

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

### **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 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:**

The Charity is a CIO Association with both a membership list and a Trustee Board. 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.

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:**

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 31<sup>st</sup> 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 10<sup>th</sup> April 2024

## Statement of Financial Activities

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Prior year total funds
<b>Income and endowments from:</b>					
Donations and legacies	159,713	-	-	159,713	102,460
Income from charitable activities	-	-	-	-	-
Other trading activities	-	-	-	-	-
Investments	1,858	-	-	1,858	107
Other income	-	-	-	-	-
<b>Total income</b>	<b>161,571</b>	<b>-</b>	<b>-</b>	<b>161,571</b>	<b>102,567</b>
<b>Expenditure on:</b>					
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	-	-	-	-	-
<b>Total expenditure</b>	<b>81,834</b>	<b>-</b>	<b>-</b>	<b>81,834</b>	<b>53,168</b>
<b>Net income / (expenditure) resources before transfer</b>	<b>79,737</b>	<b>-</b>	<b>-</b>	<b>79,737</b>	<b>49,399</b>
<b>Transfers</b>					
Gross transfers between funds - in	-	-	-	-	-
Gross transfers between funds - out	-	-	-	-	-
<b>Other recognised gains / losses</b>					
Gains/losses on investment assets	-	-	-	-	-
Gains on revaluation, fixed assets, charity's own use	-	-	-	-	-
<b>Net movement in funds</b>	<b>79,737</b>	<b>-</b>	<b>-</b>	<b>79,737</b>	<b>49,399</b>
<b>Total funds brought forward</b>	<b>104,375</b>	<b>-</b>	<b>-</b>	<b>104,375</b>	<b>54,975</b>
<b>Total funds carried forward</b>	<b>184,112</b>	<b>-</b>	<b>-</b>	<b>184,112</b>	<b>104,375</b>

## Balance Sheet detailed

Class and code	Description	As at 31/12/2023	As at 31/12/2022
<b>Current assets</b>			
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	-	-
	<b>Total Current assets</b>	<b>184,112</b>	<b>104,375</b>
	<b>Net Asset surplus (deficit)</b>	<b>184,112</b>	<b>104,375</b>
<b>Reserves</b>			
	Excess/(deficit) to date	79,737	49,399
Z01	Starting balances	104,375	54,975
	<b>Total Reserves</b>	<b>184,112</b>	<b>104,375</b>
	<b>Represented by Funds</b>		
	General (Unrestricted)	184,112	104,375
	Restricted	-	-
	<b>Total</b>	<b>184,112</b>	<b>104,375</b>

## Analysis of income and expenditure

					Total	
	Unrestricted	Designated	Restricted	Endowment	This year	Last year
<b>INCOME AND ENDOWMENTS FROM:</b>						
<b>Donations and legacies</b>						
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
<b>Donations and legacies Totals</b>	<b>159,713</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>159,713</b>	<b>102,460</b>
<b>Investments</b>						
0215 - Bank Interest	1,858	-	-	-	1,858	107
<b>Investments Totals</b>	<b>1,858</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,858</b>	<b>107</b>
<b>Income and endowments Grand totals</b>	<b>161,571</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>161,571</b>	<b>102,567</b>
<b>EXPENDITURE ON:</b>						
<b>Expenditure on charitable activities</b>						
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	-
<b>Expenditure on charitable activities Totals</b>	<b>81,834</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>81,834</b>	<b>53,168</b>
<b>Expenditure Grand totals</b>	<b>81,834</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>81,834</b>	<b>53,168</b>

End

Chair of Trustees's .....

Treasurer for HMFC .....