

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

		Unrestricted	Designated	Restricted	Endowment	Total This year	Last year
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.