

## 2025 Chaplaincy Impact Survey: Questionnaire to Supporters

### Summary of responses

The questionnaire did not collect demographic data from those who are our supporters. 12 of the 28 respondents did not give their names. The questionnaire was circulated to 82 people. (34% return).

#### 1. How people have engaged with FWW (multiple choice)

- Of respondents 97% said the main way they engage with FWW is through the prayer guide
- 45% said they had heard someone speak about FWW in church, and 20% had read a report, or article on our website or in print
- Only 5 people (18%) said they heard about FWW through knowing a chaplain. This does not mean people did not realise there were chaplains in their church as all the other respondents worshipped at churches without chaplains. Rather, those who are our supporters within churches that include chaplains did not complete the survey.

#### 2. Use of the prayer guide (multiple choice)

- Everybody who responded said they use or read through the prayer guide each month.
- 50% use it in their own prayers, and 29% have used it, or heard it used, in leading intercessions in services.
- Asked to add a comment several people noted how difficult it was to maintain a discipline of prayer as they were so busy, and that the FWW guide was one of many that are available.

#### 3. Asked how they understood the ministry of workplace chaplain

- 11% (3) did not comment, and a further 18% (5) said they had heard a talk about workplace chaplaincy.
- 71% (20) of respondents gave succinct and accurate descriptions showing that they had a clear understanding of both what chaplains did and why, and appreciated why this was a much needed ministry.
- A sample of responses are:
  - *'Building relationships, a gentle presence, a trusted friend and ally for workers'.*
  - *'Support employees in the workplace. This might be a simple greeting, checking in or being a listening ear or offer prayer when asked or needed.'*
  - *'They offer support and (very importantly) a listening ear to people in their workplace, many of whom may suffer considerable stress as part and parcel of their working life. Apart from the obvious trauma of first responders, business owners, shop assistants, shop floor workers, social workers and even clerical staff seem to be suffering anxiety more than ever. A general lack of kindness may be one factor in this, so I am sure a friendly face and a chat must be of help.'*

#### **4. Asked what the benefits of knowing about workplace chaplaincy had been to themselves and their church**

- 79% (20) gave an answer, of which the majority (14) mentioned how knowing about workplace chaplaincy provided a focus outside of their day to day church life, and connected them as church with the wider community. Chaplaincy provided a way of knowing more about the experience of people outside the Church. Comments included:
  - *Has opened up discussions outside the church environment*
  - *It keeps me informed and gives assurance that people are met where they spend their daily lives.*
  - *It's one of a set of strands to connect us to the community*
  - *A different perspective for ministry.*
  - *It is useful to know that there are people in a space that many in our churches no longer occupy (because they are retired).*
  - *Everyone is aware that [there] really is no division between the secular and the divine - everything is part of God's creation.*
- Other themes mentioned included how hearing about workplace chaplaincy helped people explore and apply their own faith, Monday – Sunday, and to pray for the people in their community.

#### **5. Invited to suggest how FWW could further develop links with their churches -**

Most respondents had no specific suggestions. Those offered included:

- Regular communication with churches through magazine/bulletin articles, and videos.
- Visits to churches to talk about the work of FWW, at regular services.

#### **6. By the end of 2025 FWW will be an entirely volunteer led and delivered piece of ministry. In your opinion what three things need to be given particular attention in the year ahead if workplace chaplaincy is still to be happening in the future?**

Suggestions are grouped under a number of headings, listed here in order of the number of comments.

##### **a. Paying attention to Communications**

- Using a variety of means to get the story out there.
- Focussing on links with congregations
  - *'Raising awareness of chaplaincy's impact—not just through stats, but through real human stories—will help ensure continued relevance and new opportunities for growth.'*

##### **b. Being clear on the structure of the charity**

- The future structure / chain of command needs to be established
- Identify and enable (train) local team leaders
- Include chaplains and other volunteers to share ideas and on the organisation and its mission
- Maintain connections with established religious partners
- Appoint new broadly based Trustees
- Root support in the local church
  - *'FWW will need to be intentional about building partnerships with churches, businesses, community leaders, and local media.'*

##### **c. Support for chaplains**

- *Adequate opportunities for the chaplains to share their own concerns and de-stress.*

- *Ensure all chaplains and other volunteers feel valued as part of a united organisation*
- *Affirmation and training of chaplains*
- *Volunteers need more than induction; they need ongoing pastoral support, theological reflection, and skills development. Establishing a rhythm of peer support groups, reflective practice sessions, and access to a named point of contact for supervision.*
- *Who the chaplains will report to, [needs to be established] so that connectivity is ensured to wider resources for their ongoing support*

**d. Clarifying and focussing on Objectives**

- *clear statement of how FWW's work links with the mission of the local church (when most of our members are retired/not active in workplaces)*
- *'Presenting how workplace chaplaincy will build worshipping communities of faithful disciples.'*
- *'Never lose the spirit of our mission to bring Christian care in the workplace.'*
- *'As the structure changes, it's vital that all stakeholders—volunteers, trustees, churches, and workplace partners—have a clear, shared understanding of what FWW stands for and what chaplaincy offers.'*
- *'Recognition that God is at work in unexpected seeds sown.'*

**e. Continuing to seek to recruit chaplains**

- Local and committed to their community, with passion and calling
- Volunteers for Treasurer, Secretary etc
- By visiting churches with the intentional aim of recruitment.