



Student Support Services Annual Review

The report should be brief, with bullet points in each section. The [Student Support Services Annual Review policy](#) contains an overview of the process.

Reader Report on Service Value Assessment: Academic Year 2017/18

Service:	Chaplaincy
Submitted by:	Jeremy Crang
Date:	September 2018

Reflection on Previous Review

<p>1. Summary of the impact of activities from the previous academic year on the student experience and how these contribute to University Strategy</p> <ul style="list-style-type: none"> <i>The service has detailed an extensive list of its activities. These range from the provision of weekly communion services and emergency pastoral support right through to the organisation of mindfulness courses and pilgrimages and retreats. All these clearly contribute to the strategic priority of enhancing the wellbeing of students and staff.</i> <i>No outstanding areas for consideration or barriers implementation have been identified here.</i>
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Measures of Success

<p>2. Reflection on user engagement and feedback, usage, partnership working and externality</p> <p><i>The service has gathered appropriate data and reflected on:</i></p> <ul style="list-style-type: none"> <i>user engagement and feedback</i> <i>service usage</i> <i>partnership working with Schools and Colleges</i> <i>externality</i> <p><i>Comments/queries:</i></p> <ul style="list-style-type: none"> <i>The feedback from users is very positive and testament to the excellent work of the Chaplaincy staff. I can also testify at first hand to the terrific work of the chaplaincy team in helping to solve complex student welfare cases.</i> <i>Does the service utilise key performance indicators or other measures of success? Or are these less appropriate in a chaplaincy context?</i>
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<p>3. Staff development activity</p> <ul style="list-style-type: none"> <i>The service has demonstrated a commitment to staff development at all levels and has reflected on the appropriate training needs.</i>

Opportunities and Enhancements

4. Reflection on service, changes, new ways of working and efficiencies

- *The service has reflected on increasing demands on its resources, the challenges these present, and appropriate changes to ways of working.*

Comments:

- *The service might utilise the recent announcement of a major, university-wide review of student support to identify ways in which it could work more closely with the other constituent parts of the student support 'ecosystem' in order to create more effective support mechanisms and packages, enhance support for the support teams, and so on.*

Actions

5. Key priorities for the coming academic year

- *The service has identified achievable and relevant priorities.*

6. Risk analysis

- *The service has identified risks to achieving its goals and appropriate responses.*

August 2017



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Reader Report on Service Value Assessment: Academic Year 2017/18

Service:	Chaplaincy
Submitted by:	Stephen Warrington
Date:	29 October 2018

Reflection on Previous Review

1. Summary of the impact of activities from the previous academic year on the student experience and how these contribute to University Strategy

- *Are there any outstanding areas for consideration/barriers identified to achieving these?*
The Chaplaincy provides an extensive set of activities for the support of both students and staff. The main consideration, looking to the future, is if the same number of activities can be maintained if uptake was to increase, e.g. the Listening Service.
- *Has the service demonstrated links between its priorities and activities and the University's Strategic Plan and/or to other key University strategies as appropriate?*
The Chaplaincy work to support the University's vision of being "a truly global university". It supports students and staff across the University irrespective of their belief, or none.
- *Have any accreditations have been successful, or are there opportunities for accreditation not currently being pursued?*
There is no external accrediting body for Chaplaincy. The University's Chaplaincy is often approached by other universities, across the globe, for advice on good practice.

Measures of Success

2. Reflection on user engagement and feedback, usage, partnership working and externality

Has the service a) gathered appropriate data and b) fully reflected on:

- *User engagement and feedback*
The Chaplaincy has gathered data on general footfall in the Centre in addition to attendance at events and courses. The report contains comments on trends in the data, e.g. increase in mental health issues, and actions taken to improve the current situation.

- *Analysis of service usage*
A detailed analysis of the attendance at events and was presented. Weekly footfall figures with a comparison to the previous year was also included.
- *Partnership working (particularly working with Schools and Colleges)*
The Chaplaincy has worked in providing courses for several Schools across the University, e.g. Business School, ECA, Philosophy, Medical School, Middle Eastern Studies, Moray House. The Chaplaincy has also worked with CAHSS in event for Student Support Teams/Officers.
- *External benchmarking including professional body guidelines*
There is no external accrediting body for Chaplaincy. The University's Chaplaincy is often approached by other universities, across the globe, for advice on good practice.
- *Does the service have appropriate key performance indicators/success measures? Are there other measures/indicators it could be using? Are the targets stretching enough?*
The report did not mention any appropriate, internal or external, key performance measures.

3. Staff development activity

Has the service

- *demonstrated a strong commitment to staff development at all levels;*
Staff are from the Chaplain to the receptionist have been involved in staff training.
- *fully reflected on the effectiveness of staff development activity, and*
The report does mention a "training and supervision schedule" but there is no detail as to how this is constructed, who is involved in planning the schedule or who it covers.
- *is development activity aligned with service objectives?*
All the training detailed in the report would appear to align with the service's objectives and operational requirements.

Opportunities and Enhancements

4. Reflection on service, changes, new ways of working and efficiencies

Has the service effectively used reflection to identify appropriate changes, new ways of working and efficiencies?

Compared to the 16/17 academic year, the service has seen a near doubling of event bookings. This was as a result of new initiatives and an increase in awareness of the service's activities. The new initiatives highlight the service's willingness to respond to users' needs.

Reflection on changes being considered to existing events, e.g. review of timings and publicity, event provision, e.g. some events discontinued, and increases in administrative staffing levels to deal with increase demand for events and courses.

Actions

5. Key priorities for the coming academic year

Has the service identified achievable and relevant priorities?

The Chaplaincy has listed five key priorities for the coming year which appear to be relevant to the service. The descriptions lack sufficient detail on “how these will be taken forward”.

6. Risk analysis

Has the service identified risks to achieving its goals and appropriate mitigating actions?

The Chaplaincy has clearly identified two key risks: a large increase in demand for the Listening Service, and heating and door issues at the Chaplaincy Centre.

Concerning the Listening Service, an increase in demand may lead to shorter appointment times and a longer waiting list.

SDS is working with Estates and Buildings regarding the buildings issues they are currently experiencing at the Chaplaincy Centre which has reduced the usability of, in particular, the resource/study area.

August 2017