically to my bank/building society

Service User Number

6

9

1

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1

3

CAF, Kings Hill, West Malling ME19 4TA

Date

Signature

# Development Director's Report 2019-20

*"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."*

Workplace Chaplaincy is a creative ministry. It uses the givens of a situation to witness God's grace. Chaplaincy adapts itself to its context to build relations under God. Although in the last few weeks everything seems to have been capsized by the storm of Covid-19, as the prayer above says we know we are still journeying in God's hand.

Our prayer is the Prayer of St Brendan, one of the Irish Monastic Saints of the 6th century. His legendary courage in taking journeys across the choppy waters around Ireland has inspired many people in their faith. The report for the Annual Review last year ended with the words of this prayer, and it seems appropriate to begin the report of our Chaplains with it again this year.

Some of the Chaplaincies described in this Review have been suspended under the Covid-19 restrictions, and some have been learning to use IT to do Chaplaincy at a distance. One of our Chaplains has been writing a 'remote Chaplaincy' blog to continue reaching out to staff. Many of the reports were written before the movement restrictions were put in place, and so give a picture of how Chaplaincy has been up until this spring.

Chaplains are sad that they are not now able to journey far with their old friends: just at a time when many workers may be going through really difficult life experiences. Data Restrictions mean that we do not



normally have the home addresses of the people we know. But we are still, not least, journeying with them in prayer. Some of us are practising 'virtual prayer walks' as we imagine walking our patch and greeting, listening to the people we used to meet.

As life unlocks, we imagine that there will be both great need and big challenges. Trauma, re-structuring, bereavement, financial worries, and uncertainty do not make for a comfortable life. Physical distancing may still make Chaplaincy presence difficult; and many of our volunteer Chaplains are themselves in 'health at risk' groups.

Perhaps by the grace of God, one of our recent learning themes has been mental wellbeing. Tanya Arroba, Airport Chaplaincy Team Leader, has been sharing with us her wisdom from many years of studying and teaching psychological wellbeing at work. A few of us trained as Mental Health First Aiders.

We have begun a considered review of our structures and purposes. We affirmed the strengths of our team delivery and volunteer Chaplains. The FRIENDS OF CIGB network was launched as a result of recognising our financial vulnerability.



We need a new fairer way of doing economy. Valuing workers based on their income never was right. Our vision is for our 'FRIENDS' network to be a group of people who are passionate about a caring economy, even if they do not have the time or scope to be a volunteer Chaplain with us.

**Peter Sellick**

# Jaguar Landrover

JLR Solihull



The Chaplaincy to Jaguar Land Rover Solihull is a sign of stability amidst the still unsettling times of continuing speculation of the effects of Brexit on the company, and of course the downturn in sales in general in the automotive industry.

A meeting last year with one of the Wellbeing managers has led to more occasions when I have been contacted by an area manager on the site. Two calls were to request me to go into a specific area following the sudden death of an employee. I was provided with a suitable room for private conversations and cover was provided for people to come off the production line to enable them to talk with me. I was impressed with the care shown for those working through these situations.

Regular Chaplaincy continues as I walk around the different areas of the large site usually having very brief interactions which don't disrupt work but ensuring that people see me and can contact me if they wish to meet for a longer chat about something.



**Linda Granner**



## JLR Castle Bromwich

It has been a challenging year for the Jaguar manufacturing centre at Castle Bromwich. The large, traditional 'Prime Ministerial' XJ model ceased production after 50 years. This event was the cause of some grieving.



There is growing pressure on the workforce to improve quality, and also to increase versatility. The business is introducing new technologies as premium sporting motor cars undergo fundamental changes. So for staff there is some trepidation as they await new styles and new power systems, along with market changes, and Government policies that evolve and are imposed.

It has been good to link with Christians in the workplace with the support of JLR's new Wellbeing officer. I have made more contacts and been introduced to new people across the large and varied production site.

Please pray for those responsible for the decisions that will shape the automotive products that are produced into the future. This will dictate the demand for the cars JLR builds, and also the sustainability of manufacturing and supply chains across the West Midlands.



As always, to spend half a day a week immersed in the factory and supporting its workforce is a privilege that I thank God for.

**Colin Corke**

# Solihull Town Centre



I want to start off by saying thank you to all who have contributed to keeping Solihull Town Centre so alive and well when many other High streets are currently in decline. Our Chaplains feel honoured to be able to support this town centre.

“It’s business as usual,” is what you might think after a casual visit to the centre of Solihull. There are hardly any empty premises although there has been some turnover of businesses. However, a closer look will reveal that service units have replaced many retail outlets.

The number of barbers has increased quite dramatically and there are now a considerable number of health and fitness opportunities. The number of restaurants and cafes has also increased. Those in Mell Square and Touchwood give a very wide choice of cuisine – far greater than ever before. But at the same time, although we had hoped that the M&S store in the town centre would be saved, it has have recently been announced that it is to close in summer 2021.

Congratulations to the Touchwood shopping centre which won four awards at the Chamber of Commerce Awards 2019 as well as winning Best Shopping Experience of the year in the Birmingham awards.



Sadly, one of the negatives in the town centre is the increase in the number of rough sleepers/beggars. The West Midlands’ Combined Authority programme ‘Change into Action’ is now in operation whereby

people can give financially to support specialist agencies to help people to change their lives around.

As well as visiting and interacting with employees on an individual basis, the Chaplains deliver a 'useful contacts' sheet to retailers, giving details of organisations that are at hand to help anyone in need - customers and staff alike - should the occasion arise. Contacts include debt advice, health support as well as homeless referrals.

Shirley Vincent, a long standing and much loved member of the Chaplaincy team, retired during the year. Shirley was highly valued by those she spent time with, and we miss her. I am pleased to say that Audrey Thompson has now joined the team and is establishing herself as Chaplain to the High street.

It is our well-established tradition to give Christmas cards and mince pies to the traders in the town centre. The smile of thanks – and the astonishment that it is free – are worth far more than the mince pie!

We are grateful to have the continued support of both the Town Centre Manager, Paul Round; and the General Manager of Touchwood, Tony Elvin, both financially and in affirming our role as Chaplains.



My personal thanks too to all the Solihull town centre Chaplains for their continued support in seeking to care for the people who work in the town.

**Beryl Moppett MBE**

# Kings Heath High Street

"Trust in the Lord with all you 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

We've continued to experience the truth of these principles in our Chaplaincy visits throughout the year. Although we have *our* ideas and *our* loose rota system for which part of Kings Heath we should visit next, we always try and remain flexible and open to discern God's guidance.



God has promised to be with us when we walk intentionally with Him. This means that popping into the bank for some personal cash is not necessarily a divergence from Chaplaincy: as was proven when we met a shop owner in there who had also 'just popped in' and actually needed to talk.

An enjoyable, interesting and informative conversation followed. Indeed sometimes extra special dimensions are added to a relationship when we 'bump into people' away from their premises. Likewise, popping into a shop to make a purchase and finding the manager busy in the back of the shop, away from customers, resulted in some valuable sharing time from which aspects for ongoing prayer have arisen.

We have often realised, even if in retrospect, that God's prompting and timing is magnificent. One day we felt the call to travel in to Kings Heath a little earlier and found someone in their premises unexpectedly. A flood at a new location had meant they had returned to their previous workplace: and they were also about to go out to the Post Office with some mail.

We were there at just the right time! God's prompting about timing was precise to the minute! The person had very real concerns for themselves but also serious worries over their spouse's sudden deteriorating health. We were able to listen with heightened awareness, express empathy, and console them by praying with them for the needs of the whole family.

The right place for any of us to be is where God wants us to be, because that's where He's at work in the world; in our lives and the lives of others in our ordinary (even extraordinary) daily encounters.





# Birmingham Airport

2019 was a great year for the Chaplaincy team at Birmingham Airport. Chaplaincy spaces were refurbished and re-opened, two new volunteers asked about joining the team, and the Chaplains felt more integrated as a key part in the Airport emergency exercise.

‘Breathing Space,’ is our quiet room available to staff who want somewhere to spend a few moments away from the busy-ness of the airport. It was in danger of becoming requisitioned as extra office space. But Stuart, the Customer Service Manager, recognised the value of the special space and it was saved: even given a complete refurbishment paid for from Stuart’s budget! His view was that if you look after the staff, then they will give good service to the public. Stuart is a great supporter of the Chaplaincy: he believes that Chaplaincy is vital to the well-being of staff.

Another building change has been the relocation of the (landside) Prayer Room. We advised on the furnishings, contents and final look of the room. The official ‘Prayer Room opening’ in December was attended by a good number of airport staff and all the multi-faith advisers. Stuart (Customer Service Manager) gave a short talk and cut the ceremonial cake!

The cake was decorated with the symbols of the 6 major world religions and the ceremony was followed by another excellent carol service organised by Bryan Snell, complete with Salvation Army brass band.



Stuart and the faith advisers cut the cake







We are keen to care for all our multi-faith community. We now have a full set of multi-faith advisers who have three roles: to give advice on provision for their faith group, being a hands-on Chaplain if they wish; and finally being on-call in case of an emergency.

The airport keeps clear emergency plans and those involve a role for the Chaplaincy team.

When an emergency exercise was announced for November, Chaplains were involved in the planning as well as the actual event. During the simulation at 1am on a cold November morning, a police officer came running into the terminal calling for “A Chaplain, we need a Chaplain”. “Aha”, I thought, “so that was why I was asked to wait here!!”

The final piece of good news is the arrival of a new member of the team, Sister Loretto, a Roman Catholic nun: she has undertaken the CIGB training and was commissioned to join us in November. Another Roman Catholic, a deacon who has recently moved to the area, has also approached us and is in the process of joining.

Our ecumenical team is being strengthened with the addition of two Catholic Chaplains to work alongside Bryan and Alive Snell and Neil Hodgetts from the Salvation Army, John Ibidokun , a Baptist minister



and myself, an Anglican. We give thanks for a fruitful year and offer prayers for another good year for Chaplaincy at BHX.

**Tanya Arroba**

# Birmingham City Council

The Chaplaincy Team has steadily been raising its profile within the Council's Wellbeing offer to its staff. As well as our proactive visits to the offices, the chaplains have also been receiving a number of requests for support via telephone.



Council staff thanking Chaplain Val Benjamin at Christmas

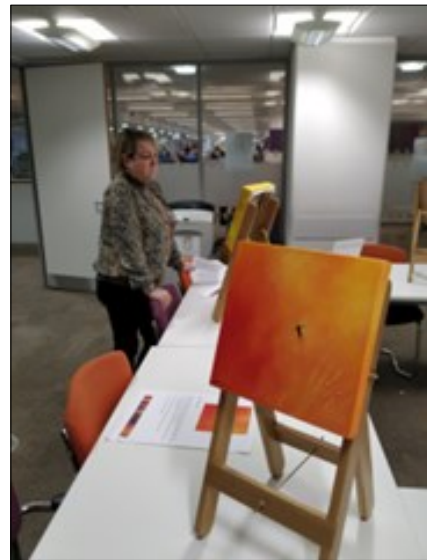
(Writing this report after the Coronavirus outbreak, unlike some other reports in this Review,) Chaplaincy has also played a significant role in support of most staff who have continued to work through the virus situation. The Wellbeing team approached the Chaplaincy to increase its telephone support and mindfulness sessions. Rachel developed a 'Remote Chaplaincy' blog (<https://remotechaplaincy.wordpress.com>), which had ideas of how people could explore their feelings and spirit while they were working from home or in lockdown.

In more normal times the team of four Chaplains have been talking to about 35 people a month on issues like workplace relationships and difficulties at home, as well as the briefer conversations. Some staff continue to find the restructurings in the public sector frustrating: often having several different line managers in the same year. Many areas have been pared down under austerity cuts despite increased demands on services. "I have come such a long way... I couldn't have done it without you" was one recent feedback comment.



Stones of Hope from Rachel Holdforth's Remote Chaplaincy blog during Covid-19

The Chaplains have good relationships with faiths throughout the council. They receive invitations from Muslim staff to 'Iftar' evening meals during Ramadan; and take part in the monthly Christian fellowship meetings. Peter Sellick took part in a 4-week 'madrasa' learning programme with Jewish, Muslim and Christian leaders to explore understandings (and misunderstandings!) of each other's faiths.



Art and Reflection Event

Peter Sellick developed an idea of using Art to engage people in conversations and reflection of their life experience. Staff gathered over lunchtimes to look at the pictures which he had borrowed from the Westhill Foundation and to discuss the questions that the pictures suggested: such as 'What are you waiting for? What risks to you take? Who hears you?'

The mindfulness meditations started by David Harrison for council staff in Erdington, have continued to be popular, alongside the sessions in the central Birmingham offices. Staff have been requesting meditation sessions for other offices in the city, which we have not had the capacity to manage to date. But the online practise of meditations and their recording / sharing across the council network that has developed during the Covid crisis may allow this development in future.

We are hoping to develop the team with a new Chaplaincy volunteer and to start a Chaplaincy provision with the staff at the Library of Birmigham, led by Rachel Holdforth. The start has been delayed by the Covid situation.

**Peter Sellick**

# Birmingham City Centre Retail



“Seeing you always cheers up my day” - a retailer recently said to me. Another said: “Thank you for listening will you come back tomorrow?”

The work of be.friend continues to be an intentional listening presence to those working in the retail sector.

We offer hope, a safe space and a sense of companionship to those we have the privilege to journey with. Retailing, and Chaplaincy itself, is a road of highs and lows. Not an easy road, not always a level road, yet we journey.

Chaplaincy is ministry in a liminal place, an in-between place. And that’s demanding. The faithful listening of Chaplaincy requires faithful journeying with people. Although it sometimes seems that we’ve done nothing unusual, the beauty of this amazing ministry is that amazing things happen! We share the love of God, the peace of God, the presence of God in the most ordinary way, through friendship, through being intentionally present.

Some of the sadder moments are saying farewells. We’ve said goodbye to staff that we’ve known quite a long time as their shops have closed. We’ve also said goodbye to faithful colleagues: Atonya Sims, Chaplain to Great Western Arcade for the last two years, decided to move into another area of ministry. Doug and Sue Ambrose, Chaplains to the shops in New Street Station, also decided to move on to other ministry.

May God continue to bless them in their new ventures. But alongside these goodbyes we welcome Kettie Gareta-Kanwamba as she joins the team of Chaplains to the retailers at the Bullring Shopping Centre, where I know she will be very much appreciated.



Happier times include Christmas. This season is always very busy and the market Chaplains love distributing 'Punch&Pies!' to the traders. It's become something of a tradition: traders start to remind us around August!



Iain and Andrew in the market

Non-alcoholic mulled wine, mince pies, and fairy cakes are on the menu. Now, I know fairy cakes are not very Christmassy, but they go down a treat. It's our way of saying thank you and just a gentle reminder of the reason for the season. A little treat that is very much enjoyed and appreciated.

Thank you for your continued prayers for the work and ministry of be.friend. Thank you to the team at Carrs Lane Church who support this ministry.

I would also like to thank the committed team of volunteer Chaplains who offer their time to support to this ministry because without them there wouldn't be a Chaplaincy.



Elaine sharing Christmas Fairy Cakes!

**Elaine Hutchinson**

# Town Hall & Symphony Hall

Whenever I tell people I am the Chaplain to Town Hall and Symphony Hall, they always assume that it might include some fringe benefits ... like going to the shows! But I can go one better: how about being one of the performers?! There are many ways to be a Chaplain: sometimes we get to share our thoughts..

I've taken part in the annual 'Families Together at Christmas' event for the last three years. This is a concert, arranged with Midland Mencap, to provide a brief moment of respite (and fun!) for families caring for loved ones with special needs: a welcoming, relaxed and inclusive environment for everyone to enjoy. My slot in the varied programme is to read some reflections.

Symphony Hall is going through yet another change, but this time it's the building. 'Making an Entrance' is a state-of-the-art redevelopment of the Foyer which will create a more welcoming experience for audiences. Hundreds of free events have been planned with an education agenda to reach over 24,000 people.

I have been Chaplain to THSH for 13 years. I have attended many leaving do's, welcomed new recruits and supported the staff through the upheaval of two organisational re-structures. How do I make a difference? Simply by being available whether that's chatting to staff or reading reflections. Please pray for the work of Chaplaincy in the forever-changing world of the Arts where the offering of sacred space is openly received.



**Elaine Hutchinson**



# Frankfurt Christmas Market

Kindness is not quantifiable: a bit like Chaplaincy. It's November, the Frankfurt Market stalls are up, the smells of Bratwurst and mulled wine fill the air. In our fourth year of offering Chaplaincy to the Frankfurt Christmas Markets it felt as if we made a breakthrough.

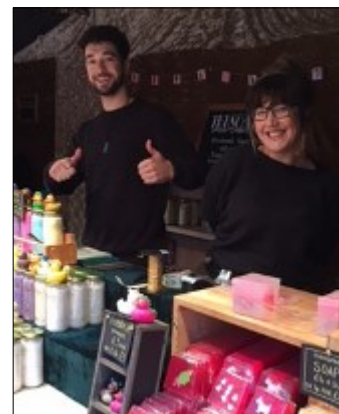
The traders were pleased to see us and happy to chat. They weren't as busy as in previous years. We shared smiles, nods and the occasional words, with people from the Czech Republic, Romania, Poland and Germany. Language is a barrier but somehow, we manage to share.



The team was amazing and went out in all kinds of weather conditions. I'm always grateful to these volunteers who offer a listening ear in very unconventional circumstances.

As usual we gave out mini chocolate Santas on St Nicolas' day: a small gesture of kindness seems to mean so much to those who are homesick. But this year we were given gifts ourselves! We were offered bars of scented soap from Rachel, one of the traders. She wanted to give something to the homeless.

This fabulous-smelling soap went to Carrs Lane's Homeless Street Banquet as well as to hospitals and homeless shelters. Over a hundred people received a bar of soap due to one traders act of kindness.



**Elaine Hutchinson**

# Grand Central & New Street Station Shops

Retail workers are becoming more anxious; they worry because so many shops and business outlets are closed or about to close down, but thankfully the shops and restaurants in Grand Central seem to be doing well: achieving reasonable and sustainable results.

Our Chaplaincy involves wandering around with intent, not to disrupt work but to catch the eye: whether it is just to say "hello" or to spare a couple of minutes to talk to people. As Chaplains, we provide an independent, listening ear, giving time to people and offering pastoral support when appropriate, and this builds confidence.

Our presence and ministry in Grand Central has been both challenging and encouraging. One of the challenges is the fast turnover of staff. As Chaplains, we continue to do our best to build solid relationships, but people move and change frequently.



Conversations are often general in nature, but sometimes staff and Managers trust us enough to share issues with us at a much deeper level. We have had specific requests for prayers for health and family concerns. At other times after listening to their concerns, we are able to signpost to other agencies who may be able to help. Cards sent at Easter and Christmas were greatly appreciated.

In September, Sue and Doug Ambrose, Chaplains to the shops at New Street Train Station moved on to other ministry. Elaine (our Team Leader) asked us to step in temporarily with the Chaplaincy on the ground floor station concourse. We were introduced to the staff in these shops by Doug and started our extended Chaplaincy service in October.

We were welcomed with great affection by the retail staff, and we are getting to know Andrew Hall, the Railway Chaplain for New Street Station (and surrounding areas). He took us on a tour of the station, and to visit areas not open to the public like the police control room. He introduced us to the West Midlands Railway staff based at New Street Station. We followed up this visit with Christmas cards to the staff. Again, these were much appreciated.



**John Taiwo & Sam Edgar**

# Rag Market

The Birmingham Bullring markets have an ancient history, legally beginning in 1154 when Peter de Bermingham, a local landowner, obtained a Charter of Marketing Rights from King Henry II. Initially, a textile trade began developing in the area and it was first mentioned in 1232 in a document, in which one merchant is described as a business partner to William de Bermingham and being in the ownership of four weavers, a smith, a tailor and a purveyor. Some 866 years later, the 'rag trade', the world and Birmingham have changed beyond recognition.

It is hard to see how such traditions as city centre markets can compete with discounters and online shopping unless they have very entrepreneurial traders and market management. Even then, how do you attract customers to markets, often with poorly-displayed merchandise and imperfect environments, when the public are being lured into highly-developed shops with dazzling displays and lots of bargain prices? Do we have to accept, that markets as we know them now, have passed their sell-by date?

Amidst the gloom that I have written about before, there is still some optimism that things might change. The plans for a new market environment were shared at CIGB's Annual Meeting: the Council and developers discussed their ideas with us.

The hope is that this will inject new life into market trading. The traders need our support and prayers!



Andrew where stalls used to be

**Andrew Veitch**



# Open Air Market

The Open Air Market continues to serve Birmingham as it has done for over 800 years and I continue to visit stallholders regularly on Tuesdays. During the year I've really noticed the decline in footfall around the market as our shopping habits change. Stalls selling fabrics seem to be a bit busier: perhaps because of the popularity of TV programme 'The Great British Sewing Bee' ?

However, empty stalls – sometimes as many as 6 in a row – can be seen throughout the market. Goods which are on sale are of good quality, but new shopping habits, transport and home delivery, and busy lives have really hit markets hard. Market traders talk in negative terms about the way things are going and wonder just how long the market can keep going.



Lots to buy but few customers.



# Olton Hollow

2019 has been a really good year down at the Hollow. As my relationship with retail staff develops from 'stranger' to 'friend' I've found that conversations change.

Getting to know people and earning their trust takes time – it doesn't happen overnight. Working in a small shop can be very lonely and often a visit from a stranger-become-friend can really brighten the day.

There are around 20 shops on my patch and I've been visiting on a monthly basis for three years. The staff who work in the shops have now got to know me. Many of the people I visit are from other faiths but I feel accepted by them and there's always something to chat about – even if it's just the British weather!

Friendship and trust don't happen overnight: they play a vital part in getting to know people. I've often been asked which church I attend, and it's been encouraging to see people accepting prayer rather than turning away.

Highlights for me are major church festivals. My church holds a Good Friday March and we offer hot-cross buns to all the shop workers. Harvest time and Christmas are also opportunities to give a little gift – I usually give apples and sweets – all purchased from Olton Hollow.

My hope and prayers for 2020 are a continuation of friendship, trust, healing for some, and an expectation that business will prosper.



**Tina Hands**



# Cadbury 6th Form College

This year the Chaplaincy team at the college has really taken off! What began as a team of one has now grown to a team of three Chaplains, all members of local churches, and there is interest in joining the team from quite a few others.



All Chaplains visit the College on a regular basis, supporting staff and students. On Thursdays, especially around the lunchtime period, the staff and students can find a Chaplain in the busy café or the library ready and available for a conversation. This regular provision is producing some amazing conversations as we get to know the students and they start opening up to us.

We keep students in touch with the needs of the world outside College too and have led visits to Birmingham City Centre on soup runs, helped in local homeless projects and visited a local prison to name just a few.

There was even great excitement when we appeared on the BBC 'Midlands Today' local news programme while on a plastic Canal boat! Great publicity for Cadbury College!



**Chris Milton**

# Longbridge Retail

I've been very touched this year by the impact that listening and following -up has had on people. I'd like to share just a few stories that reflect 2019 and the resilience and generosity of the people who work in Longbridge

Here are two personal stories:

A parent was in the middle of all kinds of family issues. Together we prayed for each of these issues and looked for answers to our prayers. I walked through the door each week to hear "I'm so glad you've come – I've been looking out for you all morning." It was lovely to hear the answers to prayer and the thanksgiving that followed as issues were resolved. Someone else struggled with a hidden disability and faced a long battle which involved Access to Work, Union reps and the embracing by management of policies which had been overlooked. "I couldn't have done this without your support." – words of thanks for time spent listening, encouraging and praying over a number of weeks.

And two stories of community spirit:  
There was The Great Flood when the River Rea burst its banks. The end of the High Street became a roaring cataract (almost) and Longbridge Lane had to be closed to traffic. It even made the BBC Midlands News! As the Site staff were joined by various retail and hospitality workers to close the streets, there was a wonderful sense of camaraderie.



At about the same time there was the sudden collapse of Thomas Cook – and the closure of the local branch. It was quite wonderful to hear that staff carried on – sitting in the local Costa helping people who had booked. It was also good to hear of the generosity of customers – 'We didn't have to buy a coffee all day', the staff said. It was so good to see

these people back in business as Hayes Travel a few weeks later.

Thankfully, Joan has continued her visits around the 'Phase 2' shops and is greatly appreciated there. There is a very special friendship with the staff of the bike shop – especially when Joan bakes them a cake!

We've been so privileged and trusted. I've seen photos of weddings and holidays, and all the other positive stuff. I've also heard about domestic abuse and the pain of a grandmother who has had to pick up the pieces; the anger and helplessness of perceived injustice; the pain of a mum whose son is denied access to his daughter and has a large debt; the sorrow of bereavement – and there have been several among the retail staff of Longbridge this year; and the awful tale of someone who was savagely beaten by a group of fly-tippers who had been confronted. There are also the frustrations of Longbridge security staff as they try to keep on top of the cannabis smoking, and selling, around the town centre.

It's a pleasure to be greeted as a friend: a smile and wave from the other end of the supermarket; the look of relaxation as I walk in the door. Sometimes it's the little things that make a big difference: just being acknowledged and valued as a fellow human being rather than the checkout operator or the shelf-stacker. I sent a card when I heard of a new baby: the parents were especially appreciative because their work-mates hadn't been very interested in the new arrival!

Appreciation, friendship, the knowledge that I'm doing God's work and answers to prayers. Wonderful rewards!

**Val Dalton**

# Longbridge Village Residential Centre



We, Sonia and David, live in Longbridge Retirement Village, on the site of the former Austin factory. The complex contains 260 apartments and people from the local community also come in and share in the village activities, so it is a bustling place with lots of visitors.

Since we live where we 'do Chaplaincy', in theory we are available and 'on duty' all the time, but certainly as soon as we come out of our own apartment ... and we would be overwhelmed were it not for the help given by others. Irene, another CIGB Chaplain and ex-Church Army officer, also lives here; and three other Chaplains Irma, Keith and Marlene visit regularly and give valuable assistance.

Recognised by CIGB and answerable to God's Heart for Longbridge, a committee of local churches, we are a slight anomaly in the Chaplaincy system and we are designated as Chaplains for 'the residents of Longbridge town centre'. Two local ministers, Stephen and John, also come and help at least once a month.

Sonia has contact with many different people through her involvement with the Village painting and craft groups, while David serves regularly on the reception desk and is a member of the Residents' Association committee. We are also 'befrienders', members of a volunteer group that offers friendship to residents and (among other things) organises sessions of things like board games.

We arrange a very popular informal service every Sunday evening around

the piano in the restaurant area. Attendance varies between 50 and 60 people. We have volunteers who help to serve tea, coffee and biscuits, and those who play instruments to accompany the hymns.

On one recent Sunday, we replaced the service with a performance of Roger Jones's musical *Simeon* by the Christian Music Ministry choir. The Village hall and restaurant area was crowded with approximately 200 people, and residents and visitors alike greatly appreciated the musical message.

Once a week the Chaplaincy team distributes bunches of flowers to residents who are unwell or recently bereaved. The flowers may be past their sell-by date, but still have life in them! They are donated by Sainsbury's, through Val Dalton, and by Marks & Spencer. This act of kindness is very much welcomed and we are extremely grateful to the donors.

All this engagement gives so many opportunities to get alongside people and encourage them in life and in their faith.



Just across the road from the village complex, a new housing estate is being built, with a mixture of houses and apartments: a total of 215 dwellings. When the future occupants move in, they also will be residents of Longbridge town centre and we pray that that the local churches will be given the wisdom and the resources to grow a fresh ministry to these new Town Centre residents too.



**Sonia & David Jackson**



# Bournville College

Sometimes deflated, always determined! Chaplaincy in 2019 ended as it began— with some shadows hanging over our tenure at Bournville College. But we carry on ...

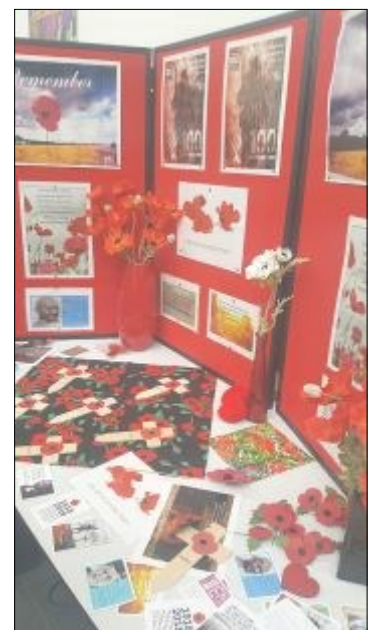


Some of the new management seems to be struggling with, what is to them, an alien concept. “Faith in a secular college??” But we have built up some enthusiastic support over the years to make us determined, and staff and students still appreciate our activities.

On Freshers’ day we launch our programme for the new academic year, both at Bournville and another campus. It’s a good opportunity to meet returning staff and students and the new students—and involves sweets! We finish off with a Thanksgiving for the Academic Year too in the Summer.

The Last Post rang out for Remembrance when we were joined by staff members who had been in the armed forces, the Principal, other staff and students. We’re using amplified music a bit more to enhance and attract. The voice of a cantor singing the Kaddish, the Jewish prayer for the dead, resounded round the College for Holocaust Memorial/Yom HaShoah in January as it would in every synagogue worldwide.

Valentine’s day, Pancake Shrove Tuesday, Mothering Sunday, and Easter are celebrated as well as Mental Health Awareness week and Black History month.





We are also trying to use Students' own skills and activities in events. We have used their Photographic displays and at Christmas we celebrate with a well-attended concert showcasing some of their musical skills.

As well as events, we wander round the whole of the College and talk to staff and students. A Christian presence, quiet witnesses to the light and hope of Christ, and ready to chat to anyone and everyone. Pressing issues shared with us have included personal and family distress, health and bereavement, and work-related worries.

During the year a meeting with one of the assistant principals to talk about our work was a helpful time, and a training session together bonded us in common purpose.



Gillian, Lyn and Thelma with two staff members.

While we take the opportunity to share our faith with enthusiasm at Christian festivals, we have also been trying to find ways of working with other faith groups in college. A Muslim staff member is positive about being involved in some activities with us, and with her we honoured the Prophet's birthday in November. This was very well received and

appreciated, with friendly sharing of differences and commonality.

We would like to encourage other faith groups to share their special days.

**Thelma Mitchell, Gillian Finch & Lyn Stanton**

## NEC Group



David, Sue, Sharon & Matthew

The fully human approach really matters in a conference world that changes every few days; even within the same day. Sometimes several significant events run concurrently with tens of thousands of visitors within our care, but 'The world stops' when someone says, "I need some time."

We truly value our inclusive position - welcoming Staff and Visitors of all faith positions; and those not declaring any faith.

We are able to offer quality time in a open sanctuary space representing the NEC Group ethos, 'our best assets are our people'.

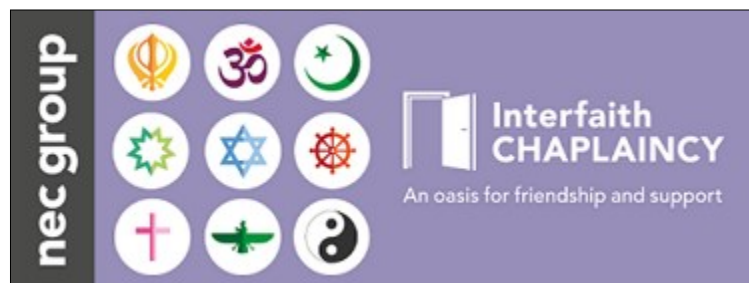
The provision of Prayer Rooms and Quiet Spaces at NEC varies according to need. As the campus is over 300 acres in its footprint, we often have a second Prayer & Quiet Room facility on the other side. Very often we can have three Prayer & Quiet Rooms open for some massive international events. In addition, incremental facilities can be found within the rooms of Exhibitions and Conferences.

At the ICC we have a dedicated workstation and a smaller Prayer & Quiet Prayer Room facility which is really appreciated by Staff and Visitors. At the Arena Birmingham, you will often see us supporting gatherings of 15,000 people.

Yet, amidst all the busy-ness, we have time and space for each person and their individual needs. We have also worked with our NEC Group Mental Health Ambassadors for various events.

We are called upon when a Staff member dies: we offer a heartfelt NEC Group condolence card, discreetly reflecting the thoughts of work colleagues, indeed the 'work family'. Many Staff and business partners have been part of 'team NEC' for 40 years. There are very deep, and frequently surprising moving, bonds of collegueship that have grown within the genuine NEC mantra: 'we are better together'.

The Chaplains are invited with all staff to NEC Group Staff presentations, – a very real indication of the way Chaplaincy is valued by the NEC Group. We are delighted to be regular guests at Christmas parties with 800 staff, as well as at the smaller HR away-days with 25 Human Resource professionals who care passionately about their wider team... Equally as we do...!



**David Butterworth**

# West Midlands Fire Service

At the end of 2018, after some discussion, it was decided that the Chaplaincy within the West Midlands Fire Service needed something of a relaunch. The WMFS boundaries overlap with several dioceses which meant different people were responsible for different stations. It was agreed that Stephen Bentham of the BCUIM, (Black Country Urban Industrial Mission, a sister organisation of CIGB), who works in Smethwick and comes under the Lichfield Diocese, would liaise with senior officer Steve Vincent.



Together they have been able to agree on several innovations. Chaplaincy now comes under the Occupational Health banner. To this end we are all being issued with fire service ID credentials, white polo shirts bearing the occupational health logo with the addition of the word 'Chaplain', and WMFS fleeces. There is to be a Chaplaincy page on their intranet site and an introductory training and relaunch day in February. Hopefully this will lead to a higher profile for the Chaplaincy service.

During this past year I was shadowed by two ladies who were studying Chaplaincy at their church in Solihull. They joined me on my Friday morning walkabouts for several months and it was interesting to note how positively people spoke about their experience of Chaplaincy, something they had never communicated to me directly! Unfortunately neither were able to join us formally, but we have since had enquiries by two other interested individuals so watch this space.



**Sallie Morgan**

# Jericho Foundation

The Jericho Foundation works with young people who are experiencing significant barriers to becoming skilled, employed and fulfilled. The staff help them to overcome these barriers, gain relevant vocational qualifications and secure sustainable employment, many working in the various businesses set up and run by the Foundation. Chaplaincy at Jericho provides pastoral and spiritual support to staff, volunteers and apprentices.

In recent years the Chaplaincy service has been extended to the tenants and businesses who lease space in the 'work loft' at Jericho HQ.

In the past year some major restructuring has taken place and some of the less-successful business projects had to be closed. Sadly, this meant that staff working in those businesses had to be made redundant, and the Chaplains prayed for and helped support those workers. Thankfully, the Jericho Foundation is now doing well and is in a better place. The organisation can now focus more on becoming self-sustaining rather than being reliant on government funding.

As well as pastoral support, the Chaplaincy at Jericho Foundation organised several events during the year, including a regular fellowship meeting on the 1st Wednesday of each month. A Christmas Carol Service and Easter Service took place at the head-office and both services were well attended by management, staff, clients and service users.



Rotimi with Patrick Masih  
JF Client Support and HR Manger

**Rotimi Benjamin**



# National Express Buses

## Garages: Birmingham Central, and Bordesley

My weekly visits to Birmingham Central garage and the city centre have been exciting this year as so much has been happening. I have found that more employees than ever have wanted to chat through some really difficult issues of physical and mental health, work stresses and bereavement.

There have been new buses, new routes, new change-over points and new drivers, together with more Inspectors in the City Centre as the company improves its customer service. There has also been an announcement that Central garage would be sold in a few years' time, and two new garages would be built to replace it.

For many, change is stressful, and this is reflected in the conversations I've had with drivers at the change-over stops. Other causes of stress are the passenger behaviour, traffic, and late-running due to roadworks, including those associated with the Metro extension. Of course there is nothing drivers can do about it, but passengers don't always understand and, of course, a traffic jam on the route affects the whole timetable.

My visits to the Bordesley offices and garage are very different. I visit the offices around every six weeks for an hour, and staff are invited in advance to meet me in the rest room. Very few actually come, although one staff



member wanted some help and prayer as they faced a dilemma. I also pop in to see the bus drivers in the garage in their rest room, and their managers.

Quite often I hear that drivers are advising their colleagues to contact me – which is very

encouraging. I have also built up a good relationship with the Trade Union representatives, who often refer members to me because they feel that I can help in a different way.

### **Perry Barr Garage and Miller St Trim Shop**

My visits to Perry Barr garage and the Trim shop are becoming very exciting and fruitful. After five years of weekly visits I have become a familiar face and staff are aware of my visiting day. Perry Barr garage will be relocating very soon and work has already started: many buildings have been vacated, some already knocked down and work is going on around the garage. One effect of this has been frustration because there is less parking for both staff and customers.

There is considerable concern among the drivers about passenger behaviour, which seems to be getting more aggressive: many staff appear to feel that they have inadequate protection from passengers. Changing shift patterns have caused some drivers to leave, resulting in shortages, although new drivers are being recruited.

Last Christmas I gave out Christmas cards to employees both at the



Perry Barr garage and the Trim shop and I was delighted to receive some cards from them. A member of staff asked me for a Childrens' Bible and I found a nice Childrens' Bible with lots of coloured pictures, which she really appreciated. Relationships always take time to build, but I am finding that more people are sharing important personal issues with me and asking for spiritual support.

**John Bradley & Ebenezer Asaju**

# National Express Buses continued . . .

## Garages: Acocks Green and Yardley Wood



I am quite amazed to find myself in my 7<sup>th</sup> year of Chaplaincy On The Buses. Over the past year I have continued to chat with some familiar faces among the drivers, cleaners, canteen and office staff and have encountered new employees too.

One of the highlights of the past year has included attending a Family Fun Day with NX West Midlands Staff held at Wheelers Lane Stadium in June. This included a free funfair and an 'It's A Knockout Style' competition between the different garages and teams.

Another highlight was when a staff member / new mum in Yardley Wood Garage brought her baby in for a cuddle. One of the drivers and I handled the baby as if she were made of porcelain china: whereas an experienced mother in the office plonked the baby much more matter-of-factly onto her lap!

A sadder occasion was when the Union Rep at Yardley Wood decided to step down in October and relocate to Walsall Garage, nearer to home. For him this decision was an enormous relief but he is missed by his former colleagues. They invited me attend farewell drinks at a pub in his honour - a great opportunity for different conversations with relatives of colleagues.

As a passenger using the buses, and as a Chaplain, I have noticed an increase in incidences of 'low-level' anti-social behaviour on buses. Cannabis smoking seems to take place on a lot of bus routes now as well

as aggression from passengers towards drivers.

The other day I came across a driver who had just been spat at. I also discovered that the cleaners at the garage are now asked to remove the morning's discarded newspapers before the afternoon school rush hour to prevent these being set on fire in the bus, by the passengers. There are increasing incidences at bus stops too. People have reported being squirted or drenched in water by passengers in passing cars. This has even happened to me.

So I wonder, how do the drivers maintain their resilience? Dry humour, camaraderie and banter among colleagues help them to carry on; as does reflecting on what brings them joy ... and a friendly chat with the Chaplain!



**Christine McAteer**

# Knowle Retail Chaplaincy

The local supermarket where I work went through a significant re-structure, during the year, along with most of the other supermarket chains. Staffing numbers, contract hours and terms and conditions were changed almost overnight. That was pretty frightening for people who really need the income and find the pattern of work fits with their other responsibilities. I wrote to church leaders, hoping that they might ask questions in places of power, as to how such changes are imposed on the more vulnerable workers in society.

With these changes taking place, I have also increased my Union responsibilities. I undertook training to become an official representative of the Union at my store. This has slightly changed the dynamic of my role – instead of staff members coming to me for advice, or just asking me to listen as a Chaplain, they now expect me to sort out their concerns, so I am working out what this means for my Chaplaincy role.

I continue to be the store's Community Champion, linking up the store with the local community. That means I take some responsibility for the Food Bank collection, and also bridge links with other groups in Knowle. Working on the check-out I am allowed a bit of extra lee-way to listen to the vulnerable and elderly members of the community who come in to shop: probably more for the social interaction than for the food itself!

I am looking to develop the Chaplaincy further around the village centre, as I am sure that other shop staff would appreciate a Chaplain to talk to.

**Greg Dengate**



# Associated Chaplaincy Teams

CIGB has Associations with a number of other Chaplaincy teams.

Here is a report from the Waterways Chaplaincy:

## Waterways Chaplaincy



The last year has been one of consolidation and change. One of the changes came about with the resignation of our Deputy Senior Chaplain responsible for the Midlands and the North. She was ordained into the Church of England as a curate and felt that, with the additional workload, she could not fulfil both roles properly. Her post has been taken up by Barbara Davies and she will be responsible for all the Waterways Chaplains north of Birmingham.

We now have additional funds and will shortly appoint another Deputy Senior Chaplain 'South' and she will be responsible for Birmingham and all of the South of England. We still have our National Senior Chaplain as well, so the senior team is now very strong.

Locally we have also seen change and consolidation. One of the West Midlands Chaplains had to step down but he has been replaced by a probationary Chaplain. When people apply to become a Waterways Chaplain they go through a period of probation. This is for them, and us, to ensure that they are called by God to do the work.

Training to be a Waterways Chaplain involves learning about the canals, Canal & River Trust rules, and local staff; and about social resources such as where the foodbanks, Job Centres etc are. This process usually takes around 6 months and at the end of it they are commissioned as full Chaplains. I am delighted that two more local Chaplains were

commissioned in early 2020. Nationally we now have 90+ Chaplains but with our stated aim of 200 by the end of this year we are still actively recruiting. Many of the people coming to us have little or no experience of the canals and the people who use them, which is another reason for having a probationary period.

As in previous years I have helped various boaters who find themselves in trouble. One of the joys of the work is accompanying them to meetings and seeing the relief on their faces when they realise that they are not facing 'officialdom' on their own.

To help relieve the stress that some people live under is a blessing in itself. But sometimes I have also had the privilege of praying with people and they have felt God's blessing. We have a national prayer chain and people are often ready to accept prayer when it is offered. We also carry a Bible and a fridge magnet with a prayer on it: and very often these are accepted when they are offered.

It is also a joy to me to be a part of CIGB. I rejoice at the variety of places where Chaplains work and show Gods love.



**Richard Alford**

# INTRODUCTION TO VOLUNTARY WORKPLACE CHAPLAINCY

A 7-SESSION TRAINING COURSE for VOLUNTARY CHAPLAINCY  
Mondays 5-7pm starting September 2020



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 and 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)

# Finance

## Income and expenditure account for the year ended 31 December 2019

<b>Income</b>	<b>2019</b>	<b>2018</b>
Donations: Birmingham Airport	18,000	0
Donations: Cov & Warwick Mission (JLR)	0	7,500
Donations: Touchwood Solihull	3,000	3,000
Donations: Birmingham City Council	2,100	2,000
Donations: National Express	2,000	2,000
United Reformed Church Synod	5,000	5,000
Anglican Diocese	26,520	26,520
Methodist District	1,200	1,000
Methodist Central Circuit	3,100	3,100
Heart of England Baptist Association	1,000	2,000
Bull St Quakers	250	0
Roman Catholic Archdiocese	1,000	1,000
ECCR - "Ethical Money Churches" project	0	677
Sundry Income - training contributions; collections	1,418	1,583
Interest	144	144
<b>Total Income</b>	<b>64,732</b>	<b>55,524</b>
<b>Expenditure</b>		
Subscriptions	585	574
Chaplains Conference fees, training and expenses	2,412	2,892
Office Expenses	2,450	2,568
Office Facilities Charge	3,210	3,000
Misc incl Insurance, Accounts Examination	1,033	1,039
Dev Director Employment Costs and Expenses	37,504	37,609
Other staff costs	20,257	19,893
<b>Total Expenditure</b>	<b>67,451</b>	<b>67,575</b>
<b>Surplus of income over expenditure</b>	<b>-2,719</b>	<b>-12,051</b>
<b>Balance of accumulated funds at year end</b>	<b>36,523</b>	<b>39,242</b>

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.

# Management

Our patron is the Lord Mayor of Birmingham and our Presidents are the Rt. Revd David Urquhart, Bishop of Birmingham; Most Revd Bernard Longley, Archbishop of Birmingham; and Revd Ian Howarth, Free Churches Moderator.

The Management Council members (and Trustees) at January 2020 are :

Steve Faber—United Reformed Church — Chair

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

Ann Smith — Roman Catholic Church & Industry

Colin Marsh — Birmingham Churches Together

Dave Pinwell — Methodist Church & Social Enterprise

Dave Ellis— Baptist Church

David Butterworth—Methodist District & Chaplaincy

Pauline Upsall—Workplace representative

Priscilla White—Church of England Birmingham

## Our Objectives

- To act in Mission by utilising the insights of the Christian faith in engagement on key economic issues, and encouraging good working practices and positive business cultures.
- To care for people at work through Chaplaincy, and to help local churches to resource workplace disciples.
- To share learning about work and economy; working in partnership with others in furthering a faithful economy.

## Donations

We are a Registered Charity (511711): Details of our constitution and reports are available on the Charity Commission website. We are grateful to all who continue to financially support our work. To donate electronically: Sort code 20-07-89 (Barclays Bank); Account No: 70234060 (Church's Industrial Group Birmingham)





**Churches and Industry Group  
Birmingham - Solihull**

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**Tel: 0121 426 0425**

**[www.cigb.org.uk](http://www.cigb.org.uk)**

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

**Registered charity no 511711**

**Supporting the workplace, caring for people**