

## Chaplaincy Impact Survey 2019 – 2020



*Offering care and concern*

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# Faith at Work in Worcestershire Chaplaincy Impact Survey 2019-20

## 1. Introduction and Background

In September 2019 the trustees of Faith at Work in Worcestershire (FWW) commissioned a survey to measure the impact of workplace chaplaincy across the county. Chaplaincy has long been a core activity of FWW, and similar Workplace Chaplaincy projects and programmes across the country. Beyond counting the number of chaplains, the hours they put into their chaplaincy and the number of workplaces visited, little had been done to look more deeply into what chaplaincy meant for all involved.

The timing of this was in response to a number of factors. At a time when resources are in decline, how can Workplace Chaplaincy persuade the Church to invest in this mission of engaging with the vital human context of work and the economy in ways which transform lives, organisations and structures? What evidence did we have for how effective we were in this and how could we tell what the ministry of workplace chaplaincy was achieving unless we found a way to measure its impact?

Secondly, whilst being seen as an outward-facing activity of the Church, part of its mission in the world, what impact does chaplaincy have on the Church itself? In what ways does chaplaincy help grow and transform the Church in terms of discipleship, faith and confidence in the Gospel? At a time when there is a growing concern for the sustainability of the Church how does Workplace Chaplaincy make a difference in this respect?

Thirdly, in practical terms, how could we be more accountable to those who supported and funded the work – covering office, staff and other costs – and demonstrate that the way we used their money had a positive impact on church and the world of work?

This final reason was the main factor in why we acted when we did. FWW has been funded since the beginning of 2018 by a range of partners as we have worked to deliver a three year development plan (2018 – 2020). This plan, in short, aimed at growing local chaplaincy in the workplace; developing links with local congregations by supporting their mission; and continuing to promote debate and theological reflection on the major economic issues of our times. As the beginning of the third year of this plan was imminent, we recognised the need to return to these partners during 2020, having developed a further phase of our Development Plan. To obtain evidence to help us shape this extended plan, and support our appeal for funding, gave the exercise a more precise focus.

## 2. Methodology

We began by recognising three key groups which, we hoped, would be impacted by chaplaincy. These were:

- The businesses, and those who worked in them, that chaplains visited.
- The chaplains themselves.
- The congregations we sought to work with, to support their mission and ministry in their local community, which we had come to call our 'Partner Churches'; many of which were home to one or more of our chaplains.

To get beyond the simple quantitative way of measuring our work we planned a qualitative survey, asking people what they thought about and experienced through chaplaincy. This had

several limitations. For a start it would be difficult to measure the impact of all our activity, including the effectiveness of our programme of public meetings and training events. We felt that this approach could though be useful in assessing the impact of chaplaincy and could, if successful, be extended to gather feedback on some of our other activity.

The main hurdle was overcoming the subjectivity of a survey. In designing the methodology we needed to aim at producing useful and robust results that reflected what was happening on the ground. In order to do this we took a number of steps.

- a. We aimed to ask a standard set of questions to people in each of the three groups so as to produce some comparable data. (See appendix 1)
- b. We recorded some demographic data to show how representative the sample was.
- c. Rather than ask people to fill in a written questionnaire we decided to undertake an interview with each person, recording their responses on a form for later analysis.
- d. We aimed to be as objective as possible in how we asked the questions, not asking chaplains to interview those they visited for example but using team members and trustees from other places.
- e. We aimed to be as random as possible in approaching those who received a visit from a chaplain to avoid bias by unconsciously selecting people to speak to who would give the answers we hoped for.

This final condition was difficult as there was little point in approaching people who had no experience of chaplaincy at all. Whilst our visits to workplaces were confined to those businesses that did receive chaplaincy, we sought to speak to a range of staff, both those familiar with chaplaincy and those less so.

Once the interviews were completed responses were entered in a spreadsheet and a comparative analysis undertaken where similar responses were grouped and a summary of responses prepared for the three target groups.

### **3. Results and analysis**

The summary results were then considered by the working group of staff, chaplains and trustees which oversaw the survey (see Appendix 1). This group then drew out strengths and weaknesses which the survey revealed, and identified learning points.

#### **a. Workplace Partners**

Conclusions from the survey of those receiving chaplaincy were generally positive and include:

- Overall chaplaincy is welcomed and valued by those whom chaplains visit.
- Chaplaincy is understood mostly in terms of care, support and a friendly listening ear - someone to share problems with; and is valued for its independence from the company or organisation and its confidentiality.
- The chaplain is perceived (and welcomed) as a link with the local community, as a friend and as someone taking an interest when no-one else does.
- Mostly the benefit was seen to be for individuals whilst there was less appreciation that the chaplaincy could make a difference to the business and the workplace as a whole.
- A majority of those interviewed saw themselves as a person of faith, though most were not active in a church community.

- In practical terms the frequency of visits was thought to be about right (monthly) but in some places chaplains need to vary the time of day and day of the week for visiting. This would make chaplaincy available to a wider group of workers.
- In a few cases care needed to be taken to make sure chaplains did not develop favourites and only speak with the same few people.

From this analysis the following learning points were identified:

- Chaplaincy is welcomed and appreciated, and we need to better celebrate this; take confidence in it and tell the positive story of chaplaincy as a means of encouraging the Church, local congregations and Christians to be engaged in chaplaincy as part of their mission and discipleship.
- This should start with the chaplains themselves who often underestimate their worth. This would grow their confidence and engagement.
- Whilst a few workers engage with chaplains as someone to support them in their own faith journey for most it is not an explicitly spiritual encounter. There is scope to better equip chaplains to explain their own motivation for being chaplains, including being confident in offering prayer.
- We need to do a better job of explaining the purpose of chaplaincy, not just when a chaplain first visits, but thereafter. The current leaflet does this but is underused. Posters for staff rooms and even the use of social media could be developed.
- The impact of chaplaincy would be enhanced if more attention is paid to regular review with chaplains of how they conduct their chaplaincy, continuing training on such things as developing pastoral relationships, engaging with topical issues to do with work, maintaining skills of intentional listening and conversations, and reviewing their visiting patterns.
- There is scope for exploring with businesses and workplaces how we might more effectively support the business rather than just the individuals who work within them. The particular suggestion that 50% of managers ticked was help in improving listening skills within their teams. This need not be delivered by the chaplain, but by FWW as one-off events; or through written materials aimed at managers. More work needs to be done to consult and identify what would be useful and deliverable.
- There is scope to further develop the relationship between FWW and our 'workplace partners'. One business asked what they could do for us. Recruiting trustees from the workplaces we visit, and having businesses join a 'Friends of FWW' with a particular aim of raising funds are two aspects of what this could mean.

## **b. Chaplains**

The survey of chaplains highlighted a number of key points including;

- The path into chaplaincy for most is a combination of feeling called to be active as a Christian outside church and an opportunity presenting itself to explore chaplaincy. This might be an initiative of local church leaders, or a talk or event run by FWW.
- Chaplains have a wide range of positive experiences of how being a chaplain shapes their own faith. It connects them with a world very different from the church and so challenges their own faith. They understand how chaplaincy is part of how the Church can join in God's mission and see the workplace as somewhere where God is active.
- Chaplains see chaplaincy as a way of putting their faith into action, through caring for and connecting with others.

- Chaplains enjoy connecting with people and getting to know people. It can be daunting but, when chaplains connect and build relationships, it builds their confidence.
- Chaplains, on average undertake chaplaincy for only a few hours a month.

From this analysis the following learning points were identified:

- Recruiting chaplains needs FWW to take the initiative by approaching churches, working with partner churches more closely.
- Recruiting of chaplains by chaplains – a personal invitation to join in.
- We should make more of the way chaplains experience chaplaincy as having a positive impact on their faith. Chaplaincy is a means of developing the discipleship of the chaplain. This can challenge other Christians to examine the fruits of their discipleship, as well as present a gentle invitation to others to begin to explore discipleship of Jesus and their own spirituality.
- Training – around helping chaplains engage better with workplaces and people.
- Work with local team leaders and chaplains to increase the amount of chaplaincy being done, through better motivating chaplains
- Develop the role of the local Team Leader through meetings of TLs and leadership skills training.

### c. **Partner Churches**

The survey of those representing Partner Churches identified:

- 60% of Chaplains do not feel supported by their own church and their work is not well understood.
- Only a few churches saw their partnership with FWW including financial support.
- Having chaplains is perceived by local church leaders as having a positive impact on the churches through:
  - helping all be more outward looking
  - gain confidence in exploring connections between faith, work and life in general
  - presenting the church to the community in a positive light
  - refreshing worship by giving it a focus outside the church
  - developing good working relations with other local churches ecumenically.
- Some churches were very good at integrating chaplaincy and the local economy into worship regularly; others not. Ways of doing this included; intercessions, sermon illustrations and topics, 'this time tomorrow' slots, and testimony by chaplains.
- When asked how partnership with FWW could be developed the most important factors were, news and information on chaplaincy and the economy, including prayer resources; speakers from FWW on Sundays; posters and displays.
- Where Partner Churches had members still at work resources for helping people connect faith and work would be welcomed, especially in the form of written resources for them to access by homegroups, and individually, rather than as courses.

From this analysis the following learning points were identified:

- We need to be more proactive in developing partnership with churches beyond having voluntary chaplains.
- To do this we need to develop good communication materials, including newsletters, the website and blogs, posters and pictures.

- More could be done to encourage and train chaplains to promote the partnership through sharing their experience and helping fellow congregants engage with their own work through faith and work materials.
- A 'Friends of FWW' focussing on raising money for FWW would help make the partnership focus on mission rather than money.

#### **4. Evaluation of the Method**

This was the first time FWW has tried to measure the impact of its chaplaincy, and possibly the first such exercise anywhere in the country. In evaluating the survey we believe it has been a qualified success. Whilst we could have spoken to more people in all three categories the size of each group gives a certain credibility to the analysis. There comes a point, in asking the same questions of different people, when there are no more new answers and continuing just reinforces the message already received. Using common questions gave more useful and comparable data.

Overall we believe the method of interviewing and recording, rather than asking someone to fill in a questionnaire, whilst inevitably introducing a degree of editing in the recording of answers, has resulted in a fuller more thoughtful response. Several interviewees commented how the taking part in the survey helped them to understand better the role of the chaplain, and the possibilities of chaplaincy that had not occurred to them before. Several chaplains and church representatives commented that, taking part, helped them think through what they did and what they might do in the future.

One area where care needs to be taken is in correlating and summarising responses. Though themes did emerge there is a danger of mostly seeing the themes that you are hoping will be there. There could therefore be benefit in involving independent data collectors rather than, as we did, the interviews and analysis being undertaken by FWW staff and trustees. Summarising also requires some interpretation and generalisation; gathering similar comments, simplifying points. The raw data by itself is of little help unless the multitude of voices can be coalesced into key messages, and the important but least mentioned heard alongside the view of the majority. An important step in the methodology is setting out the key messages, but then discerning the learning points that need to be taken on board.

There is value in repeating the exercise periodically to gauge the change in how people experience and understand chaplaincy, and we now intend to do this as part of a systematic programme of monitoring and improving our ministry.

#### **5. Conclusion**

In broad terms the survey has shown how important it is that we periodically try to measure what we do. Only then can we revise and develop our work to better meet our aims. One general outcome has been what a positive exercise this has been, for all who have taken part. Thinking we are on track is one thing; being told by our contacts and partners that they value what we do is quite another. It has been a tremendously encouraging exercise.

At the same time it has developed our relationship with chaplains, churches and workplaces to include a sense of mutuality – where we are expressly asking those we work for and with, to help us do a better job. This helps everyone be more involved and take ownership of the whole project, rather than be just standing on the sidelines.

## Appendix 1

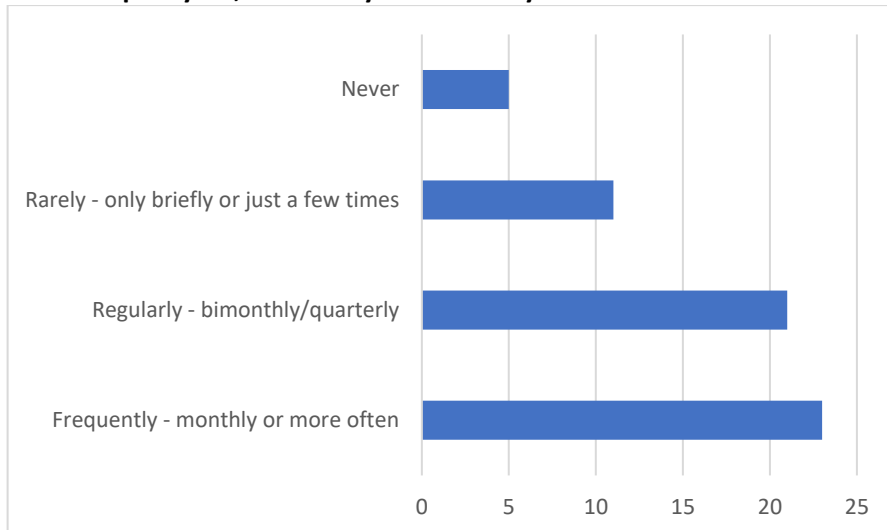
### Chaplaincy Impact Survey Dec – Feb 2020: Summary results

#### Part 1: Workplace Contacts

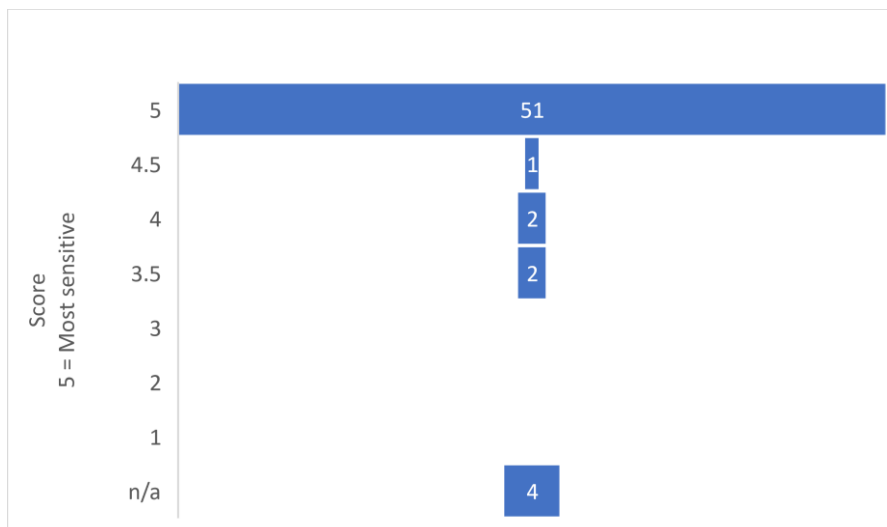
This section summarises the responses from 60 interviews with those working in businesses where chaplains visit. These were drawn from 40 businesses, all of them retail, which reflects the scope of work of our current chaplains. The interviews were held face-to-face (i.e. not over the phone as for chaplains and some Partner Church contacts).

Those interviewed self-selected, in the sense that they were people prepared to give 10 or 15 minutes to answer questions. Whilst the chaplain was not present, in each case he or she had introduced the interviewer to the workplace they visited. Numbers in brackets refer to the number of people who made this or a similar comment.

#### 1. Over the past year, how many times have you had a conversation with a chaplain?



#### 2. When the chaplain visits is he/she sensitive to how busy you are?



### 3. In a phrase what do you think is the purpose of Workplace Chaplaincy?

The most common words used to explain the purpose included:

- Supportive/caring/compassion (22 comments)
- A friendly face (12)
- Someone to listen/to talk to. (20)
- Taking an interest in how we are/share problems with (17)
- Someone to vent to confidentially (9)
- Empathy/showing an interest (5)
- Connecting with community (2)
- Promoting understanding (3)

A few people mentioned faith:

- 'The chaplain brings faith and calm'.
- 'Doesn't 'push' God' (2)
- 'Prepared to talk about God if I want to.'

Other one-off comments included:

- Polite and professional
- Independent
- Discrete
- Shows integrity and is trustworthy
- 'Helps me de-stress'
- 'Helps us be better'

Five people found it difficult to say what the purpose was, either because it had not been explained or they had not had contact with the chaplain (4) or because they saw it as a religious activity and didn't want to have anything to do with it.

### 4. Have you found the conversations with the chaplain useful, and if so why?

Most of those we spoke to were positive about the impact of the chaplain. Only 5 (of 60) said they would not be interested in talking with a chaplain.

Of those who found contact with a chaplain useful the most common reasons why included reference to:

- Having someone prepared to talk and listen with empathy (24)
- Comforting/compassionate/caring (16)
- Taking the trouble to ask about them and their concerns (9)
- That it gave them a lift (8)
- The chaplain showing an interest in the business (9)
- A talk with a chaplain was de-stressing (6)
- How easy the chaplain was to get on with (9)
- Because it connected with their spirituality through supporting their faith and prayer (5)

### 5. What one thing about how the chaplain visits would you change, and why?

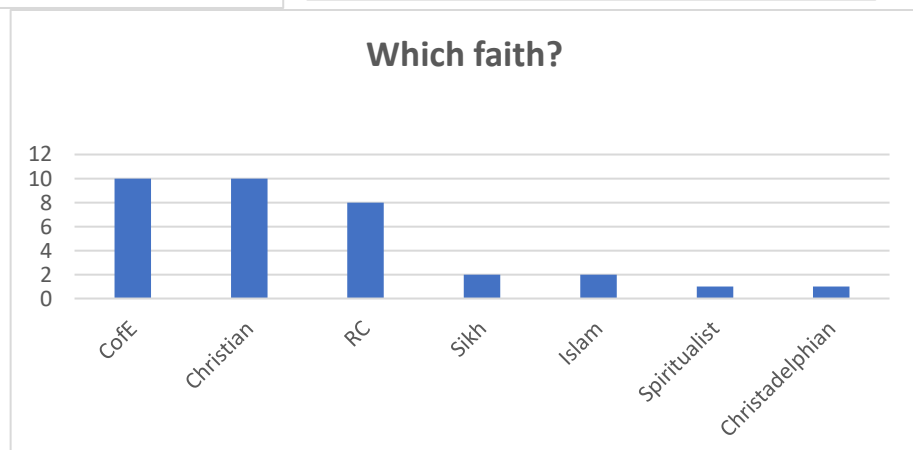
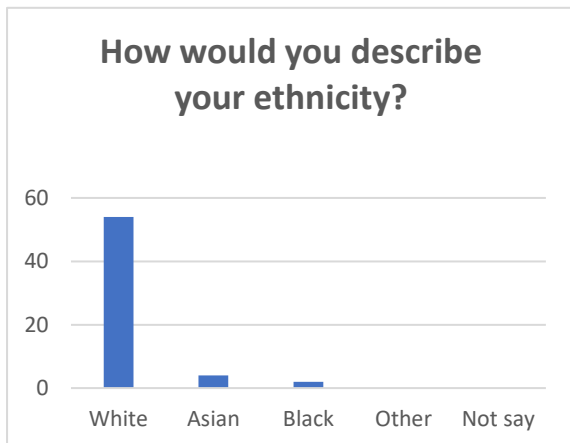
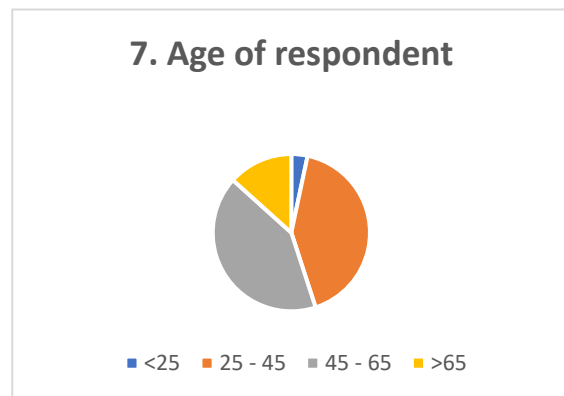
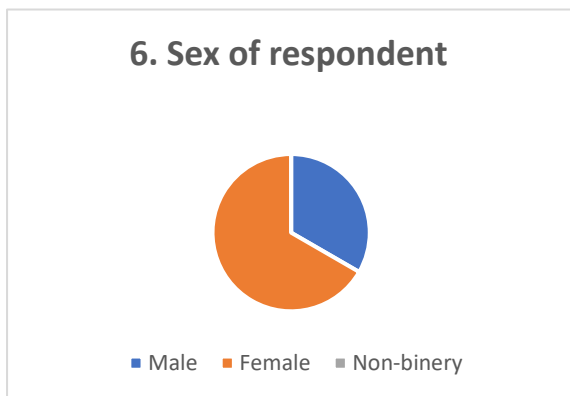
Just over half of those interviewed said they would change nothing.



Others made suggestions as to how to change things to make it more effective. These included:

- Coming at a different time of day (4)
- Coming on different days rather than one fixed day of the week (4)
- Making more frequent visits (3) *No-one suggested the chaplains visited too frequently.*
- Announce in advance when the chaplain is to visit (4)
- Improve information so that everyone understands what chaplaincy is for (3)
- Make sure the chaplain speaks to everyone, including those working in the warehouse or behind the scenes – a few people felt left-out (2)
- Having hot-cross buns at Easter, as well as mince pies at Christmas (1)

At the end each interviewee was asked if they wanted to make any other comment. A few of these have been included under question 5 above, because they amounted to suggestions for change. The remainder are included as quotes at question 16.



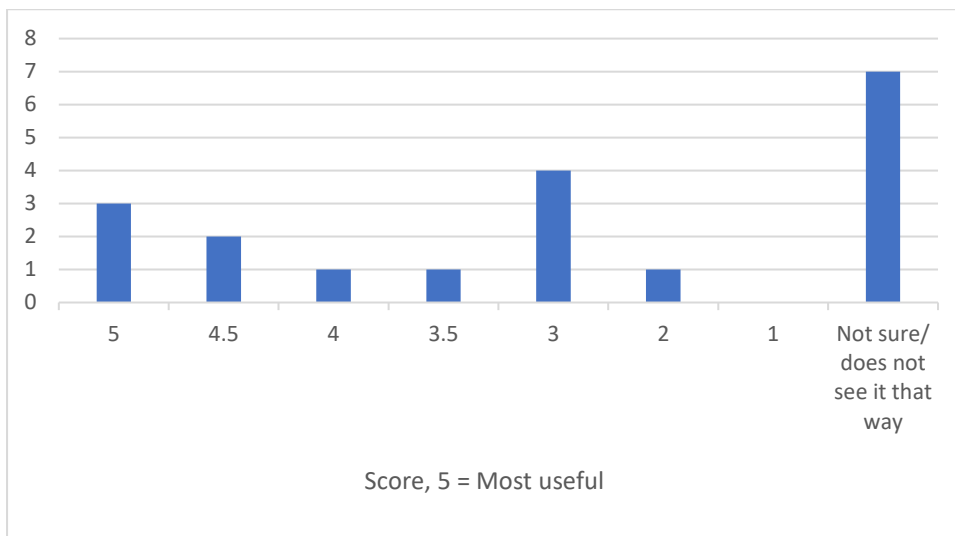
**12. How long have you been working at this business?**



■ Up to 2 years ■ 2+ - 5 yrs ■ 5+ - 10 yrs ■ 10+ - 20 yrs ■ 20+ yrs

Some further questions were also asked of 18 business or workplace managers.

**13. Is the occasional visit of a chaplain useful to your business? [Sliding scale 1 to 5]**



**14. Briefly can you say why you answered the previous question as you did?**

- about the individual, not the business (9)
- It helps colleagues, so it helps the business, happy staff = happy business (4)
- useful if could talk to all staff (2)
- understanding of stresses & strains of business (1)
- asks about business (1)
- no direct value, but nice to have (1)
- helps contact with local community (1)

*“The regional manager you can’t talk to about our worries or issues around the business for feeling that shows a weakness”*

**15. Are there other things a chaplain might do (other than visiting) that would be helpful to you as a manager or to your business?**

- Offer training in listening skills (9)
- Offer to pray (3)
- Facilitate feedback to managers/mediation (2)
- Training in dealing with confrontation (1)
- Facilitate group listening & talking session (1)

**16. Any other comments from the managers:**

- Chaplains visits are very welcome, please keep doing them (9)

*"We enjoy the mince pies and the trouble the chaplain takes. This year one of the staff wanted to know if the mince pies were suitable for vegetarians and she went and found out, really going the extra mile, so that no one was excluded. We all remember that."*

*"the chaplain is invaluable, approachable and totally sensitive to the business. She doesn't get in the way, is kind caring and uplifting, bringing a sense about her that, 'all will be well'. We really feel her presence when she is here and the team like her."*

*"It is an independent ear and we welcome it"*

*"needs to meet more people"*

*"Is there something we can do in return?"*

**Any other comments from all respondents**

1. *"Having a chaplain visit is good for mental health and well-being, especially in the present uncertain climate in the retail sector. The company this year has put a real effort into supporting staff, with regional and area managers having training so that local managers, if they are concerned for a member of staff, get a very sympathetic support from their own managers now. It didn't always happen before. Having a chaplain is having a further means of support and is in tune with how the business is."*
2. *"I can trust the chaplain, I know what I tell him is confidential and that helps. I know, if there is a real crisis, that the chaplain will be there when I need him."*
3. *"There are 6 people working in the business, most part-time. One has never met the chaplain as she only works on a Saturday."*
4. *"It is good to know someone is there to share the stresses."*
5. *"Chaplaincy is nice to see, and someone to stop and have a chat with. I can always spot when the chaplaincy team is in because that day several walk past."*
6. *"I enjoy the visits of the chaplain. He is polite, very helpful. We have a nice conversation together."*
7. *"The chaplain doesn't speak to everyone, but one particular person clearly benefits."*
8. *"We like having a chaplain, but now know more [through this interview]. If I had understood before a little more I might have been more likely to engage."*
9. *"I remember, and liked, when the chaplains had a unit before Christmas near Waterstones, just to drop-in for a chat. It would be good if the nativity scene was better displayed and more central in the Kingfisher Centre."*

10. *"The chaplain smiles, which is a great asset, and is anonymous in a good way. Someone neutral. If he stopped coming we would really miss him and only realise the value of his coming when it is taken away or stops."*
11. *"We welcome the chaplaincy. The chaplain is very friendly, a good ambassador and helpful. It helps that the conversations are two way - not just me talking."*
12. *"Keep chaplaincy going"*
13. *"The chaplain is always polite, and it is lovely to see her. It is a nice thing that it happens, especially when someone needs someone to talk to. The chaplain never imposes, does not judge and it doesn't matter to her that I have no faith."*
14. *"I really welcome it. Happy faces and chatting."*
15. *"The chaplain does not get in the way. We like to have him visit."*
16. *"I welcome the chaplaincy. It is refreshing to talk to someone not from the market."*
17. *"The chaplain reminds me of my sister-in-law who, despite challenges, would always be trying to help others. and is thinking of others. Very pleased to see the chaplain. She does a good job."*
18. *"I am not a religious person but it is nice to have someone to share the burdens the business with - another pair of ears. This is a worrying time at the moment, but I love my work and welcome the chaplaincy."*
19. *"There is no pressure to discuss religion. The smile on her face is important and it is good to know someone cares. She is a confidante and keeps confidences."*
20. *"Keep chaplaincy going at all costs. Though I'm not a religious person the chaplain lifts the spirits through her visits."*
21. *"I like the fact that the chaplain is open to other beliefs and is non-judgmental."*
22. *"I welcome the chaplain, though not everybody does."*
23. *"The chaplain puts a smile on our faces, a lovely person. It is good to have someone to listen. We all need a chaplain."*

## Part 2: Chaplains

This section summarises the responses from interviews with 25 chaplains (14 female & 11 male), all visiting in the retail sector. The interviews were held mostly over the phone and conducted by trustees. The chaplains are part of the following denominations (some more than one):

|    |           |   |                  |
|----|-----------|---|------------------|
| 8  | Methodist | 3 | Baptist          |
| 1  | URC       | 1 | Community Church |
| 15 | Anglican  |   |                  |

The chaplains were from teams in Redditch, Kidderminster, Worcester, Pershore, the Livestock Market, Alvechurch and Stourport. Numbers in brackets refer to the number of people who made this comment.

### 1. How long have you been a workplace chaplain?

- Up to 2 years (10)
- 2 - 5 years (6)
- 5+ years (9)

### 2. What was it that interested you in this form of ministry in the first place? (answers not mutually exclusive)

- Want to get outside the church and be involved in active/practical ministry (15)
- Attended a talk/meeting arranged by church (11)
- It is part of my role (3)
- I wanted an opportunity to share my faith (3)

*Key quotes:*

*"likes to go out into God's world and spread the faith. This type of ministry helps to show that the church cares for people in work"*

*"Important way of bringing church into community"*

### 3. How has being a chaplain helped you understand and deepen your own faith? (answers not mutually exclusive)

- Chaplaincy helps me see God is at work in the world (4)
- Chaplaincy connects Church and the 'real' world (not church world) (7)
- Chaplaincy helps me be in the world as part of God being with people (3)
- Chaplaincy has helped my faith in God and understanding of my faith grow, deepen and change (12)
- Chaplaincy is giving, but also receiving (2)
- Through Chaplaincy I share my faith (5)
- Faith and understanding grows through team reflection (2)
- Chaplaincy has made no difference to my faith (1)

*Key quotes*

*"Chaplaincy helps me think more deeply about my own life."*

*"I have learnt that being with people is more effective than ramming the Gospel down peoples' throats."*

*"Chaplaincy has given me a greater awareness of God being at work in every part of life in a more direct way, and not just as something theoretical. God is here even when people do not see it. God is interested in all aspects of all people, including work as it is where people spend a large part of their time."*

*"The experience of being a Chaplain is very humbling and the willingness of people to share their stories adds depth to the experience of ministry."*

*"Chaplaincy helps me be present with people. I have learnt though that I need to be present without my own agenda. God can more easily use that. This has taught me a valuable lesson about my own journey of faith – just be with God."*

*"Chaplaincy helps give me an understanding of my own life in Christ on a daily basis"*

*"Chaplaincy gives me energy."*

*"Chaplaincy takes me out of my comfort zone. It is where I feel most vulnerable and need to rely on God's strength. This is good because it makes me trust in God."*

*"I have been surprised that, building relationships is a two-way thing – they minister to and care for me as I try to care for them."*

*"Chaplaincy makes me engage with peoples' real questions rather than the questions I think they have."*

**4. How many hours on average per month do you give to visiting?**

- About 2 hours per month (6)
- Over 2 hours and under 4 hours per month (14)
- over 4 hours per month (7)

**5. What is it about workplace chaplaincy that you find most rewarding/enjoyable? (answers not mutually exclusive)**

- Connecting with people (21)
- Being accepted and trusted (14)
- Affirming own faith (6)

**6. What is it about workplace chaplaincy that you find least rewarding/enjoyable?**

- Can feel superficial
- Slow to develop relationships
- Rejection, not welcome
- Nothing (4)

**7. Do you feel you have received sufficient training to be a workplace chaplain?**

- training excellent, very good, good support (24)
- not trained as [part of the training of] a minister and it was assumed, I would already know – would have been helpful (1)

**8. What additional training would you like to have?**

- none needed (13)
- how to get others to engage on workplace chaplaincy
- a refresher course
- how to make different approaches – how to start a conversation
- Networking useful

**9. What difference does your chaplaincy make to those workers and workplaces you visit?**

Most replied that it was not up to them to answer this question. But they hoped that:

- they knew someone was there for them
- they knew that the church was there for them
- Have found that people want to share things – both good & bad
- Have not yet had opportunity to share faith

**10. In what way do you feel your ministry as a chaplain is understood, valued and supported by those in your church?**

- Not sure that it is that well known, supported, or only has limited support (15)
- well supported and understood (7)
- Would like prayer support

**11. Other comments:**

*“We don't really know what effect we have, nor what fruit God grows from the seeds we sow”*

There were differing views as to what the purpose of workplace chaplaincy is.

*“understands the importance of the listening role the Chaplain has and helping people with the challenges and issues they face personally and through work. He would like to talk to people more about Jesus and the church but finds it difficult to know when and how to move the conversation across”*

*“should be an ecumenical activity”*

*“It is important to expand the work of FWW”*

*“Chaplaincy is a bridge”*

## Part 3: Partner Church Contacts

This section summarises the responses from 16 interviews with those representing Church Partners. A Church Partner of FWW is not precisely defined, but in this case all those approached are churches which have active chaplains in their congregation. In some cases we asked more than one person, and so these 16 interviews represent 10 churches.

Churches included Anglican (4), Methodist (2), 1 each of Meth/URC, Roman Catholic, Baptist, and Community Church. About half the interviews were held face-to-face, the others over the phone. Those interviewed included lay people (8), mostly in positions of leadership, as well as ministers (8). Numbers in brackets refer to the number of people who made this comment. Where no number is added the comment was made by one person.

### 1. How long has your church been involved with Workplace Chaplaincy

Ranging from 30 years to 1 year, with most chaplains active for between 1 and 10 years

### 2. Describe briefly what this [workplace chaplaincy in your context] consists of.

- Church provides
  - Finance to FWW (2)
  - chaplains (11)
  - potential chaplains.
  - volunteers for drop-in
- Chaplains are people who [are]-
  - Support/listening ear to workers
  - make themselves available
  - to build relationships with businesses.
  - support, pray, offer friendship
- It is a ministry of
  - presence (2)
  - offering prayer
- The church and chaplaincy interacts through -
  - Congregation members interested and understand (2)
  - Chaplain has meant other church members now are better engaged with workers
  - Reports back to church (2)
  - Shows what the Church stands for.
  - Church supports chaplains (2)

### 3. What have been the benefits of this [workplace chaplaincy] to the church and its members?

- Chaplaincy is church going into the world and inviting world into the church. It:
  - adds a new dimension to what church is
  - confirms our place in our community.
  - keeps the church outward-looking
  - has drawn the whole church into an incarnational and relational ministry in the community.



- extends the ministry of the church in the community
  - helps us look outward
  - is taking the church out into the world
  - a higher profile in the community
  - Chaplaincy is like leaven in the lump
- Chaplaincy makes workers more aware that God is with them and the church supports them
- Chaplaincy has a positive impact on the church broadening the horizons of those in the church and gives the church and its members:
    - a greater awareness of the world of work
    - a greater awareness of links between faith and work
    - a chance to re-engage with worship as relating to real experience
    - help to everyone to think about their response to others
    - a raised concern for those in our community.
    - a greater involvement with the community.
    - greater confidence to relate to others and be missional
    - a better relationship with other churches, highlighting ecumenical links
    - are better informed about the community of which they are part
- Our church is not good at promoting chaplaincy
  - Chaplaincy is not well understood by the church members (3)

**4. How is the work of chaplaincy brought into the regular worship of the church and how often?**

- Not often, as taken for granted.
- Not as often as we should (2)
- Very little.
- Services occasionally.
- Every Sunday somehow.

How chaplaincy or the world of work was brought into worship included:

- Prayer
  - Intercessory prayer for chaplaincy, businesses and workers. (9)
  - Prayer topic for a church prayer group (1)
- Teaching/Sermons
  - Illustrations for sermons by chaplains (4)
  - Sermon series on Faith and Work (1)
  - Chaplains asked to speak at a service (1)
- Commissioning (or re-commissioning) of chaplains (4)
- Other occasions
  - Ecumenical occasions as a key ecumenical ministry
  - At civic services
  - A monthly 'This Time Tomorrow' (2 churches)

## 5. Other things FWW might do to further develop its partnership with you?

- a. **Newsletter:** 15 of 16 responded Yes, which included
- Items and articles to be provided to editors of weekly newsletters and/or monthly magazines (10)
  - Standalone FWW newsletter, A5 (3)
- This will keep the profile of chaplaincy high (1 comment) and should include examples people can relate to, including theological reflection (1 comment).
- b. **Materials for helping connect Faith and Work.** 10 of 16 responded Yes, which included
- Written resources to give to individuals or for use in home groups (4)
  - Any means of helping all people, those in work or not, to live out their faith day by day (3)
  - Through articles in the church magazine (1)
  - Through more 'This time tomorrow' in the services (1)
  - We have never done this, but might if the right approach were available (3)
- c. **Speakers from FWW for Sunday Services.** 14 of 16 responded Yes, which included the following comments:
- Some already have had FWW speakers (6 out the 10 churches)
  - It would be good to hear more from our own chaplains (1)
- d. **Help with setting up a project to support those experiencing (for example) redundancy or unemployment.** 4 of 16 responded Yes, which included the following qualifications:
- As written resources to help us support those who come through our doors (2)
  - We don't have the capacity but, having a partnership with FWW we know we can turn to you for advice and help if a need arose (for example people in the congregation having their work made redundant) (1)
  - Information on organisations doing specialist work would be useful. (1)
- e. **Prayer Resources.** 16 of 16 responded Yes, which included the following comments:
- Prayer points and prayer partners for the chaplains.
  - To be included in newsletter or via the FWW Twitter feed
  - With local workplace concerns (4)
  - To be fed into prayer groups
- f. **Other ideas.**
- We have a vision for chaplaincy in schools and to the elderly at home. Help with this would be welcome.
  - Information about how to get involved with FWW, not just as a chaplain.
  - Posters with information and photographs on who is in the local team. (3)
  - A display about the work of chaplaincy locally
  - Publicise FWW social media more widely
  - Set up a Friends of FWW to raise profile, funds and prayer.
  - Materials appropriate for the younger generation (Millennials) such as infographics.
  - A focus on the Environmental impact of work and the economy.
  - Chaplains in other sectors than retail ('When I was at work (in a factory) we never saw a chaplain. It would be good to have chaplains in manufacturing, just to be seen.'
  - Let's hear from those who are visited by chaplains, as well as chaplains themselves.
  - Focus on Workplace Chaplaincy on a specific Sunday (such as the feast day of St Joseph the Worker (May 1<sup>st</sup>).
  - Link church web sites to FWW website.