

CIGB Annual Report 2017-18

Introduction

It is good to be able to report another year of highly effective activity by Chaplains in workplaces across Birmingham and Solihull. And it is good to see new people from different Christian traditions being drawn into training for this ministry.

Our Chaplains offer availability, and they offer unhurried time – two things in short supply. So we find Chaplaincy being highly valued by employees as a visible but non-intrusive presence, offering pastoral contact and responding sensitively to questions raised by people's journeys through life. Chaplaincy is valued by management as an independent resource which supplements their own care of their staff.

A Chaplain in the workplace is a reminder that the people are not just part of a production line or a service delivery, but are women and men who matter to God. The beliefs of those they encounter may vary enormously, and are always respected. But the presence of a Chaplain speaks of the spiritual, and encourages people to open up about the things that matter most. It is one more ingredient in the mission the Church undertakes, to help people to discover the reality of God and so to live well.

Having chaired the CIGB Management Council since 2005, I am standing down at the conclusion of this year's AGM. I have been very grateful to those churches and businesses who have acknowledged the value of our Chaplaincy and who have supported it financially. My sincere thanks go to all who have served as trustees and as Chaplains during these years, and to the those who have led and expanded our work – particularly our Development Director Peter Sellick. There clearly continues to be a growing demand for Chaplaincy in an increasing range of work sectors. I can say confidently that CIGB is well placed to respond to this call in the years ahead, and to play its ongoing part in Christian outreach and service.

Hayward Osborne, Archdeacon of Birmingham
Chair of CIGB Management Council

Development Director's Report 2017—18

"I wish we could bottle what you bring to us when you come!" Sam Edgar and John Taiwo, our volunteer Retail Chaplains at Grand Central report this comment from a manager. Costs are rising, footfall is decreasing and even the weather, business rates and transport conditions can seem to conspire against retailing.

Yet Chaplains can befriend people of any faith or none, listen to their highs and lows, and remind them that life has values, possibilities and indeed spirituality. As an example, Tina Hands, Chaplain in Olton Hollow, offered a 'Prayer Harvest' to her shops this year as a show of love and interest.

We have had over 20 volunteers through our Introduction to Workplace Chaplaincy courses this year, and our Chaplaincy teams are growing. Two-thirds of our trainees have come from Independent and Pentecostal churches, a third from the older denominations. Our increasing diversity adds to the wealth of our offer.

We are "God's co-workers": Pat Saunders, one of our Chaplains at Jericho Foundation reminded us this year. Bishop Wilton Powell, Church of God of Prophecy, spoke at our annual Commissioning Service for our new Chaplains. He preached passionately about the presence of God in all sorts of places - including engineering, entertainment and transport. We cannot keep God to ourselves.

I recently heard from local churches that have reached out to shop staff when their closure was announced. Church leaders in Rowley Regis took Easter chocolate gifts into Toys R Us staff, as they were facing redundancy, to tell them they were being prayed for.

This year the Business Managers at Birmingham Airport have increased their commitment to Chaplaincy and we have appointed a new Airport Chaplaincy Team Leader, Tanya Arroba. David Butterworth at the NEC Group, Beryl Moppett MBE at Touchwood Solihull, and the Council Chaplains are among those who have reported how managers value Chaplains for the independent and creative engagement they bring.

Simon Charlwood, who manages staff in the Automotive Parts industry, and Pauline Upsall, who was until recently a senior HR practitioner at Birmingham City Council, have joined the Management Council and will be helping us to sharpen our 'offer' to businesses.

We are sorry to be losing Hayward Osborne who has been Chair of the Management Council since 2005. Paul Dilkes also retired as Hon Treasurer from the Council: Patrick Bryan, Finance Director at Nehemiah UCHA, has stepped into that role. Hayward became Chair just after the closure of MG Rover in April 2005. He steered CIGB's continued commitment to the future of the site, and God's Heart for Longbridge, Chaplaincies at Bournville College, Longbridge Village and Longbridge Town Centre, are some of the fruits of that investment.



Hayward has also encouraged CIGB's commitment to wider economic ethics: with work on the role of migrant labour, on regional banking issues, and currently with Ethical Money Churches.

God continues to call people to this sacrificial, joyful, important ministry.

Peter Sellick

Bullring Indoor Market

“The Times They Are a Changing” as Bob Dylan would say. Well not only the times but also the shoppers! In 2018 due to the rapid application of technology, traditional purchasing is changing. The internet means we now have a different generation of shoppers: the traders who work the Indoor Market are finding it a daily struggle to keep going. It’s also a time when Council support for the market appears to be waning; whilst the older generation of shoppers, who loved the market, are either finding it difficult to make the journey into Birmingham or sadly are no longer around.

But those traders - some who can look back with pride on four generations of trading – are a brave and stoic bunch. I’ve been their Chaplain for a little over three years now and I’ve seen my own role change from market Chaplain to that of a market Pastor. Just a subtle change in one word but a big change in my function – think about it! After three years of weeping with those who weep and rejoicing with those who rejoice, we have a genuine bond of affection and respect for one another. There are heartwarming moments, as when an Asian trader in tears allowed me to pray with her at her stall. She was left happy and smiling, thankful for the Chaplaincy service. Then one Wednesday afternoon I visited a trader and found him with an enormous grin across his face. He told me that the previous Saturday he had been presented with his first Grandchild! After congratulating him I asked, “How many of your fellow traders know the good news” – “None” he replied – “You are our Chaplain and I wanted you to be the first to know.”

The times they are a changing but the hearts and needs of people remain much the same.

Paul Herring, Market Chaplain

Grand Central

“I wish we could bottle what you bring to us when you come!”

We were greatly encouraged when the manager of one of the larger shops in Grand Central said this to us recently. Retail Chaplaincy is all about relationships which, of course, take time to develop. Many of the folks working at Grand Central are young – some have faith, some different faiths and many no faith at all. However we continue to be very well received and some express how glad they are to see us coming.

Conversations are often very general but, with the building of trust, relationships are deepening, and staff are beginning to share issues with us at a much deeper level. The management support us well and we certainly feel part of the wellbeing structure of the centre.

One problem we find is that we cannot easily reach everyone. There is quite a turnover of staff during the long working day (9am – 9pm) but we do our best to meet as many as possible. Specially printed cards at Christmas and Easter have been very much appreciated by the staff.

This is such a worthwhile and fulfilling ministry and we feel privileged to be part of it. *‘Laborare est orare’ – work is worship/prayer!*



Samuel Edgar & John Taiwo

Birmingham, City Centre Retail

Reflecting on the past year can be quite a challenge, things move so quickly within the world of retail: people coming and going, stores closing, new stores opening all seem common-place. The city seems to be constantly changing and the construction work seems endless. New buildings, with the hope of new prospects all the better for the economy, enticing more and more people to come and encounter the exciting, vibrant city of Birmingham.

In the midst of all the hustle and bustle and busyness of city-life sits be.friend: Chaplaincy to the Retail Sector, a constant consistent intentional presence. Chaplaincy continues to offer a gentle space in what at times can feel all consuming ... pardon the pun!



Maxine at CIGB's Commissioning Service in November 2017

We too can boast of new things, new Chaplaincies and new Chaplains. We welcome Maxine Chamberlain to the team: she offers Chaplaincy to the Bullring Shopping Centre along with myself. I am hugely appreciative and thank God for the gifts she will bring to the team and the role.

We have a new Chaplaincy to MACE construction right in the heart of the city. They are the building contractors who are responsible for the new Primark, which will be their largest store in

Europe. *"Mace were keen to establish a relationship with the Chaplaincy service offered by Elaine at the earliest opportunity. The Chaplaincy has been invaluable to our workforce, currently around 150 personnel, who have often relied upon the support of Elaine. Research has shown that workers in the construction industry are particularly vulnerable to stress and depression; and Mace are particularly keen to engage with local*

support. We see Elaine on a regular basis and we know from feedback sessions with our workforce that the Chaplaincy service is well received and respected” (Scott Kennan Senior Project Manager MACE).

It has been a huge privilege to offer Chaplaincy to over 150 employees of the contractors, who are responsible for a workforce consisting of demolition workers, scaffolders, electricians, security, labourers, architects and others I’ve probably forgotten to mention. Many of the employees spend Monday to Friday away from family and home; it can be very isolating and stressful. Chaplaincy is seen as part of MACE’s well-being campaign raising awareness of isolation, mental health and stress.



Elaine with Gareth from MACE

This has been a real learning curve for me - not just in the practicalities of keeping warm and wearing the clothing, but also trying to get my head around all the different departments. The role has been challenging in other ways too: eg reminding folk that they don’t have to curb the colourful language ... which can be really colourful.

As we rejoice and give God thanks for new opportunities that Chaplaincy offers we are also grateful for those who continue to support the ministry of be.friend. Without their continued committed support, none of this exciting incarnational ministry would exist. As you read, please continue to pray for this ministry as we continue to listen to the heart of the city.

Elaine Hutchinson

Frankfurt Christmas Market

Chaplaincy to the Frankfurt Market was piloted in 2016, and came into being in 2017, thanks to volunteers who were willing to commit their time over a six week period before Christmas.



Silvia and a stallholder

Birmingham City Council recognises that working in the Christmas Market can be a challenging, potentially distressing, time for traders. Many of the workers are Polish, Romanian and German, who are away from families and their homes in a strange place, learning a new language, working a long day. So Chaplaincy was welcome and well received.

We had to get over the language barriers: finding volunteers who could speak German and a little Polish was invaluable. It is also amazing what chocolate communication can do! We gave out chocolate Santas to every trader for St Nicolas' day (6 Dec) and this went down a treat. The conversations are always interesting; and as you can imagine the opportunity to taste the food is always a bonus!

Antonya, one of the volunteer Chaplains writes: "I had a lot of fun meeting the vendor owners and the staff workers; we had some great conversations but I am working on learning some Romanian for the next year! As there was a high terrorist alert at the Market, the Security Director asked us to be a sagacious team—prepared at all times - and to pray! I give all the glory to God, that thousands of people were safe, because God was watching over us. A Market Miracle"



Elaine and Antonya

Elaine Hutchinson

New Street Station Concourse & Bullring Open Air Market

Peter Woodall and I are Chaplains working with the shop workers on the concourse level at New Street Station. Some of these new shops/cafes are not doing well and several have closed during the past year. A lot of the staff are students earning the minimum wage for their age and often working 12 hour shifts.

Despite the problems the staff are remarkably friendly and helpful to customers. Being in a "new build" centre, the staff facilities are good. A common concern is that the actual footfall has fallen far short of the expected number. Andrew Hall, the Railway Chaplain, also looks out for issues on the Station Concourse and passes them on to us.

Birmingham Open Air Markets are continuing to see a decline in footfall and custom, and an increasing number of stalls lie empty as older traders retire. The next generation, who in years gone by would have inherited a thriving business, are now going off to university and pursuing careers in totally different spheres. Some younger traders have moved on to other markets where costs are lower and facilities are better.

I have been Chaplain to the Open Air Market for a good number of years. Traders are lovely people with families and other responsibilities and I am privileged to be able to support them through these difficult times. My task is to bring the light and presence of Christ into what is a rather gloomy environment.

Iain Frew

Bullring Rag Market

I'm sure most 'work-based' Chaplains can't help being aware of the wider issues facing the overall 'business' we are a part of. There is often an undercurrent of talk, gossip or general atmosphere that pervades the daily work-lives of those we meet.

The Rag Market Traders are worried about their future, as sales continue to slide and the move of the Wholesale Market out to Witton draws ever closer. The old market and the current retail markets will be demolished to make way for the new district of Smithfield, which will include new retail market facilities.

The older traders are mostly philosophical about it - they have had a good career as a trader and will probably 'hang up their boots' and retire when either their losses become too great, or the new market opens. It is most unlikely that the future market will be anything like the current one, as the council are talking about 7-day trading with much longer opening hours, and a "modern" approach to retailing.

But the lack of customers gives me and the traders plenty of time to talk! 30 years ago I would not have been able to even say 'hello', they



were so busy! It is strange that in my retirement I am part of an industry which seems to be coming to an end. I spent most of my working life being part of the new Garden Centre industry that was burgeoning during the 1960s and 70s.

Our discussions are about the lack of customers and sales and worries about the future. Many Traders are second or even third generation Traders who do not have any other skills (in their view) to enable them to get a 'normal' job. A Traders' way of life is about being out buying in the early hours when the market is closed; bartering over prices; and making exciting deals. And being their own boss!

How should I respond as a Chaplain?

Those of us who have faith - and it does seem to apply to all the people of faith I meet - believe in a bigger picture. Our faith helps us to cope and believe we do have other options and other possibilities in our lives. We can see something different. But I fear that for so many, there seems to be nothing to give them hope.

We can under-estimate the impact we Chaplains have. There is a silver lining. Sometimes just by a friend being there, we make a difference. We are that friend who comes around regularly to listen and share,

and give support as any friend would do. I have been attending 2 or 3 funerals of Traders each year, and this also gives me the chance to pick up on Traders' bigger questions about life and death.



Andrew Veitch

Birmingham City Council

We are delighted that we have grown to a team of four part-time Chaplains: Val Benjamin, David Harrison, Celia Porter and Peter Sellick. We are now able to cover more City Council locations – including Social Workers in Newtown and Erdington – and provide more hours. That has meant that we have been in a position to respond to the increase in requests for assistance: listening, advice and encouragement.

The Council has been going through yet another round of redundancies and restructuring. Staff numbers across the Council have shrunk from about 15,000 to 7,000 in the last five years. At one of the offices, Chaplains sometimes find it hard to get out of the door at the end of a session, such is the demand for people to see them and talk over their worries.

We have been kept up to date with some of the organisational changes through our excellent relationships with HR. We are part of their ‘Wellbeing at Work’ strategy; and received ‘Mental Health First Aid’ training at the end of the year. Unfortunately reductions within the HR department mean that relationships there are also having to change.

This year, we provided support for a number of staff who are going through bereavement, and advised a few managers who were trying to find appropriate ways to respond to deaths of work colleagues within their teams. Our prayer trees have been well used again at Christmas and Remembrance: staff gathered with the Chaplains to say prayers around the trees to honour all the sincere needs and hopes expressed.



David and one of the Prayer Trees

We get the sense that staff are feeling pretty battered and bruised by the repeated redundancy programmes of the last few years. Staff that weather the restructuring and remain are having to do increased volumes of work with fewer colleagues, and in a more uncertain, confusing environment. As Chaplains we make ourselves available to hear their feelings, which are sometimes made worse by personal circumstances and health worries. But we also get to share in good stories, like promotions, new relationships and new jobs. We point to other sources of learning, advice and support and do our best to affirm their dignity, despite everything.

We provide mentoring to a few members of staff, through the Council in-house programme. Our twice weekly Mindfulness sessions continue to be a popular place for many people to find some quiet and refreshment from the busy-ness and pace of work. Those who attend regularly say that it has helped them to feel more relaxed in the face of all the challenges. We were asked to provide an introduction to Mindfulness for the council's foster carers, as an additional way to help them cope with the ups and downs of family life.

The Chaplains also took part in a number of ceremonial occasions with which the Leaders of the Council marked a number of incidents over the year.



Val



Celia



Council Elf and Peter!

Birmingham Airport

In last year's Annual Review for the airport, Duncan Ballard announced that it was time for him to move on from the Senior Chaplain role for fresh parish pastures. After a period of consultation between CIGB and the remaining Chaplains, the job of Chaplaincy Team Leader was advertised towards the end of last year and the post was filled. I am writing this as the new Chaplaincy Team Leader and would like to start by introducing myself.

In some ways I am an unusual appointment as this is my first Workplace Chaplaincy role. I do, however, have many years experience of volunteering in Hospital Chaplaincy alongside my professional role as an occupational psychologist, focusing on wellbeing in the workplace. I see Workplace Chaplaincy as a wonderful opportunity to play a practical role in increasing the wellbeing of staff.



I have been in post just over 2 months as I write this and I am enjoying the challenge of getting to know all aspects of the new world in which I find myself. I have no hesitation in talking to people and intend to get to know all aspects of the work of the airport and spread the message of what we offer, or in organisational speak, the value we add!! I have already written for the staff magazine and met some fascinating people. I have been warmly welcomed and ably supported in my first few weeks by the existing team of Alive and Bryan Snell, Neil Hodgetts



and John Ibidokun who continue to provide invaluable service. Now I just have to work out how to support and complement their good work! Members of the Chaplaincy team attended the British Isles and Eire Network for Airport Chaplains in Southampton last year with about 25 other Airport Chaplains. This year the team are planning to attend the conference in Liverpool in May.

The two prayer rooms continue to be very well used, including the newer air-side prayer room. The visitors' books in both places are filled with praise for the facilities. The land-side prayer room got a face lift with new carpets, chairs, pictures and signs on the cupboard for each faith. The carol service held before Christmas was very well attended and warmly welcomed.

The CEO who was very supportive of the Chaplaincy moved on and there are further changes in the senior leadership of the airport, including a new 'People' director to whom we relate. Birmingham Airport continues to grow and change; a new hotel is near completion in the centre close to the administration building and the departures area is undergoing a transformation

It is well known that Monarch stopped operating last year. This had a big impact on the airport itself and also the outlets. Fortunately Jet2.com has taken over some of the routes and is establishing itself and expanding.



The airport never stands still and nor does the work of the Chaplaincy. We look forward to working together to match the growth and energy of this thriving airport.

Tanya Arroba

Kings Heath High Street

“Be happy with those who are happy,
weep with those who weep” (Romans 12 v 15 GNB)

Retail Chaplaincy is a roller coaster experience! It is really encouraging and fulfilling to witness the enthusiasm, optimism and creativity of shopkeepers! Against all the challenges of higher prices and



overheads and an ever decreasing footfall of potential customers, we often find resolute attitudes of endurance and a determination to succeed. This is not to deny the presence in some of a mood of malaise and inevitable depression taking hold.

As visiting Chaplains we rejoice with people’s successes and life’s celebrations as well as bringing encouragement and support when circumstances are less smooth. This can prove emotionally challenging to us personally, as we can move between both extremes within literally a minute or two as we pop into adjacent premises: or even as we speak with different people in the same location. In all cases we seek to apply the scripture: “Be happy with those who are happy, weep with those



who weep” (Romans 12 v 15).

We are there to listen, not to be consultants offering advice: although appropriate, gentle suggestions are sometimes welcomed and appreciated!

Experience has taught us that anything can affect a shopkeeper's outlook: causing them to feel disheartened or to be encouraged. Perhaps a relationship; an illness within themselves or in the family; weather extremes that can affect footfall; an awkward or abusive customer; or a theft of products. It is essential we portray a real empathy in such situations and our own life experiences help us do this.

Sometimes it has been acceptable to pray with the person then and there, and sometimes we are specifically requested to do so. As well as assuring them of our ongoing prayers, we believe in a God who can turn things around and make a real difference.



The theme of the old song expresses: “If we can help somebody as we pass along, then our living shall not be in vain.”

We know from the welcomes we receive and the genuine thanks expressed for our visits, that week by week we are, with God's help, doing just that: sharing and praying with, and for, the people who have become our friends.

Graham and Pat Wigley

Solihull Town Centre

We do hear a lot about the internet affecting shopping patterns and trade but here in Solihull there are very few empty shops, and vacated premises do not remain unfilled for long. It is also good to report that some retail businesses have relocated to larger premises during the year.

Notable changes during the year have been that our Argos store has moved from its own separate premises and relocated within the Sainsbury's store resulting in changes to the layout of the Sainsbury's store. We hear that a very large 'Poundland' store will be opening very soon adding another shopping experience to the town.

Construction work on the long-awaited Touchwood 2 development is due to begin in 2018 and we look forward to high-end shops and restaurants bringing more visitors to the town when it is completed.

Andy Cole the general manager of Touchwood for many years, and a great friend of our Chaplaincy team, left at Christmas. But we were delighted to meet new manager, Tony Elvin, and hear this enthusiasm, on his very first day at the centre on 12th March this year!



Pat, Ann, Beryl, Tony and Peter at Touchwood

Our Chaplaincy visits across the town continue to be well received and traders enjoyed the annual delivery of Christmas cards and mince pies - it's amazing what a difference this small gesture can make. This annual treat was served up with a delicious helping of snow – making it even more welcome than usual! Our grateful thanks to Touchwood, Mell Square and 'The Coffee Lounge' whose financial support made this possible.



We're all members of Workplace Chaplaincy Mission UK – a national organisation for Workplace Chaplains, and it was lovely to see Ann Polson, one of our team, as the 'poster girl' on publicity for the national conference later this year.

Personally I was thrilled and humbled to have been awarded the MBE in 2017. I spent a very enjoyable day in London receiving and celebrating my award. An interesting change from Chaplaincy!



All the Solihull Chaplains are pleased to continue our visits, as we have done faithfully for many years. We know that we are supporting those we meet and gratefully share in the lives of people in our local community. Thank you, Solihull Team, for your loyal support!

Beryl Moppett MBE

National Express Buses

Sometimes I am the only person with time to listen to those who find change stressful as I chat with employees from Birmingham Central and Bordesley depots suffering stress through bereavement, illness, and relationship break-up.



John

It is a privilege to chat to everyone - from directors to cleaners, managers, Trades Union representatives, clerical staff, Training Officers, engineers, social club organisers, and, of course, drivers. Passengers also approach me occasionally, saying how much they appreciate me being on the buses – it demonstrates that National Express cares for its drivers.

National Express has asked me to make monthly visits to the on-site rest-room and invite staff by email to meet me there instead of visiting the offices at Bordesley HQ.

In the past year Christine has had to change jobs three times and now visit the depots at Yardley Wood and Acocks Green on alternative Saturdays. Many of the drivers, cleaners and Booking-On staff are the same people she has known from her weekday visits, but the offices are closed at weekends. Garage canteens open on Saturday mornings only, but it's there that deeper and more personal conversations have taken place.

Christine was inspired by Victoria Slater speaking at a regional Chaplains' meeting when she highlighted the fact that Chaplaincy is the growing edge of God's mission. She asked to preach about bus Chaplaincy at Moseley Benefice, where she worships. The priests agreed, and invited her to preach on Healing, Well-being, Wholeness, and Bus Chaplaincy. One aspect of Well-being and Chaplaincy is listening as a community. Listening is necessary for businesses as well

as individuals. For instance, as passenger numbers reduced and congestion increased, the company tried to tackle the problem by decommissioning certain bus stops. However, passengers fed-back through a website and a successful petition resulted in bus-stops being reinstated and the cancellation of plans to shorten a bus route.

People receive her warmly when she visits and ask when she is coming again. During the autumn a Yardley Wood employee passed away suddenly. Christine visited the office to speak to her colleagues and attended her funeral. The lady had accompanied Christine and pensioners on a Mystery Bus Tour in July 2015. (This is a picture of her and Christine taken then.) Christine is inspired by



the sense of community in National Express: shown by staff walking the entire 11A route for a rare cancer charity; and starting a running group.

Ebenezer continues to meet managers, engineers and drivers based at Perry Barr depot. He has helped drivers handle the stress of their jobs: recently his practical advice greatly helped a new driver “get her head around” the complexities of route which she had to learn.



Ebenezer

Ebenezer also goes into the Miller Street workshop where replacement seat covers are lovingly made. With new liveries being rolled-out this essential, but often forgotten, side of the bus business is even busier than usual. He has built up a good rapport with all those who work there.

John Bradley

Jaguar Land Rover

JLR Solihull



The workers at Jaguar Land Rover Solihull continue to be positive as I walk the site. Most conversations are necessarily brief but there are occasions when there is an opportunity for longer interactions.

Part of my role has been to support the Diversity Council. They spent time last year discussing the remit of the group and considering whether some of its functions were being covered by others within the company. This led to helpful in-depth thinking about the role of the Diversity Council and how it can help employees.

As the Brexit arrangements continue to be worked out, there seems to be considerable uncertainty about how this may impact on the future of the company. Concerns come across loud and clear when I talk with representatives of suppliers, some of whom manufacture outside this country.

You will have seen in recent media reports that JLR is experiencing some challenging times. Please pray for their workers who are affected and for the company at this time.



Linda Granner

JLR Castle Bromwich

The astounding success in recent years of JLR brings great pressure on the manufacturing and assembly plant at Castle Bromwich. Amidst improvements and building work, the task of building quality Jaguar sports saloons, sports cars and stylish estate cars continues. Success and improved sales come with consequences, and many people are working very hard to maintain and consolidate that momentum.



The age profile of the workforce is becoming noticeably lower as new recruits join the company. With all the activity, few people have time for long engagements with their Chaplain, and since the company HR function moved off site, and contact with them is only possible for employees, these access arrangements make the Chaplain feel a bit excluded. However brief encounters and the rarer longer talk remind me of the privilege of confidentially supporting people during a very exciting, if also challenging, time in the company.



Please pray for all involved with JLR as they try to consolidate on their good fortune and build more attractive, reliable and environmentally less damaging premium vehicles into the future. Many rival companies have more resources but this company has consistently proved its ability to do great things with more limited means.

Colin Corke

Olton Hollow

Christmas is long gone now, but I really enjoyed taking Christmas cards and little cellophane bags of chocolates to all the shopkeepers on 'my patch'. A small gesture, but one which was greatly appreciated! My church - Olton Baptist - has held a few special services this year, to which shopkeepers have all been invited, including a big Harvest celebration. I took some hot-cross buns round to all the shopkeepers on Good Friday in 2017 – and I shall do the same this year.

I can honestly say it has been wonderful getting to know this lovely, caring community and although some businesses have had to close, others are thriving. The cafe is a great example of a community- style hub where local people meet to eat and chat. For some it is a vital lifeline for company and friendship. On my last visit a customer bought me a cup of tea, which led to more conversation.

The ladies' hairdresser is another warm friendly environment, with caring staff who have a genuine heart for their customers, many of whom are lonely or elderly and really appreciate a listening ear, or a nice chat. In a lot of ways they are running their own style of Chaplaincy! They even ask me if I'm ok, and "How's your family?".

I'm very well supported by my church and we continue to pray for all those who work in the local shops.



Tina Hands

Longbridge Construction



Longbridge ExtraCare Village opened its doors to residents in April 2017, the accommodation blocks for the military medical staff are now complete so what's next in Longbridge? Taylor

Wimpey are well into a development programme called Cofton View where 200 new houses are being built for sale in the next 2 years.

I haven't been able to visit as often as I would have liked but introductions have been made with the sales team, site agent and some operatives. Even at this early stage of development it is clear that there is some degree of pressure to achieve targets, therefore contact and conversations are sometimes limited. To date the general response has been cordial. I am keen to 'Just turn up' and be visible - I am resolved to leave the contacts and conversations to the Lord to arrange and trust him for the right words in every conversation.



Looking further ahead and not necessarily in Longbridge, with HS2 and the Commonwealth Games in Birmingham there will be an increase in construction activity over the next few years which will be a great opportunity for Chaplaincy.

As always your prayers are welcomed.

Rob Pusey

Longbridge Retail

Longbridge continues to grow and the town centre shops seem to be thriving although there have been staff cuts and a couple of expensive break-ins. One outlet closed in 2017 but was quickly taken over by a different business which is doing well. The presence of the students from Bournville College causes problems for some shops but others rely on the regular trade and really miss the students during holidays.



Peggy, Joan and I continue our weekly visits and we find that this 'consistency of presence' really helps to consolidate the relationships we have with the traders. What a privilege it is to be able to share and pray for the people we meet on our Chaplaincy visits.



We have listened while staff tell us about their work or home lives: the joy of a baby born safely after a string of miscarriages; a young man thrilled to be buying his first car; anguish of a mum whose daughter is facing all sorts of difficulties; the shock and sadness at the sudden death of a close friend; excitement and scared anticipation at the prospect of travelling round the world – and hearing all about it at a later date! Just a few of the many stories that we've heard this year.

We gave Christmas cards to each of the shops we visit – a small gesture but one that is particularly appreciated by the smaller shops. We put a God's Heart for Longbridge (GHfL) sticker inside to make the link between the Chaplains and the local churches. Cards are also sent to staff who are leaving, those off sick and those celebrating the

birth of a child etc. These are always appreciated and often open the door to a stronger relationship. Chaplaincy is never just one-way. Staff are interested in our stories too – particularly noticeable if one of us has to miss a Tuesday because of illness.

Peggy and I joined the staff of Sainsbury's for the two-minute silence on 11th September. A very moving occasion as the entire store – staff and customers—gathered together in stillness and silence to remember those who had died in various armed conflicts.

We're very aware that Christmas, always an exceptionally busy time in Retail, is quite a challenging time for some people. Once again we were given permission to put a Memorial tree in Sainsbury's staff restaurant. Many staff wrote a message on a label and tied it to the tree. Peggy and I were moved to tears by some of the messages when we prayed.



Perhaps the most amazing thing that happened this year was when the Manager of Sainsbury's said that we could have all the out-of-date flowers each week - to find a good home for them. Well, several good homes! Some flowers go to people who need cheering up at the ExtraCare Village, others brighten up the lives of residents in a Nursing Home. Such a lovely gesture from the Manager.



Val showered with flowers!

As Joan says: *"I feel quite blessed when I go out into the shops as I know that God is with me. I don't know what God is doing but I am sure it is good."* Amen to that!

Val Dalton

Longbridge Village Residential Centre



Our work is a slightly new departure for CIGB, as we are volunteering in a residential facility rather than a trading workplace. Longbridge Retirement Village has 260 apartments and many varied pastoral needs amongst residents, volunteers and staff.

Personally, we moved into the Village last July. We were asked to initiate and be responsible for a Christian Fellowship which meets on Sunday evenings around the piano in the restaurant. One person came to the first meeting in the first week of the Village opening, but now over forty attend fairly regularly, drawn from a variety of denominations.



We encourage residents to go to local churches on Sunday mornings, and we invite local ministers and church-members to visit us in the evenings when possible, to get to know the residents and sometimes offer pastoral help. The fellowship is informal and interactive, with opportunity for choice of hymns and prayer requests, as well as interviews and meditations. The group of churches known as 'God's Heart for Longbridge' are partners in our ministry and are very supportive and encouraging.

Val and Peggy (Longbridge Retail Chaplains) invited us to help receive

and distribute out-of-date flowers and plants donated to them by a local supermarket. Handing out the bouquets gives us a fantastic opportunity to visit and to give a word of encouragement to up to 20 elderly people or members of staff most weeks. The distribution takes a long time and we now have two other 'befrienders' who regularly help us with this. We try to seek out those in need due to health, loneliness or difficult times.

We are not officially recognised as 'Chaplains' by the national charity that runs the Retirement Village. To them we are 'Volunteer Befrienders', and so we seek to be just that ... a friendly face, a listening ear - but always ready to share a reason for our hope when asked.

After completing the CIGB Chaplaincy training, we were commissioned last November as Chaplains to residents in the centre of Longbridge. That is a wide-embracing description that potentially includes the 215 new dwellings that are planned locally in the next two years - a very challenging and daunting prospect that we'll not be able to meet without a lot of local help! We've helped, together with other Chaplains, with a number of outdoor events arranged by the 'God's Heart for Longbridge' churches in the new town centre. These were good opportunities to interact with local people at significant times of the year - Easter, Harvest, Remembrance Day and Christmas.



Being part of the living presence of Christ in our community gives us a true sense of calling - knowing that day by day we have the opportunity to witness to God's love at work in people's lives.

David & Sonia Jackson

Bournville College

The Chaplaincy had its ups and downs in 2017, but 2018 has begun more positively. The college was subsumed into Birmingham South and City College in March 2017. We met with a senior staff member who was enthusiastic towards Chaplains, although they had none on the 6 other campus colleges. We might be able to help to create Chaplaincies on the other campuses.

We participated on Freshers' Day in the large social area with display boards, questions to discuss, plus the usual sweet offerings - a good come-on! The questions included *describe yourself in three words; what are your three priorities in life?; in three words what do you heed for life; and if God exists what question would you ask?* We encountered about 100 students, staff and stall holders, and had some great discussions.

Then the surprise came. There were senior management concerns about us asking: *"If God exists ...?"* We were never told what the objection was, and are still not quite sure what the situation is. On the ground, the liaison student support staff value our presence, and we continue as always, walking, talking, organizing activities, and celebrating religious festivals.

Remembrance Day was marked with a reading, two minute silence and a remembrance tree for loved ones and places of conflict. Our Christmas event was cancelled at the last minute, because of staff shortages, and that left a gap. 2018 began more positively. We commemorated Holocaust Memorial Day with posters, leaflets and stickers for all who suffer. There was pancake tossing on Shrove Tuesday and *Love Hearts* on Valentine's Day, asking *'Who Loves You?'*

Mothering Sunday included more chocolates, and asked ‘*Who Cares for you?*’ The activity went very well: one student described his mother as “my Queen”!

We supported the college on Women’s International day, when they held displays and debates. After the joyful Easter service many mini-eggs and ‘*Easter blessings*’ bookmarks were distributed. These engagement activities allow for uplifting discussions and opportunities to pray when requested.



Mothering Sunday celebration

The college seems to have a “buzz” about it again, and is recovering from the difficulties experienced during the previous two years. A new Principal is in post. It is very busy, particularly on The Street where we do most of our mingling and activities. Since September the male students seem to engage with us more.

Students who lack confidence or need encouragement appreciate our interest and concern. Few have an understanding of Chaplaincy, but we don’t worry about that. Many of the front line staff we meet on a regular basis are under increasing pressure and we are there to listen to

and support them. Many have expressed their appreciation of our presence and support.



Lyn, Gillian, Becky, Thelma, Jason and Janice

Thelma Mitchell, Gillian Finch, Lyn Stanton

NEC Group

Chaplaincy is welcomed as an integral part of Wellbeing for Staff, Business Partners and Visitors. We are regularly present at the NEC campus, International Conference Centre (ICC), Arena Birmingham, in the midst of over 3 million visitors a year. We are blessed by Volunteer Chaplains of several faith positions, and diversity, and they are welcomed with Induction, Security Badges, Car Park/Transport costs and invitations to attend Staff-Team days.

Chaplaincy is scheduled as part of new staff inductions, and also encounters Staff Teams around the business such as the NEC Pensioners Group, Sports Event and the Christmas 'Brilliance' Event. Naturally, discreet 1:1 encounters are also invaluable; sometimes life-changing. Chaplaincy 'Signposts' (which contains a CEO endorsement) - includes contacts for advice on issues like Sexuality, Debt, Anxiety, Relationships and a 24/7 Helpline.

Our integral relationship within the NEC Group is warmly acknowledged. Countless Visitors/Businesses comment: 'wish we had this back at home'... which may be Australia or Canada, Aberdeen or Exeter, China or America. The Visitor Comments Books contain genuinely thankful comments from all faith positions. 'Mystery Shopper' exercises score us highly.

Recently alongside our usual support we offered specific Sanctuary/Worship facilitation for NASUWT (Teaching professionals) and BSAVA Congress (British Small Animal Veterinary Association) – at the Arena Birmingham and the ICC. We offer incremental 'sanctuary space' to clients such as PC World, CarPhone Warehouse and Spring Fair. Our Interfaith/Quiet Room ethos continues to be relatively unique & novel - maintaining the NEC Group as a good exemplar of holistic care.

With terrorist events in Manchester and Paris, the anxiety level of Visitors and Staff has heightened. Chaplaincy was invited to be part of the Pastoral Care at the Genting Arena and Arena Birmingham: we were available at Staff-Team pre-event briefings and Public Events. The NEC Group received letters from members of the public thanking them sincerely for sensitive care offered so readily.

We are regularly invited to speak about our Interfaith Chaplaincy and our connection to HR. Recently, I was privileged to be a Keynote speaker at the National Conference of Cathedral University Chaplains. There were forty Chaplains eager to hear about our creative Chaplaincy, alongside our work as a Champion for the Living Wage Foundation and extensive work with Syrian Refugees. I also spoke about inclusive Chaplaincy at the University of Law, Birmingham, with ChaplaincyPlus - including 35 guests - HR Consultants/Lecturers of Law. More recently the Methodist Circuit invited us to join Lay Chaplains to encourage their ministry, and Theological Students considering Chaplaincy as part of their calling.



I was glad to be a speaker at CIGB Training events as part of CIGB leadership working to improve the wider workplace.

David Butterworth

West Midlands Fire Service



In the summer of 2017 we doubled the size of our team: yes, we now have two Chaplains working with the WMFS! Israel Okunwaye visits the Woodgate Valley station and I continue to visit the HQ in Nechells.

Worrying about numbers of Chaplains may sound a little defeatist but actually with the difficulties we have faced in terms of being able to access stations and find times when fire fighters are actually available it is an achievement. But we would welcome more volunteers coming forward to join us.

We enjoy friendly relationships with many of the staff. Conversations have included many different and varied subjects including grief, serious health worries, the slow demise of ageing parents and the hopes and aspirations of children preparing to fly the nest. It is a privilege to share the lives, hopes and aspirations of these people.



WMFS HQ in Nechells

Our Christmas Prayer Tree at HQ went down well with staff again this year and I have recently managed to deliver a token Easter Egg and some pamphlets, "Why Easter?" to the entire office.

I have also been able to make contact with the national family of Fire Service Chaplains and receive updates on subjects ranging from the Grenfell Tower tragedy to events in the USA.



Sallie Morgan

Jericho Foundation

Jericho work with people who are experiencing significant barriers to becoming skilled, employed and fulfilled. Help is given to overcome these barriers, gain relevant vocational qualifications and secure sustainable employment. Chaplains offer pastoral and spiritual support to staff, volunteers and apprentices. Jericho give us the freedom to visit the whole site. We're always welcomed and we usually find someone to engage with.

Sometimes when we visit the offices or site greeting people and asking how they are, we get the opportunity to chat one-on-one. We listen to their stories and offer help and support. Most of our work as Chaplains involves listening, showing empathy, giving encouragement, offering prayers and generally supporting the person concerned.

Events organised by the Chaplains have also become part of the furniture, including a monthly staff lunch-time fellowship, a Carol Service and an Easter Service. The Services take place at head-office and both are well attended by management, staff and service users. We hope to have a Carol Service at another site as well in 2018. Jericho have supported us by producing Christmas and Easter cards that we send to individual staff and apprentices.

Core staff continue to welcome us and are happy to discuss work and home-related concerns which we sometimes share with management with their consent. It is also rewarding to work with the apprentices: to see a positive impact as they complete their training, and can move into full-time employment. Some are even appointed as core staff members within the various projects across the Jericho Foundation.

Rotimi Benjamin and Pat Saunders

Associated Chaplaincy Teams

CIGB has Chaplaincy Associations with a number of other organisations. Here are reports from the Waterways Chaplaincy and ChaplaincyPlus.

Waterways Chaplaincy

I recently appeared in a 15 minute slot during an 'Inside Out' BBC documentary programme. A producer had seen me in my uniform and then went onto our web-page to find out what it was about. Four days of filming included interviews with canal users and myself. This has raised the profile of the Chaplaincy and resulted in several people coming forward to enquire about it. The value of being recognised is invaluable for raising the profile of Chaplaincy work.

I have continued to support boaters who find themselves in trouble for various reasons - sometimes because they are not complying with the Canal & River Trust bye-laws. A number have received benefits to enable them to get their licences. However, a sad fact is that some are unable to face formal details, usually as a result of a medical condition.

I have conducted two funerals. The first was for an old boater I had befriended some years ago, who was in sheltered accommodation, but the other funeral was for a man who was found dead on his boat.



In the wider Waterways Chaplaincy team, the year has been one of consolidation and growth: growth on numbers of Chaplains and consolidation in

the stability of the Chaplaincy.

Last year Workplace Matters, the equivalent of CIGB in Hertfordshire, and overseer of national Waterways Chaplaincy had their funding cut. This resulted in several staff being made redundant and the work being curtailed. However, the Church Army has stepped in to assist. Things are now on a much more even keel and the Waterways Chaplaincy nationally is going from strength to strength.

We now have Chaplains across the country but there are still many gaps to be filled - including in the West Midlands - and our prayer is that people will come forward to offer themselves for this ministry.

We have a new Deputy Senior Chaplain in Debbie Nouwen who will be responsible for the Midlands and the North. Debbie lives on her boat near to Leeds and is training for ministry in the Anglican Church. In her commissioning service by the Bishop of Richmond, she was given a windlass (which is used to operate the locks). As the Bishop gave it to her he said "I have to give this to you, but I haven't a clue what it is" which caused some laughter.

So, lots of different activities this year - we look forward to the next year,



A canal lock windlass

trusting in God to lead and direct us and we long to see 'His Kingdom Come'.

Richard Alford

ChaplaincyPlus - University of Law

ChaplaincyPlus has been working in Birmingham for the past 14 years, delivering support to the business and professional sector of the city centre, based primarily around Colmore Row and Brindleyplace. This support includes pastoral support of individuals, and a wide variety of events to gather people for training and to help make better connections for Christians working in highly pressurised office environments.

This year has seen the start of an exciting new venture – delivering Chaplaincy to staff and students at the University of Law in the Jewellery Quarter. After regular contact over the course of the previous few years, running ‘Grill a Lawyer’ events for Freshers into the University (supported by the Lawyers Christian Fellowship) ChaplaincyPlus was asked to consider how we could deliver a formal Chaplaincy to the Birmingham Campus of around 75 staff members and over 800 students.

This started well with a single Chaplain going to the centre for 2 hours a week, and has now grown to 3 Chaplains each doing about 2 hours weekly, on different days. The Chaplains deliver a mixture of appointment-based meetings, as well as connecting informally with people around the building, and add to the formal counselling students can access on site.

The ‘corporate businesses’ have historically been wary of Chaplaincy’ however this opening may well provide a way in to working with other businesses over the coming years.



Steve Bavington

Ethical Money Churches Project

Want to explore how you and your church can use
your money for the common good?

Passionate about making a positive impact on your community?

Want to reflect on what the Bible says about money
and Christian discipleship?

The Ethical Money Churches Project helps worshipping communities to explore the challenging issues relating to Christian discipleship and ethical stewardship of financial assets and resources.

It gives people a chance to explore how faith connects with:

- ⇒ ethical banking
- ⇒ ethical investment
- ⇒ credit unions
- ⇒ social enterprise
- ⇒ sustainable development.

Christians can drive change in the world through the financial decisions that they make.

EMC Project offers Workshops, a Five-Week Bible course, Partnerships with other like-minded churches and ongoing Support.

EMC is a project of ECCR - a national church based movement to improve corporate behaviour and develop christian discipleship around money
(www.eccr.org.uk)



INTRODUCTION TO VOLUNTARY WORKPLACE CHAPLAINCY

A 6 WK TRAINING COURSE for VOLUNTARY CHAPLAINCY

Mondays 5-7pm starting October 2018

Contact peter.sellick@cigb.org.uk for more info



CIGB's Voluntary Workplace Chaplains want give about half a day per week visiting a local enterprise, befriending the workers, answering questions and helping to discover what 'Christian faithfulness' means in that context.

The course is intended for people who are interested in exploring Workplace Chaplaincy as an outworking of their Christian discipleship, and introduces some of the core themes of Workplace Chaplaincy. It is a pre-requisite before CIGB will support volunteers into Chaplaincy but completion of the course is not a guarantee that volunteers will be recommended for Chaplaincy.

Being 'in good standing with their local church' is something that CIGB will also want to confirm before recommending individuals for Chaplaincy; as well as asking for character references.

Typical programme: What is work all about? What is Chaplaincy? Strategies to provide Chaplaincy to a workplace. Core pastoral and mission skills in being a Chaplain. Being more than a pastor, challenging roles. Connecting Chaplaincy into Local Church life. Visit to see a Chaplaincy in action.

Management

Our patron is the Lord Mayor of Birmingham and our Presidents are:

Rt. Revd David Urquhart, Bishop of Birmingham

Most Revd Bernard Longley, Archbishop of Birmingham

Revd Ian Howarth, Free Churches Moderator.

The other Management Council members (and Trustees) at January 2018 are :

Hayward Osborne, Archdeacon of Birmingham, Church of England — Chair

Mark Fisher — United Reformed Church—Vice Chair

Patrick Bryan — Black Led Churches & Finance Director —Honorary Treasurer

Peter Middleton — Roman Catholic Church

Colin Marsh — Birmingham Churches Together

Dave Pinwell — Methodist Church & Social Enterprise

Dave Ellis—Baptist Church

David Butterworth—Methodist District

Simon Charlwood - Church of England & Automotive Parts Manager

Risk Management Statement:

“The charity trustees have given consideration to the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks.”

Finance

Income and expenditure account for the year ended 31 December 2017

Income	2016	2017
Donations: Birmingham Airport	2,765.00	9,000.00
Donations: Cov & Warwick Mission (JLR)	7,000.00	7,000.00
Donations: Touchwood Solihull	3,000.00	3,000.00
Donations: Birmingham City Council	2,000.00	2,000.00
Donations: National Express	2,000.00	2,000.00
Donations: ACIVICO	0.00	750.00
United Reformed Church Synod	5,000.00	5,000.00
Anglican Diocese	26,520.00	26,520.00
Salvation Army	500.00	0.00
Methodist District	1,000.00	1,000.00
Methodist Central Circuit	3,100.00	3,100.00
Roman Catholic Archdiocese	1,000.00	1,000.00
Heart of England Baptist Association	1,000.00	0.00
ECCR - "Ethical Money Churches" project	1,075.00	1,935.00
Sundry Income - training contributions; collections	747.41	817.62
Interest	153.60	87.99
Total Income	56,861.01	63,210.61
Expenditure		
Subscriptions	570.00	610.00
Chaplains Conference fees, training and expenses	1,232.89	2,024.34
Office Expenses	2,770.27	2,452.83
Misc incl Insurance, Accounts Examination	823.58	911.50
Office Facilities Charge	3,000.00	3,000.00
Dev Director Employment Costs and Expenses	36,604.21	37,293.44
Other staff costs	7,945.42	8,437.73
Ethical Money Churches	796.60	1,433.88
Total Expenditure	53,742.97	56,163.72
Surplus of income over expenditure	3,118.04	7,046.89
Balance of accumulated funds at year end	44,246.31	51,293.20

The above is a summary of CIGB's annual Financial Statements which have been independently examined by Bayliss & Co, Chartered Accountants in accordance with the Church Accounting Regulations 2006 and section 144(2) of the Charities Act 2011. Our reserves policy is to have at least £35,000 in reserves which is equivalent to approximately six months expenditure. The current excess reserves have been designated towards the costs of the airport Chaplaincy for the next two years.

Aims of CIGB

To establish and develop Industrial Mission in the Birmingham and Solihull area with industrial Chaplains and other partners

To engage the Christian faith in economic life with industrial, commercial and financial undertakings, trades unions and organisations dealing with training or employment.

To enable the church to be a transformative community in economic life, affirming work as part of God's creative purpose for all people, and being ecumenically enterprising

Core Activities

To act in Mission to promote a more faithful society by utilising the insights of the Christian faith

Engagement on key economic issues

Encouraging good working practices and positive cultures

To care for people at work

Through Chaplaincy

Resourcing local churches

Partnership working with other agencies

To stimulate mission in church communities, recognising the role of work, money and commerce in discipleship

Providing worship, leadership and learning materials

Providing training and education on faith and work

To learn about industry and commerce and how it affects people

Through Chaplaincy

Through links with the Chamber of Commerce, Unions and others.

Working with us

If you are interested in building a good economy please think how you might work with us.

Churches

- *Encourage volunteering for Workplace Chaplaincy*
- *Pray for work and working members of your church*
- *Talk about ethical use of resources or support us financially*
- *Invite a Chaplain to preach or lead a study group—such as during Chaplaincy Fortnight.*
- *Think about your relationship with local business: CIGB can train church members to work locally and help you link with businesses.*

Business and other organisations

- *Think about having a Chaplain. It shows your care for staff.*
- *Faith as an aspect of diversity may be an issue for you. CIGB has expertise to share.*
- *Chaplains can help build community in workplaces—do you need help with this?*
- *CIGB has experience in the areas of values, ethics and corporate responsibility. Working with us demonstrates your commitment in these areas and can help you achieve your goals.*
- *You can make a financial contribution to support our general work or in recognition of work done directly with your organisation.*

Donating to CIGB

As a charity, CIGB relies almost entirely on the generosity of others to support our work. There are several ways in which donations can be made.

By cheque

Donations can be made in the traditional way by writing a cheque payable to 'CIGB'. Please post cheques to CIGB, 7th Floor, 1 Colmore Row, Birmingham, B3 2BJ.

From your mobile phone

To make it easier for people to support the work of CIGB financially we have set up a Just Text Giving account. To give text CIGB11 and the amount you want to donate to 70070.

By Electronic Transfer

If you would prefer to transfer a donation direct from your bank account into the account held by CIGB, our information is as follows:

Sort code: 20-07-89 (Barclays Bank, Leicester)

Account: 70234060 (Churches & Industry Group Bham and Solihull)

To ensure that our accounts are kept up-to-date, please let us know the amount you are donating by emailing: val.dalton@cigb.org.uk

Gift Aid your donation to CIGB

If you are a UK taxpayer, you can increase the value of your gift by completing a Gift Aid form. This form can be downloaded from our website www.cigb.org.uk/donations or a copy may be obtained from CIGB. Please complete the form and return it to us by email to: val.dalton@cigb.org.uk Alternatively, please print off a copy of the form, complete it and return it to: CIGB, 7th Floor, 1 Colmore Row, Birmingham, B3 2BJ, with details of your donation.



**Churches and Industry Group
Birmingham - Solihull**

CIGB, 7th Floor, 1 Colmore Row, Birmingham B3 2BJ

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Registered charity no 511711

Supporting the workplace, caring for people