

# The Chaplaincy

## Service Value Assessment: Academic Year 2014-15

### 1. Fit with Strategic Plan Goals

#### STRATEGIC GOALS

##### Excellence in Education

- Continuing to lead and develop the “What’s the University for?” Series (WUF), in collaboration with students, tutors, IAD, EUSA Global, DEI and Engag/Ed, and for this to serve improvements in student experience of teaching and learning. Development of a large network of students and staff from across all UoE sites engaged in WUF, with feedback taken to Central Management Group, SEAG and ESG, changes to teachings styles within sociology and anthropology, consultation around values and academic citizenship, and adoption of WUF methodology by General Council, Internationalisation, and strategic planning within SRS.
- Enhancing DEI provision. Take-up of opportunities for phone and skype counselling, and Google hang-outs – but in single figures.
- Contribution to teaching within Divinity. The Chaplain nominated for EUSA Teaching Awards for the past three years.

##### Excellence in Research

- The Chaplain is a world expert on religious (Protestant) fundamentalism and attracts PhD enquiries in this area. She publishes on this topic and wider themes within philosophical theology, including in 2015, “Fundamentalist Readings of the Bible” in *The New Cambridge History of the Bible, vol. 4, 1750 to the Present*, ed. John Riches (Cambridge University Press, 2015), pp. 328-43; “Fundamentalist Approaches to Religion” in *Routledge Handbook of Contemporary Philosophy of Religion*, ed. Graham Oppy (Routledge, 2015), pp. 74-89.
- The Chaplaincy provision of mindfulness training is being researched by a Lecturer in Sport & Performance Psychology at Moray House so as to track and better understand some of the benefits of mindfulness practice. A grant application to Seedcorn trust is planned to further this research.

#### ENABLERS

##### Quality People

- 100% rate of completion of Annual Reviews.
- The Honorary team convenes fortnightly for support, training and embedding within the UoE networks and culture.
- We provide safe and accessible working environments with particular attention to creating an atmosphere of welcome and inclusivity, and maintaining areas of sanctuary. We maintain clear health and safety standards in relation to bookings and use of kitchen facilities.

##### Infrastructure

- Rolling programme of renovation of the Chaplaincy Centre in Bristo Square, particularly to the drop-in space and Sanctuary, and meeting rooms.
- Improved facilities at King’s Buildings, with new suite of rooms.
- Advising on the renovation of the Sanctuary at New College.

## **STRATEGIC THEMES**

### **Outstanding Student Experience**

- Creating inclusive spaces and events for students and staff alongside one another, so as to foster a sense of belonging to a learning community. The WUF Series specifically promotes dialogue and generates activity to foster togetherness within the learning community.
- Promoting inclusivity through extensive multi-faith and belief activity, including fortnightly 'Exploring our faith' meetings, community meals, speaker events and workshops, Multi-faith and belief services, vigils and pilgrimages, and spiritual practices from diverse traditions.
- Promoting student health and well-being and safety through provision of one-one support, rollout of mindfulness practice across the University, partnering with Counselling, Disabilities, CSE, Healthy University, IO Student Support, Accommodation Services, and working closely with PTs and SSOs to provide comprehensive cover.
- Maintaining prompt response and breadth of support in emergency, and quick response to student and staff seeking non-emergency support.

### **Global Impact**

- On-going outcomes of the Soweto Melodic Voices Project in 2014-15: links between Prestonfield Primary School, Edinburgh, and MxLosi Primary School Soweto, with input also from Geosciences, who have provided weather stations to both schools. The Soweto Project has also generated a creative music project in primary schools in Edinburgh, originating with the choir's visit to Dalry Primary school, and spearheaded by a PhD student at Moray House. The Chaplain is advising the application to the MasterCard Foundation to fund scholarships for African students.
- Camino Interfaith Peace Pilgrimage, second round (second video produced) to make faith communities and universities in UK and USA aware of engagement across difference. Pilgrim from the first Camino Pilgrimage (in 2014) now creative in interfaith activities and multicultural work, and insights gained from the pilgrimages have been taken to local schools. The Associate Chaplain preached on insights from the Camino Pilgrimage at the University Service, and at the Academic Service in St Giles Cathedral, attended by many secondary schools and universities.
- Leading interfaith retreats/pilgrimages in New Mexico USA, and retreats for international pilgrims to on Iona and bringing global experience from troubled places around the world through the training offered in the Chaplaincy by Dr Pat Cane with the organisation Capacitar, an organisation for trauma healing and transformation working in 80 countries in the world.

### **Lifelong Community**

- Engagement with alumni to assist with fostering sense of University of Edinburgh family; through work with General Council and Graduations, and formal events such as Carol Service.
- Engagement with local community through: public engagement events; the faith and belief communities of our Honorary Chaplains and Belief Contacts; the Chaplains' roles on local councils including Edinburgh Interfaith Association; and Old Town Ministry Network.

### **Social Responsibility**

- Hosting and actively encourage the University's Amnesty Society; the Fair Trade group, who run a weekly café at the Chaplaincy; People and Planet; Save the Children, and numerous volunteer groups and fund-raising initiatives.
- Camas project to bring together students with vulnerable adults from the local Grassmarket Community, to learn together across difference by engaging in a week at the environmental

centre on Mull Camas. Students gaining confidence in relating with and being creative with those with a very different life experience.

- Pishwanton Environmental Centre, a 3-day project developed by the Chaplaincy and co-funded by SRS and EUSA Global as part of ILW. Sixteen students attend each year, and are trained for further engagement in environmental sustainability.
- Multi-faith Public Conversation on “Can radical compassion win the war against violent extremism?” in partnership with the Forgiveness Project.

### Partnerships

- Contributing to investigation into the prospects of developing a Compassion in Healthcare initiative, which would involve collaboration with Stanford University.

### Equality and Widening Participation

- Establishment of the Religion and Belief Advisory Group, to monitor and advise on Equality and Diversity.
- Close working with the Religious Literacy Leadership in Higher Education Project (HEFCE funded), importing its insights to Scottish HEIs.
- Work with Widening Participation on Anne Frank story-telling project with schools, around Holocaust Memorial Day.
- Work with primary schools (Community Engagement and WP): Soweto Project; Exhibitions; multi-faith Religion and Moral Education initiative with Sikh Sanjog, enabling students to provide sessions in schools.

## 2. Service Usage Figures

### Average weekly usage figures at the Chaplaincy Centre, Bristo Square

#### Semester 1

Weekday drop-in, 1890

Evening usage, 1121

**Total 3011**

#### Semester 2

Weekday drop-in 1925

Evening usage 849

**Total 2774**

(Weekend conference numbers not included).

The footfall during the working weekdays is higher in March than in November. The footfall in the working evenings is lower in March than in November. The lower evening usage in March we interpret as an anomaly in that the week in which the count was conducted turned out to be a low week for societies. There were a number of one off events in the head count week which accounted for some 150 people. The total for March 2014 had been **3499**.

We are up to capacity in the Chaplaincy Centre both for bookings and for drop-in, where students are needing to sit on the floor at busy times of the day.

The Chaplains also conduct much of their work outside of the Chaplaincy Centre, where we do not gather usage figures or other data. We have rough figures for attendance at regular practices such as

Mindfulness in diverse sites, and also for attendance at the Carol Service (c. 1,250) and Remembrance Sunday (c. 700).

### **Users of Space for 2014-15**

The Chaplaincy Centre is fully booked in semester time every year, and we aim each year to make space for some new groups. We prioritise space for religious and belief societies, and then social welfare societies, and aim also to give space to creative societies. An emerging trend in 2014-15, which will be reflected in space allocation in future years, is an interest in well-being societies and a higher number of events to promote mental and spiritual well-being.

Two new initiatives for 2014-15 particularly supported postgraduates: 1. a postgraduate group, which meets weekly, and has grown out of the ILW sustainability initiative to Pishwanton; 2. Spiritual Conversations: Living and Dying Well, frequented mostly, though not exclusively, by postgraduates and facilitating discussion of matters of ultimate concern. Participants have requested that both be continued into 2015-16.

### **Those Who Use The Chaplaincy for Its Faith, Belief and Social-Welfare Provision Include:**

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

- Anglican Society
- Bahá'í Society
- Buddhist Society
- Christian Union
- Hindu Society
- Islamic Society
- Jewish Society
- Orthodox Students Society
- Student Christian Movement

Social-welfare and campaigning societies, who use Chaplaincy Centre's meeting rooms and resource area for the weekly activities:

- Amnesty International Society
- Amnesty International Letter Writing
- Bollocks to Poverty Society
- Fair Trade Society
- First Aid Society
- People and Planet Society
- Save the Children Society

Creative and well-being groups:

- African Dance Society
- Ballroom Dancing Society
- Create Society
- Female Voice Choir
- Les Escogriffes Society
- Medics Reveal
- Modern Dance Society
- SocieTEA
- Yoga Society

New users in 2014-15:

- ESCAPE (Edinburgh Students Coalition against Poverty)
- Student Voice for Animal Rights
- Theatre Paradox
- University Singers
- WaterAid Society
- Music Society Chorus Rehearsals

Language and International groups

- TANDEM Language Café

**Table 1.1      Groups using Bristo Square Chaplaincy Centre**

**University Religious/Spiritual/Meditation Societies/Groups:**

Bahá'í Society  
Buddhist Society  
Christian Union  
Hindu Society  
Islamic Society  
Jewish Society  
Orthodox Students Society  
Student Christian Movement

**External Religious Groups/Events:**

Ismailis

**Other Religious/Multi-faith Initiatives:**

A Gathering Tea with Hon Contact Belief, Sangduck Kim  
Bring a Friend to Tea Event (under auspices of "What's the University For?")  
Capacitar Tai Chi  
Capacitar Tai Chi Training Sessions  
Midday Prayer  
Taizé Prayer  
Chaplaincy Freshers Tea & Buns (new)  
Chaplaincy Freshers' Fair  
Chaplaincy Freshers Pre-Opening Ceremony Lunch (new)  
Chaplaincy Freshers First Sunday Lunch  
Death Makes Life Possible Film Screening (part of Spiritual Conversations series)  
Diwali Celebration with Hindu Society  
Inter-faith Association Conference Planning  
EU Alwaleed Centre – God & Jesus from Christian & Muslim Perspectives Discussion  
EU Carol Service Reception  
EU Children's Christmas Party  
EU Christian Union Choir Practices  
EU Christian Union Event Week Talks & Lunch Bars  
EU Christian Union Freshers Week Events  
EU Christian Union Lunch Bars  
EU Islamic Society Freshers Week Welcome Dinner  
EU Religious & Belief Advisory Group

EU Student Christian Movement Freshers Week Event  
EU Sikh Students Association  
Exploring our Faiths  
Faith in Older People Event  
Holocaust Memorial Day event (with Jewish Society)  
Holocaust Memorial Keep the Memory Alive Exhibition (with Holocaust Memorial Trust Committee)  
Holy Communion  
Honorary Chaplains' Meetings  
Indoor Labyrinth Walks  
Interfaith Week – Talk by Dr Kishnan Manocha  
Labyrinth Walks at Pollok Halls  
L'Arche Community event (joint with L'Arche & University Catholic Chaplaincy)  
Launch Event for Christian Aid Week  
Mindfulness Meditation  
Mindfulness Meditation Workshop  
Mindfulness Training Course for Admin and Academic Staff  
Multi-faith Meals  
Multi-faith Public Conversation  
Post Gifford Lectures Discussion Groups  
Post Graduate Discussion Group  
Sikh Sanjog Curry Lunches  
Sisters of Mercy Homeless Project Volunteer Launch  
Spiritual Conversations – Living & Dying Well  
"What's The University For?" Events  
Yoga

**Non-Religious University Societies:**

African Dance Society  
Amnesty International Society  
Amnesty International Letter Writing  
Ballroom Dance Society  
Bollocks to Poverty Society  
Create Society  
ESCAPE (Edinburgh Students Coalition Against Poverty)  
Fair Trade Society  
Female Voice Choir  
First Aid Society  
Les Escogriffes Society  
Medics Reveal  
Modern Dance Society  
People and Planet Society  
Save the Children Society  
SocieTEA  
Student Voice for Animal Rights Society  
Theatre Paradok  
University Singers  
WaterAid Society  
Yoga Society

**Internal/External Non-Religious Groups/Events:**

EUSA Liberation Groups Meeting  
EUSA Tandem Language Café  
EUSA Tandem English Language Café  
EUSA Third Space Day Out Event  
EU Disability Office (using room for Counselling Sessions)  
EU ESCAPE Food Bank Collections  
EU Fair Trade Exhibition  
EU Fair Trade Foundation Awards Ceremony  
EU Fair Trade Meet the Producers Event  
EU Fair Trade Society PotLuck & Recipe Swap  
EU Global Health PhD Network Meeting  
EU Global Health Seminars  
EU Global Partnerships Yoga Workshop  
EU ILW Anne Frank Programme in HE Storytelling Workshop  
EU ILW Social Anthropology Society Social Sounds Project 2.0  
EU ILW Amnesty International Workshop  
EU India & South Asia Exhibition  
EU International Office Hospitality Scheme Event  
EU LLC PG Mental No More Blue Mondays Workshop  
EU Music Society Chorus  
EU Paws Against Stress Event  
EU People & Planet Global & Environment Workshop  
EU Resilience & Adaptability Discussion Group  
EU Retired Staff Association  
EU Save The Children Our UK Campaigns Exhibition  
EU SEP Focus Group Meeting  
EU SEP Survey  
EU Students Play Rehearsals  
EU "What's the University For?" Events  
EU Yoga Society Mat Collection  
EU Young Carers Information Session  
Farewell Event to outgoing Rector, Peter McColl  
Fringe Festival  
Knights Templar Charity Meeting  
Light Against Darkness Syrian Exhibition  
Out of Sight, Out of Mind Mental Health Exhibition (including opening event)  
Sick Kids Memorial Service  
Students for Co-operation Conference (with Hearty Squirrel)  
Tango Festival  
Thanksgiving Meal with EUSA & International Office  
Vamos Adelante Nicaraguan Sustainability Project Photo Exhibition  
Visit from the Lutheran Church of Finland

**Table 1.2 Categories of Chaplaincy Usage by University Community**

Staff  
Students – Undergraduate, Postgraduate (PG) Taught and PG research  
Religious Societies  
People wanting a relaxed, drop-in, de-stressing, meeting or prayer space (Bristol Square Chaplaincy Centre, K.B., Moray House, and Summerhall)  
International Students  
Vulnerable Students and Staff  
Students and Staff seeking non-alcoholic space for social meeting  
Alumni and Former Staff

### 3. Innovations and Successes

#### **New Initiatives for Induction**

So as to further extend a welcome to freshers, and to help students to become aware of the Chaplaincy early in the time at the UoE (responding to feedback from student users that they wish they had discovered the Chaplaincy earlier):

- Chaplaincy Freshers Pre-Opening Ceremony Lunch – auditorium full (capacity 200), and timing seems fitting in providing a sense of welcome prior to the formal ceremony.
- Decision to run normal social drop-in throughout Freshers week to enable freshers to see the nature of semester-time provision, rather than earmark the space for special Freshers' Week events.
- Chaplaincy Freshers Tea & Buns – we ran this during the days that the Societies Fair was running in the Pleasance, and take-up was small. We will not repeat.
- Participation in refresher induction events in January in conjunction with EUSA Global.

**Reflection:** Freshers' Week is hard work for freshers, some of whom come to touch base with a Chaplain because of feeling overwhelmed. Moving to a regular drop-in service maintains the calm of the Chaplaincy Centre and helps students to see what is on offer for the rest of semester. It also enables returning students to use the drop-in during that week, and this creates a community within which newcomers can find a place. The introduction of pre-Opening Ceremony lunch is a way of introducing the Chaplaincy Centre and provision to large numbers of freshers at a sympathetic time within the Freshers' Week diary. We continue our long tradition of Chaplaincy Freshers' Fair and lunch on Tuesday of Freshers' Week, which is invaluable for Society reps of the Religion, Belief and Social Justice Societies, and members of the Honorary Team, to meet one another and to welcome freshers. A number of initiatives are devised each year at Chaplaincy Freshers Fair, such as shared meals between the Jewish and Islamic Societies, and debates between the Humanist Society and Christian Union. For the rest of Freshers' Week the Chaplains assist with induction events across the University as well providing a steady base at the Chaplaincy Centre.

#### **New Weekly Provision**

- New yoga class, supported by an IP grant, to provide yoga with insight into its Hindu grounding, within our provision of midday spiritual practices. Numbers have grown quickly and remain high into the new academic year. We will bring this initiative into our annual planning. It also enables us to offer Hindu practice alongside Buddhist, Daoist and Christian provision.



- Spiritual Conversations on Living and Dying Well, a set of lunchtime conversations for students and staff to enable conversation about matters of ultimate concern, face fears and find shared wisdom and sources of hope. The feedback has been that it is important for the University to have a space that enables such exploration because it is unusual to find opportunities to discuss fears and difficulties around dying, that it complements seeking counselling for bereavement, that the mixture of students and staff conversing on the same level is valued and unusual, and that the conversations enable sharing of wisdom.

### **New End of Year Events**

- ‘Thank you’ Tea Event; an initiative under auspices of “What’s the University For?” to enable students and staff to thank somebody in the UoE (student or staff) who has helped them during their time here. The event was a success in terms of the diversity of people and deeds that it reflected: some students brought tutors, or a friend, or lab technician or receptionists who had been of help. Some staff brought innovative collaborators, or domestic staff or servitors. Its purpose is to promote a greater sense of community by encouraging people to reflect upon and develop positive relationships, and to enable ways of acknowledging what people do for one another at the UoE. Feedback was that the Event felt especially valuable in honouring roles that might otherwise not be noted, or might be taken for granted.
- Camas project, as end-of-year trip alongside Camino Pilgrimage introduced in 2014 (more details below)

### **New Community Outreach Initiatives**

- Anne Frank exhibition and story-telling, together with Anne Frank Memorial Trust, local schools, and with the Jewish Society and Widening Participation.
- Interfaith Association Conference Planning, for an interfaith conference in early 2016, with sponsorship from Interfaith Scotland, Edinburgh Interfaith Association, Global Health Academy and SRS, to find ways of responding to religious tension and conflict with greater understanding of shared concerns and compassionate action.
- L’Arche Community meal at the Chaplaincy Centre (joint with L’Arche, University Catholic Chaplaincy, and Student Christian Movement) – 120 participants, who would like the event to re-run in future years. The Carol Service collected donations for L’Arche (a community for people with learning disabilities), which celebrated its 50<sup>th</sup> year in 2014.

### **New Ways of Supporting UoE Staff and Their Support of Students**

- Collaboration with HR to bolster bereavement support and develop training in this area, and to develop training in areas of supporting staff to support students, including handling of difficult conversations when students may be failing in their work.
- Meetings with Finance to discuss focus groups with students regarding managing difficult communications around collection of fees and special circumstances.
- Mindfulness Training Course for Admin and Academic Staff, with accompanying research into the benefits of Mindfulness. Places filled up quickly for this course, and a bid for further research funding will be made in 2015-16.

### **Awards**

- Awarded the Special Award for Social Responsibility at the SRS Sustainability and Social Responsibility Awards 2015 for our work with Exhibitions, Camas, Pishwanton, Soweto, “What’s the University For?”, and Camino Pilgrimage for Peace.
- Awarded an IP Grant to introduce yoga in relation to Hindu spiritual practice.

## 4. Business Process Developments/New Ways of Working

Decision to move to a full-time administrator, instead of two part-time posts, in order to make time-efficiencies and improve communication within the team. The decision grew out of the experience of a two-week period when one administrator covered leave of the other and the team benefited from the resulting administrative continuity.

Exploring within USG the prospect of some administrative tasks, especially finance and HR, being handled across USG. The rationale is that for Chaplaincy, recruitment and some types of financial transactions are rare and require the Administrator/s to undertake refresher training for one-off circumstances, which is not time-efficient.

The Honorary Methodist Chaplain changed his contract with the Methodist Church, resulting in a greater number of hours being given to the University. The effects are:

- Increased one-one support sessions with students and staff, his specialism being to help people recognise and develop their talents, and to organise VoxPop events.
- Bringing the Cities that Listen team into our planning for the “What’s the University for?” Series, and helping to develop and embed initiatives from that Series.
- Training with U.lab theory of transformational leadership, working with the Scottish Government initiatives around Theory U, and introducing its ideas and possibilities to the Chaplaincy team with a view to potential roll-out.

### What We Have Discontinued

- Staff lunches: attendance was waning, and meanwhile we have developed more activities that are attended by staff alongside students (see Spiritual Conversations, and the spectrum of lunchtime spiritual practices, “What’s the University for?” events and special evening functions).
- Morning meditations at the Chaplaincy Centre. The students most invested in these finished their courses. We have moved early morning mindfulness to the Vet School, and will experiment with other practices for the start of the day in 2015-16.

### Some New Developments

- Public event to open up exploration of responses to extremism: The Multi-faith Public Conversation this year, “Can radical compassion win the war against violent extremism?” was made into a panel event with a mixture of former religious extremists and victims of extremist terrorist acts. The event was in partnership with the Forgiveness Project.
- “What’s the University For?” Series (WUF) established a new partnership with Cities that Listen for its two major events in 2014-15: ‘Creating a University’ and ‘The Humane University’. This partnership resulted in more generative events out of which have developed the end of year ‘Thank You Tea’; a speaker event in which both students and staff spoke about fear of failure, vulnerabilities within academia, and universities as places of hope; initiatives passed on to HR regarding communications from administrative and academic staff in relation students who are struggling academically, financially or in their personal circumstances.
- The WUF format is being taken up by the strategic planning of SRS, Internationalisation, and by General Council to be used at its meeting in London 2016. The Honorary Methodist Chaplain is exporting some of the WUF work to Heriot-Watt University, where he is also an Honorary Chaplain. The Chaplain has been asked to consider an equivalent series for English Cathedrals: ‘What are Cathedrals for?’ based on an understanding of the Series’ ability to

encourage engagement, and democratic and authentic conversation, from a broad cross-section of the community.

- The Camino Interfaith Pilgrimage has been taken on by a graduate student who went on the first Camino in 2013-14. He is working with the group Heartbeat, with whom the Chaplaincy partners for the Camino. This has enabled the Chaplaincy to encourage a further six students to undertake the Camino and develop their interfaith experience, whilst the resourcing is moved to Heartbeat and to personal financing. This has freed up some Chaplaincy funds and the Associate Chaplain's time to resource the Camas Project in June 2015, as a community-engagement and social-responsibility initiative.
- Expansion of mindfulness provision: to the Vet School and Little France, with mixed groups of students and staff. Offered support and guidance to initiative from Medical students to produce a project on mindfulness 2015.
- New buildings at King's Buildings came into activity towards the end of the year, and provide modern and functional space for improved Muslim prayer facilities, common room space and kitchen facilities. Plans to develop yoga and mindfulness at King's Buildings in Semester 1 of 2015-16, and to develop the bookings arrangements to enable easier access for current and potential new Chaplaincy users.

## 5. User communications and feedback

The Chaplaincy has received no complaints in this reporting period.

### **ESES Results 2015**

Overall rating for Chaplaincy was 75%, which is 2% down from the previous year. 2014 saw an 11% increase from the year before. We are now remaining in the 70%s, across year groups and across Colleges, with greater variation between Schools.

7% reported that they had never heard of the Chaplaincy, which suggests to us that the Chaplaincy's profile has gone up over the past few years. Although we do not have a long back history of surveys against which to test this perception, we hear from our users the sort of views as expressed in answers to the following ESES questions:

**Thinking about your experience of the Student Services listed above, please highlight any positive or negative aspects in the space below:**

- "Some of the services listed could benefit from better advertisement, example being I have never even heard of Chaplaincy."
- "Really enjoyed... Chaplaincy. Like they say – both spirit and mind. In first year it was very hard to see through all these. Perhaps more clarity would be helpful."

**What do you most wish you had known at the start of this academic year that would have helped you get the most out of your University experience?**

- "Chaplaincy!"

65% reported that they have never used the Chaplaincy; 2% lower than 2014. Our focus group work is intended to investigate and address reasons for non-use. The figures are likely to refer to those who come into the Chaplaincy Centre in Bristo Square or the rooms at King's Buildings. Some UoE members will be 'using' the Chaplaincy without realising, through attending large-scale events such as the Carol Service, Remembrance Sunday Service, the Opening Ceremony and Graduations, or by making use of such provision as mindfulness sessions within their schools.

We note that students in years 3 and 4 register the highest level of satisfaction at 79%. This is consonant with the pattern we observe of students from years 3 and 4 making most use of drop-in. Some tell us that they had not heard of Chaplaincy until their 3<sup>rd</sup> year. This fits with two of the free text comments from students who had not heard of Chaplaincy.

We are asking for greater visibility of Chaplaincy on the Student thematic website. We are continuing to have focus groups and develop ideas around image or 'branding' for our publicity, though we do not have a budget for a professional rebrand.

One student recorded finding the Chaplaincy annoying due to free lunches and fliers (and tardiness of Security?). We are not sure what this relates to, but probably to the week in which the Christian Union run a series of talks and offer free lunch. We will work with the CU to encourage sensitivity and a curbing of intrusive behaviour.

Other than publicity issues and the annoyance over free lunches, the free text comments were positive. Some relate to the range of activities, which we endeavour to maintain. Others relate to the overall welcome offered especially in Bristo Square. The kitchen is appreciated.

#### **Free-Text Comments from the ESES Survey:**

- "The Chaplaincy is also always very helpful"
- "The Chaplaincy is a very friendly place that runs very delightful yoga classes."
- "As a muslim, I find the non-pork options disappointing at the New College cafe. Also, I'd appreciate not getting updates inviting me to the University Chaplaincy."
- "The Chaplaincy is exceptionally run, and is a shining example for the rest of the University."
- "Chaplaincy, the best place ever."
- "The Chaplaincy is amazing, the staff are very helpful and create a lovely atmosphere – without a doubt one of the greatest centres of our University"
- "I love the Chaplaincy as it offers a quiet place to come and study during a busy day and the staff there are very friendly."
- "Find the Chaplaincy quite annoying esp. people outside trying to give me free lunches. The flyer distribution and advertisement stalls are annoying."
- "The Chaplaincy offers a wide range of brilliant opportunities and experiences."
- "A kitchen in the Chaplaincy is very useful."
- "The Chaplaincy staff work wonderfully with student groups to allow access to their spaces."
- "The broad range of societies is great! The Chaplaincy does a great job, keep it up :)"

Some answers to the question: **Looking back on your University experience so far, please highlight any particularly positive aspects in the space below:**

- "Social anthropology staff and the Chaplaincy."
- "The role of societies in the Chaplaincy."

#### **Focus Group Outcomes and "Creative Brief"**

We have run a series of Focus Groups with student and staff users and non-users, with some assistance from EUSA and from the Business School. The purpose has been twofold: to understand people's perceptions of Chaplaincy; to clarify and think how better to communicate the nature of the Chaplaincy. Out of these focus groups we developed a creative brief (shown below), with the help of the Buddhist and Humanist Honorary Chaplains, both of whom have backgrounds in advertising. We intend to use this brief to inform how we present the Chaplaincy across the University.

## Chaplaincy Creative Brief

The Chaplaincy is one of the University's best-kept secrets. A surprising range of people hang out there because it's a place that makes stuff happen. Some of them are atheists, who go there despite the religious connotations of the word 'chaplaincy', because they are politically active and socially conscious: people who want to reach out beyond what divides them in order to make the world a better place.

The Chaplaincy's current slogan is "For People of All Faiths and None", but the time has come to present it in a different way so that all students become aware of its existence, regardless of their relationship with religion, and choose to discover for themselves what Chaplaincy can offer them.

|  |                                   |
|--|-----------------------------------|
| <b>Target audience:</b>                        | Students and staff of U of E      |
| <b>Objectives:</b>                             | Increase engagement               |
| <b>Tone of voice:</b>                          | Friendly, direct, contemporary    |
| <b>Single minded proposition:</b>              | Best kept secret                  |
| <b>Key benefits:</b>                           | Surprisingly, you'll like it here |
| <b>Reasons to believe:</b>                     | Testimonials from students        |
| <b>Audience takeaway:</b>                      | I should check it out             |
| <b>Deliverables (outdoor, print, TV etc.):</b> | Web, leaflet, new ID              |
| <b>Budget:</b>                                 | TBC                               |
| <b>Schedule:</b>                               | This term                         |

| <b>What Chaplaincy Isn't</b> | <b>What Chaplaincy Is</b>                                       |
|------------------------------|---|
| A bit sad and gray           | A place you'd want to be  |
| Commercial                   | Sustainable and comforting                                      |
| About drinking               | A great place to cook and eat                                   |
| Impersonal                   | A welcoming and supportive second home, with like-minded people |
| Just for the religious       | Spiritual, reflective, non-judgmental                           |
| Consumerist                  | Activist  |
| Noisy                        | Quiet, calm, meditative   |
| Evangelical                  | A listening space, a place for community                        |

## International Student Barometer

In the autumn 2014 ISB, 89.9% of international students were happy with Worship Facilities at Edinburgh, as compared to 90.7% in the previous year, placing Edinburgh 4<sup>th</sup> in the Russell Group. The percentage reduction is from a low number of responses, so the variation compared to last year is within margins of error. 96.6% of students were happy with faith provision (climbing to 4<sup>th</sup> place in the Russell Group ranking) as against 95.2% the previous year.

Currently students rank Faith Provision and Worship Facilities at Edinburgh 23<sup>rd</sup> on the Global Barometer with an increase of Support Satisfaction since 2007 of 1% and an increase of 13% in the satisfaction with Worship Facilities at Edinburgh.

The University of Edinburgh is unusual for an historic university and for a university with a Chaplaincy, in that it does not have a Chapel or central place of worship and gathering. Instead we have a range of small prayer and contemplation facilities across sites, and an artistically renovated Sanctuary in the Chaplaincy Centre. That we are rated highly on worship facilities, whilst having no central place of worship, is good testimony to the care taken and appreciation given to these diverse facilities.

## Key Themes from Consultations and Feedback

Many students and staff will initially assume that Chaplaincy is 'not for them', if they are not religious, or that it will be dull. But on discovering the Chaplaincy (through events, friends, need of support), they find it a valuable asset, trust its inclusive character, and find it a good place to enable activities that they enjoy.

"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:** We work hard to convince people that the Chaplaincy is equally available to people who are not religious. Bringing our Humanist Belief Contact into an Honorary Chaplain's role has had a beneficial effect in this regard.
- 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 unique in enabling open and democratic conversation between students and staff (particularly through "What's the University for?")
  - **Our response:** To generate further opportunities for student-staff encounter on a range of issues, including existential issues around life and death (see 'Spiritual Conversations').
- That the children's Christmas party is one of the few opportunities for families to be involved in UoE life.
  - **Our response:** To work with our Honorary team and their premises within Edinburgh to provide opportunities and venues for further family-friendly activity, particularly in collaboration with the International Office Student Support team.

## 6. Service Reputation and Esteem Measures

There is no National Accrediting body for Chaplaincies. University Chaplains look to one another for advice, and the University of Edinburgh Chaplaincy received approaches and visits from six universities in 2014-15, including from Aberdeen and from colleagues in Australia, who were looking to create or further develop multi-faith chaplaincies. From their website searches, these enquirers regarded Edinburgh as providing the widest and most inclusive model for university chaplaincy.

A particular strength at Edinburgh, as commented upon to us from within and out with the University, is the breadth and depth of our multi-faith team. There are not many places where such a mix of religious, humanist and soon, we hope, Pagan, traditions co-exist. We have the largest team of religion and belief 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 Belief Contact. We plan in 2015-16 to appoint a Pagan member of the team, in response to requests from student surveys and in line with the recent practice of the Edinburgh Interfaith Association.

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 Methodist Chaplain has received accreditation as a Human Capacity Mentor, Creativity Advocate, and, Strategic Leadership Mentor, through The International Mentoring Network. He has also undertaken MIT training in Theory U transformational leadership, and been awarded an Honour Code Certificate from MIT in 'Transforming Business, Society, and Self'.

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 multipath-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.
- Ensure quality pastoral cover across the whole University (its diversity of members and of sites).

In monitoring and advising on University of Edinburgh practice on matters of religion and belief, the Chaplaincy makes regular use of its contacts with the Edinburgh Interfaith Association and Scottish Interfaith 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.

### **Reputation and Esteem as Measured Through External Bodies Seeking Our Services**

The Chaplain completed five-year stints as External Examiner for the Theology and Religious Studies at Chichester University, and Theology, Philosophy and Ethics at the University of Gloucester.

The Chaplain is Convenor of the Doctrine Committee of the Scottish Episcopal Church, and as such made reputation to Parliament in January 2015 on the Assisted Suicide (Scotland) Bill, and produced a substantial paper on Same Sex Marriage for General Synod, which has received national and international attention within the Anglican Communion and across other worldwide communions. She participated in the Four Nations Talks of the Anglican Churches of England, Scotland, Ireland and Wales, which took place in Dublin in the wake of the referendum in the Republic of Ireland on same-sex marriage.

The Chaplain was invited to be a retreat leader for the Bishops and Clergy of Leicester and Glasgow Dioceses.

The Chaplain is Book Series editor for the British Society for the Philosophy of Religion. She has given invited talks in 2014-15 at the Universities of Cambridge and Oxford, on 'Bodily Resurrection', and 'Women and Religious Authority' and been invited to speak on 'Identity, Diversity and the

Common Good' at the Triennial meeting of Colleges and Universities of the Anglican Communion, in Chennai, India, in 2017.

The Associate Chaplain is sought for retreat leadership nationally and internationally. She has led Muslim, Jewish, Christian interfaith retreats in the USA, as well as conferences which focus on environmental sustainability and faith in the USA. On Iona, Scotland, she has led retreats for clergy and those in leadership positions within their faith communities.

The Associate Chaplain is consulted on training in Spiritual Direction for religious leaders, within Edinburgh and beyond.

The Associate Chaplain was sought to edit the poetry book, "Tools of the Trade" in a collaboration with Royal College of GPs and the Scottish poetry library, to produce a helpful resource for all graduating medical students.

## 7. Analysis of Service Monitoring and Achievement of Service Levels

The Chaplaincy delivers its service with a team of 3.65 staff, which is a staff-member:service-user ratio of c. 1:1000 per week, given the user numbers for the Bristo Square Chaplaincy Centre and the work that we do outside of the Chaplaincy Centre.

Our main KPIs are footfall in Bristo Square Chaplaincy Centre, ESES and ISBN results as discussed in Section 5, alongside the maintenance of good campus relations between the religion and belief groups that sit under our umbrella, the fact of remaining a fully booked service each year, and the fact of civic and other partners wishing to continue and grow their with us.

Chaplaincy monitoring and quality assurance is conducted in conjunction with a wide cross-section of partners (section 9) 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).

We find that debriefing with our partners (section 9) and focus groups are the greatest help in enabling deeper and shared reflection on perceptions and experiences of Chaplaincy. We also make use of feedback from the methods listed below, but these methods are less informative than probing conversations.

The Chaplaincy uses the following methods for gathering feedback:

- Comment cards about the Chaplaincy Service at the social drop-in.
- Comment cards on the nature of the Chaplaincy Centre building, in Bristo Square.
- User-group sessions for King's Buildings users.
- Peer feedback for co-facilitated groups, and feedback asked from participants, either to the group, or by email or anonymous note.
- Focus Groups on use and non-use of the Chaplaincy.
- Blogs and other reports from students, services and external groups such as schools, 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.

The WUF Series achieves, within its own events, its aim of fostering a sense of belonging to a learning community. Links to some student blogs from these events articulate the value in staff and students sharing their struggles and hopes within academia:

<http://iad4learnteach.wordpress.com/2014/11/27/creating-a-university/>

<https://iad4learnteach.wordpress.com/2015/04/10/the-humane-university-measuring-the-immeasurable/>

<https://iad4learnteach.wordpress.com/2015/04/08/the-humane-university-striving-for-kindness-connection-and-human-wellbeing/>

Impact of the WUF Series across the University is as featured in Section 1 of this Report, and ongoing aims are to foster greater sense of belonging across the University.

## 8. Income Generation Activity, Where Possible

The Chaplaincy channels a huge amount of pro bono work, carried out for the University by the Chaplaincy's extensive team of Honorary Chaplains and Belief Contacts. The team provides advice on religion and belief to any member of the University who requests it, and also more officially via the Religion and Belief Advisory Group and the Chaplaincy Committee. The team also provides spiritual support to members of the University, and their families if appropriate, in times of need. Through their own communities they provide free of charge to the University, people willing to give language coaching to international students and their dependents, host families for international students, venues and assistance with such initiatives as children's film-showings, Halloween parties, volunteering outlets for students (including the Grassmarket Community Project, Sikh Sanjog, Sisters of Mercy centre for the homeless). They also provide channels for students to access the Mental Health Community Chaplains. The Annual Reports of the members of the Honorary Team evidence how the team promotes strong links between the University and the City, and fosters community engagement.

Honorary team members provide specialist sessions in Tai Chi and Mindfulness, by highly trained Daoist and Buddhist practitioners, at reduced rates to the University and across various sites.

Honorary Team members and their faith and belief communities offer venues to Chaplaincy and Chaplaincy-related activity free of charge or at reduced rates, to the benefit of the University. Priestfield Parish Church offers study space, common room space, venues for parties, free of charge. The Methodist Church in Nicolson Square reduces its rates for work that Chaplaincy runs together with IO, in support of international students and dependents. Greyfriars is looking to partner on student and community initiatives in its new premises at Kirkofield.

## 9. Partnerships/Shared Services (Including Working with Schools and Colleges)

Being a small team, the Chaplaincy always works collaboratively and this extends our people power and reach. Above all, partnering is integral to our approach, which is to foster community within the University, and community engagement beyond it.

### Internal Partnerships:

- Disability Service, enabling use of a consultancy room in the Chaplaincy Centre four days of the week; Chaplain joined the Disability Service Committee.
- Counselling Service, hosting Therapets; Mindfulness Provision.
- Counselling and Disability Service in producing the leaflet 'What's on the Mental Health', to provide information in one place for mental health provision across the University.
- EUSA Volunteering, hosting Evolve Christmas Party for Older People.
- IAD, EUSA Global, General Council, SRS, VPs and academics across schools and colleges, in "What's the University for?"; EUSA in events for the Gather Festival.
- IAD for staff Mindfulness training.
- School of Health and Faith in Older People: training and writing about spiritual resilience, for care home workers.
- Alwaleed Centre: Muslim-Christian Dialogue between Mona Siddiqui and Yale Theologian Miroslav Volf.
- Widening Participation: Anne Frank Project for Holocaust Memorial Day.
- Divinity School: provision of lectures and supervision of research; course on spiritual direction for ministry candidates.
- School of Health: external reviewer for PhD Board.
- Medical School: Anatomy Service; Mindfulness project amongst students; creation of the "Tools of the Trade" poetry book, given to all graduating medical students.
- Global Health Academy: Launch of Compassion in Healthcare initiative; Global Health PhD Network uses the Chaplaincy Centre
- Social Work, Medical School, PPL: Empathy Network.
- Global Justice Academy: supporting bid for MasterCard Foundation funding from Scholarships for African students.
- Centre for African Studies, Global Health, Moray House, GeoSciences, Protocol, and Principal's Office: Soweto Melodic Voices Project.
- Student Administration: Graduations
- Protocol: Carol Service, Remembrance Sunday, Opening Ceremony, University Service,
- School of Health, Social Work, Palliative Care Group: Spiritual Conversations on living and dying well.
- SRS and EUSA: environmental sustainability weekend for students.
- ISC, International Office Thanksgiving.
- Social Work department: Camas week with students and vulnerable adults at an eco-centre on Mull.
- Vet school: mindfulness provision.
- King's Buildings: mindfulness provision.

The Global Health PhD Network chooses the Chaplaincy Centre as its meeting place on the grounds that it is an open, neutral and secure place for inter-disciplinary activity across the three colleges. This assessment, made to use by the Deputy Director of Global Health sums up the verbal feedback that we receive from our partners.

### **External Partnerships:**

- On-going partnering with communities across Edinburgh and beyond, through extensive team of Honorary Chaplains and Belief Contacts.
- Camas working with Grassmarket Community Project.
- Camino working internationally with North American group 'Heartbeat'.
- "Tools of the Trade" poetry book for medics working with RCPG and Scottish Poetry Library.
- Art exhibitions with numerous community projects and charities.
- Multi-faith Public Conversation with the Forgiveness Project.
- "What's the University for?" with Cities that Listen.
- Faith in Older People, for "Death Café's" and training events.
- Edinburgh Interfaith Association for Interfaith Week events.
- L'Arche Community, (an organisation for those with learning disability) for an event called, "on Friendship".

### **Committee Representation:**

- The Chaplain 2014-15: Religion and Belief Advisory Group; Disability Service Committee; Welfare Consultative Group; and Emergency Response Group.
- The Associate Chaplain 2014-15: Religion and Belief Advisory Group; the Mental Health Sub-Group; and the Fair Trade Steering Committee.
- Both Chaplains sit on the Chaplaincy Committee, which supports and reflects partnerships and is made up of a range of academic and support staff and students from across traditions.

## **10. Staff Development activity**

- 100% completion of Annual Reviews on time.
- Decision to supplement Annual Away Days in Semester 2 with half-away days in Semester 1, so as to fully embed action points and increase Service self-review.
- Intensive training for the website by IT Administrator, so as to be an early adopter of Drupal.
- Regular one-one supervision and group-training in Mindfulness for the Associate Chaplain, as she oversees extensive roll-out of Mindfulness provision across the University.
- Regular one-one supervision for the Chaplain, with a senior chaplain from another sector (in this case, Hospital and Mental Health Chaplaincy).

## **11. Risk Analysis (Risk of Under/Non-Performance, Over-Delivery)**

- Reputational risk to the University if formal roles at large ceremonies are poorly conducted.
- Risk to well-being of students and staff if pastoral care and emergency response are not in place or poorly handled.
- Health and safety risk, and risk to good campus relations, if dynamics between different parties on contentious matters of religion and belief are not understood and managed with appropriate sensibility.
- Reputational risk to the University, and risk to good campus relations, if Equality and Diversity are not well-managed in respect of religion and belief.
- Reputational and Health and Safety risks if under/non-performance in Prevent compliance. Risk of damaging good campus relations if Prevent compliance is over-delivered.

## 12. Summary of Key Issues Raised and Key Priorities for the Coming Year

- Improve communication and efficiency within the team by recruiting and inducting a full-time Administrator in place of two part-time roles.
- Maximise the potential of the new rooms at King's Buildings, provide clear guidelines on usage of shared space, and provide resources to meet the needs of the diverse user groups.
- Refresh and further promote Religious Literacy in Higher Education, as fits the changing needs in the world, Prevent compliance duty, and the demographic of University members. Work with the Religion and Belief Advisory Group on this.
- Further develop the potential of the Camino and multi-faith and belief work in fostering good campus relations, combatting dangers of alienation, and assisting Widening Participation.
- Develop WUF ideas and impact along diverse tracks as appropriate.