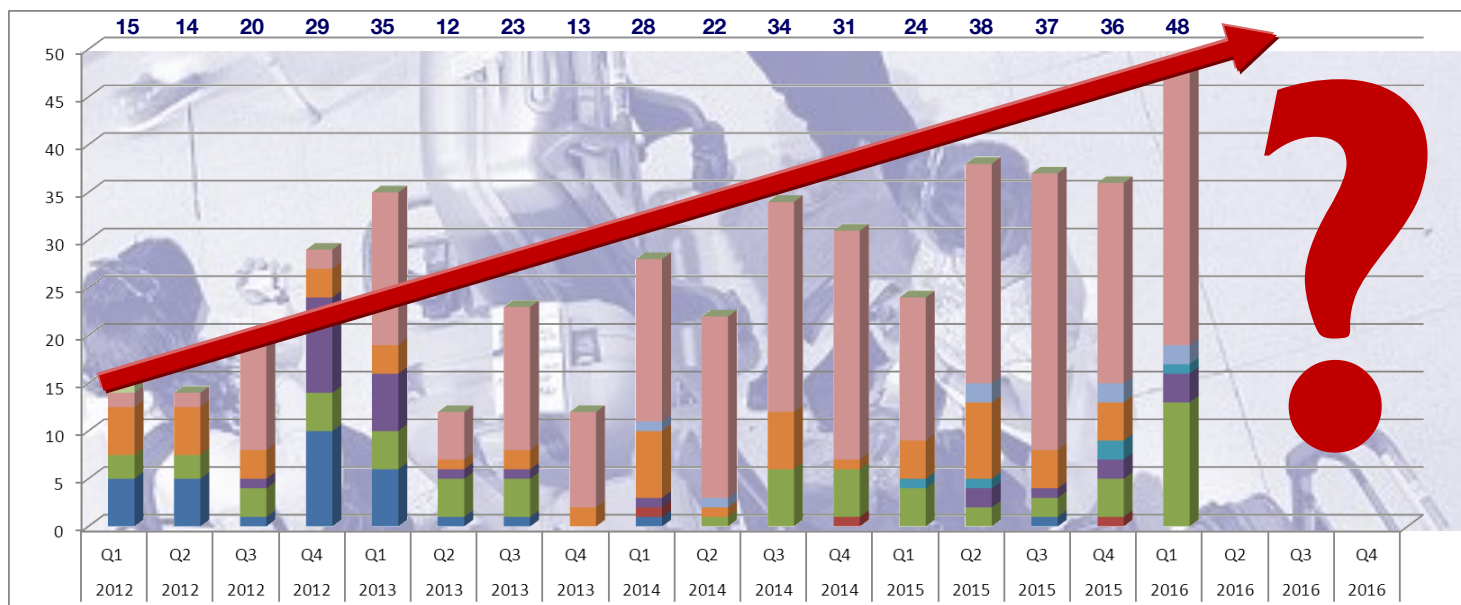


Our busiest ever three months!

Passenger assistance figures for the chaplaincy have increased at a rate far in excess of even the record-breaking airport passenger numbers - "so what's happening?" asks chaplain, George Lane



January to March is traditionally thought of as a quieter period for air travel. However, in terms of requests for passenger assistance, not only was the first quarter of 2016 twice as busy as last year, but busier than even the busiest ever summer period.

Since the beginning of 2012, passenger numbers at Manchester Airport have taken off at a positively ear-popping rate.

By 2016 the airport serves over 6 million more travellers per year than in 2010 (a 134% leap from 17.5 to 23.5M). Meanwhile, the numbers of passengers referred to the chaplaincy for assistance in one quarter grew by 320% - and annual totals show an almost 200% growth in demand over just four years.

Perhaps this suggests that, among the 6 million passengers who have returned to flying since 2010 are a disproportionate number who are more likely to need assistance in some way. They may have the money

to pay for an air fare, but if something goes wrong, a glitch with a passport; becoming a victim of crime (a pickpocket, an internet fraudster or an organised trafficking gang); health issues; unexpected expenditure; breakdown of family relationships; bereavement, the lack a support network - or the cushion of wealth that 'premium' passengers have, creates big problems.

Perhaps these statistics suggest an ever-growing trust among airlines, airport colleagues, especially CSOs and Police (who give us many of our referrals!) - if that is so, then we are, of course, delighted! One of the joys of airport ministry is knowing that we have, among the airport's staff, not just 20,000 parishioners, but 20,000 colleagues with whom we work alongside.

Perhaps also, these statistics reflect a unique time in our history when being part of one single, global village (and labour market) and the ever-increasing diversity of our local communities, collide with an ongoing

Greater Manchester Police
Airlines,
Airport companies
Airport,
Customer Services,
Airport, Customer Contact Centre
Relatives or direct contact with
Chaplaincy

Prisoners abroad
Pennine House
Border Force responsible adult
Booth Centre
Forced Marriage Unit
FCO or partner organisations

austerity in our national life, and the consequent pressure on those institutions; local authorities, social care, health and emergency services, on which we have all come to rely.

Nevertheless, assisting vulnerable passengers with complex needs is also an expression of the support we offer to our customer-facing airport colleagues. It's also an opportunity to live out our chaplaincy manifesto: to **help, support, guide**. As a Christian, I am regularly challenged, even in such a *supposedly* secular, impersonal place as an airport, how close I feel to the authentic ministry of Jesus - and how often I meet him in those I am called to serve. But it was a Hindu couple, stranded in the UK after having had their £1000 holiday money stolen, who said that in meeting with us in the chaplaincy team they felt that they had met with God face to face. ■

Manchester Air Disaster 30 years on



August 22 2015 marked the thirtieth anniversary of the 1985 Manchester Air Disaster.

British Airtours Flight 28M was bound for Corfu International Airport when take-off was aborted due to catastrophic Engine Failure on Take-Off. The Boeing 737-236 G-BGJL ("River Orrin" – though referred to by staff with great affection simply as "Juliet Lima"), had 131 passengers and six crew on the manifest. 53 passengers and 2 crew perished, many due to inhalation of toxic smoke. 82 of those on board were able to escape to safety, some with serious injuries.

The intervening years have been painful for many living with loss and painful memories, although many developments in passenger safety and emergency procedures were changed following the accident. Some had been unable to attend friends' or family funerals, while for others the sense of anger or guilt still remained. Media attention prior to the anniversary meant that many of those who were present 30 years earlier from those who made tea in the reception centres to fire, police and ambulance personnel were able to make contact and to be reunited with survivors and relatives.

The *Service of Remembering and Hope* saw over 250 attend, with members of the Chaplaincy Team and Airport Care Team present, not only (or even primarily) to assist with the leading of the service, but to offer real (and much appreciated) pastoral care to the many who were understandably extremely emotional during the day.

One person present at the service said afterwards: "I felt so many scars healing in the room ...", another: "for many, including me, the healing process had finally begun...", another "...one of the most valuable experiences of my life..." ■

Mr President

The 48th Annual conference of the International Association of Civil Aviation Chaplains took place in October 2015 in New York, hosted by the chaplaincy teams at JFK Airport. During the conference Manchester's Co-ordinating Chaplain, George Lane was elected President of the association, following in the footsteps of Canon Mike Vincer, who was IACAC president from 2003-2005. ■



#WeStandTogether

The Chaplaincy Manchester Airport worked closely with the Airport Police in planning an event on Friday 15 April for airport staff and community members to celebrate the diversity of our airport community – both passengers and staff.

The event was, in part, to challenge what has become known in this country as 'hate crime', but rather more positively, to emphasise the strength that comes when **#WeStandTogether**.

Photos from the event should be available at www.thechaplaincy-manchesterairport.co.uk ■



Back to School

Members of the Chaplaincy Team continue to work regularly with our colleagues in Community Relations, and have spent recent months going back to school on a regular basis.

Roman Catholic Airport Chaplain, Mike Denny is a mentor in a local Secondary Academy, while George Lane, Co-ordinating chaplain, has for several years been a Dragon for the local schools' enterprise competition Dragon's Den, raising money for local hospices by making and selling innovative products for the Christmas market.

For World Book Day, Jackie, Mike, Assia and George went to local schools in Baguley and Benchill to read to children. Books ranged from short picture books to full-length children's classics.

On March 17, George turned up to his first (Airport Community Network) World of Work Day at Haveley Hey Community School - primarily to watch how it was done, with a view to possible future participation.

Unfortunately one of the participants due to represent a car-hire company was indisposed so George spent the entire morning talking off the cuff about Airport chaplaincy to mixed groups of primary school children! ■

TRAVEL SAFE update

In 2016 the chaplaincy applied for funding to purchase badges for airport staff to wear on their security pass lanyards.

They're subtle, yes, but they could save a life. Last year Councillor Sameem Ali, who was taken through Manchester Airport as a young teenager spoke of her desire that young people at risk of exploitation or violence should know that they can get help from airport staff.

These badges, and the campaign to make them well-known are one step to achieving that goal. They are exclusively for airport staff though! ■





An Eloquent Silence: Remembering G-BDAN

Monday, April 25 2016 was the thirty-sixth anniversary of the Dan-Air Tenerife air disaster, which was marked, as in previous years, with a moment's silence at 13.21 - the moment the aircraft was lost.

In 1980 the 727-46 G-BDAN jet aircraft, chartered by Dan Air, flight DA1008 from Manchester Airport to Tenerife North Airport, Canary Islands, Spain, was on the descent into Tenerife carrying 138 passengers and 8 crew members. The aircraft was in a holding pattern in an area of very high ground, when the aircraft came down in a forest on Mount La Esperanza having struck the mountain. There were no survivors.

The memorial is located at plot Q in Manchester's Southern Cemetery. This year, as in previous years, Manchester Airport chaplains and thirty or so friends and relatives of those who died, former Dan Air pilots, flight engineers, Air stewards and stewardesses, along with the Dan-Air Staff Association, gathered at the memorial in Manchester's Southern Cemetery for a time of remembrance, sharing and reflecting.

One person spoke of being booked on that same holiday flight. He was a youngster at the time and his father took ill a week before the flight and their booking was cancelled. He now voluntarily looks after the memorial, cleaning and tidying and reporting any

needed repairs to the local council. He said that the thought of the air crash still sends a shudder down his spine.

This year we also heard how shipbrokers Davis & Newman were given a DC3 aircraft in payment of a debt and from these humble beginnings the company DAN AIR was born, becoming the largest independent UK airline in the 1970s.

Although Dan Air is no longer in operation it is understood that the original company from which it sprung still operates today.

The Chaplaincy, Manchester Airport keeps in touch with a number of individuals and groups to ensure that such important memories are not lost and to offer a focus for remembrance, prayer and pastoral care as the years roll by. ■



Airport Care Team

Manchester Airport Care Team is a group of trained volunteers from the airport workforce who assist the chaplaincy team in their day to day work but also in the event of a full aircraft emergency.

Members may be shift workers or work a regular 9-5. They may assist the chaplaincy during working hours (with their line manager's consent) or in their own time. Potential new members should contact Jackie.lowe@manairport.co.uk



On Friday June 26 thirty-eight holidaymakers were killed in a terrorist attack on a beach in Tunisia, the vast majority, UK citizens. Manchester Airport chaplaincy and Airport Care Team played a full part in the airlines' and airport's response.

Chaplains and Airport Care Team sustained a commitment to 14 flights over three days (with nine members of the team present at 0300 on Sunday morning). Mike Denny, was on call that weekend and initiated the first call-out, Jackie Lowe, showed extraordinary people skills with a very angry and traumatised passenger late on Saturday night, Mark Dodd, found food from nowhere to feed an army of police officers through the night, and Gillian Clough worked through Saturday night and again on Sunday afternoon, before returning to her day job on Monday morning.

Several chaplains stayed through Saturday night before leading worship on Sunday morning. ■

Supporting UK Nationals

Between 1 April 2015 and 31 March 2016 Manchester Airport Chaplaincy

has dealt with over **159** special requests for assistance for people from all around the world.

This is over and above our day to day engagement with staff and passengers, which may include practical assistance as well as emotional, spiritual and work-related help support and guidance. Sometimes these recorded instances of assistance may take only a few minutes. More often, our involvement may be over a number of days or even, on occasion weeks, though our role is always to connect passengers in need with those who are best able to provide medium to long term support.

On **51** occasions Manchester Airport Chaplaincy was called upon to provide support to **British Nationals travelling home from abroad**, often in very difficult circumstances. Number fluctuate from year to year, though figures demonstrate an increase from 43 last year, 2014-15. These figures don't include the chaplaincy's emergency response to the terrorist attacks in Sousse, Tunisia, in June 2015, following which **over 4,000 British holidaymakers were evacuated to Manchester Airport by four airlines**. Chaplaincy and Airport Care Team members covered 14 flights over four days on a shift system, though several were at the airport for more than 24 hours. Neither have we included our response to the emergency evacuations from Sharm-el-Sheikh in November. The figures do, however, include:

8 Forced Marriage Repatriations (not including interventions by Police at the airport for outbound passengers)
(5 in 2014-15)

14 Repatriations of British Citizens from abroad requiring assistance.
(17 in 2013-14)

8 Repatriation of families following the deaths of a British Citizen while abroad.
(8 in 2013-14)

1 Repatriation of human remains of a British Citizen and care for his family.
(9 in 2013-14)

20 Repatriation of British Citizens involving working with charities and NGOs. (a large increase from 6 in 2013-14)

Since 1980 the Chaplaincy at Manchester Airport has been established to provide pastoral and spiritual care and guidance to all who work at the airport and for all those who travel through it. The main Chaplaincy office is next to the T1 Prayer Room, Ground Floor Check In area, Terminal 1.

Contact the chaplaincy on 0161 489 2838 or via thechaplaincy@manairport.co.uk
The Chaplaincy Manchester Airport is a registered charitable company. (Company No 3664008 Charity No 1074781)



help • support • guide

manchester airport

The Chaplaincy Team at Manchester Airport is here to offer pastoral and humanitarian care to staff colleagues, passengers and those beyond the airport community, regardless of faith or philosophy, irrespective of race, gender, sexuality, physical and mental ability.

If we can help in any way, call us.



George



Jackie



Kennedy



Mike



Keith



Terry



Ian



Faruk



Jonathan



Bill



Jean



CJ Singh



Assia



Joseph

phone us on: 0161 489 2838 / 3908 / 2113 / 2154
email us at: thechaplaincy@manairport.co.uk
visit our website: thechaplaincy-manchesterairport.co.uk
come and visit us at: Terminal 1 Ground Level Check-In (by Jet2.com)
Look out for us on Twitter: @manairport #chaplaincy
like us on Facebook and receive our weekly newsletter by email or post

The Chaplaincy Manchester Airport is a Registered Company No: 3664008 and a Registered Charity No: 1074781

Our Monthly Newsletter

Manchester Airport Chaplaincy now sends out a monthly e-newsletter (Twice a year, it comes as a double-issue "Roots & Wings", and we make more printed copies available) It is for colleagues around the airport and associated companies; friends in local churches and faith communities; all those who support the chaplaincy by prayer and regular giving - and for anyone who is interested!

If you would like to receive the **monthly e-newsletter** together with **Roots and Wings** in electronic format (or if you prefer, in paper format) please visit our website or email **Jackie.Lowe@manairport.co.uk**



We're proud to serve our colleagues and those travelling through

