



THE UNIVERSITY *of* EDINBURGH

The Chaplaincy Annual Report 2013-14



The Camino Multifaith Peace Pilgrimage, May 2014 (photo: Fayaz Alibhai)

Contents	Page
1. Quality of student support opportunities	3
1.1 Key features of the chaplaincy provision	3
1.2 Reflection on the effectiveness of the chaplaincy, where it is contingent on partnership with other units/organisations for its delivery	14
1.3 Key themes arising from feedback from users, non-users and other stakeholders	18
1.4 Mechanisms for gathering feedback	19
1.5 Overview of support and development of service staff to enhance the chaplaincy's effectiveness in supporting students	19
2. Quality and standards	22
2.1 KPIs relevant to the student experience, and performance in relation to these	22
2.2 Evaluation of the service's position in relation to its key benchmarks	23
2.3 Update on action taken in response to recommendations from the service's last university's period review	26
3 Enhancement and sharing of good practice	27
3.1 Overview of promising/transferable practice for dissemination	27
4. Use of technology	33
5. Forward look	34
6. Further reflection	34

1. Quality of Student Support Opportunities

1.1 KEY FEATURES OF THE CHAPLAINCY PROVISION

The scope of the chaplaincy service

The University Chaplaincy is a service for people of

- **all faiths and none**

and provides for

- **both students and staff.**

The Chaplaincy also serves

- alumni
- members of the public
- families of University members (when appropriate, e.g. bereavement)

In addition, the Chaplaincy provides a bridge to

- local and international communities, including schools, non-profit organisations
- faith and community networks of its extensive team of Honorary Chaplains and Belief Contacts.

The Chaplaincy is invited to submit an Annual Report that speaks most directly to the student experience, and it sits within the structure of Student and Academic Services Group (SASG). This Report places student support opportunities in the context of the Chaplaincy's wider work. Students benefit from the variety of ways in which, on a wholly equal footing, they mix with staff and non-University members through the Chaplaincy.

What the Chaplaincy provides:

Faith and belief provision and expertise

- the largest multifaith and belief team of Honorary Chaplains and Belief contacts of any Russell Group university, see 1.1.1
- dedicated sites across the UoE, see 1.1.2
- guidance and the overall umbrella for the University's religious and belief societies, see table 1.1 below
- religious services
- regular spiritual practices, including mindfulness
- regular Multifaith meetings to enhance mutual understanding and maintain good campus relations
- Annual Multi-Faith Public Conversation
- One-to-one sessions in spiritual accompaniment
- Religious Literacy training, advice and resources to UoE staff and students
- retreat opportunities for students and staff

- annual services, including the University Service, Remembrance Sunday, the Christmas Carol Service, the Anatomy Service (with the Medical School, for those who have given their bodies to science)
- Festivals and Events co-organised with students, including for Diwali, Eid, Holocaust Memorial Day, and Chinese New Year
- contacts to faith and belief communities for UoE Community Engagement, Widening Participation, volunteering opportunities, and student and staff research projects.

Table 1.1

The University's religious and belief societies, all of which come under the umbrella of the Chaplaincy for provision and guidance:

Anglican Society
 Bahá'í Society
 Buddhist Society
 Christian Union
 Christian Union Small Groups
 Christians in Sport Meeting
 Islamic Society
 Humanist Society
 Jewish Society
 Medics Prayer Group
 Quakers
 Romanian Christian Orthodox Group
 Sikh Association
 Student Prayer Group
 Tai Chi Society
 Vedic Society

The Sikh Association was begun in 2013-14.

The Chaplaincy operates under the view that universities are best served, and best able to serve their members and communities, when they are well-informed about matters of religion, and able expertly to engage with them.

Social hubs and hospitality for building community

- a free social drop-in with hot drinks, comfortable seating, and a mix of regular and new users in Bristo Square
- common room space and activities in KB Chaplaincy rooms
- community meals
- staff lunches
- places for society meetings and events
- discussion groups and community conversations
- exploration of communal UoE values, and staff-student conversations

Welfare support

- one-to-one support
- group support for Schools, year-groups, peer-groups, societies or departments who are facing particular situations
- emergency support, and out-of-hours cover
- bereavement care for families of University members
- mediation and conflict-resolution assistance
- training for Personal Tutors, SSOs, HR advisors on aspects of support for students and colleagues
- support through weekly programme of practices for spiritual and mental wellbeing

Ceremonial for Formal UoE activities

- Opening Reflections or Benedictions at Graduations, the University Opening Ceremony, Installations of Chancellor and Rector
- Remembrance Sunday Observance
- Memorial Services
- Support for General Council Business Meetings at home and abroad

The Chaplaincy **promotes social justice** through its

- volunteering outlets
- support for social-welfare and campaigning societies
- exhibitions
- drop-in donations
- awareness raising projects
- sustainability initiatives.
- Support of student festivals supporting justice initiatives

The Chaplaincy promotes an awareness of the values that drive our endeavours, as individuals and as a university community, particularly through its ‘What’s the University for?’ Series.

1.1.1 A dedicated staff team, and an inclusive and diverse honorary team

Staff Team

The Chaplaincy staff-team comprises two full-time Chaplains, two part-time Administrators and a semester-time Receptionist. The Service is maintained by 3.75 full-time equivalent staff.

The University community is numerically the size of a middle-sized town, such as would be served by multiple paid ministers, celebrants, religious houses, and their support staff. In providing for the University, the Chaplaincy is greatly enabled by the genuine sense of owned responsibility and “yes we can” attitude of the small paid staff.

Honorary Team

The Chaplaincy is also hugely enabled by the goodwill of our voluntary team of Honorary Chaplains and Belief Contacts. In 2013-14 we welcomed a new Muslim Chaplain, Sohaib Saeed.

The full team of Honorary Chaplains and Belief Contacts at the end of 2013-14 was as follows:

Anglican Chaplain: Rev Canon Ian Paton
Baha'i Contact: Irene Cotugno
Buddhist Contact: Ani Rinchen Khandro
Catholic Chaplains: Fr Dermot Morrin, Fr Lawrence Lew
Church of Scotland Chaplains: Rev Richard Frazer, Rev Jared Hay
Daoist Contact: Rachael Zi Jiao
East Asian Christian Contact: Sangduck Kim
Hindu Contacts: Naren Sood, Brahmachari Vrajvihari Sharan
Humanist Chaplain: Tim Maguire
Jewish Chaplains: Rabbi Yossi Bodenheim, Rabbi Mark Solomon
Labyrinth Chaplain: Rev Frances Burberry
Methodist Chaplain: Rev Geoffrey Baines
Muslim Chaplain: Sohaib Saeed
Muslim Contacts: Ms Nasim Azad, Mr Umar Malik
Orthodox Chaplain: Fr Raphael Pavouris
Quaker Contact: Sarah Martin
Sikh Chaplain: Trishna Singh
Unitarian Contact: Rev Maud Robinson
United Reformed Church Chaplain: Rev Fiona Bennett
Volunteer Lay Chaplain: Mike Sinclair

The Honorary Team was expanded in 2013-14 by the addition of:

- A new Honorary Muslim Chaplain, Sohaib Saeed
- A new East Asian Christian belief contact, Sangduck Kim
- A new additional Hindu belief contact, Brahmachari Vrajvihari Sharan

Members leaving the team were Osama Zaki (Honorary Muslim Chaplain) who returned to Egypt for family reasons, and Fr Robert Verrill (Honorary Roman Catholic Chaplain) who has moved to the USA for postgraduate study.

1.1.2 The Chaplaincy sites in the Central Area and King's Buildings

The Chaplaincy maintains two sites:

- The Chaplaincy Centre, Bristo Square
- Chaplaincy Rooms, King's Buildings

The Chaplaincy also assists with provision of prayer or reflection spaces in other UoE sites: Moray House, Easter Bush and New College.

1.1.2.1 The Chaplaincy Centre, Bristo Square

The Chaplaincy Centre in Bristo Square is the Chaplaincy's main venue, and houses its

- Offices and consultation rooms
- Social drop-in
- Sanctuary for people of all faiths and none
- Society meeting rooms
- Events space
- Resource Centre and study space
- Contemplation Room

The spaces in the Chaplaincy Centre are frequently upgraded and considered for their suitability, so as to enable us to provide a warm welcome to a broad and mixed group of students and staff. The auditorium was refurbished at the end of 2013-14. **2,500-3,000 people pass through the Centre's doors each week for:**

- The drop-in: tea, coffee, newspapers, comfy seats and a piano
- quiet reflection, and individual use of Contemplation Room or of the Sanctuary
- Services, meditations and spiritual practices
- study
- the exhibitions
- use of resource centre
- personal support
- religious and other student-society meetings
- language cafés
- fund-raising activities
- Fair-trade café
- "Curry in a Hurry", the Sikh Sanjog curry lunch
- Amnesty letter-writing and other social welfare initiatives
- Use of the piano.

In the Chaplaincy Centre auditorium we also host larger-scale events such as:

- 'What's the University For?' Colloquia and workshops
- film-showings, debates, workshops, and themed events
- Multifaith-and-belief meals with presentations, music or drama
- social functions, such as Thanksgiving Meals, Christmas parties for children and for older people.
- services that are a provision for the local community, including the annual Sick Kids memorial service
- festivals (religious and other) Diwali, Eid, Chinese New Year, Holocaust Memorial, Green living, Food Festival

The Chaplaincy Centre is fully booked in semester time, and we aim each year to make space for some new groups.

Table 1.2 Groups using Bristo Square Chaplaincy Centre, 2013-14

University Religious/Spiritual/Meditation Societies/Groups

Bahá'í Society
Buddhist Society
Christian Union
Christians in Sport Meeting
Hindu Society (previously known as Vedic Society)
Islamic Society
Jewish Society
Medic Students Prayer Meeting
Orthodox Students Society
Quaker Society
Student Christian Movement

External Religious Groups/Events

Ismailis
Episcopal Chaplains Meeting

Other Religious/Multi-faith Initiatives

Assisted Dying Round Table Discussion (this event was moved to Old College)
Catholic Chaplaincy Public Conversation Event
Capacitar Tai Chi
Capacitar Tai Chi Training Sessions
Celtic Prayer/Taize Prayer (Taize new initiative)
Chaplaincy Freshers Bagel Lunch (new)
Chaplaincy Freshers' Fair
Chaplaincy Freshers First Sunday Lunch (new)
Chaplaincy Refreshers Fayre & Drop In (new)
Diwali Celebration with Hindu Society
Dying Well Civic Café Event
Dying Well Conversation (new)
Edinburgh Womens Interfaith Group Meeting
Eid Celebration with Islamic Society
EU Alwaleed Centre – Catholic/Shia Public Dialogue Event
EU Carol Service
EU Children's Christmas Party
EU Christian Union Events Week Meetings
EU Christian Union Lunch Bars
EU Jewish Society meeting with Chief Rabbi
EU Multi-faith Public Conversation
EU Sikh Students Association

Other Religious/Multi-faith Initiatives cont'd

Exploring our Faiths
Faith in Older People Discussion Group
Holy Communion
Honorary Chaplains' Meetings
Indoor Labyrinth Walks
InterFaith Meeting
Labyrinth Walks at Pollok Halls
Mindfulness Meditation
Memorial Services
MultiFaith Meals
PostGifford Lecture Discussion
Retreat in Daily Life
Sikh Sanjog Curry Lunches
Students Meeting with Lord Williams (Gifford Lecturer)
The Spirit, The Earth & The Human Soul (new)
Yoga (new)

Non-Religious University Societies

African Dance Society
Amnesty International Society
Amnesty International Letter Writing
Ballroom Dance Society
Bollocks to Poverty Society
Create Society
Fair Trade Society
Female Voice Choir
First Aid Society
Greek Dance Group
Les Escogriffes Society
Medics Reveal
Modern Dance Society
People and Planet Society
Salsa Dance Society (new)
Save the Children Society
SocieTEA
Tibet Society (new)
Yoga Society

Internal/External Non-Religious Groups/Events

Anne Butler Turn Turn Turn Exhibition
Edible Edinburgh Event
EUSA eVOLVE Tea Party
EUSA Meadows Marathon Registration
EUSA Refreshers Fayre
EUSA Tandem Language Café

Internal/External Non-Religious Groups/Events cont'd

EUSA Tandem English Language Café
EU Art Students Photography Exhibition
EU Bollocks to Poverty Society Training Session
EU Community Engagement Reference Group
EU Fair Trade Exhibition
EU Fair Trade Steering Group Meetings
EU Gaelic Conversation Group
EU Green Living Festival
EU International Office Students with Families Event
EU LLC PG Mental Wellbeing Workshop
EU Malaysian Students Association event (giving support to those affected by MH370 airline incident)
EU Mission to Mars Meetings & Focus Group Meetings
EU Paws Against Stress Event
EU People & Planet Society Exhibition
EU Retired Staff Association
EU Save the Children Poverty on our Doorstep Exhibition
EU Students Housing Co-operative Project Launch
EU Student Recruitment & Admissions Training Workshop
EU Students Supporting Street Kids Clothes Swap
EU What's the University For Events
Food Bank Launch Meeting (ESCAPE) and Launch of monthly Food Bank collections by student group ESCAPE
Fringe Festival
Hand in Hand for Syria Event in conjunction with Chaplaincy
Hometown Lost Tsunami Event
International Women's Week Female Genital Mutilation Talk
Launch.ed Event
Reality Mental Health Exhibition (including opening event)
Scottish Council of Jewish Communities Meeting
Sick Kids Memorial Service
Syria FundRaising Meeting
Thanksgiving Meal with EUSA & International Office
World Heritage Map Exhibition

New users in 2013/2014

Medics Reveal
Salsa Society
Tibet Society
Sikh Association

We extend provision to students' families through the Children's Christmas party, Multifaith Meals, International evenings hosted with the IO, the Thanksgiving Meal, and all Festival celebrations.

Usage Statistics for Bristo Square Chaplaincy Centre

We conduct foot-fall counts, collect numbers of those attending Society-meetings, and numbers attending for pastoral reasons or for discussion groups. This particular count pertains only to the Bristo Square site, during weekdays, and not to those using the Chaplaincy service at other Chaplaincy sites, other University venues, at weekends, or by email.

Number of People Coming into Bristo Square Chaplaincy Centre in an average week

2009-10: 2414

2010-11: 2372

2011-12: 2748

2012-13: 2686

2013-14: 2817

King's Buildings Chaplaincy Rooms

We estimate a further 200+ footfall in the KB Chaplaincy Rooms, including for Muslim daily prayers and communal Friday prayers, use of the common room, kitchen, and study spaces. The KB Chaplaincy Rooms are the main provision for Muslim members of the University in that part of the City, and are also used by other members of the University, including for Christian Union, Quaker, and Catholic Student Union meetings, yoga, mixed-faith meditations, and as a common room for Chaplaincy events.

The social use of the rooms has increased since moving to the Old College Office building in 2012-13, with users creating a table-tennis area, and having more space to eat together, and to bring families to social gatherings. Throughout 2013-14 we worked with E&B on requirements for movement to longer-term temporary accommodation in 2015.

Off-site provision

Much Chaplaincy work happens away from the Chaplaincy Centre, including:

- Provision in Schools and Colleges, including provision of practices for mental and spiritual well-being, est. 50 a week
- Facilitation of a series of talks on science, faith and ethics at KB
- Development and local community work in Edinburgh and beyond
- major events at other venues, including the Carol Service, Remembrance Sunday, the Graduations, the Anatomy Service, and the annual Services at Greyfriars Kirk. These events collectively involve several thousand people, such that gauging Chaplaincy usage becomes a very elastic matter
- retreats (nos of attendees in brackets),
 - Camino (15)
 - Pishwanton (14)
 - Retreat-in-daily-life, which involved intensive reflective one-one work over a 3 week period, for UoE students and staff,

- and drew upon the expertise of internal and external spiritual directors (20)
- International Retreats for c 200 over the year, with University student participation (35)
- Festival activity, with estimated 3-4000 people impacted by the Chaplaincy Soweto Melodic Voices project, including audience numbers, schools in Edinburgh and the Lothians, congregation at the University Fringe Festival Service, Ecumenical Pilgrimage to Inchcolm Abbey.

Internet and Social Media statistics

An increasing amount of support work and consultancy happens by email, Skype and telephone, especially with expanded provision to online learners.

There were over 13000 unique visitors to the Chaplaincy website (compared to around 8000 last year). As with last year, over 50% of these came from within Edinburgh.

The total number of pageviews on the Chaplaincy website for the academic year 2013/14 is 134580 – an increase of over 100% from the previous academic year.

Pageviews in previous years:

	'09/10	'10/11	'11/12	'12/13	'13/14
Chaplaincy Website (all)	20493	38999	38529	58180	134580
Staff & team	3534	10155	10614	15795	35774
Religion	2280	3585	5816	13294	24159
Support	894	2024	5161	14348	22146
Events	4987	6641	13594	15664	35774

(Figures from Google Analytics)

Our Facebook “likes” have increased over 50%. from 184 on 1st September 2013 to 313 on 31st August 2014. The majority of these are linked to the University, as students, staff, alumni, or pages representing areas of the University.

Comparable chaplaincies with official facebook pages at Russell Group universities all have smaller followings: e.g of figures for January 2015.

- Bristol – 139
- Cardiff – 243
- Exeter – 62
- Glasgow – 154
- King’s College London – 173
- Sheffield – 112

It appears that we have the largest Facebook following of any official UK university chaplaincy, with Aberdeen next at 314. Our own Catholic chaplaincy has 399. It sits under the umbrella of the University Chaplaincy but is not directly run by the university.

We also increased from 150 followers on Twitter (@thechaplaincy1) to over 250, and our Wordpress blog on Soweto Melodic Voices had almost 1000 visitors. The only other Russell Group non-collegiate university chaplaincy with an official Twitter account is Cardiff, with 439 followers (as of Jan 2015).

In the 2014/15 term we will launch a YouTube channel for videos from the chaplaincy; planned content includes videos of the Camino peace pilgrimage, films about mindfulness, films from the University Service, and the carol service 2014 recording.

Summarising Reflection

The work of the Chaplaincy cannot be reduced to any one function, and ranges from ceremonial provision for the formal life of the University, to the informality of the social drop-in and the confidentiality of one-one meetings to large-scale forms of public engagement, and from crisis support at the death of a student, to daily support for the well-being of the University.

1.2 REFLECTION ON THE EFFECTIVENESS OF THE CHAPLAINCY WHERE IT IS CONTINGENT ON PARTNERSHIP WITH OTHER UNITS/ORGANISATIONS FOR ITS DELIVERY

Chaplaincy Committee: reflects and supports partnerships

Chaplaincy partnerships are reflected in the Chaplaincy Committee, which ratifies appointments to the Chaplaincy team, promotes the work of the Chaplaincy, and shares thoughts and advice regarding Chaplaincy planning. The Committee is made up of UoE students and staff across the breadth of the institution, in order to ensure good representation. The Committee was expanded in 2013-14 to include more staff members of diverse faiths and members of the Global Academies and the International Office.

2013-14 Chaplaincy Committee

Staff members

Continuing from 2012/13:

Prof David Fergusson (Divinity), chair

Prof Paul Foster (Divinity)

Dr Hannah Holtschneider (Divinity)

Dr Fanney Kristmundsdottir (Medicine)

Dr Hamish MacLeod (Higher Community Education)

Dr Peter Moles (Management & Economics)

Dr Sara Parvis (Divinity)

Robert Lawrie (Registry)

Jo Holtan (International Officer, EUSA)

Prof Wilson Poon (Astronomy)

Prof Hugh Goddard (Alwaleed Centre, Islamic & Middle Eastern Studies)

Jean Grier (Research and Projects Officer for the Vice-Principals)

Prof Mike Mineter (Geosciences)

Nadia Mehdi (EUSA Equality & Diversity) left at the end of 2012/13 after her sabbatical ended

New staff members in 2013/14:

Karen Bowman (Procurement)

Dr Nacim Pak-Shiraz (Islamic & Middle Eastern Studies)

Dr Kenneth Amaeshi (Business Studies)

Dr Dorothy Watson (International Office)

Prof Ian Campbell (ECA)

Dr Chris Harding (History)

Dr Liz Grant (Global Health)

Euan Fergusson (International Office)

Dr John Plevris (Medical School)

Student members

Continuing from 2012/13:

Briana Pegado

Joined in 2013/14:

Teodor-Georg Borz
Faheem Akhter
Adam Michalchuk
Alex Afnan
Luke Hecht

The Chaplaincy's effectiveness in supporting a diverse range of students and staff across the UoE is enhanced by the number and range of partnerships through which the Chaplaincy collaborates on events and programmes. These include:

- EUSA, on events, support for Societies, and closely with EUSA Sabbatical Officers and EUSA Global, including in marking Black History Month, International Women's Day, LGBT History Month, and developing Global Citizenship workshops
- The International Office, on UoE events, meals for international students and their families, support of individual International students, and responses to situations overseas or involving international students
- IAD, especially in, 'What's the University for?', and Religious Literacy provision
- Student Administrations, for graduations, and scholarship matters
- Protocol, for Carol Service, Opening Ceremony, Installation Ceremonies, and VIPs
- Fair Trade Steering Group, including marking Fairtrade Fortnight, supporting Fair Trade Café, developing Sustainability initiatives with students
- Sustainability and Social Responsibility in the 'What's the University for?' Series, in the sustainability retreat to Pishwanton and in the series at KB on science, faith and ethics
- Equality and Diversity, regarding Religious Literacy and plans underway for a Religion and Belief Advisory Group
- General Council, in supporting the Business Committee, and discussing matters of shared alumni and student interest
- Development and Alumni, in alumni events and relations, and hosting Soweto Melodic Voices
- Festivals and Corporate Services, in bringing Soweto Melodic Voices to the Edinburgh Fringe
- Particular schools and academic departments, including
 - the Divinity School in teaching, conferences, religious services and on Multifaith Events
 - The Alwaleed Centre, in Multifaith work
 - ECA in redesigning spaces
 - the Vet School on expanding Chaplaincy provision
 - the School of Health in Social Science, in research interests and workshops
 - Medical School, Law School, IASH and others in 'Compassionate Care' conversations
 - the School of Social Sciences on Sustainability

- Centre for African Studies, School of Music, and CHSS office, in work with Soweto Melodic Voices
- Palliative Care Group, in ‘Dying Well’ conversations and festival initiatives
- Global Health Academy in multiple initiatives

Chaplaincy works with UoE students and staff across all Colleges in its development of the ‘What’s the University for?’ Series.

Partnerships in welfare support

Partnerships in the area of student support enable services to keep one another informed and to plan well together for cross-university provision and communication.

The Chaplain sits on the Welfare Committee.

The Associate Chaplain sits on the Mental Health Sub-Group.

The Chaplaincy receives referrals from

- personal tutors or other relevant persons in Colleges and Schools
- line-managers or colleagues referring distressed staff.
- other student services, notably
 - Counselling
 - Disabilities
 - The Advice Place

The Chaplaincy works with other key services – Counselling, Disabilities, Accommodation, CSE, Healthy University – to develop a network of information and practices for promoting mental health and well-being across the UoE. This is effective in offering joined-up information to students about provision across the UoE, and for helping services to see where there is overlap and where there are gaps. The Chaplaincy has been increasing its own provision of Mindfulness, Tai Chi and other practices that promote mental health and well-being since 2012. The Chaplaincy programme, ‘Return to the Centre’, ensures that a practice is provided on weekdays, and that other Services, the SIPS, and the Library, know to make this information available.

Other Chaplaincy partners in relation to Welfare support include:

- Accommodation Services, in general provision at Pollock Halls, and in cases of student emergency
- Registry, in cases of student death, and financial hardship
- Security in relation to student deaths, and to certain high-profile events where peace-keeping or mediation may be required
- HR in relation to staff deaths

There remains room for improvement regarding communication and response to staff deaths in some part of the UoE, and the Chaplain will be working with the incoming Head of HR in 2015 in order to address this.

Partnerships in faith, belief and spiritual provision

Chaplaincy operates through extensive partnerships in religious and spiritual provision. Our Honorary Team of Chaplains and Belief Contacts (see 1.1.1) brings to the University connections with local, national and global communities and networks. Ways in which the Chaplaincy drew on these networks in 2013-14 include:

- finding hosts for international students, for the IO hosting programme
- providing volunteering opportunities for students, including through the Grassmarket Community Project and the Sikh Sanjog
- accessing advice and training on Mental Health (via URC Honorary Chaplain, whose church provides a weekly mental health drop-in)
- providing panellists, speakers and chairs for events
- extending mindfulness provision to UoE Services and Schools
- developing links with Edinburgh schools, churches and community projects and the educational, health and peace-keeping work of Soweto Melodic Voices.

The Chaplaincy is enabled to offer reflection, training and opportunities to contribute views on matters of importance to society and religion, through working closely with:

- the Edinburgh Interfaith Association, on whose board the Associate Chaplain sits
- the Scottish Interfaith Council
- Just Festival, their community meals, Civic Cafés, and Fringe Festival events
- the Edinburgh International Centre for Spirituality and Peace
- the Alwaleed Centre
- Iona Abbey
- Epiphany Group of spiritual accompaniers
- Ignatian Centre for Spirituality, Glasgow
- Capacitar Training (International network for healing and wholeness committed to communities affected by violence, poverty and trauma)
- Edinburgh Peace initiative
- Ghostranch Conference Centre committed to ecumenical and interfaith relations, New Mexico, USA
- Old Town Clergy network, to provide best practice in the Centre of Edinburgh
- Edinburgh Churches Together
- the Doctrine Committee of the Scottish Episcopal Church, of which the Chaplain is the Convenor

1.3 KEY THEMES ARISING FROM FEEDBACK FROM USERS, NON-USERS AND OTHER STAKEHOLDERS

- That many students and staff assume that Chaplaincy is ‘not for them’, if they are not religious, but find it a valuable asset once they know its character
“I have always associated the word, Chaplaincy, with the Christian faith so I naively assumed it was a place for Christians. I wasn’t aware of it as a social, spiritual and practical place for all.”
 - *Our Response:* In our publicity and talks across the University we emphasise that the Chaplaincy is all people regardless of whether they are religions. Bringing our Humanist Belief Contact into an Honorary Chaplain’s role has had a beneficial effect in this regard, and he has written for the Student Newspaper to emphasise the inclusive nature of the Chaplaincy.
- Students feeling that Chaplaincy is a ‘home from home’
- Appreciation of the non-commercial nature of the social drop-in
- That the Camino Pilgrimage and encounters with Soweto Melodic Voices have been life-changing
- That Chaplaincy is the only place where certain kinds of conversation can happen between students and staff (particularly ‘What’s the University for?’)
- That the children’s Christmas party is one of the few opportunities for families to be involved in UoE life.
- That the streaming of the Carol Service is much appreciated by students and alumni abroad, and by parents of students taking part.
- That the Chaplaincy Centre in Bristo Square is not easy to find.
 - *Our Response:* large bright canvases and additional signage; maps to the Chaplaincy sites as a primary link on the webpage.

We have been working closely with the Online Distance Learning team to involve distance learners with the work of the Chaplaincy and make them aware that they can access our services. Some distance learners have now consulted the Chaplaincy by email and/or Skype for pastoral care.

1.4 MECHANISM FOR GATHERING FEEDBACK

- Comment cards about the Chaplaincy Service at the social drop-in
- Comment cards on the Chaplaincy Centre building, in Bristo Square
- Focus groups
- User-group sessions for KB users
- Peer feedback for co-facilitated groups, and feedback invited from participants, either to the group, or by email or anonymous note
- Blogs and other reports from students, services and external partners, following Chaplaincy events
- Gathering together of unsolicited emails
- International Student Barometer
- Edinburgh Student Experience Survey
- Assessing usage as a form of feedback, including footfall, website usage, and engagement with social media
- Chaplaincy monitoring and quality assurance is conducted in conjunction with a wide cross-section of people and departments across the UoE with whom we put on events, provide training, or perform ceremonial roles, including: student users, EUSA staff, the International Office, IAD, Servitors, Heads of Protocol, the Rector, the Minister of the University Church, the Principal's Office, Presidents and officers of student societies, student volunteers, the Chaplaincy Committee (which is itself made up of students, and academic and non-academic staff).

1.5 OVERVIEW OF SUPPORT AND DEVELOPMENT OF SERVICE STAFF TO ENHANCE THE CHAPLAINCY'S EFFECTIVENESS IN SUPPORTING STUDENTS

The Chaplaincy promotes the development of its own staff and of its Honorary team and belief contacts through regular internal and external courses and supervisions, Away Days, and input from invited experts.

The Chaplain conducts or oversees annual reviews of all Chaplaincy Centre Staff, and holds annual reviews with the Honorary Chaplains and Belief Contacts.

All staff receive regular UoE training to use UoE systems, and to receive support for such activities as maintaining professionally run web and social media sites, keeping Chaplaincy correct on matters of equality and diversity, health and safety, data protection, and HR matters.

In 2013-14 the Receptionist was selected to take part in the University Student Support Services' 'Mission from Mars' project team, to identify core values that operate within and across services. This has benefited the Chaplaincy team's reflections upon the values that we hope we embody at the Chaplaincy, and has informed our Away Day discussions and planning.

The Chaplaincy Coordinator has contributed to the Induction Working Party across Student Services, and supports the idea that services work together in offering aspects of UoE induction to new staff.

The Chaplaincy Administrator IT joined the planning group for the SASG group away day, which brought experience of working with UoE colleagues across a wide range of services. He trains regularly in website design, writing and strategy, and has received FoI training and induction training in 2013-14.

We note that some University systems (such as foreign payments and HR recruitment) change more frequently than Chaplaincy Administrators need to use them, because we are a small service. As a consequence, time-consuming re-training is needed each time. We would support the idea that some Administrative functions might usefully be shared across Services.

The full-time Chaplains receive regular supervision in their areas of practice: spiritual/pastoral support and mindfulness. The Chaplain also meets regularly with Chaplains of other Higher Education institutions, particularly the other Scottish Chaplains, for sharing of advice and good practice.

The Chaplain maintains her own theological, philosophical and multi-faith work to ensure that high quality teaching and guidance is offered through the Chaplaincy. She is an Honorary Fellow of the Divinity School, and provides lectures and seminars for Divinity students, and she is Book Series editor for the British Society for the Philosophy of Religion. As Convenor of the Doctrine Committee of the Episcopal Church she works on matters of social concern, including Same-sex marriage, post-Referendum Scotland, and Assisted Suicide, and organises conversations on these topics at the Chaplaincy for students, staff and members of the wider community. She is invited to submit oral evidence to Parliament on Assisted Dying and has received nominations in the EUSA Teaching Awards for the past three years.

The Associate Chaplain has developed extensively the multifaith work of the Chaplaincy, and brought greater integration between the social welfare, peace and sustainability work of the Chaplaincy and its faith-and-belief work. Her international retreat work (both Christian and interfaith) brings awareness of Edinburgh University to other universities, clergy and interfaith leaders. The Multifaith Camino Peace Pilgrimage in June 2014, for which the Chaplaincy sponsored six UoE students from different traditions, showcases these developments. She has also extended the Chaplaincy provision for mental and spiritual well-being, made connections between the provision of Chaplaincy and that of other UoE Services, and taken mindfulness provision out to a number of schools. She receives Mindfulness supervision, and is given time to lead and engage with retreat work and Capacitar Training.

The full-time Chaplains and delegates from the wider Chaplaincy team attend national conferences to enhance our support of students. In 2013-14 conference subjects these included responding to the Government Prevent strategy, Mental Health in Muslim students, survey findings from the experience of religious students at UK universities.

The Chaplaincy connects with the other Scottish Universities in providing training for all of its Honorary Chaplains and Belief Contacts. In addition, the Chaplaincy team met several times in 2013-14 with the NHS Chaplains for sharing of good practice, and discussion of provision at Little France.

The Chaplaincy also invites students and staff from across the UoE to discuss with the Honorary Chaplaincy team diverse aspects of UoE, so as to enhance our support for students by

- increasing awareness of one another's work
- identifying and interpreting need
- improving referrals between Services when appropriate
- finding additional ways of working together.

Invitees in 2013-14 included:

Hugh Murdoch, EUSA President

Gavin Douglas, Deputy Secretary, Student Experience

Donald Reid, Senior Chaplain St Columba's Hospice

Neil Jamieson of Citizens UK, re. Community Organising

Iain Telfer, NHS Chaplains team

Dr Louise Connelly, who is researching religion in Second Life

Speakers from within the team on their own work.

We are ever-mindful of the gift that the Honorary Chaplains and Belief Contacts make of their time and resources to the University, and we support them in their own development where possible.

Development of other University Staff

- The Chaplaincy assists in the development of other staff of the University through provision of training (in student support and in religious literacy), discussion and reflection groups, one-one support, religious services, spiritual practice, and hospitality.
- A key Chaplaincy initiative for staff development has been the introduction to the UoE of the goals of Religious Literacy in Higher Education. The Chaplaincy hosted a workshop for staff of UoE and other Scottish universities, which is being followed-up by training days and by the setting up of a Religion and Belief Advisory Group (in 2014).
- Through the 'What's the University For?' Series, the Chaplaincy provides opportunities for staff and students to learn from one another about their experiences, hopes and ideas for the University, and to explore avenues to implement ideas.
- The Chaplaincy is planning training with HR on responding to critical illness and death amongst staff.

2. Quality and standards

2.1 KPIS RELEVANT TO THE STUDENT EXPERIENCE, AND PERFORMANCE IN RELATION TO THESE

Quantitative KPIs in relation to student experience are:

- footfall at Bristo Square Chaplaincy Centre, which is a key indicator of usage, and assists in gauging awareness of and satisfaction with the Chaplaincy
- responses to student surveys, which measure satisfaction with faith provision, buildings, and worship facilities for evaluation in relation to these surveys.

Qualitative KPIs are indicative of the kind of difference Chaplaincy makes to students, staff and other users. They relate to pastoral care, crisis support, religious services, spiritual provision, Chaplaincy ethos/space/hospitality, and particular events or projects. They take various forms:

- responses in comment boxes
- unsolicited emails and notes/cards
- focus group discussion
- feedback on particular events

Some sample quotes from our comment cards and focus groups:

"It's easy to access, there is enough peace/shaanti for me, I can get tea & coffee by donation, the amazing Sikh Sanjog are there on Thursdays"

"The Chaplaincy is a unique safe space for students to study in a relaxed environment"

"in my opinion it is the most pleasant area on campus to spend time with friends and study"

"a calm and friendly atmosphere, away from the hustle and bustle of the main student union buildings"

"great to socialise with people of diverse beliefs and backgrounds"

"I like how being in the Chaplaincy introduces you to different events and aspects of the University which you wouldn't know about [otherwise]"

"Events here are great"

"I think it is a very unique and important space that everyone from any faith feels welcome to come into"

"The Chaplaincy has hugely enhanced my experience of university and my time here would not have been the same without it"

"Chaplaincy has been at the centre of my university experience for the past three years. It's the one space at the university which has a strong sense of community"

"I work for disabled students and I always introduce them to the Chaplaincy. All the students use the area in different ways depending on their disability. For those with autism it gives them a quiet space to study or to just get away from the confusions and buzz of university life. For those with physical disabilities it is an ideal inclusive space to work with their tutor groups, read, have lunch etc. As a member of staff I use the space between lectures and with students as it is a 'neutral' area. I cannot express fully how important the space is and how helpful the staff has been to my students and to myself. It is truly an oasis in the otherwise busy and sometimes frantic world of university. This separateness is one of its unique values."

2.2 EVALUATION OF THE SERVICE'S POSITION IN RELATION TO ITS KEY BENCHMARKS

There are no national guidelines or accrediting agencies for Chaplaincy provision, but the Edinburgh Student Experience Survey and the International Student Barometer provide some benchmarks.

Edinburgh Student Experience Survey 2013/14 (survey carried out Jan-Mar 2014)

One of the key findings in the report was that "the Chaplaincy Centre was noted for being welcoming and offering a variety of services" (key findings from free text comments).

Quantitative results:

Approval for Chaplaincy was 77% from users, up 11% from the year before.

7% of students have "never heard of" the Chaplaincy.

66% have "never used" the Chaplaincy.

0% rated it "very poor" or "quite poor".

The increase in satisfaction was consistent across all three colleges (up 10% to 76% in HSS and MVM, and up 11% to 77% in CSE.) We take note of how supported students feel away from the Central Area, given that our main facilities are in Bristo Square, and also given our work on KB Chaplaincy rooms. Within MVM, the Medical School showed 86% satisfaction and the Vet School 52%, which was our lowest school return. Due to lack of time/personnel while developing support at KB, we gave less on-site provision at Easter Bush in 2013-14 than we have in the previous two years. We aim to give more on-site provision in 2014-15. Schools in other sites gave varied ratings: Divinity 93%, ECA 71%, Education 56%. We run a number of projects with students and staff from the School of Education and will seek clarification of support needs there.

Qualitative results:

Most students who provided a free text comment found the Chaplaincy to be welcoming, offering a variety of services. Here are some selected free-text comments:

“The chaplaincy is a good example of a space where I feel more autonomous, and less like a customer.”

“the Chaplaincy provides a great space for study and study break, to me it’s one of the most social and important places at university, because it is a warm and welcoming place and provides a space for everyone, whether it is for tea, study groups, ... the staff there has been very kind and attentive, too”

“Love the Chaplaincy! Staff so welcoming & helpful, be it religious, social, or academic conversation. Wish they were able to stay open later in the evening. Give them more funding?”

“The chaplaincy is excellent and I value it highly as a social space but also as a person of faith and as an activist using the space for societies.”

“Chaplaincy is great - despite not being religious I've turned to there”

“The chaplaincy are great with their interaction with groups that aren't necessarily religious (eg, providing rehearsal spaces)”

A few comments pointed towards areas where we could develop, or provide clearer information about the nature of the Chaplaincy:

“I would like to see a full time paid Humanist chaplain in addition to the four Christian ones to cater for my faith. Given the rising number of Humanist marriages in Scotland, I feel this would be a sensible and popular decision for a large number of individuals in the student body.” (The Chaplaincy does not have four paid Christian Chaplains, and its two paid Chaplains can be recruited from any tradition, so we wonder how this impression has arisen. The Humanist Chaplain is available for weddings and other support and provision, so we will think about how we communicate provision)

“I am not sure I know all the issues I am supposed to address to the Academic Registry and the Chaplaincy. I think they are little popular among students.” [sic]

“The Chaplaincy should not be so visible on campus, as it is often seen as an object of provocation and offensiveness.”

Overall, the 2013/14 survey was positive for the Chaplaincy, and the increased satisfaction rate coincided with an increase in resources in the planning round for 2013-14.

International Student Barometer

In the Autumn 2013 ISB, 90.7% of international students were happy with worship facilities (placing us 4th in the Russell Group) as compared to 86.7% in the previous year; and 95.2% were happy with faith provision (placing us 5th in the Russell Group) as against 99% the previous year. This is from a low number of responses, so the variation compared to last year is within margins of error.

2.2.1 Other forms of accreditation and benchmarking

The full-time and Honorary Chaplains are accredited individuals, with their own professional accrediting bodies, and have been recommended both by senior members of their tradition (be they senior ministers, bishops, councils) and by their congregations/communities.

The Labyrinth Chaplain and other Labyrinth facilitators are trained by Veriditas, which is a US-based not-for-profit organisation, and which is the leading international accrediting body for labyrinths.

The Chaplain's regular contact with Chaplains of other Higher Education institutions, particularly in Scotland, provides informal bench-marking for the Edinburgh University Chaplaincy. It transpires from these meetings that Edinburgh University Chaplaincy is distinctive in holding fortnightly (as opposed to monthly or twice-a-Semester) meetings of the Honorary Chaplains team, and in ensuring that the team members meet staff from across the University. We meet so frequently so as to:

- learn from and support one another, and thus to maximise the benefit of being a multifaith-and-belief team, and to develop the ways in which these benefits are shared amongst University members;
- train one another up, in sharing insights, and visiting one another's places of ministry
- plan events;
- and ensure quality pastoral cover across the whole University (its diversity of members and of sites).

In assessing UoE practice, the Chaplaincy makes regular use of its contacts with the Edinburgh Inter-Faith Association and Scottish Inter-Faith Council, and with the networks of its own Chaplaincy team. The full-time Chaplains and relevant members of the Honorary Team are also members of network of those in City Centre Ministry, which further develops our links with the local community, and enables us to share good practice.

There are no nationally recognised benchmarks for university chaplaincies, but one particular strength at Edinburgh is the breadth and depth of our multi-faith team. We have the largest team of faith representatives of any Russell Group university (26 – York is second with 22, and Oxford and Cambridge are organised differently with individual chaplains, usually Anglican, for individual colleges), and we are the only Russell Group university with a Daoist faith representative.

2.3 UPDATE ON ACTION TAKEN IN RESPONSE TO RECOMMENDATIONS FROM THE SERVICE'S LAST UNIVERSITY'S PERIOD REVIEW

Recommendations

1. In consultation with Human Resources, the Chaplaincy should take forward its interest in developing a Staff Death Protocol, to mirror the Student Death Protocol.

This work is now underway, following delays due to changes in HR staff.

2. The Chaplaincy should seek to build on the successful launch of the Sanctuary by looking for ways to boost its already promising awareness and usage.

Chaplaincy now offers a variety of religious services, Tai Chi and Mindfulness meditations in the Sanctuary, and facilitates occasional other provision such as Japanese tea ceremonies. The Sanctuary is used during social events, such as by individuals observing Muslim prayer. Newcomers to the Chaplaincy, or those seeking the support of Chaplains, are shown the Sanctuary as an area where they can sit and be quiet, and this has increased its private usage.

3. Action should be taken to promote awareness of, and to share the results of, the 'What's the University for?' project, perhaps through the Institute for Academic Development.

General Council and EUSA became new partners in the WUF Series in 2013-14, and relations were made outwith the University including with businesses and justFestival. Planning with EUSA has become on-going, as had attendance from members of General Council. IAD continue to be partners, and Chaplaincy fed back the results of several WUF events to the IAD staff team in 2014. IAD employed a blogger to write up the most recent WUF event.

4. The Chaplaincy should continue to work with the University to take appropriate action on the space challenges that the Chaplaincy is encountering out at King's Buildings (KB). It was noted in the report that the Chaplaincy was often 'over-full, especially at lunchtimes'. The issues at the KB site, where both medium- and longer-term plans are apparently unclear, seem to require special attention.

Chaplaincy has worked closely with E&B in getting the right kind of provision in the new, mid-term, temporary accommodation at King's Buildings. It is expected that this building will be ready in March 2015. The capacity will not be adequate for current usage or for prospective growth, and E&B and Chaplaincy Committee are aware of this. It is recognised that there is a squeeze for space affecting most schools and services at KB during current renovations. Chaplaincy has consulted with users regularly throughout the planning process to ensure that the necessary requirements

for Muslim prayer rooms, common room space, washing and kitchen facilities are met in ways that can accommodate multi-purpose usage and various groups at one time.

Usage remains high in the Bristo Square Chaplaincy Centre, and footfall has increased again. We have brought in extra portable seating for lunchtimes, as part of the summer renovation of the auditorium, and this eases matters with seating and keeping fire exits clear.

3 Enhancement and sharing of good practice

3.1 OVERVIEW OF PROMISING/TRANSFERABLE PRACTICE FOR DISSEMINATION

Religious Literacy and the Religion and Belief Advisory Group

The Chaplaincy has heightened awareness of the value of religious literacy in higher education in Scotland (through hosting a Scottish-University-wide conference on Religious Literacy), and is promoting and helping to maintain good levels of religious literacy at the UoE through establishing a Religion and Belief Advisory Group (to hold its first meetings in 2014-15).

Crisis response and bereavement care

The Chaplaincy conducts its own internal reviews, and when relevant with other services, after each crisis response, or student or staff death. With the experience that Chaplaincy has developed in responding to student deaths, we are in discussion with HR to develop the same quality of care and communication for staff deaths.

In discussion with some staff departments, we are considering an annual service in memory of those from the University who have died.

Mindfulness and practices for mental/emotional well-being

Mindfulness provision at the Chaplaincy is sought after and sometimes oversubscribed. The Associate Chaplain is working with our Mindfulness practitioner, Dr Avinash Bansode, in rolling provision out to schools and some other services. In 2013-14 provision was taken to Counselling and the Chrystal Macmillan Building. Plans for further roll-out are in place for 2014-15. The 2014 Multifaith Public Conversation was on the subject of mindfulness and compassion, in response to the interest shown in the topic, and brought in external mindfulness teachers as well as Dr Avinash Bansode.

The Associate Chaplain also worked with the student planning committee of the Act Festival to offer a workshop on 'Mindfulness and action for

change’.

With funding from SEP, Dr Bansode and the Associate Chaplain worked with students to produce a film for the website, as spiritual resource for our Website that teaches some of the benefits of mindfulness. This can be seen at <https://www.youtube.com/watch?v=HDCtJinuQ3Y>

- **Retreats and pilgrimage work, promoting multifaith-and-belief understanding, sustainability and peace**

The offering of a Retreat in Daily Life during semester 2 has enabled students and staff to experience the practice and benefits of retreat alongside semester-time duties. The Chaplaincy introduced two further initiatives in 2014:

- i. a sustainability retreat at Pishwanton in ILW, co-sponsored by SRS and EUSA. This has led to further connections, an outing to learn about the Milton city garden in Glasgow, a project to promote sustainability in an urban priority area and an Edinburgh University post graduate group looking at sustainability issues.
- ii. a Multifaith Pilgrimage for Peace, led by the Associate Chaplain in collaboration with a ministry from the US, and for which Chaplaincy sponsored assisted places for UoE students. The pilgrimage was also given a small grant from the NUS. This retreat has been written up in various Indian papers and magazines in India by Piyush Roy, our Hindu pilgrim as well as in various articles in the US through the US pilgrims. The Associate Chaplain has written an article about it for ‘Interfaith Matters’ magazine: <http://www.eifa.org.uk/wp-content/uploads/2014/12/Inter-Faith-Matters-Winter-2014-Issue.pdf> (pages 21-22). We based the University Service (which opens the Academic Session in September) on the Camino retreat, making it the first truly Interfaith University Service. The Associate Chaplain also preached about the retreat at the academic service this year at St Giles, which was full of school children as well as students. The UoE Sufi pilgrim, who is an art student at ECA and a dancer, has danced as a result of the pilgrimage at 3 interfaith events: secondary school, church, and university. Our Chinese pilgrim who trained at the school of education wants to try a version of what we did in China with students, as do some of the US pilgrims. Fayaz Alibhai will lead the Camino pilgrimage this year, with Ben Lindwall from the US. See <https://www.youtube.com/watch?v=eE6C66nC1G8> - a photo film of the retreat, by Piyush Roy (PhD student in film studies and President of the Hindu Society).

- **Promoting resilience**

Since 2010 the Chaplaincy has been working with academics in the Medical School, School of Health, the Divinity School, and Global Health Academy

on a number of themes regarding resilience, compassionate care, conscious ageing, living and dying well. These have taken the form of networked conversations, workshops and conferences, and a growing number of initiatives with partners including Waverley Care, Faith in Older People, and Palliative Care Scotland. Together with the Humanist Chaplain and Humanist Society, the Chaplaincy installed a 'Before I Die Wall' outside the main door to the Bristo Square Chaplaincy Centre. This has proven popular with students at key times of the year.

The Associate Chaplain with John Gillies, Chair of RCGP, Lesley Morrison, GP and Lillias Frazer of the Scottish Poetry Library brought out a publication of a pocket book of poetry for new doctors called 'Tools of the Trade'. The poems were chosen to support and sustain doctors, recognising the demanding nature of their work. This was presented to every graduating medical student from Scottish Universities, and is going into a second publication due to its popularity.

The Chaplain has helped to generate grant-funded research projects with the University of Liverpool (New forms of Dying Well), and Australian National University (New ideas for Professional Training), and has been asked to give oral evidence to Scottish Parliament on the Assisted Suicide Bill. Benefits for all involved in these initiatives include:

- improved insights for pastoral practice, not only around illness, dying, suicide or suicidal thoughts, and bereavement, but also around disappointment or failure.
- Insights for developing resilience, for medical professionals and students, carers, those in pastoral roles
- Insights into forms of community resilience, see next item.

- **Social awareness, creativity and community resilience**

The Chaplaincy promotes social awareness through support for student social justice societies, local and global charities in relation to which the Chaplaincy hosts exhibitions, and holds fund-raising and speaker events, often incorporating the role of art and performing art as mediums for expressing and healing traumatic situations. Three examples of dissemination in this area in 2013-14 are:

- i. The ESCAPE Food bank, piloted in the summer of 2014 for fuller roll-out in 2014-15, hosted in the Chaplaincy auditorium and organised by Edinburgh Students Coalition Against Poverty - see <http://www.theedinburghreporter.co.uk/2015/01/edinburgh-students-fight-back-against-poverty/> - who work with the Trussell Trust, and with MSPs on tackling rising poverty levels. This initiative has encouraged the Business School to set up a food bank also.
- ii. Promoting awareness of mental health issues, sources of support, and patterns for maintaining mental well-being: including, via the URC Honorary Chaplain, making UoE members and The Advice Place aware of the NHS Mental Health Community Chaplains, who run a drop-in two minutes away from the Chaplaincy Centre in Augustine's Church; and hosting the Oor Mad History Mental

Health Exhibition, and opening event, with members of the local community, which is now an annual arrangement and provides much appreciated artwork and conversation in relation to mental health conditions.

- iii. The youth choir Soweto Melodic Voices, sponsored by the Chaplaincy and University Principal to return to the Edinburgh Fringe in 2014, were engaged by UoE academics and by primary schools (see next section, public engagement) this year for their ability to find resilience and joy through music and dance.
- a. Dr Francisca Mutapi from the Institute of Immunology and Infection Research discussed her work on infectious diseases in Zimbabwe and sought the choir members' ideas for promoting public health among young people in rural parts of Africa: <http://www.ed.ac.uk/news/2014/soweto>.
 - b. Dr Elizabeth Stevenson, Dr Liz Grant and colleagues ran a project with the choir to investigate how singing, rehearsing and performing together affects their response to challenging social circumstances. Dr Stevenson gathered this material as a resource for the new MA in Public Engagement with Science.
 - c. The choir also held an exchange workshop with African Drummers and Dancers from the City and University of Edinburgh, who taught one another styles of dancing from different regions in Africa. The UoE African Dance society will perform moves that they learned from the Choir, at the 30th Anniversary of UoE Dance performance, in January 2015. This workshop has been captured in a film made by CHSS: <https://vimeo.com/102939954>

The Chaplaincy has supported the choir by sponsoring an intensive week of training in music-recording, providing equipment for the choir now to train up other young people in Soweto, and overseeing production of a CD. The project was covered on national TV in South Africa, and involved community groups in Edinburgh and Soweto in fund-raising and planning. Some feedback from those on the course: : *'teaching sound engineering in 5 days'; 'a crazy gamble'; 'they had faith in us'; 'I expected cheeky people who always shout and swear whenever we do something wrong - but you guys were calm'*. Red Sky Records sponsored the CD, and their Director emailed afterwards to say: 'it's been easily the best project I've been involved in. I have loved working with and getting to know the choir and feel privileged to be part of something so special'.

A UoE student will be working with the choir in South Africa in 2015 as part of her dissertation work.

Thanks to UoE support, the choir is now receiving support from SA-UK Seasons, who acknowledged that it is a moral responsibility of the SA government to be promoting opportunities to young people from the townships.

- **Public Engagement**

In 2014 the Chaplaincy held the first ever University Festival Fringe Service, at Greyfriars Kirk together with Minister of Greyfriars, and Honorary Chaplain, Revd Richard Frazer. This was to parallel the annual Festival Service at St Giles. This has been a highly successful initiative, with standing room only at the Service, and people arriving over an hour in advance to secure seats. Soweto Melodic Voices sang the Service and were the main draw, having gained popularity at the Fringe. The Service was advertised on their flyers, and the Bishop of Edinburgh preached. This seems like a significant University addition to Edinburgh Festival life. There is a report in the Greyfriars newsletter, see pages 8-9:

<http://www.greyfriarskirk.com/sites/default/files/files/Autumn%20Mag%202014%20for%20web%281%29.pdf>

The Chaplaincy took Soweto Melodic Voices out to four primary schools in August 2014, where they sang with the children and the local communities, and taught singing, dance and performance. Outcomes include

- a) Prestonfield Primary School seeking a partnership with a Soweto Primary School (Chaplaincy is facilitating)

<http://edinburghbrightfutures.com/2014/08/20/soweto-melodic-voices-comes-to-prestonfield-primary/>

- b) Dalry Primary school developing a creative song-writing initiative for school-children (and Chaplaincy is working with the developer of this initiative in the on-going what's the University for?' Series)

<http://edinburghunichaplaincy.wordpress.com/>

- c) St Nicholas Primary School, Broxbourne, performing with Soweto Melodic voices on stage at justFestival

<http://blogs.glowscotland.org.uk/wl/StNicholasPrimarySchool/2014/08/20/soweto-melodic-voices-choir>

- d) Law Primary School, North Berwick, consolidating their Nelson Mandela project work.

These community contacts are of interest to Widening Participation and Community Engagement.

Many Chaplaincy activities in respect of formal services (especially the Carol Service, Anatomy Service, and Remembrance Sunday Service) and Multifaith work, speaker events, and initiatives taken out in to the community (including schools and charities as mentioned above), are forms of public engagement. They benefit from our extensive Honorary team of Chaplains and Belief Contacts, and from the Chaplaincy's close work with interfaith bodies and local communities.

- **What's the University For? Series**

The Chaplaincy has run this Series since 2012, bringing in collaboration from IAD and EUSA, IO, SRA, and a diverse range of students. In 2013-14,

General Council and Assistant Principal Susan Deacon entered the conversation for an exploration of UoE values. This has generated conversation at several levels of the UoE as to how explicit UoE values are or ought to be. EUSA Sabbatical Officers are using some of the findings for values exploration in 2014-15. WUF events are characterised by honest and open conversations between students and staff, and where possible Chaplaincy takes concerns that are raised and ideas that are generated to relevant areas of the UoE. Some are technical e.g.

- students receiving letters which address them by their student-number rather than by name;
- student-number email addresses, which research students feel undermines them when competing at international conferences;
- ideas for ‘What I wish I knew’ posts and FAQs for new students, and students going through transitions.

Some are more social and systemic, to do with tutor support, the lack of communal space, difficulties in gaining a sense of belonging. These feed into wider conversations and initiatives with Student Experience Services. In particular instances in Psychology and Anthropology, students have involved their own tutors in making changes in their schools to learning, teaching and assessment. WUF also encourages sharing good practice, e.g.

- a student initiative at the Vet School, developed with the Chaplain and shared at a WUF event, has informed EUSA initiatives for integrating new student groups into existing student bodies
- a proposal for more broadly conceived graduate attributes that more clearly support character development, social and emotional intelligence, and commitment to sustainability, taken to Employability Strategy Group and Central Management Group
- an off-shoot WUF initiative has been developed for Online Learners.

Chaplaincy notes that it is more straightforward to raise concerns about student experience than it is about staff experience. It is less clear where to take concerns about academic staff experience.

4. Use of Technology

The Chaplaincy website and social media presences are a key part of our event promotion and information provision. We use Eventbrite which enables us to cater and provide seating etc. for events more efficiently, and this has given us databases of emails that we can use for notifying attendees of future similar events.

Key services driven by technology

Website

Facebook

Twitter

On-line spiritual resources

Email, Skype and telephone pastoral support

Film-making as ways of interpreting, enhancing and showing what we do

Film-showing in teaching and reflection.

Accommodating diversity

Online spiritual resources are available for all students and staff, with OLLs or otherwise, who would appreciate web support, training or ideas for spiritual practice.

Email, Skype and telephone pastoral support is offered, and taken up by students, some of whom are OLLs, or are studying abroad, or have taken time out, but others are on site in Edinburgh. Our main mode of support remains face-to-face.

We increase access to the Carol Service and to some speaker events by streaming or posting recordings of the events.

Driving efficiencies

Putting information up on our website and on social media drives efficiency in use of print resources; events can be advertised well in advance, and often with minimal distribution of leaflets and posters, which saves money and energy.

The website and social media are alternatives to paper publicity, and electronic sign-up for the Christmas party, meals and events save time, paper and money. We use Skype for some meetings as an alternative to going offsite or travelling long distances.

5. Forward Look

Key priorities for the coming year

- Ensuring good quality Chaplaincy rooms at the King's Buildings
- Establishing the *Religion and Belief Advisory Group* under the VP Equality and Diversity
- Building on the success and impact of the 2013-14 Pilgrimage and Retreat opportunities
- Further developing the positive relationships within the diverse faith and belief groups, and seeing the new Sikh Association flourish
- Successful rolling-out of mindfulness provision
- Employing a yoga teacher who can lead yoga sessions from a Hindu tradition, so as to bring Hindu spiritual practice into our repertoire, and meet student demand for yoga (this initiative was piloted in 2013-14, and we need funds to develop it longer-term in 2015 onwards)
- Building on the wide network of relations created with Soweto, UoE South-Africa related work, local schools, congregations and community groups, to harness and develop the good that has come out of the extensive Soweto Melodic Voices project. Heriot-Watt University have made an approach, wanting to sponsor the choir's return in 2015.
- Developing a 'Listening University' event in the What's the University for Series, working with the innovative group Cities that Listen. The aim will be to identify some barriers people feel to the sense of belonging at the UoE, and to find creative ways of overcoming these and developing cohesive relations.
- Developing Postgraduate support
- Expanding our social media presence to include a Youtube channel for Chaplaincy-related videos

6. Further Reflection

The Chaplaincy has noticed particular types of support need in August during Festival time, from staff who are newly arriving at the UoE at an atypical time of year for the University, and from MSc students finishing off their dissertations and finding it difficult to find quiet spaces. We are working with the Honorary Team to identify quiet places in August in the centre of Edinburgh.