MULTI-FAITH
CHAPLAINCY
HEATHROW

Heathrow Multi-Faith Chaplaincy Association

Annual Report and Accounts

Year January – December 2024

MULTI-FAITH CHAPLAINCY HEATHROW

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 though 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.

MULTI-FAITH CHAPLAINCY HEATHROW

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**

MULTI-FAITH CHAPLAINCY HEATHROW

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

	Unrestricted	Designated	Restricted	Endowment	Total This year	Total 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

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**

End

Chair of Trustees ..... Catherine Pickford

Treasurer for HMFC .....

Date Report and Accounts Agreed By Trustees ..... 24 June 2025