

HEATHROW MULTI FAITH CHAPLAINCY ASSOCIATION

England & Wales · Charity number 1182764

Details

Status Registered

Legal form CIO

Registered 2019-04-03

Register [View on the Charity Commission register](#)

Contact

Address The Compass Centre
Nelson Road
London Heathrow Airport
Hounslow
TW6 2GW

Phone 07590170595

Activities

Objects: THE OBJECT OF THE CIO IS TO ADVANCE RELIGION FOR THE PUBLIC BENEFIT BY ASSISTING IN THE PROVISION OF MULTI FAITH CHAPLAINCY FACILITIES AT LONDON HEATHROW AIRPORT TO PROVIDE APPROPRIATE WORSHIP AND PASTORAL CARE FOR THOSE OF ALL FAITHS AND NONE AND LENDING EMOTIONAL, SPIRITUAL AND PRACTICAL SUPPORT TO THOSE IN NEED

Activities: The supply of chaplains to Heathrow Airport to support the travelling public, staff of Heathrow, and visitors to Heathrow. Religious services at Heathrow Airport.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Religious Activities, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** The General Public/mankind

Geography

- Hounslow

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£256,068	£90,512	-	-
2023-12-31	£161,571	£81,834	-	-
2022-12-31	£102,567	£53,168	-	-
2021-12-31	£67,900	£29,974	-	-
2020-12-31	£5,000	£150	-	-

Trustees

Name	Role	Appointed
The Venerable Catherine Ruth Pickford	Chair	2021-04-29
ASGAR HALIM RAJPUT		2019-04-04
Dr STEPHEN LEON HIRST		2019-04-04
Hannah Joy Saadat Jones		2025-11-01
Hany William Yacoub Abdelmasih		2019-04-04
JOHN CHRISTOPHER MATTHEW PENTY		2019-04-04
Janki Valand		2026-02-10
NARINDER SINGH MUDHAR		2019-04-04
Sangeeta Vishwanath		2023-11-09

HEATHROW MULTI FAITH CHAPLAINCY ASSOCIATION

England & Wales - Charity number 1182764

Accounts

Heathrow Multi-Faith Chaplaincy Association

Annual Report and Accounts

Year January – December 2024

Annual Report

Details about the Charity and its Governance

Charity Name: Heathrow Multi-Faith Chaplaincy Association

Charity registration No. 1182764

Address of Charity:

Heathrow Multi-Faith Chaplaincy,
 Heathrow Airport,
 The Compass Centre,
 Nelson Road,
 London, TW6 2GW.

Trustees at time of approval of report June 2025:

Elected Trustees:

Asgar Halim Rajput	(since April 2019, reappointed June 2024)
Hany Abdelmasih	(since April 2019, reappointed June 2023)
John Penty	(since April 2019, reappointed June 2023)
Narinder Mudhar	(since April 2019, reappointed June 2023)
Stephen Hirst	(since April 2019, reappointed June 2024)
Catherine Pickford, Chair	(since September 2020, reappointed June 2025)
Petter Kringberg, Treasurer	(since Feb 2023, retiring from June 2025)
Sue Preston, Treasurer	(since May 2025)

Nominated Trustees:

Fiona Hobbs	(since October 2022)
Sangeeta Vishwanath	(from Nov 2023)
Sarah Appleton	(since June 2024)

Changes to the Trustee Board during 2024:

Bogoda Seelawimala	(since April 2019, ended term April 2024)
Umesh Chander Sharma	(since April 2019, reappointed June 2024, deceased Feb 2025)

Ex-officio Trustees (NB applied only until June 2024 when Constitution changed and this category was removed.

Director of Services of Heathrow Airport Ltd
 Head of Heathrow Multi-Faith Chaplaincy (declined to take up Ex-officio role)

Appointment of Trustees: (applied up until June 2024)

Elected trustees:

Trustees were appointed by a meeting of the Members from representatives of the faith bodies named in the Constitution. They serve for three years and are eligible for reappointment. Following revision of the Constitution the Elected Trustees will be appointed by a Trustee meeting.

Trustees appointed by External body:

Up until the revision of the Constitution, Heathrow Airport Ltd nominated two Trustees to the Board through its own processes. Following revision, Heathrow Airport Ltd nominate 3 Trustees in consultation with the Director of Services.

Governing Document: The Governing Document is the Constitution approved in 2019 and amended in 2020. It was further amended in June 2024.

Organisational Structure:

The Charity changed from being a CIO Association with both a membership list and a Trustee Board to a CIO Foundation at its AGM in June. An annual general meeting of members was held to approve the annual report and accounts and appoint Trustees and the Chair. At the time there were no members of the Charity who were not Trustees. The Trustees meet at regular intervals through the year.

The Charity appoints a Head of Multi-Faith Chaplaincy to oversee the day-to-day work of the Charity and the Chaplaincy team.

Several Faith bodies second people to the Heathrow Multi-Faith Chaplaincy (HMFC) team, managed jointly by their faith body and the Head of Heathrow Multi-Faith Chaplaincy.

Volunteer Chaplains are also appointed, who whilst commended by a local faith community, are managed by HMFC. Other volunteers assist as Roman Catholic Chapel Assistants.

Policies and processes for induction of new Trustees:

A Trustee role description has been agreed together with a Recruitment of Trustees Policy. Induction of new Trustees includes:

- Provision of a copy of the Constitution, and latest Annual Report and Accounts
- Provided with a copy of the Safeguarding Policy and Risk Register
- A list of all the HMRC Policies
- Induction meeting with Head of HMFC
- Induction meeting with Chair of Trustees
- Visit the airport and shadow chaplain

Objectives and activities of the Charity

Charitable Object: As per the charity's constitution 'The Object of the CIO is to advance religion for the public benefit by assisting in the provision of Multi-Faith Chaplaincy facilities at London

Heathrow Airport to provide appropriate worship and pastoral care for those of all faiths and none and lending emotional, spiritual and practical support to those in need.'

Main activities for achieving strategy for public benefit:

The Charity supports and oversees a team of people representing six major world faith groups to be available to passengers and staff colleagues across the airports offering pastoral care. Such pastoral care may be emotional, social and or spiritual, with a holistic approach. This is done by having a visible presence across the airport as well as seeking to offer a 24/7 on call system to respond to sudden deaths and other major traumas.

Chaplaincy is a part of the humanitarian response coordinated by Heathrow Travel Care in the event of Emergency Reception Centres being set up. This requires Chaplains to be up to date in their training and familiarisation around emergency processes.

Chaplaincy enables people to keep their own faith observances, both through the leading of various services and through oversight of the Multi-Faith Prayer rooms. In addition chaplaincy supports opportunities for people to learn about others faith within the diverse context of the airport fostering mutual respect.

Public benefit

In accordance with The Charities (Accounts and Reports) Regulations 2008 the Trustees confirm that have had regard for the Charity Commission's public benefit guidance.

As one of the world's busiest airports Heathrow handled approximately 83.9 million passengers in 2024 as well as having approximately 80,000 on site workers. The Multi-Faith Chaplaincy Team exists to serve this entire constituency as required. The Board and the Chaplaincy team have representatives of Buddhism, Christianity, Hinduism, Islam, Judaism, and Sikhism, the six major world faiths found in the UK. Chaplaincy services are offered to all irrespective of faith or no faith.

Objectives for the year 2024 and their achievement:

This section reports against the 4 Objectives within the Strategic three year plan, specifically those things identified for 2024.

1. We will build a supported and supporting diverse chaplaincy team

- Recruit more volunteers: Two people who had long involvement with the Roman Catholic side of the Chaplaincy Team formalised as being Chaplains and started due diligence checks and training. Otherwise, volunteer recruitment on hold due to capacity challenges.
- Recruit more paid chaplains: An increased grant was negotiated with Heathrow that then enabled the Trustees to decide to recruit a full-time Deputy Head of Chaplaincy and a 0.6 FTE Muslim Chaplain. Discussions on roles and due diligence in relation to equalities legislation means the actual recruitment to these posts will be in 2025. There

was a change in the RC Priest seconded to the Team in September 2024, an induction programme was put in place.

- Refresh the induction programme for new Team members: The mandatory training for new Team members is now in place and includes an induction to Safeguarding at the Airport with the Designated Safe-guarding Lead along with 11 on-line modules.
- Recruit own Team Administrator when the secondment from Heathrow ends: The post was advertised in September and a person successfully recruited in October. Due diligence with necessary security checks means the person started in Feb 2025. HMFC was fortunate that Heathrow continued to second an Administrator until a satisfactory hand over with the New Team Administrator could take place.
- Review support and supervision arrangements for the team: This is awaiting the appointment of the Deputy.

2. We will be available to support everyone's life journeys:

- Continue to deploy HMFC team around the terminals and colleague work areas and see where else chaplains can have a visible presence:
- Appoint Terminal Lead Chaplains: Appointed to Terminals 3, 4, and 5 with the Head of HMFC covering Terminal 2. This has resulted in increased presence at Terminal Community Meetings and the building of relationships with key colleagues in each terminal. It has contributed significantly to the visibility of the chaplaincy in the airport.
- Work with Border Force to implement regular visits in the holding rooms: Significant work has been done towards a Local Operating Procedures manual for these visits and introductory visits took place in November 2024.

3. We will support Heathrow as a critical friend in its achieving of its vision

- Support Heathrow in a programme to refresh existing multi-faith prayer rooms and advocate for new ones according to need: Significant work has been done to help Heathrow work on a 'standard' for the prayer rooms that it provides that will govern the refresh and Heathrow has identified some monies for this to take place in 2025. Some new ideas were trialled in the Prayer Room airside in Terminal 3.
- Refresh signage and way finding for multi-faith prayer rooms: This was part of trialling above and is being taken into the refresh happening in 2025.
- Continue to work with the Heathrow Equalities, Diversity and Inclusion team and its colleague networks on relevant matters: Healthy relationships have developed with Chaplaincy supporting such things as Racism Awareness events, Baby Loss awareness week, and Diwali celebrations.

4. We will build a supportive Governance framework based on best practice and work at mutual communications with all partners

- Finalise the new Constitution as a CIO Foundation: This work was completed and the new Constitution agreed in June 2024.
- Negotiate an increased grant from Heathrow to allow for appointment of more chaplains directly by HMFC: New increased grant agreed which is for three year period, 2024, 2025 and 2026. This allows planning and certainty in making appointments.

- Review the MoU with Heathrow airport written in 2019: A working group commenced on this in the autumn of 2024.
- Put in place a suite of HR policies: this work is substantially completed, with just a few more policies to write. It enabled HMFC to recruit and appoint its own Administrator.
- Finalise policies on Health and Safety and GDPR: These were written and adopted.
- Include a session on 'good governance' training at the Trustees awayday: An external trainer from the National Council for Voluntary Organisations led a three-hour bespoke training session for Trustees at their away day which resulted in actions to take forward that have subsequently been worked on.
- BBC World Service programme about HMFC been commissioned with support from Heathrow communications team. A radio journalist spent a week shadowing the team in May and produced an half hour radio programme that was first broadcast in November 2024 and remains available on BBC Sounds: [The Documentary Podcast - Faith on the fly: The airport chaplains - BBC Sounds](#) This has been well received and is useful to refer people too who want to understand more about day to day chaplaincy in an airport setting.

Other Key achievements in 2024

- The marking of Armistice Day in November with representatives from the Heathrow Emergency Services and Heathrow Executive was a welcome addition to the calendar.
- Six members of the team were supported to attend the International Association of Civil Aviation Chaplains annual conference held in Frankfurt. With its theme of Looking Back To Have A Future – Learning To Live With Our Vulnerability, plenaries, workshops and exposure visits contributed to the training and reflection of the attendees, who went on to share their learnings with the rest of the team and with the Trustees.
- HMFC negotiated a trauma informed management system being made available to the Chaplaincy team to support them in the light of attending deaths and other complex pastoral matters.

Performance:

We have received positive feedback from those assisted by chaplains from both passengers and airport colleagues. This comes by way of thanks at the time, but also follow up emails and website messages. Chaplains can record these on the Chaplaincy session logs. For 2024, 98 comments were noted.

The team are asked to log in and log out using a WhatsApp group of when they are on site at the airport. This shows that we averaged 630 hours of time offering chaplaincy at Heathrow each month, with the range being from 531-704 in any given month. The average hours offered was an increase of 8.6% on 2023. The reality is likely to be a higher figure as some people are not adept at using the WhatsApp group. This does not include time spent working at home on necessary chaplaincy matters.

In terms of responding to serious incidents, Chaplains were involved in 25 such incidents in 2024, most of which involved a death. This is an increase from 20 in 2023 and is likely to reflect the increase in passenger numbers, with resultant increase in serious incidents. In addition, the team trains to be part of the humanitarian emergency response team alongside Heathrow Travel Care should there be a serious incident at the airport which necessitates the setting up

of Emergency Reception Centres (potentially for survivors, family and friends, and a reunion centre). There are two versions of such an emergency response – Full Version and Lite Version.

Through 2024 there was also an increase in organisations such as the Red Cross asking for chaplains to support families of people who had been granted right to remain in the UK to have as smooth a possible transition from gate to the arrivals hall. Often such families have come from refugee camps, speak no English and have never flown before.

Volunteer Contributions:

A significant amount of frontline chaplaincy is delivered by volunteers. In 2024 we recorded 1655 hours of chaplaincy presence at the airport made by 6 volunteer chaplains varying from several times a week, to occasional presence and availability in the event of an emergency or offering advice from a particular faith perspective. This figure is an under representation of volunteer hours as 7 volunteers were not yet recording their hours on the session log. Some volunteers for health reasons have not been present at the airport but have maintained a supportive watching brief and sometimes attended online team meetings.

Financial Review

Financial overview for 2024: There was an increased grant from Heathrow Airport Ltd in 2024 to enable the development and growth of the chaplaincy, including the provision of some administrative support, and training provision. In the end, the appointments will be coming on stream in 2025.

Reserves Policy: The Board agreed a Reserves Policy in June 2023 that states that the Board should aim to ensure that at any given time there are funds in hand to enable HMFC to continue its work for at least 6 months.

Principal source of Income: The main source of funding is a grant from Heathrow Airport Ltd who as part of their 2024 vision 'To be an extraordinary airport fit for the future and their purpose of 'Making every journey better', want there to be multi-faith chaplaincy for passengers, staff colleagues and all who visit the airport. The charity requested an uplift in grant for the year to enable the appointment of more paid chaplains to build capacity and increase diversity in its paid employees. Heathrow agreed to increase its grant to the sum of £240k for each of the years 2024, 2025 and 2026.

Other Contributions 'in kind' to the chaplaincy funded elsewhere: In addition to the monetary grant provided to the charity from Heathrow Airport Ltd, they provide services in kind such as the provision of some office space, equipment and resources, training opportunities, car parking provision, and more. From September 2023 to February 2025 Heathrow Services Team seconded one of their Team Administrators to the Chaplaincy to support the continued introduction of the necessary policies, procedures, and administrative systems to enable the charity to grow and develop further in the future.

Furthermore during 2024 the Anglican Diocese of London funded a full-time priest as a chaplain at the airport and relating the chaplaincy to the diocese; the United Reformed Church North Thames Synod funded a full-time URC Minister as a chaplain until his retirement in August 2024, they notified that this secondment would be discontinued; the Salvation Army funded

two retired officers for three days a week; and the Roman Catholic Westminster Diocese funded a part-time Priest.

These represent significant contributions to the chaplaincy.

Information on Fundraising: The ten multi-faith Prayer Rooms in the terminals at Heathrow, together with the Chapel of St George's have always had donation boxes. 2024 saw the completion of the programme to lease and fit contactless terminals in all these venues as well with signs that clearly say donations made go to support the work of Heathrow Multi-faith Chaplaincy. All such donations both in the boxes and via contactless, are entirely voluntary and no one is involved in soliciting donations directly from users of the multi-faith prayer rooms.

Risk statement: The Trustees have signed off on roles risk assessment and are regularly updated with the resultant action plan. The role risk assessment for members of the team highlighted verbal abuse and stress, together with lone working as the highest risk activities. The Charity Risk Register was completed in 2024 and will be reviewed regularly along with its action plan.

Plans for the Future:

In line with the current strategy, HMFC has the following plans for 2025:

1. We will build a supported and diverse chaplaincy team
 - Clarify Constitution with reference to faith adherence of team members
 - Recruit and induct a Deputy Head of Multi Faith Chaplaincy
 - Recruit and induct a 0.6 FTE Muslim Chaplain
 - Review and Revise the volunteer agreement
 - Recruit and induct at least six more volunteer chaplains
 - Implement support and supervision meetings for all the team
2. We will be available to support everyone's life journeys
 - Review first year of operating Terminal Lead chaplains
 - Commence visits by Terminal Leads in Border Holding rooms
 - Increase hours of frontline chaplaincy due to increased personnel
 - Review the operation of the duty/ on call rota once new personnel in place to minimise lack of cover at weekends
3. We will support Heathrow as a critical friend in its achieving of its vision
 - Continue to support and advise in the refresh of the Multi Faith Prayer rooms Heathrow is carrying out
 - Continue to work with the Edi team and networks, particularly in areas of intersectionality
 - Engage in discussions with Heathrow and St George's Chapel Trust about future developments and use of St George's Chapel

4. We will build a supportive Governance framework based on best practice and work at mutual communications with all partners
- Recruit and induct new Treasurer
 - Finalise the revised MoU with Heathrow
 - Trustees to put in place a Serious Incident/Crisis management policy
 - Trustees to undertake individual training course that are identified as helpful to upskilling the Board.
 - Trustees to put in place conflicts of interest declarations and register
 - Stand alone website to be discontinued with content migrated to Heathrow for greater cyber security.
 - Chaplaincy bespoke app to be developed for ease of team communications
 - Upskill team members so everyone uses the Chaplaincy session log, which will be revised

Please note that Annual Accounts follow on page 10

Annual Accounts

Independent Examiner's Report to the Trustees of Heathrow Multi-Faith Chaplaincy.

I report on the accounts of the charity for the year ended 31st December 2024 which are set out on finance pages of the Annual Report.

Respective Responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act);
- To follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the 2011 Act); and
- To state whether particular matters have come to my attention.

Basis of Independent Examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Since the gross income for the year exceeds the amount provided in section 145(3) of the Act, I confirm that I am qualified to act as Independent Examiner under the provisions of that section of the Act and that my qualification is as shown below.

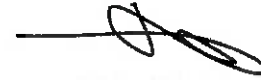
In connection with my examination, no matter has come to my attention:

- 1 which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Anthony Ogilvie FCCA ----- 30th May 2025

75 Stanley Park Road

Carshalton Surrey SM5



Statement of Financial Activities

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Prior year total funds
Income and endowments from:					
Donations and legacies	249,640	-	-	249,640	159,713
Income from charitable activities	-	-	-	-	-
Other trading activities	-	-	-	-	-
Investments	6,428	-	-	6,428	1,858
Other income	-	-	-	-	-
Total income	256,068	-	-	256,068	161,571
Expenditure on:					
Raising funds	-	-	-	-	-
Expenditure on charitable activities	328	-	-	328	-
Employment	66,501	-	-	66,501	63,733
Office	3,302	-	-	3,302	3,515
Training & Equipment	3,053	-	-	3,053	2,479
Publicity & Events	-	-	-	-	160
Conferences/Associations	6,964	-	-	6,964	4,656
Governance	10,364	-	-	10,364	7,291
Other expenditure	-	-	-	-	-
Total expenditure	90,512	-	-	90,512	81,834
Net income / (expenditure) resources before transfer	165,556	-	-	165,556	79,737
Transfers					
Gross transfers between funds - in	-	-	-	-	-
Gross transfers between funds - out	-	-	-	-	-
Other recognised gains / losses					
Gains/losses on investment assets	-	-	-	-	-
Gains on revaluation, fixed assets, charity's own use	-	-	-	-	-
Net movement in funds	165,556	-	-	165,556	79,737
Total funds brought forward	184,112	-	-	184,112	104,375
Total funds carried forward	349,668	-	-	349,668	184,112

Balance Sheet detailed

Class and code	Description	As at 31/12/2024	As at 31/12/2023
Current assets			
6501	CAF Current Account	47,637	97,057
6505	CAF Gold Savings Account	297,728	86,363
6509	Petty Cash	125	125
6510	Pleo	4,135	568
Z99	Suspense account	44	-
	Total Current assets	349,668	184,112
Liabilities			
6699	Agency collections	-	-
	Total Liabilities	-	-
	Net Asset surplus (deficit)	349,668	184,112
Reserves			
	Excess/(deficit) to date	165,556	129,136
Z01	Starting balances	184,112	54,975
	Total Reserves	349,668	184,112
	Represented by Funds		
	General (Unrestricted)	349,668	184,112
	Restricted	-	-
	Total	349,668	184,112

Analysis of income and expenditure

					Total	
	Unrestricted	Designated	Restricted	Endowment	This year	Last year
INCOME AND ENDOWMENTS FROM:						
Donations and legacies						
0101 - Heathrow Grant	240,000	-	-	-	240,000	150,000
0201 - Donations	-	-	-	-	-	1,472
0205 - Touchless Donations	9,640	-	-	-	9,640	8,241
Donations and legacies Totals	249,640	-	-	-	249,640	159,713
Investments						
0215 - Bank Interest	6,428	-	-	-	6,428	1,858
Investments Totals	6,428	-	-	-	6,428	1,858
Income and endowments Grand totals	256,068	-	-	-	256,068	161,571
EXPENDITURE ON:						
Expenditure on charitable activities						
0501 - Advertising costs	1,434	-	-	-	1,434	-
0520 - Head of Chaplaincy (Salary & Pension)	61,789	-	-	-	61,789	61,584
0521 - Head of Chaplaincy Expenses	-	-	-	-	-	23
0526 - Anglican Chaplain Expenses	-	-	-	-	-	292
0540 - Payroll administration	122	-	-	-	122	423
0545 - Independent Examination	-	-	-	-	-	500
0699 - On-Call Allowance	3,157	-	-	-	3,157	910
0601 - Stationary	4	-	-	-	4	59
0603 - IT Licenses	239	-	-	-	239	150
0604 - Accounting Package	180	-	-	-	180	135
0605 - Sundries (hospitality etc)	73	-	-	-	73	172
0606 - Hospitality	247	-	-	-	247	332
0607 - Volunteer Travel Cost	2,369	-	-	-	2,369	2,323


**MULTI-FAITH
 CHAPLAINCY**

HEATHROW

0608 - Other Travel	190	-	-	-	190	343
0615 - Safeguarding	212	-	-	-	212	449
0623 - Essential Training	1,322	-	-	-	1,322	-
0625 - Staff Continual Professional Development	1,318	-	-	-	1,318	1,830
0626 - Coaching/Reflective Practice	200	-	-	-	200	200
0801 - Publicity	-	-	-	-	-	160
0805 - IACAC membership	207	-	-	-	207	34
0810 - IACAC Conference	5,861	-	-	-	5,861	4,529
0815 - BI & I Network	-	-	-	-	-	93
0820 - Other Conferences	547	-	-	-	547	-
0821 - NCVO Membership	349	-	-	-	349	-
0825 - Annual Report	-	-	-	-	-	2,500
0900 - Contactless Machine costs and charges	4,024	-	-	-	4,024	4,043
0905 - Bank Charges	85	-	-	-	85	61
0910 - Independent Examination	500	-	-	-	500	-
0915 - Meetings	1,075	-	-	-	1,075	688
0917 - Legal Fees	4,680	-	-	-	4,680	-
0690 - Financial support for faith events	328	-	-	-	328	-
Expenditure on charitable activities Totals	90,512	-	-	-	90,512	81,834
Expenditure Grand totals	90,512	-	-	-	90,512	81,834

Annual Accounts 2024

End

Chair of Trustees 

Treasurer for HMFC 

Date Report and Accounts Agreed By Trustees 24 June 2025

HEATHROW MULTI FAITH CHAPLAINCY ASSOCIATION

England & Wales - Charity number 1182764

Accounts

Heathrow Multi-Faith Chaplaincy Association
Annual Report and Accounts
Year January – December 2023

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Charity registration No. 1182764.

Address of Charity:

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Heathrow Airport,
The Compass Centre,
Nelson Road,
London, TW6 2GW.

Trustees during 2023:

Elected Trustees:

Asgar Halim Rajput	(since April 2019)
Bogoda Seelawimala	(since April 2019)
Hany Abdelmasih	(since April 2019, reappointed June 2023)
John Penty	(since April 2019, reappointed June 2023)
Narinder Mudhar	(since April 2019, reappointed June 2023)
Stephen Hirst	(since April 2019)
Umesh Chander Sharma	(since April 2019)
Adrian Dean, Treasurer	(since July 2019, resigned June 2023)
Catherine Pickford, Chair	(since September 2020)
Andrew Pottage	(since Oct 2021, resigned May 2023)
Petter Kringberg, Treasurer	(from Feb 2023)

Nominated Trustees:

Kathryn Leahy	(since April 2019, resigned Oct 2023)
Fiona Hobbs	(since October 2022)
Sangeeta Vishwanath	(from Nov 2023)

Ex-officio Trustees

Director of Services of Heathrow Airport Ltd

Head of Heathrow Multi-Faith Chaplaincy (declined to take up Ex-officio role)

Appointment of Trustees:

Elected trustees:

Trustees are appointed by the AGM of Members from representatives of the faith bodies named in the Constitution.

Trustees appointed by External body:

Heathrow Airport Ltd nominates two Trustees to the Board through its own processes.

Governing Document: The Governing Document is the Constitution approved in 2019 and amended in 2020.

Organisational Structure:

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Volunteer Chaplains are also appointed, who whilst commended by a local faith community, are managed by HMFC. Other volunteers assist as Roman Catholic Chapel Assistants.

Policies and processes for induction of new Trustees:

The 2 new Trustees appointed in 2023 were provided with copies of the Constitution, previous Minutes, and invited to visit at the airport with the Head of HMFC. In addition, the new Treasurer had handover sessions with the former Treasurer and others who had assisted in financial processes in the preceding years. A Trustee role description has been agreed and succession planning has begun to be discussed, and future induction processes for new Trustees will be part of this.

Objectives and activities of the Charity

Charitable Object: As per the charity's constitution 'The Object of the CIO is to advance religion for the public benefit by assisting in the provision of Multi-Faith Chaplaincy facilities at London Heathrow Airport to provide appropriate worship and pastoral care for those of all faiths and none and lending emotional, spiritual and practical support to those in need.'

Main activities for achieving strategy for public benefit:

The Charity supports and oversees a team of people representing six major world faith groups to be available to passengers and staff colleagues across the airports offering pastoral care. Such pastoral care may be emotional, social and or spiritual, with a holistic approach. This is done by having a visible presence across the airport as well as seeking to offer a 24/7 on call system to respond to sudden deaths and other major traumas.

Chaplaincy is a part of the humanitarian response coordinated by Heathrow Travel Care in the event of Emergency Reception Centres being set up. This requires Chaplains to be up to date in their training and familiarisation around emergency processes.

Chaplaincy enables people to keep their own faith observances, both through the leading of various services and through oversight of the Multi-Faith Prayer rooms. In addition chaplaincy supports opportunities for people to learn about others faith within the diverse context of the airport fostering mutual respect.

Public benefit

In accordance with The Charities (Accounts and Reports) Regulations 2008 the Trustees confirm that have had regard for the Charity Commission's public benefit guidance.

As one of the world's busiest airports Heathrow handled approximately 79 million passengers in 2023 as well as having some 76,000 on site workers. The Multi-Faith Chaplaincy Team exists to

serve this entire constituency as required. The Board and the Chaplaincy team have representatives of Buddhism, Christianity, Hinduism, Islam, Judaism, and Sikhism, the six major world faiths found in the UK. Chaplaincy services are offered to all irrespective of faith or no faith.

Objectives for the year 2023 and their achievement:

The key objectives for the year 2023 were:

• Trustee Board agree strategic aim and objectives:

In February 2023 the Board agreed the following strategic aim and 4 objectives:

Aim - Heathrow Multi-Faith Chaplaincy – Here to support everyone's life journeys

Objectives-

1. We will build a supported and supporting diverse chaplaincy team
2. We will be available to support everyone's life journeys
3. We will support Heathrow as a critical friend in its achieving of its vision
4. We will build a supportive Governance framework based on best practice and work at mutual communications with all partners

This was the fruit of both a HMFC team away day and a Trustees away day. Subsequently a 3 year plan with methods and implementation steps was drawn up. This is being reviewed by Trustees every six months.

• Implement foundations for good governance

Work has begun on simplifying the Constitution by changing to become a CIO by Foundation rather than Association. Legal advice was sought.

As required by the Constitution the retirement/election of Trustees by rotation commenced from the AGM in 2023.

Memorandums of Understanding between some seconding bodies and HMFC have been worked on to clarify relationships, expectations and accountability. Similarly, a Memorandum of Understanding between HMFC and the other faith charity at Heathrow, St George's Chapel Trust, Heathrow has been agreed to clarify how the Christian chaplains use the Chapel.

The following Financial Policies have been put in place:

1. Financial Expenditure Policy
2. Reserves Policy
3. On Call Allowance Policy
4. Volunteer Travel Expenses Policy

Safeguarding matters have been thoroughly reviewed resulting in the agreement of the following policies:

1. Safeguarding Policy and Reporting Form
2. Safer Recruitment Policy
3. Recruitment of ex-offenders

A provider has been identified to use for requesting necessary DBS checks.

The Trustees agreed to seek an uplift in grant from Heathrow for 2024 to enable the recruitment of paid team members to bring a greater diversity of faiths more regularly at the airport and to replace a seconded chaplain due to retire in 2024.

All of this means the Charity is in a better position to recruit new people to the team in 2024.

• **Appointment of an Administrator**

An agreement was reached with Heathrow that they would second one of their Team Administrators to the Charity for six months to support the Head of Chaplaincy in role, not least in the writing and updating of policies, creation of HR systems and training records, and improve communications. This arrangement began at the end of September 2023.

• **Opening and improving Multi-Faith Prayer Rooms**

The remaining Multi-Faith Prayer rooms that had been closed due to covid and necessary maintenance were opened in time for Ramadan in March 2023. An audit of the condition of the prayer rooms was also undertaken and work has been done to identify what a 'gold standard' Multi-Faith prayer room might look like to inform Heathrow's longer-term plans to improve Heathrow's provision. Cleaning schedules for the prayer rooms have been reviewed with the appropriate Heathrow team resulting in improvements.

• **Work with Equalities, Diversity and Inclusion Team at Heathrow**

Members of the Heathrow Equalities, Diversity and Inclusion (EDI) Team joined the Trustees away day in 2023 alongside some of the HMFC team and explained their work and how this could relate to the HMFC team. In turn, the new strategy for the HMFC team was shared with the EDI team and networks. HMFC shared in an article that appeared over two days on Heathrow Hub+ noting that April 2023 saw significant Faith Festivals for Jews, Christians, Sikhs and Moslems, and a team member contributed to an online Tea Time Talk run by EnHance Network which enabled people to hear from faith representatives in the workforce about how they celebrate their festivals, what it means to them, and the importance of being able to be open about faith in the workplace. A member of the team was invited to join the Enhance network to help support communications. We have also worked with the EDI Team in hearing colleagues concerns about Multi-Faith Prayer Rooms and to begin to agree ways that they might be improved going forward in both short and medium term.

Other achievements of 2023 included:

- Advocacy for the setting up of a Sukkah booth for the Jewish Festival of Sukkoth in October for the support of Jewish passengers. The first time this has happened at Heathrow.
- The enabling of access to training courses online to facilitate ease of training, and record keeping and enabling HMFC team to operate in a safe and informed way within the complexity of an international airport.
- The Head of HMFC provided support to the Heathrow St George's Chapel trust as it began to look at its governance and purpose.
- The introduction of an online Chaplaincy Session Log for team members to complete following each session. Piloted in May 2023 and then all asked to complete from July onwards.

Performance:

We have received positive feedback from those assisted by chaplains from both passengers and airport colleagues. This comes by way of thanks at the time, but also follow up emails and website messages. Chaplains can record these on the Chaplaincy session logs. For 2023 May to Dec, 163 comments were noted.

The team are asked to log in and log out using a WhatsApp group of when they are on site at the airport. This shows that we averaged 580 hours of time offering chaplaincy at Heathrow each

month, with the range being from 403- 721 in any given month. The reality is likely to be a higher figure as it has taken time for people to get used to logging their attendance. This does not include time spent working at home on necessary chaplaincy matters.

In terms of responding to serious incidents, Chaplains were involved in 20 such incidents in 2023, most of which involved a death. In addition, the team trains to be part of the humanitarian emergency response team alongside Heathrow Travel Care should there be a serious incident at the airport which necessitates the setting up of Emergency Reception Centres (potentially for survivors, family and friends, and a reunion centre). There are two

versions of such an emergency response – Full Version and Lite Version. The HMFC Team supported one Lite Version Emergency Reception set up in 2023 with four chaplains attending.

Volunteer Contributions:

A significant amount of frontline chaplaincy is delivered by volunteers. In 2023 we recorded 2631 hours of chaplaincy presence at the airport made by 18 volunteer chaplains varying from several times a week, to occasional presence and availability in the event of an emergency or offering advice from a particular faith perspective. Changed personal circumstances has resulted in some volunteers standing down whilst other volunteers for health reasons have yet to return to being present at the airport but have maintained a supportive watching brief and sometimes attended online team meetings.

Financial Review

Financial overview for 2023:

There was an increased grant from Heathrow Airport Ltd in 2023 to enable the development and growth of the chaplaincy, including the provision of some administrative support, training provision.

Reserves Policy: The Board agreed a Reserves Policy in June 2023 that states that the Board should aim to ensure that at any given time there are funds in hand to enable HMFC to continue its work for at least 6 months.

Principle source of Income: The main source of funding is a grant from Heathrow Airport Ltd who as part of their 2023 vision 'To give people the best airport experience in the world' and their purpose of 'Making every journey better', want there to be multi-faith chaplaincy for passengers, staff colleagues and all who visit the airport. With the appointment of the new Head of Multi-faith Chaplaincy in Sept 2022, Heathrow increased its grant in 2023 to £150k.

Other Contributions 'in kind' to the chaplaincy funded elsewhere: In addition to the monetary grant provided to the charity from Heathrow Airport Ltd, they provide services in kind such as the provision of some office space, equipment and resources, training opportunities, car parking provision, and more. From September 2023 Heathrow Services Team seconded one of their Team Administrators to the Chaplaincy to support the continued introduction of the necessary policies, procedures, and administrative systems to enable the charity to grow and develop further in the future.

Furthermore during 2023 the Anglican Diocese of London funded a full-time priest as a chaplain at the airport and relating the chaplaincy to the diocese; the United Reformed Church North Thames Synod funded a full-time URC Minister as a chaplain; the Salvation Army funded two retired officers for three days a week; and the Roman Catholic Westminster Diocese funded a part-time Priest.

These represent significant contributions to the chaplaincy.

Information on Fundraising: The ten multi-faith Prayer Rooms in the terminals at Heathrow, together with the Chapel of St George's have always had donation boxes. 2023 saw the completion of the programme to lease and fit contactless terminals in all these venues as well with signs that clearly say donations made go to support the work of Heathrow Multi-faith Chaplaincy. All such donations both in the boxes and via contactless, are entirely voluntary and no one is involved in soliciting donations directly from users of the multi-faith prayer rooms.

Risk statement: The Trustees began work on risk assessments for the charity in 2023. A role risk assessment for members of the team highlighted verbal abuse and stress, together with lone working as the highest risk activities. Additional steps were identified to help mitigate the risks. Work on a Charity Risk Register has begun and will be completed in 2024.

Plans for the Future:

With much consolidation work having been done in 2023, HMFC is looking forward to growing and developing the provision of multi-faith chaplaincy in 2024.

Specifically in relation to our four identified strategic objectives our key plans for 2024 include:

1. We will build a supported and supporting diverse chaplaincy team
 - Recruit more volunteers
 - Recruit more paid chaplains
 - Refresh the induction programme for new Team members
 - Recruit own Team Administrator when the secondment from Heathrow ends
 - Review support and supervision arrangements for the team
2. We will be available to support everyone's life journeys:
 - Continue to deploy HMFC team around the terminals and colleague work areas and see where else chaplains can have a visible presence
 - Appoint Terminal Lead Chaplains
 - Work with Border Force to implement regular visits in the holding rooms
3. We will support Heathrow as a critical friend in its achieving of its vision
 - Support Heathrow in a programme to refresh existing multi-faith prayer rooms and advocate for new ones according to need
 - Refresh signage and way finding for multi-faith prayer rooms
 - Continue to work with the Heathrow Equalities, Diversity and Inclusion team and its colleague networks on relevant matters
4. We will build a supportive Governance framework based on best practice and work at mutual communications with all partners
 - Finalise the new Constitution as a CIO Foundation
 - Negotiate an increased grant from Heathrow to allow for appointment of more chaplains directly by HMFC

- Review the MoU with Heathrow airport written in 2019
- Put in place a suite of HR policies
- Finalise policies on Health and Safety and GDPR
- Include a session on 'good governance' training at the Trustees awayday
- BBC World Service programme about HMFC been commissioned with support from Heathrow communications team and will be recorded in May 2024

Annual accounts follow on page 10 f

Annual Accounts 2023

Independent Examiner's Report to the Trustees of Heathrow Multi-Faith Chaplaincy.

I report on the accounts of the charity for the year ended 31st December 2023 which are set out on finance pages of the Annual Report.

Respective Responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act);
- To follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the 2011 Act); and
- To state whether particular matters have come to my attention.

Basis of Independent Examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Since the gross income for the year exceeds the amount provided in section 145(3) of the Act, I confirm that I am qualified to act as Independent Examiner under the provisions of that section of the Act and that my qualification is as shown below.

In connection with my examination, no matter has come to my attention:

- 1 which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Kevin Ogilvie
Charity Bookkeeping and Examination Services
13 Evelyns Close,
Hillingdon,
Middlesex,
UB8 3LR

Signed



Date 10th April 2024

Statement of Financial Activities

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Prior year total funds
Income and endowments from:					
Donations and legacies	159,713	-	-	159,713	102,460
Income from charitable activities	-	-	-	-	-
Other trading activities	-	-	-	-	-
Investments	1,858	-	-	1,858	107
Other income	-	-	-	-	-
Total income	161,571	-	-	161,571	102,567
Expenditure on:					
Raising funds	-	-	-	-	-
Expenditure on charitable activities	-	-	-	-	-
Employment	63,733	-	-	63,733	37,762
Office	3,515	-	-	3,515	496
Training & Equipment	2,479	-	-	2,479	799
Publicity & Events	160	-	-	160	-
Conferences/Associations	4,656	-	-	4,656	9,958
Governance	7,291	-	-	7,291	4,152
Other expenditure	-	-	-	-	-
Total expenditure	81,834	-	-	81,834	53,168
Net income / (expenditure) resources before transfer	79,737	-	-	79,737	49,399
Transfers					
Gross transfers between funds - in	-	-	-	-	-
Gross transfers between funds - out	-	-	-	-	-
Other recognised gains / losses					
Gains/losses on investment assets	-	-	-	-	-
Gains on revaluation, fixed assets, charity's own use	-	-	-	-	-
Net movement in funds	79,737	-	-	79,737	49,399
Total funds brought forward	104,375	-	-	104,375	54,975
Total funds carried forward	184,112	-	-	184,112	104,375

Balance Sheet detailed

Class and code	Description	As at 31/12/2023	As at 31/12/2022
Current assets			
6501	CAF Current Account	97,057	19,730
6505	CAF Gold Savings Account	86,363	84,645
6509	Petty Cash	125	-
6510	Pleo	568	-
Z99	Suspense account	-	-
	Total Current assets	184,112	104,375
	Net Asset surplus (deficit)	184,112	104,375
Reserves			
	Excess/(deficit) to date	79,737	49,399
Z01	Starting balances	104,375	54,975
	Total Reserves	184,112	104,375
	Represented by Funds		
	General (Unrestricted)	184,112	104,375
	Restricted	-	-
	Total	184,112	104,375

Analysis of income and expenditure

					Total	
	Unrestricted	Designated	Restricted	Endowment	This year	Last year
INCOME AND ENDOWMENTS FROM:						
Donations and legacies						
0101 - Heathrow Grant	150,000	-	-	-	150,000	97,376
0201 - Donations	1,472	-	-	-	1,472	2,889
0205 - Touchless Donations	8,241	-	-	-	8,241	2,195
Donations and legacies Totals	159,713	-	-	-	159,713	102,460
Investments						
0215 - Bank Interest	1,858	-	-	-	1,858	107
Investments Totals	1,858	-	-	-	1,858	107
Income and endowments Grand totals	161,571	-	-	-	161,571	102,567
EXPENDITURE ON:						
Expenditure on charitable activities						
0520 - Head of Chaplaincy (Salary & Pension)	61,584	-	-	-	61,584	13,394
0521 - Head of Chaplaincy Expenses	23	-	-	-	23	342
0525 - Administrator	-	-	-	-	-	23,000
0526 - Anglican Chaplain Expenses	292	-	-	-	292	666
0540 - Payroll administration	423	-	-	-	423	360
0545 - Auditor Reports	500	-	-	-	500	-
0699 - On-Call Allowance	910	-	-	-	910	-
0601 - Stationary	59	-	-	-	59	2
0603 - IT Licenses	150	-	-	-	150	-
0604 - Accounting Package	135	-	-	-	135	-
0605 - Sundries (hospitality etc)	172	-	-	-	172	494
0606 - Hospitality	332	-	-	-	332	-
0607 - Volunteer Travel Cost	2,323	-	-	-	2,323	-
0608 - Other Travel	343	-	-	-	343	-
0610 - PPE	-	-	-	-	-	69
0615 - Safeguarding	449	-	-	-	449	-
0621 - Desirable Training	-	-	-	-	-	730
0625 - Staff Continual Professional Development	1,830	-	-	-	1,830	-
0626 - Coaching/Reflective Practice	200	-	-	-	200	-
0801 - Publicity	160	-	-	-	160	-
0805 - IACAC membership	34	-	-	-	34	1,200
0810 - IACAC Conference	4,529	-	-	-	4,529	8,560
0815 - BI & I Network	93	-	-	-	93	199
0825 - Annual Report	2,500	-	-	-	2,500	1,333
0900 - Contactless Machine costs and charges	4,043	-	-	-	4,043	2,661
0905 - Bank Charges	61	-	-	-	61	158
0915 - Meetings	688	-	-	-	688	-
Expenditure on charitable activities Totals	81,834	-	-	-	81,834	53,168
Expenditure Grand totals	81,834	-	-	-	81,834	53,168

End

Chair of Trustees' 

Treasurer for HMFC 

HEATHROW MULTI FAITH CHAPLAINCY ASSOCIATION

England & Wales - Charity number 1182764

Accounts

Heathrow Multi Faith Chaplaincy Association
Annual Report and Accounts
Year January – December 2022

Details about the Charity and its Governance

Charity Name: Heathrow Multi Faith Chaplaincy Association

Charity registration No. 1182764.

Address of Charity:

Heathrow Multi Faith Chaplaincy,
Heathrow Airport,
The Compass Centre,
Nelson Road,
London , TW6 2GW

Trustees during 2022:

Elected Trustees:

Asgar Halim Rajput	(since April 2019)
Bogoda Seelawimala	(since April 2019)
Hany Abdelmasih	(since April 2019)
John Penty	(since April 2019)
Narinder Mudhar	(since April 2019)
Stephen Hirst	(since April 2019)
Umesh Chander Sharma	(since April 2019)
Adrian Dean, Treasurer	(since July 2019)
Catherine Pickford, Chair	(since September 2020)
Andrew Pottage	(since Oct 2021)

Nominated Trustees:

Kathryn Leahy	(since April 2019)
Fiona Hobbs	(since October 2022)

Ex-officio Trustees

Director of Services of Heathrow Airport Ltd

Head of Heathrow Multi Faith Chaplaincy (declined)

Trustees appointed by External body:

Heathrow Airport Ltd is able to nominate two Trustees to the Board through its own processes.

Governing Document: The Governing Document is the Constitution approved in 2019

Organisational Structure:

The Charity is a CIO Association with both a membership list and a Trustee Board. In 2022 these were the same. An annual general meeting of members is held to approve the annual report and accounts and appoint Trustees and the Chair. The Trustees meet at regular intervals through the year.

The Charity appoints a Head of Multi Faith Chaplaincy to oversee the day to day work of the Charity and the Chaplaincy team.

A number of Faith bodies second people to the Heathrow Multi Faith Chaplaincy team, managed jointly by their faith body and the Head of Heathrow Multi Faith Chaplaincy.

Volunteer Chaplains are also appointed, who whilst commended by a local faith community, are managed by HMFC. Other volunteers assist as Chapel Assistants.

Policies and processes for induction of new Trustees:

The induction of new Trustees has taken place by informal familiarisation and hand over from previous Trustees. The majority of Trustees in 2022 were those originally appointed. As retirement by rotation begins from 2023 AGM policies for recruitment of new Trustees, succession planning and induction of new Trustees will be considered.

Objectives and activities of the Charity

Charitable Object: As per the charity's constitution 'The Object of the CIO is to advance religion the public benefit by assisting in the provision of Multi Faith Chaplaincy facilities at London Heathrow Airport to provide appropriate worship and pastoral care for those of all faiths and none and lending emotional, spiritual and practical support to those in need.'

Main activities for achieving strategy for public benefit:

The Charity supports and oversees a team of people representing six major world faith groups to be available to passengers and staff colleagues across the airports offering pastoral care. Such pastoral care may be emotional, social and or spiritual, with a holistic approach. This is done by having a visible presence across the airport as well as seeking to offer a 24/7 on call system to respond to sudden deaths and other major traumas.

Chaplaincy is a part of the humanitarian response coordinated by Heathrow Travel Care in the event of Emergency Reception Centres being set up. This requires Chaplains to be up to date in their training and familiarisation around emergency processes.

Chaplaincy enables people to keep their own faith observances, both through the leading of various services and through oversight of the Multi Faith Prayer rooms. In addition chaplaincy supports opportunities for people to learn about others faith within the diverse context of the airport fostering mutual respect.

Public benefit

In accordance with The Charities (Accounts and Reports) Regulations 2008 the Trustees confirm that have had regard for the Charity Commission's public benefit guidance.

As one of the world's busiest airports Heathrow handled approximately 80 million passengers in 2022 as well as having some 76,000 on site workers. The Multi Faith Chaplaincy Team exists to serve this entire constituency as required. The Board and the Chaplaincy team have representatives of Buddhism, Christianity, Hinduism, Islam, Judaism, and Sikhism, the six major world faiths found in the UK. Chaplaincy services are offered to all irrespective of faith or no faith.

Objectives for the year 2022 and their achievement:

The key objectives for the year 2022 were:

- **Continuing to build back chaplaincy presence as the airport built back capacity in the aftermath of the Covid-19 pandemic:**

The Trustees extended the appointment on a part-time consultancy basis of the Interim Acting Head of Chaplaincy to support the team. Regular team meetings provided support and a place for sharing learnings. Some members of the team were unable to return to being present at the airport due to continuing health issues. Nonetheless a presence in the terminals was possible Monday to Fridays daytime with additional cover and support offered at other times in response to requests.

In the early part of the year the Interim Acting Head of Chaplaincy was the first point of call for the airport but from November 2022 a duty (0800 – 1600) and on call (1600-0800) system shared more widely amongst the team was introduced.

Chaplains were available to attend a particularly high incidence of passenger fatalities arriving at the airport through the autumn.

It was recognised that recruitment of more chaplains needs to focus particularly on those of faith groups other than Christian. However it was also identified that recruitment processes and induction processes need reviewing and so this will now be explored in 2023.

- **Develop website for Multi Faith Chaplaincy and explore other options for technology to support work of chaplaincy.**

A website for Heathrow Multi Faith Chaplaincy separate from the pages about Chaplaincy in the Heathrow website was maintained. But further developments deferred until new Head of Chaplaincy in place, likewise explorations of other technology options.

- **The appointment of a new permanent Head of Multi Faith Chaplaincy:**

A new person specification and job description was drawn up and the post advertised in the first half of 2022. Following shortlisting and interviews, Revd Ruth Bottoms was appointed and after due diligence checks commenced in September 2022. This was the first direct employee of the Charity since its inception, which also meant there was much

to be done in terms of payroll and HR processes being put in place. An overlap period with the Acting Head of Chaplaincy for three months supported the induction period of the new Head of Multi Faith Chaplaincy.

- **Hosting of the International Association of Civil Aviation Chaplains (IACAC) annual conference.**

This five day event was held in September and involved the team in much planning and preparation. Attended by 55 delegates in person and 12 online, some 30 airports worldwide were represented. The theme was 'Learning from Adversity' and provided an opportunity for reflection, discussion, learning, fellowship and mutual support. Feedback suggested participants had hugely valued the event and thanks were expressed to the Heathrow team for all they had done to organise it.

- **Support the reopening of the ten multi-faith prayer rooms across 4 terminals and the St George's Chapel.**

The pandemic highlighted the need for some improvements in air flow in some of the prayer rooms which delayed the reopening of some of them. By the end of 2022 8 of the ten rooms were open, and one temporary room was open.

St George's Chapel also needed maintenance work and new fire evacuation plans before it could be reopened for regular services from November 2022. In the meantime Roman Catholic Mass was held in the Memorial Garden 4 times a week until the Chapel could be used.

The Chaplaincy enabled the holding of a Memorial Service in the Chapel and unveiling of a commemorative plaque in the garden to mark the 55th Anniversary of the downing of Cyprus Airways Flight 248 over the Mediterranean Sea in October 1967. Approximately 100 family and friends of the 66 people who died in the disaster were present for this moving service.

Performance:

We have received positive feedback from those assisted by chaplains from both passengers and airport colleagues. This comes by way of thanks at the time, but also follow up emails and website messages.

We have begun to measure some of our inputs and for the last two months of 2022 averaged 461 hours of time offering chaplaincy at Heathrow each month. This does not include time spent working at home on necessary chaplaincy matters.

Feedback concerning the IACAC Conference was very positive by participants. As well as what any individual gained from the Conference, for the team it raised the profile of Chaplaincy around Heathrow. It was a significant achievement by the Heathrow Multi Faith Chaplaincy team in the face of all the uncertainties though the year still regarding the pandemic and then the added complexities of the death of Queen Elizabeth II just before the event to deliver such a stimulating conference.

Volunteer Contributions:

A significant amount of chaplaincy input is by volunteers. Contributions to chaplaincy presence at the airport was made by 19 volunteer chaplains varying from several times a week, to occasional presence and availability in the event of an emergency. Other volunteers for health reasons have yet to return to being present at the airport but have maintained a supportive watching brief and sometimes attended online team meetings.

Financial Review

Financial overview for 2022:

There was an increased grant from Heathrow Airport Ltd in 2022 in anticipation of the appointment of a new Head of Multi Faith Chaplaincy and the predicted need for some administrative support. However, as this appointment was not made until part-way through the year, and the appointment of an administrator has been deferred until 2023, the charity's costs were lower than budgeted for the year. As such, the end of year figures look very healthy, with a total of £104k held as cash in hand.

Reserves Policy: The Covid-19 Pandemic means that since its inception in 2019, the Charity has not been sure enough of the future to consider what is an appropriate reserves policy. With the appointment of the Head of Multi Faith Chaplaincy in 2022 and work beginning on a strategy for development this will be done in 2023.

Principal source of Income: The main source of funding is by a grant from Heathrow Airport Ltd who as part of their vision 'To give people the best airport experience in the world' and their purpose of 'Making every journey better', want there to be multi faith chaplaincy for passengers, staff colleagues and all who visit the airport. In order to be able to build and grow the team, Heathrow increased its funding for 2022. Though the delay in appointing the new Head of Multi Faith Chaplaincy meant that not all the money was spent in the year but is carried over to projects in 2023.

Other Contributions to the chaplaincy funded elsewhere: In addition to the monetary grant provided to the charity from Heathrow Airport Ltd, they provide services in kind such as the provision of some office space, equipment and resources, training opportunities, car parking provision, and more.

Furthermore, the Anglican Diocese of London funds a full-time priest as a chaplain at the airport and relating the chaplaincy to the diocese; the United Reformed Church North Thames Synod funds a full-time URC Minister as a chaplain; the Salvation Army funds two retired officers for three days a week; and the Roman Catholic Westminster Diocese funds a part-time Priest.

These represent significant contributions to the chaplaincy.

Information on Fundraising: The ten multi faith Prayer Rooms in the terminals at Heathrow, together with the Chapel of St George's have always had donation boxes. 2022 saw a programme begin to lease and fit contactless terminals in all these venues with signs that clearly say donations made go to support the work of Heathrow Multi Faith Chaplaincy. All such

donations are entirely voluntary and no one is involved in soliciting donations directly from users of the multi faith prayer rooms.

Risk statement: The Trustees have committed to undertaking a risk assessment for the charity in 2023.

Plans for the Future:

Heathrow has indicated an increased grant for the Multi Faith Chaplaincy in 2023, which together with the carry over of funds from 2022 will enable the development of the Chaplaincy as the airport continues to build back capacity post pandemic.

The key task for early 2023 is for the Trustee Board to agree its strategic aim and objectives for the next three year period within its Charitable Objects. This will then need to be communicated with its stakeholders so that everyone understand what Multi Faith Chaplaincy is and offers at the airport.

The Strategy will prioritise putting in place the necessary foundations for good Charity Governance, the support and accountability systems for the chaplaincy team, and a plan to grow the team especially in its diversity of Faith representation. This in turn will enable a more consistent and professional chaplaincy offer across the airport.

An Administrator will be appointed to support the Head of Chaplaincy in role, not least in the writing and updating of policies, creation of HR systems and training records, and improve communications.

The remaining Multi Faith Prayer rooms will be opened in 2023, and the chaplaincy team will continue to provide oversight. In addition work will be done with Heathrow to identify what a 'gold standard' Multi Faith prayer room might look like and work done on a longer term plan to improve Heathrow's provision.

Work will also be done with the Equalities, Diversity and Inclusion team of Heathrow to identify areas for mutual cooperation, recognising that matters of faith are often closely associated with matters of identity.

Independent Examiner's Report to the Trustees of Heathrow Multi-Faith Chaplaincy.

I report on the accounts of the charity for the year ended 31st December 2022 which are set out on finance pages of the Annual Report.

Respective Responsibilities of Trustees and Examiner

The trustees of the charity are responsible for the preparation of the accounts. The trustees of the charity consider that an audit is not required for this year under section 144(2) of the Charities Act **2011** (the 2011 Act)) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act);
- To follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the 2011 Act); and
- To state whether particular matters have come to my attention.

Basis of Independent Examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Since the gross income for the year exceeds the amount provided in section 145(3) of the Act, I confirm that I am qualified to act as Independent Examiner under the provisions of that section of the Act and that my qualification is as shown below.

In connection with my examination, no matter has come to my attention:

- 1 which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Kevin Ogilvie
Charity Bookkeeping and Examination Services
13 Evelyns Close,
Hillingdon,
Middlesex,
UB8 3LR

Signed



Date 30th March 2023

Statement of Financial Activities

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Prior year total funds
Income and endowments from:					
Donations and legacies	102,310	150	—	102,460	—
Investments	107	—	—	107	—
Total income	102,417	150	—	102,567	—
Expenditure on:					
Expenditure on charitable activities					
Employment	37,762	—	—	37,762	—
Office	346	150	—	496	—
Training & Equipment	799	—	—	799	—
Conferences/Associations	9,958	—	—	9,958	—
Governance	4,152	—	—	4,152	—
Total expenditure	53,018	150	—	53,168	—
Net income / (expenditure) resources before transfer	49,399	—	—	49,399	—
Other recognised gains / losses					
Net movement in funds	49,399	—	—	49,399	—
Total funds brought forward	54,975	—	—	54,975	54,975
Total funds carried forward	104,375	—	—	104,375	54,975

Balance sheet

Class and code	Description	This year	Last year
Current assets			
6501	CAF Current Account	19,730	4,427
6505	CAF Gold Savings Account	84,645	50,548
	Total Current assets	104,375	54,975
Reserves			
	Excess / (deficit) to date	49,399	—
Z01	Starting balances	54,975	54,975
	Total Reserves	104,375	54,975
Represented by funds			
	Unrestricted	104,375	54,975
	Designated	—	—
	Restricted	—	—
	Endowment	—	—
	Total	104,375	54,975

Approved by the Trustees on _____ and signed their behalf

signed

Fund movement by type

	Opening	Incoming	Outgoing	Transfers	Gains/losses	Closing
General - General Fund						
Unrestricted	54,975	102,417	53,018	—	—	104,375
Sub-total for General	54,975	102,417	53,018	—	—	104,375
Gifts - Specific Gifts						
Restricted	—	150	150	—	—	—
Sub-total for Gifts	—	150	150	—	—	—
Grand total	54,975	102,567	53,168	—	—	104,375

Analysis of income and expenditure

	<u>Unrestricted</u>	<u>Designated</u>	<u>Restricted</u>	<u>Endowment</u>	<u>Total</u>	<u>Last year</u>
					<u>This year</u>	
INCOME AND ENDOWMENTS						
Donations and legacies						
Heathrow Grant	97,376	—	—	—	97,376	—
Donations	2,739	—	150	—	2,889	—
Touchless Donations	2,195	—	—	—	2,195	—
Total	102,310	—	150	—	102,460	—
Investments						
Bank Interest	107	—	—	—	107	—
Total	107	—	—	—	107	—
INCOME TOTAL	102,417	—	150	—	102,567	—

EXPENDITURE**Expenditure on charitable activities - Employment**

Head of Chaplaincy (Salary & Pension)	13,394	—	—	—	13,394	—
Head of Chaplaincy Expenses	342	—	—	—	342	—
Interim Head of Chaplaincy	23,000	—	—	—	23,000	—
Anglican Chaplain Expenses	666	—	—	—	666	—
Payroll administration	360	—	—	—	360	—
Total	37,762	—	—	—	37,762	—

Expenditure on charitable activities - Office

Stationary	2	—	—	—	2	—
Sundries (hospitality etc)	344	—	150	—	494	—
Total	346	—	150	—	496	—

Expenditure on charitable activities - Training & Equipment

PPE	69	—	—	—	69	—
Desirable Training	730	—	—	—	730	—
Total	799	—	—	—	799	—

Expenditure on charitable activities - Conferences/Associations

IACAC membership	1,200	—	—	—	1,200	—
IACAC Conference	8,560	—	—	—	8,560	—
BI & I Network	199	—	—	—	199	—
Total	9,958	—	—	—	9,958	—

Expenditure on charitable activities - Governance

Annual Report	1,333	—	—	—	1,333	—
Contactless Machine costs and charges	2,661	—	—	—	2,661	—
Bank Charges	158	—	—	—	158	—
Total	4,152	—	—	—	4,152	—
EXPENDITURE TOTAL	53,018	—	150	—	53,168	—
GRAND TOTAL	49,399	—	—	—	49,399	—

Note:

1. The amount of £1,200 allocated to IACAC membership is a notional figure, as it was not possible to separate this fee from the overall IACAC conference costs.

HEATHROW MULTI FAITH CHAPLAINCY ASSOCIATION

England & Wales - Charity number 1182764

Accounts

Heathrow Multi-Faith Chaplaincy Association
Treasurer's Report Year End Ending 31st
December 2021

1. The year in summary
 - a. The highlight of the year was agreement with HAL to employ a full-time head of Chaplaincy who will be responsible for the Multi-Faith Chaplaincy and the Chapel. This work will commence in the first quarter and look for completion in the second quarter 2022.
 - b. The Income for 2021 was £67,900 (see Appendix A Income and Expenditure 2021)
 - c. Expenditure for 2021 was £29,974 (see Appendix A Income and Expenditure 2021)
 - d. There was no capital expenditure during the year.
 - e. A new budget for 2022 was proposed and is attached. (see Appendix B - Chaplaincy Budget 2022)
 - f. It should be noted that agreement to each expense item has not (as of the date of reporting) been finalised.
 - g. The charity received a donation from HAL of £72,900.
2. Starting in 2022 the Chaplaincy will be developing its own revenue streams and expenses management. At this point, the only promise of financial support is from HAL. It is important that the charity looks for other sources of income.
3. A service agreement for the provision of an interim head of chaplaincy has been reached by the Charity and a chaplain for 2022. The Agreement can be terminated with 1 months' notice by either party.
4. Year End
 - a. Current account balance £4,427
 - b. Capital Account balance £50,549
5. Accounting Policy
 - a. The Accounting policy is based on the payments and receipts method of accounting. Most small charities

(those below a turnover of £250,000 per year) use this method.

- b. It is agreed that an External Examiner is appropriate for the charity accounts of 2021.

APPENDIX A - Income and Expenditure Year Ending 31st December 2021

Heading	Budget 2021			Credit £	Debit £	
Opening Balance				17,050		
Income						
Donations	67,900			67,900		
Total	67,900			67,900		
Expenditure						
Consultancy	60,000				27,800	
Donations (Afghan)	zero				1000	
Training	3000				1063	
Bank Fees	500				111	
Total					29,974	
Closing Balance				54,976		

APPENDIX B - Chaplaincy Budget 2022

2022 Heathrow Multi Faith Chaplaincy draft budget 0.1, 07.12.21			
Governance	Insurance	500.00	
	Banking charges	250.00	
	Audits	3500.00	
	Meetings	1500.00	
	Governance Subtotal		5750.00
Employment	Advertsing costs Head Of Chaplaincy	1000.00	
	Head of Chaplaincy, 1.0fte (Salary & pension)	61000.00	
	Part time Assistant Head	15000.00	
	Recruitment of chaplains	2000.00	
	Payroll administration, outsource	700.00	
	Pension report to Auditor	200.00	
	Local authority FRS17 report	750.00	
	Employment subtotal		79650.00
Office	Stationary	1000.00	
	Social Media (domain, design, etc.)	2500.00	
	IT supplies	500.00	
	Sundries (catering, hosp, sm gifts, etc)	1300.00	
	Office Subtotal		5300.00
Training & Equipment	PPE (Hi Viz, Safety shoes, ear protection, masks)	1000.00	
	Mental Health First Aid (team)	1000.00	
	Safeguarding (via Travel Care)	500.00	
	Chaplain specific courses	1000.00	
	Training & Equipment subtotal		3500.00
	Per faith, £500	3000.00	
	Publicity & Events subtotal		3000.00
Publicity/ Events			
	IACAC membership, 9 chaplains, 1 Head	500.00	
	IACAC conference, 1 attendees	500.00	
	BI & I network, 2 x 2 attendees	800.00	
	CrisisConf, 1 attendee (Emergency Response)	1000.00	
Conferences/ Associations			
	Conferences & Associations subtotal		2800.00
TOTAL for 2022			100000.00

HEATHROW MULTI FAITH CHAPLAINCY ASSOCIATION

England & Wales - Charity number 1182764

Accounts



MULTI-FAITH
CHAPLAINCY
HEATHROW

Annual Report

of the Trustees & Chaplains
of Heathrow Multi-Faith Chaplaincy CIO



2020

Ithaka

C.P. Cavafy

As you set out for Ithaka
hope your road is a long one,
full of adventure, full of discovery...

Keep Ithaka always in your mind.
Arriving there is what you're destined for.
But don't hurry the journey at all.
Better if it lasts for years, so you're old by
the time you reach the island, wealthy with
all you've gained on the way, not expecting
Ithaka to make you rich.

Ithaka gave you the marvellous journey.
Without her you wouldn't have set out.
She has nothing left to give you now.

And if you find her poor, Ithaka won't
have fooled you. Wise as you will have
become, so full of experience, You'll
have understood by then what these
Ithakas mean.

Ithaka is the island that Odysseus took ten
years to return to after the Trojan War. The
story of his journey is the Odyssey. Cavafy's
message in the poem is that the point of
life is not simply to reach a destination but
to enjoy the journey.



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Preface

I am honoured to be asked to welcome you to Heathrow Multi-Faith Chaplaincy's Second Annual Report. So much has happened in the last year, it is hard to know where to start. The Covid pandemic has had far reaching consequences for many, including those within the aviation family. We have been forced to close two of our Terminals, watched passenger numbers fall to unprecedented levels and sadly lost many colleagues along the way. However, out of this darkness there are many things to be thankful for and our Chaplains and their invaluable work are one of those.

It is often during our toughest times that we reflect upon what is important to us: the relationships in our lives, our faith, our purpose, what makes us smile – and this is where the Chaplaincy team have helped so many. Despite having to rethink how to connect with passengers and colleagues in this new world, whilst undoubtedly facing their own personal challenges associated with the pandemic, they have continued to provide invaluable reassurance and support to those in need. Just one example of where Chaplains did this was during a period of industrial action, a difficult and upsetting situation for all, where the team made sure that they had an increased presence for anyone that needed help or wanted to talk. This compassion is limitless and appreciated by so many.

This report explores the theme of curiosity and why it is an important attribute for Chaplains, yet I feel many can learn from this approach. Cultivating a curious mind is important for us all, as a protective way in which we can soften the harshness of assumptions and uncertainty and embrace the fact that there is still so much that we can learn and grow from.

I would like to take the opportunity to thank everyone for their dedicated and compassionate support during one of the most difficult years that we will ever face. Together we are stronger and can allow ourselves to be hopeful for a brighter year ahead.

Katherine Compton

**Head of Health and Wellbeing Transformation
Heathrow Airport Limited**



2020 Overview

**Steve Buckeridge, Interim Head of
Heathrow Multi-Faith Chaplaincy**

'Curioser and curioser' might well have been Alice's verdict on 2020, with the aviation industry, our personal lives, religious communities, and chaplaincy itself having all faced incredible challenges.

It was a privilege to take over the operational leadership of the Chaplaincy in November 2020. Howie Adan's compassionate tenacity brought transformational improvement during his tenure and the tributes I heard when he left were as fitting as they were moving. I want to also pay tribute to the fantastic way so many in the team have responded during the year: there were a number of difficult circumstances where chaplains chose to become involved to give support to the bereaved and suffering; innovations throughout the year included a YouTube channel ('On a wing and prayer') with chaplain messages; Chaplaincy responded with wellbeing material for several contexts, and in recent weeks the offering of support to passengers isolated in quarantine hotels.

We are about to do our 50th 'team zoom' which, over the past year, has provided training time and the opportunity to be joined by others, including on one occasion the airport's CEO John Holland-Kaye. These regular times to share our experiences and express our care for each other have been important in building camaraderie. As one of our team said: 'We have been good Chaplains to each other'.

It is a great reflection on the commitment shown towards the Chaplaincy that even in a year where there was less that could be done physically at the airport, there has still been hundreds of hours volunteered and, in addition to the significant resources given by HAL, over £100,000 of funded chaplains from local religious communities. Along with saying goodbye to Howie, there has also been the departure of Nasreen Ali, Abdul Jabbar, and in the early weeks of 2021, Daniel Adayi and John Parry. We thank them all for their contribution and wish them well. It has been good to welcome Julie King to the team.

My grateful thanks to Katherine Compton for introducing this year's Annual Report. Current circumstances have illustrated that chaplaincy is about positively contributing to colleague wellbeing as well as customer service for passengers. Thanks also to Kathryn Leahy and Elizabeth Hegarty for the support they continue to provide at the highest levels within HAL. The voluntary efforts and support of the trustees, wisely and capably led by Mark Poulson, have also been appreciated. I am grateful for the hard work of Adele Burgess in compiling the report and for everyone who has contributed. I trust you are sufficiently curious about our work to read it through! I leave you with the words of the 17th Century London poet Abraham Cowley who said:

**"Curiosity does, no
less than devotion,
pilgrims make".**



The Role of Curiosity in the making of a Chaplain

Our team of 28 Chaplains consists of 22 volunteers who typically do anything from a few hours to two days a week and 6 Chaplains, who are paid by their faith bodies, who do between 2-5 days a week. Together they represent six major world faiths and would describe themselves as an eclectic bunch! However, there are several common features across the team. Almost all the Chaplains have a link to the airport: some worked at the airport before retiring and joining Chaplaincy; others grew up locally and have always felt an affinity with all things aeronautical. Each of the Chaplains brings an interest in people and a certain desire to solve problems and make things better. One trait, perhaps not so obvious, is that of curiosity. We often say in Chaplaincy that a Chaplain always walks towards a problem never away from it. This year's Annual Report takes a closer look at the role of curiosity in the making of a Chaplain.

Chaplain Helen Baly gets us started with an introduction to the definition of curiosity.

**'A desire to know:
an inquisitive interest
in others' concerns:
nosiness'.**

I believe the most precious gift an Airport Chaplain has to offer is their time. Time for everyone: staff, passengers, the general public at large. With our high visibility jackets we stand out in the crowd. Personally, I love to meet people and am generally inquisitive and interested in other people: curious. I find it easy, instinctive almost, to approach someone and ask them how they are and enquire after their general welfare. The reward is almost always stimulating as those we engage with share their own stories from all walks of life, backgrounds and faith communities. A large part of curiosity is being observant. Noticing anything that doesn't look quite right whether that be someone who is distressed, lost or unsure what to do. Curiosity works both ways of course. When speaking to staff, I'm curious what their duties are, curious how long they have worked at the airport and what the highlights (and lowlights) of their day might be.

When the security staff look at my pass, they often ask what a Chaplain is and what we do. A perfect way to start a conversation.

Chaplains David, Ameer and Julie pick up the thread...

David Bonny

'Every day is different, and it is almost impossible to plan your day, as you react to whatever situation confronts you. Prior to being a chaplain, most of my working life has been in engineering, so I particularly enjoy spending time behind the scenes with those who work in what is called the under-wing area.

Here's an example of how our team works together. One Friday afternoon I got a call from Hersh, our Jewish chaplain. He had been called by a lady in a long queue in passport control. She needed to get to North London before the Sabbath began. I was able to locate her and, with the help of Border Force, escort her quickly to the baggage hall. We immediately found her bag and she was able to get to her home with minutes to spare! Curiosity drives us to see problems through from beginning to end.

On one occasion, I was able to help an anxious lady contact her elderly uncle and get him through passport control. I was deeply touched when she sent an email to say thank you.

**"I am thankful that
after approaching
you in an emergency,
you assisted us in our
hour of need."**

Chaplains often hear people say:
'You were in the right place at the
right time'.

We would put that down to asking the
right questions and responding quickly
when the occasion arises.

Ameer Chaudhri

Ameer has worked at the Airport for nearly ten years and is a volunteer Chaplain alongside his regular job.

He says: 'I am passionate about helping and developing others. Through my role as Chaplain, I am able to help customers and staff through stressful situations which is very fulfilling. I take my faith very seriously so Multi-Faith Chaplaincy was a perfect outlet for serving the airport community in a different way. Having dedicated Chaplains offering pastoral assistance with a smile is something every institution needs!'



Julie King

(who joined the team during 2020)

'Chaplains all have the same heart – to be amongst the airport community, whatever that looks like: whether with those arriving or departing or just getting alongside part of the 24/7 community of staff that keeps the airport running.

One of the memories I have from the short time I was physically in the airport before Lockdown, was helping two young ladies to get home to Yorkshire. It was about being able to help them in their need – getting tickets, pointing them in the right direction for the train and just reassuring them, in their panic that they were alright and were safe.'

A Day in the Life of a Chaplain

Chaplain Ian Smailes is the 'elder statesman' of the Chaplaincy Team – renowned for his legendary knowledge of every nook and cranny of the Airport. Over the past year Ian has had to shield and has greatly missed his regular visits to the airport. Here he dips into his memory and invites us to join him for a day at the airport.

I was chatting in the Heathrow Express station under T4 one morning when the member of staff I was speaking to looked over my shoulder and said, "That's odd. I have seen that lady several times already this morning." The person concerned was an elderly lady pulling a case behind her with a look of concern on her face. I said to the member of staff, "I think I should have a word with her". "Excuse me, can I help you?" She raised her arms, palms upward in a gesture of lack of understanding. As I had done many times before in situations like this, I pulled an old boarding card out of my pocket book and pointed to her handbag, out of which she produced a Romanian passport, but no evidence of

tickets or boarding cards, just a couple of Virgin baggage tags from a flight from New York the previous evening. I surmised, wrongly as it turned out, that she couldn't understand me because she didn't speak English. So I indicated that she should follow me, and together we went up into T4 departures and I took her to the desk of the Romanian airline Tarom where I hoped there may be someone who could speak her language.

The Tarom stewardess spoke to the lady in Romanian but it produced exactly the same reaction as before, indicating a complete lack of comprehension. I went through my little pantomime with the boarding card again and pointed to her handbag. This time she produced a screwed-up ball of A4 paper. I flattened it out on the counter and realised that it was most probably instructions for the completion of a landing card with one line in English followed by one in Romanian. Right at the bottom however, in large red letters, was written 'this lady is deaf and dumb'!

Seeing this, I turned the paper around on the counter and showed it to the stewardess from Tarom, and then said, "Can you write her something in Romanian?" She did, and my passenger's face lit up with joy with vigorous nods. At last we could communicate

It transpired that she had been travelling from one of her sons in New York to her home where her other son lived in Bucharest. On this occasion it seemed her son had got delayed on the way to JFK and they had missed the booked flight. In the resulting transfer, the onward journey from London to Bucharest had not been changed resulting in my passenger being stranded in London with no means of communication. I took her back to T3 to sort out her onward booking and transfer her baggage.

I then took her to T5 to await her flight, accompanied her to the aircraft and explained her problem to the cabin services director, asking if she would be kind enough to phone her son in Bucharest on

arrival to make sure she met up with him. This she kindly agreed to do. I thought that would be the end of this episode, but it was very lovely to receive a text message from her son the next morning thanking me for all my effort and advising me that his mother had arrived safely. He also said "Gad (he meant God) must have placed me in the right place to help her that day". It was a very satisfactory end to the situation, especially as so often, when we chaplains help someone, we don't get to know the final outcome.

St George's Chapel

Major Christine Perkins (Chair of the Chapel Committee), shares a snapshot of 2020

The past year has proved to be one of the worst in living memory as we have navigated a global pandemic that continues to ravage the world. For me, there has never been a time when the role of Chaplain is more necessary. On the back of decades of global growth the aviation industry has suffered significant loss on many fronts and a sense of shock and grief has descended upon many aspects of the airport community: staff and passengers alike.

There were many frustrations for Chaplains being (understandably) distanced from the airport for many months in an effort to help reduce the spread of Covid 19. It has been good to maintain contact with key members of airport staff during this time and also to keep connected with fellow Chaplains at Heathrow, and the wider fellowship of UK, European and International airports. The annual conference of IACAC (the International Association of Civil Aviation Chaplains) took place virtually in October 2020. One of the speakers was psychologist and therapist Kathy Malcolm Hall. Kathy identified the emotion "Hiraeth", a Gaelic word for Homesickness – a yearning for a returning to life as it was, a feeling experienced by many across the world undergoing grief for the loss of a world that was. She spoke of the importance of Chaplains being able to recognise Hiraeth so as to be able to accompany others on their journey.

Kathy explained that these types of feelings and emotions are best worked through in a "Diad" – when someone is available to listen to us and to navigate the journey alongside us. This of course is the role of the Chaplain.

The youth poet Laureate, Amanda Gorman, at the US presidential inauguration, said..." We will rebuild, reconcile and recover... the new dawn blooms as we free it; for there is always light, if only we're brave enough to see it, if only we're brave enough to be it" At a time when much of aviation is grounded, we feel confident that there are brighter skies ahead. We may not return to life as it was and we may need to navigate an alternative route.

The chaplaincy at Heathrow will have a significant role to play in the coming days – to show the light, to lead the way and to be a companion to many on the journey – but the challenge is also for Chaplains to BE the light – through word and deed and by example.

Jesus said, I am the Light of the World (John 8:12), but He also said, YOU are the Light of the World, ...let your light so shine before men that they will see your good works and glorify your Father in Heaven (Matt 5:14).



FAREWELLS

Revd Howie Adan

Head of Heathrow Multi-Faith Chaplaincy 2016-2020

As I write, at my kitchen table in Amsterdam, my 2020 diary is at my elbow and I see that exactly a year ago life at Heathrow Multi-Faith Chaplaincy was in full swing. Among other things, this week brought me a team meeting at T2 (guest speaker: James Davies of Heathrow Travel Care), 'one-to-one' meetings with individual Chaplains as part of their annual review, an outing to visit former Chaplain Sister Margaret Byrnes, an airfield tour with Nick Clifton-Welker as our guide, and planning for visits to the Brent Sikh Centre, Ealing Synagogue, and Friday prayers at D'Albiac House.

How things have changed! Beginning mid-March 2020 the global air transport industry tilted dramatically into the most far-reaching crisis in its history. Chaplaincy too - our own but also that of every other international airport - has had to adapt on the fly: budgets cut, personnel lost, networks disrupted, prayer rooms closed, and conferences cancelled. We have quickly had to learn to operate in a changed environment.

One thing we can be thankful for is that throughout all the changes Heathrow Airport Ltd has continued to affirm the work of Chaplaincy on the airport. Where some colleagues in other corners of the globe have discovered that their relationship with the airport authority is a fair weather one, we have continued to enjoy the good graces and support of Heathrow.

I started in airport chaplaincy in 1999, doing a placement at Schiphol in Amsterdam (AMS). I continued as a weekly volunteer and four years later was taken on as the first full-time Anglican Chaplain at the same airport. Since then I have served at Vancouver International (YVR), Nanaimo (YCD), and Heathrow (LHR). I did a stint as Vice President of the International Association of Civil Aviation Chaplains, attending more than half a dozen IACAC conferences as well as many regional conferences. Along the way I have met literally hundreds of airport chaplains, most of whom are doing sterling work. What makes a great Chaplain? Simply put, two things: curiosity, and a pursuit of competence. Chaplains who committed to asking questions, networking, listening, learning, and improving their skills will always deliver good work.

On March 12 I made my regular weekly return journey to Amsterdam, not knowing that it would be my last LHR-AMS flight. At the end of October my time as Head of Multi Faith Chaplaincy was up and - apart from my continued membership of IACAC - I stepped completely away from airport chaplaincy for the first time in over 20 years. I miss it already.



Revd Fr. Daniel Adayi, CSSp. PhD.

Lead Chaplain (RC) 2018-2021

The chilly wind hit hard against my face as I made my way to the tube station. I always used Hounslow Central Station, an eight-minute walk from where I resided. I pulled my hat down to shield my ears from the blast of wind as I stepped across the gates onto the train platform. Over the months, the third coach from the front became my favourite because it enabled me to disembark just at the foot of the escalator at Heathrow Terminals 1, 2 & 3, from where I walked the five minutes to St George's Chapel. As the train left the station, my mind began a trip through my time as a Chaplain at Heathrow. Most of my daily activities were at the Chapel of St George. Over the years, both staff and travellers have developed a broad spectrum of relationships with the Chapel, ranging from one-off visits during a trip, repeated visits, to some deep and emotional connections.

The Roman Catholic community met for Holy Mass in the Chapel four times a week before the pandemic. It was a delight to see staff and passengers as they made their way to the underground place of prayer. The joyful looks on their faces as they departed after the communal worship always made my day. I was exceedingly glad to be a part of their faith journey.

However, it was very different that morning as I went into the Chapel and prayed for a while in the eerily quiet sanctuary. In my prayer, I blessed God for the Chapel at Heathrow, the people that gathered regularly there, those I met in the course of my duty and for the Multifaith Chaplaincy team. Shortly, I began to put my notes together for my successor. My role as a Chaplain at Heathrow will remain in my mind for a long time!



Introducing our newest Trustee

The Venerable Catherine Pickford Archdeacon of Northolt

I am delighted to have this opportunity to introduce myself to you as the relatively new Archdeacon of Northolt, and very new trustee of Heathrow's Multi-Faith Chaplaincy. Just over 6 months ago, my family and I moved 300 miles south from Northumberland, where I served as a country vicar and held responsibility for clergy training. The contrast was huge. We swapped fields of cows and sheep for views of Wembley Stadium. I swapped a village of 2000 people for an Archdeaconry of 4 Boroughs, one of which includes Heathrow. Despite all the contrasts, it has been interesting to see what has been the same. The way in which communities have pulled together during the pandemic is very similar in country and city. People know their neighbours more than before, are more willing to help each other and support each other. The things that people miss are the same too, family and friends, freedom of movement, the chance to meet other face-to-face.

I have not always been a country vicar. Before that I served in inner city Newcastle for 11 years where I was the vicar of a busy urban church which had a foodbank, a youth project, and two community projects in the parish. There, I also served as a police chaplain in a voluntary capacity. The parish of Benwell where I was vicar was the same area served by the police station I worked with and it was interesting to see the same place from the two different angles. I particularly enjoyed being alongside the community police officers who spent most of their time on foot, building up relationships and making connections.



It was powerful to see the way in which these connections would bear fruit and communities would become gradually more willing to work with the police, as people they knew and trusted.

Airport chaplaincy is completely new to me. There is much to be curious about in an airport, with the constantly changing environment and the sheer volume of people who (in normal times) pass through every day. One of my reflections from Police Chaplaincy was that you really didn't know what was going to happen when you went out on a shift, because the agenda was in the hands of others. It isn't everyone who is able to cope with such high levels of flexibility and uncertainty: to fit in with the needs and priorities of others, to be present without an agenda.

Curiosity plays a big part in chaplaincy because you are often in the position of seeking to walk in someone else's shoes, see the world from their point of view, understand how life might be for them. As a trustee of the Multi-Faith Chaplaincy, I am looking forward to finding out more about the airport, its structures, its staff, and its travellers. I am looking forward to visiting, when that is possible again, to see your context and observe the way in which chaplaincy works as part of the life of Heathrow. Most of all, I am curious to hear some of the stories of airport chaplaincy, its challenges, its joys, and its surprises.

Finance & Accounts

A Report from the Treasurer, Adrian Dean Heathrow Multi-Faith Chaplaincy Treasurer's Report Year End 2020

1. The year in summary

a. The highlight of the year was the agreement in principle to the budget proposed by the charity to HAL.

b. The charity received a donation from HAL of £5000. This was paid as an advance to the donations by HAL to cover the budget for 2021.

c. As at the year end the bank balances were as follows:

i. Capital Account £7142.37

ii. Current Account £8010.00

2. Starting in 2021 the Chaplaincy will be developing its own revenue streams and expenses management. At this point, the only promise of financial support is from HAL. It is important that the charity looks for other sources of income.

3. During the year 2020, a single expense was paid of £150.00 for a chaplain's expenses.

4. A service agreement has been reached by the charity and a chaplain for interim head of chaplaincy support for 2021. The first payment against this agreement was made in 2021. The Agreement can be terminated with 2 months' notice by either party.

5. Accounting Policy

a. The Accounting policy is based on the payments and receipts method of accounting. Most small charities (those below a turnover of £250,000 per year) use this method.

b. It is considered prudent to adopt an accounting completion date of 15th March each year. This means that the AGM date should not be set before this date.

c. It is agreed that an External Examiner is not yet appropriate for the charity.

Chaplains 2020

BUDDHIST

Robert MacPhail

CHRISTIAN

Daniel Adayi / to Jan 2021

Susan Badua

Helen Baly

Paul Barker

David Bonny

Judi Buckeridge

Steve Buckeridge
(Interim Head of HMFC)

Adele Burgess

Hertiberto De Melo

Peter Dusek

Elsie Fraser

Fiona Fernandes

Julie King / from Sept 2020

Robert Levett

Shaun Loader

John Mackerness

John Parry / to Jan 2021

Christine Perkins

Stephen Perkins

Elisa Rivera

Tessa Rust

Ian Smailes

HINDU

Ramesh Sharma

JEWISH

Hersh Vogel

Zelda Vogel

MUSLIM

Nasreen Ali / to Oct 2020

Ameer Chaudhri

Abdul Jabbar / to Oct 2020

SIKH

Devraj Saberwal

Amrik Singh



Trustees 2020

BUDDHIST

Bogoda Seelawimala

CHRISTIAN

Hany Abdelmasih / Baptist

Marion McNeil / URC

John Penty / Roman Catholic

Catherine Pickford / Anglican (from Oct 2020)

Mark Poulson / Anglican (Chair)

HINDU

Umesh Sharma

JEWISH

Stephen Hirst

MUSLIM

Asgar Halim Rajput

SIKH

Narinder Singh Mudhar

TREASURER

Adrian Dean

Ex Officio:

HAL*

Kathryn Leahy

Elizabeth Hegarty

HMFC

Steve Buckeridge (Interim Head)

*Heathrow Airport Limited



Contact

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