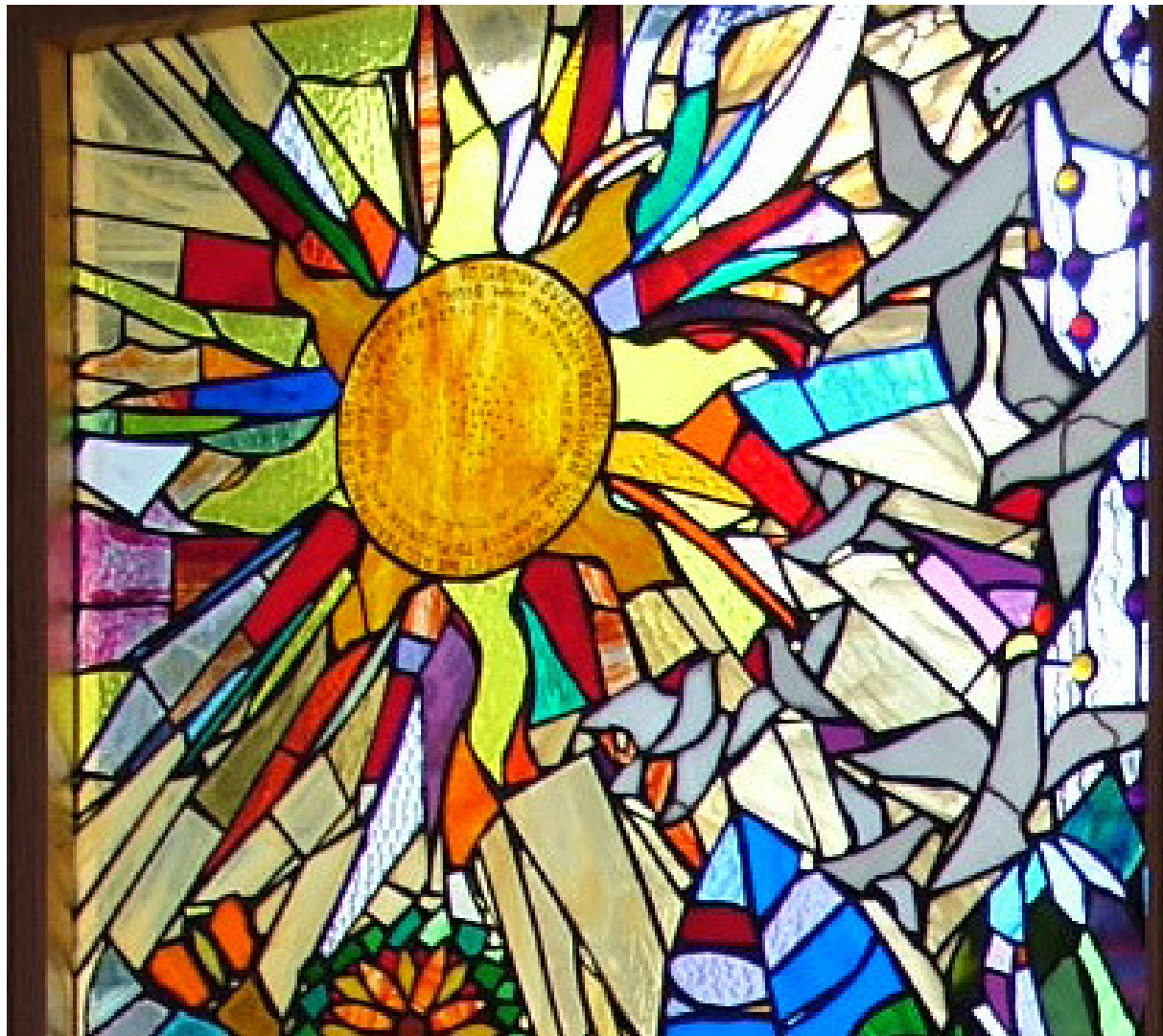


The Chaplaincy Annual Report



2010 – 2011



Author's note

This report has been written according to the new suggested Student Support Service Review Remit. It is therefore new for the Chaplaincy and new for the Student Support Service Review team. We hope that it will assist both the Chaplaincy in asking of ourselves how we know that we are providing a Service of high quality, and the Service Review team in their provision of templates for testing Quality Assurance.

Feedback in the form of quotations from Chaplaincy Users are presented in boxes at relevant points throughout the report.

We would like to thank the members of the Chaplaincy Committee, and its Chair, Vice-Principal Lorraine Waterhouse, for their committed support of the Chaplaincy, and for their willingness to be a sounding board and to share thoughts and advice regarding Chaplaincy planning.

Harriet Harris
University Chaplain

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The Nature of the Chaplaincy

The University Chaplaincy serves those of all faiths and none. It is distinctive in catering for both students and staff, and it also serves alumni, members of the public, and, when appropriate (as in times of bereavement) families of University members. In addition, the Chaplaincy provides a bridge to local and international communities, through its services, and through the faith- and community-networks of its Chaplains and Belief Contacts.

Alongside its pastoral and liturgical provision, the Chaplaincy provides teaching, guidance and the overall umbrella for the University's religious- and belief-societies. It promotes opportunities for spiritual enrichment, and for increased understanding of diverse religious- and belief-traditions. It operates under the view that universities are best served, and best able to serve their members and communities, when they are not only competently informed about matters of religion but are able expertly to engage with them. The Chaplaincy also seeks to promote social justice through its volunteering outlets, support for social-welfare and campaigning societies, exhibitions, drop-in donations, and discussion groups. At all levels of its provision, the Chaplaincy aims to model equality and inclusivity, hospitality and integrity, dignity and respect.

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 Academic Support Group (SASG) for budgetary and line management purposes. However, because the Chaplaincy serves the entire University, as well as non-University members, this Report places the student experience in the context of the Chaplaincy's wider work. Students benefit from the Chaplaincy's breadth of remit and its accompanying neutrality; in Chaplaincy activity students can come together with staff and members of the public for a variety of common purposes and on a wholly equal footing.

I. Management of the Student Support Experience

1.1 Key features of the Chaplaincy

The Chaplaincy is a University provision of pastoral and spiritual support, for students and staff of all faiths and none.

What we offer:

- a multi-faith-and-belief team
- one-to-one support
- emergency support, and out-of-hours cover
- bereavement care for University members and their families
- a programme of annual events
- provision for University annual events, including the Opening Ceremony, Graduations, and Remembrance Sunday observance.
- teaching, discussion and reflection groups
- facilitation of religious and other societies
- mediation services
- ceremonies and religious services
- welcome and hospitality
- drop-in space
- places for meeting
- spaces for reflection

The Chaplaincy Team

Two full-time Chaplains and a small administrative staff - a full-time Administrator post that is job-shared between two people, and a semester-time Receptionist - serve the University, assisted by a broad and diverse team of Honorary Chaplains and Belief Contacts from within Buddhism, Christianity (Church of Scotland, Episcopalian, Free Church of Scotland, Methodist, Orthodox, Roman Catholic, and United Reformed), Hinduism, Humanism, Islam, Judaism, Quakerism, and Unitarianism.

The University community is numerically the size of a middle-sized town, such as would be served by multiple ministers of religion and their support staff. In providing for the University, the Chaplaincy is greatly enabled by the goodwill of our voluntary team of Honorary Chaplains and Belief Contacts, as well as the genuine sense of owned responsibility and “yes we can” attitude of the small paid staff.

The Chaplaincy Sites

The Chaplaincy Centre in Bristo Square is a popular place for people to meet. It is the Chaplaincy’s main venue, and houses its offices. Nearly 2,400 people (see **1.3**) pass through its doors each week for:

- The drop-in: tea, coffee, newspapers, comfy seats and a piano
- quiet reflection
- study
- the exhibitions
- use of resource centre
- personal support
- religious- and other student- society meetings
- language cafés
- fund-raising activities
- Fair-trade café
- Amnesty letter-writing and other social-welfare initiatives.

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

- the annual Multi-Faith Public Conversation,
- services to respond to particular events - most recently a Service in Support of Japan
- services that are a provision for the local community, including the annual Sick Kids memorial service
- film-showings, debates, workshops, and themed events.

There is disabled access and an induction loop.

As well as the Chaplaincy Centre in Bristo Square, the Chaplaincy provides prayer rooms and areas of reflection in a number of University sites, and a presence at the different sites through its full-time Chaplains and its ecumenical and multi-faith team.

The Prayer Rooms at the **King's Buildings** are in daily use for Muslim prayers, and in heavy use on Fridays. They are the main provision for Muslim members of the University in that part of the City. The Prayer Rooms are also used for regular Quaker meetings and as a common room for Chaplaincy events (including staff lunches), and for midday/midweek prayer meetings held by students and staff.

There is a small prayer room at **Moray House**, used mostly for Muslim Prayers.

There is a prayer room at **Summerhall**, with corresponding space being set aside at Easter Bush for when the relocation of the Vet Shool to Easter Bush is complete.

The Chaplaincy has supported the development of the Reflection Garden at **Easter Bush**; Chaplains attended the planning and implementation meetings for the Garden, and took part in the final planting session and opening of the Garden in 2010.

1.2 Key features of those who use the Chaplaincy

The full spectrum of University members use the Chaplaincy, as do visitors to the University. The Chaplaincy extends hospitality, on behalf of the University, to families of University members and to members of the public.

Categories of Chaplaincy Usage by University Community

- Students – Undergraduate, Postgraduate (PG) Taught and PG research
- Staff
- Religious Societies
- Other University societies
- People wanting a relaxed drop-in
- People wanting meeting or prayer space (Bristo 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

See Appendix 1 for a full list of societies, groups and gatherings who have used the Chaplaincy in 2010-11.

This data can be understood in terms of the different types of provision sought by those using the Chaplaincy.

Those who make use of the Chaplaincy's pastoral provision include:

- distressed individuals: students and staff
- peoples presenting themselves collectively, which this year has included students from the Middle East, and societies related to the Middle East, students from Japan and 'Edinburgh for Japan'
- bereaved families and friends of University members
- University departments under collective pressure (e.g. from bereavement of colleagues or students, departmental change, financial cuts, etc)
- those seeking guidance or mediation assistance after particular events.

We make particular provision for post-graduate students, who are often working in more isolated conditions than other students, for international students some of whom have approached Chaplaincy to ask for assistance in meeting home students. In 2010-11 we set up the Post-graduate Student Network, to extend possibilities for post-graduates to come together. We have also worked increasingly with the International Office and with the EUSA Internationalisation Coordinator, to host opportunities for bringing international and home students together. An International Dessert Night, Thanksgiving Dinner, and the hosting of Tandem cafés are new initiatives that have answered to this need.

“As much a sanctuary of peace as a centre of lively debates and physical activities. As such a great gift to our University, its students, teachers and visiting members of the public. Thank you.”

Those who use the drop-in include:

- students who have discovered it as a good place to sit quietly, or to have a hot drink with friends, and who comment upon the peacefulness and the ethos of the venue (that there are no strings attached to being there);
- campaigning societies such as Amnesty, who letter-write during the drop-in;
- creative societies, such as the knitting circle;
- fundraisers, such as Save the Children, WaterAid and Edinburgh for Japan;
- Fair Trade Café, which operates weekly during the drop-in, and received the Lord Provost’s Fair Trade Award for 2011;
- EUSA staff and sabbaticals who regularly hold ad hoc planning meetings in the drop-in area, or bring in guests;
- International students, who value the opportunity to meet with home students, and who use the drop-in as a venue to hold Tandem language cafés and to try out new initiatives, such as the Chinese Linguistic Study Group.

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
Christian Union Faculty Group
Christian Union Small Groups
Christian Union Unplugged
Christians in Sport Meeting
International Prayer Group
Islamic Society
Humanist Society
Jewish Society
Quakers
Student Prayer Group
Tai Chi Society
Tibet Society
Vedic Society

These societies benefit from the opportunity to use the meeting rooms, Chapel and contemplation room, and hence to develop their own autonomy. They also acquire insights and skills from coming together across traditions, in a range of large and small meetings and workshops facilitated by the Chaplains.

In addition to members of the religious societies, there are others of all faiths and none who look to the Chaplains, the teaching programmes and the special events to inform their understanding of religion.

*“In the chaplaincy I sought the presence of people who love God and who seek closeness to Him, throughout the year I was nourished by the presence of such seekers.
Two things constantly struck me about the chaplaincy, first the holy peace that was always present, and second the warmth and kindness of the chaplains which can only be explained by [their faith].
The chaplaincy is an invaluable part of the University, an open space for all Religions.”*

Priority is given to the religious and belief societies for bookings of the Chaplaincy Centre rooms, and after that to social-justice groups.

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
- Fair Trade Society
- Feminist Society
- First Aid/Red Cross Society
- People and Planet Society
- Save the Children Society
- Young Greens’ Society



The Chaplaincy Centre auditorium, with some of the Fair Trade bunting made during Fair Trade Fortnight.

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

Other societies and groups that have secured regular bookings in the Chaplaincy Centre in the academic session 2010-11 are:

Creative and well-being groups

Cheerleading Society
Hellenic Society Dance Group
Juggling Society
Knitting Society
Les Escogriffes Society
Modern Dance Society
Sunday's Child Play Rehearsals
Theatre Paradok Play Rehearsals
Yoga Society

Language and International groups

Linguistics & English Language Society
Spanish Society Taster

Looking ahead to 2011-12, we have booked in as new users:

- Female Voice Choir
- Bollocks to Poverty Society
- Ballroom Dancing Society
- SocieTEA

Those who use the Chaplaincy for teaching, discussion and reflection include:

- Members of religious and belief societies attending Multi-faith Forum and Multi-faith Colloquy
- Students and staff who participate in particular initiatives such as Exemplar Reasoning.
- Students and staff attending lunchtime groups, such as Living Theology
- Academics, artists and health-care practitioners from Edinburgh and around the UK who have come together for two Conversation days on Dying and Affliction.

Those who use the quiet areas in the Chaplaincy include:

- Students working for essays and exams
- Lecturers who come to do their marking
- Those wishing to use the Chapel and contemplation room for private prayer or meditation.

Those using the Chaplaincy for religious services include:

- Students, staff and members of the public who come for midweek services of communion, or meditation, or Taizé worship
- Members of the University and of the public attending services in response to particular needs, such as the Service of Support for Japan, and the Sick Kids Memorial Service
- All who benefit from the annual services put on by the Chaplains in various venues, including the Service for Remembrance Day, the Christmas Carol Service, the Anatomy Memorial Service, the University Service.

Users span the full spectrum of the University and City community

We aim at breadth of provision, and our users also include those who attend such diverse events as:

- The Multi-faith Public conversation
- Diwali Celebrations
- Art and charity exhibitions
- Children's Christmas party
- Post-Gifford Lecture discussions

All of these events bring together old and new users of the Chaplaincy, students and staff, religious and non-religious people, and many of these events also serve members of the public.

We also provide hospitality especially for Staff, including regular lunches, and events with the Honorary Chaplaincy team.

Planning for future discernible trends

Chapel redevelopment

Reasons for re-thinking the Chapel

- The drop-in is popular, and the Chapel leads off the drop-in area. There sometimes is tension between a desire for quiet in the Chapel, and a desire to maintain normal levels of activity during the drop-in.
- The Chapel is not a diverse space, and unlike various religious houses, is unable to accommodate private reflection alongside public services. Private users are therefore interrupted when services are held.
- The Chaplaincy Centre team have felt that the Chapel is not a warm and welcoming space to work with. We took views about the Chapel from Religious Society reps, Chapel users and visitors to the Chaplaincy Centre. It transpires that some are barely aware of the Chapel, or feel it is not approachable because of its entrance-way. Others say they find it stark and clinical, though there are others who like it.
- We are approached by University members and alumni about holding weddings, baptisms or other events in Chapel. Usually the space is not what they wish. Although the space is small, we believe it could be redesigned to suit the purposes of more people.

Redevelopment plans

We are putting in motion a plan to have the Chapel redesigned, and have sought the advice of Donald Urquhart, a tutor at ECA who designed the Sanctuary at the Royal Edinburgh Infirmary. On our behalf, Estates have commissioned Donald Urquhart to present plans for the Chapel's redevelopment. A newly designed Chapel will meet various needs that we have identified:

- sound-proofing or other means of enabling Chapel and drop-in activities to co-exist
- a welcoming approach and entrance to the Chapel, and a mixture of open and more private spaces for reflection
- new plastering, softer colours, more light and more natural features, to remedy the starkness of the Chapel.

An artistically designed Chapel created expressly for our multi-faith Chaplaincy will, we believe, greatly enhance the Chaplaincy Centre and the experience of its users (much as the Sanctuary at the RIE has enhanced the experience of patients and visitors to the hospital). We would also anticipate that more University members and alumni would seek services of marriage, baptism and similar at the University, if there were a Chapel with which they identified. A Chapel can be a holder of identity for people, and as such helps to provide a lasting bond.

Edinburgh College of Art

In anticipation of the College of Art becoming part of the University in August, we are arranging meetings and events at Lauriston Place and in Bristo Square to help ECA members become aware both of the Chaplaincy Service, and of the possibilities offered by the Chaplaincy Centre in Bristo Square. There is currently no Chaplaincy at ECA, though two of the University Honorary Chaplaincy team have built up relations with ECA staff and students in recent years. Chaplains and the Chaplaincy Centre Receptionist have worked with students wanting to exhibit work in Bristo Square Chaplaincy Centre. The full-time Chaplains already work with two tutors at ECA; Donald Urquhart on Chapel redevelopment (see immediately above), and Amy Hardie, the film-maker, who directed the Chaplaincy film and who is now involved in the Chaplaincy conversations on 'Dying and Affliction (see **1.2, 1.5, 3.3**). Our challenge, then, is to build up amongst members of the ECA an understanding of Chaplaincy provision, to highlight and raise the profile of Chaplaincy to the students, to provide a welcome and encourage use of Chaplaincy spaces; in short, to integrate Chaplaincy into the ECA experience. In all of these aims we are helped by some existing relationships.

The full-time Chaplains will be visiting Lauriston Place to meet key staff in May 2010. The Chaplain is invited to the Degree Show. The Chaplaincy is inviting ECA staff to a Chaplaincy Staff lunch in May. We are also inviting a team of tutors to view exhibition space in Bristo Square and to discuss potential arrangements, risk assessments, and policies for housing ECA exhibitions. We are planning workshops and creative activities, including making a new labyrinth, in which we anticipate engaging ECA students.

Already in 2010-11 we have hosted exhibitions of students from ECA. We anticipate hosting more in the years to come. Challenges will include:

- safety, as most exhibitions are housed in the auditorium and therefore installations are more problematic than photography and painting exhibitions
- preview nights, because Chaplaincy Centre space is fully booked for most of the year, and because it is usually an alcohol-free space.

Facilitating international student events

The Chaplaincy has increased its collaboration with the International Office throughout 2010-11, and envisages on-going fruitful interaction, both in planning events, and in responding to crises around the world that affect members of the University.

Whilst responding to particular approaches from international students, we need to balance a concern to make room for international events with loyalty to bookings already in place. We have therefore set in place for 2011-12 a system whereby the International Office and the EUSA Internationalisation Coordinator can book slots ahead of our finalising the booking timetable for the new academic session.

Development of work with Accommodation Services

The Chaplaincy is increasing its work with Accommodation Services so as to work alongside Wardens of halls, especially during the arrival of freshers, and at times of pressure (such as student death), and to assist in the development at Pollock of more on-site events.

Increased collaboration with EUSA

The Chaplaincy has worked with EUSA increasingly throughout 2010-11 in a number of areas:

- Mediation between EUSA societies
- Assisting with profiling fund-raising initiatives
- Planning of international-and-home student events
- Development of volunteering networks, with the new EUSA Volunteer Officer
- Co-hosting of health-and-well-being events

This level of collaboration is set to continue and to lead to new initiatives, including the hosting a volunteering day in 2011-12.

Increased Fair Trade collaboration

The Chaplain has joined the University Fairtrade Steering Group, and the Chaplaincy is helping to promote Fairtrade practice and awareness. In 2011 the Chaplaincy Centre hosted over half of the University events during Fairtrade Fortnight, participated in the Fairtrade bunting World-Record attempt, and, via the Anglican Chaplain, successfully nominated the Fair Trade Café for the Lord Provost's Fair Trade Award.



The Fair Trade Café wins a Lord Provost's Fair Trade Award 2011

Development of Labyrinth work

A Labyrinth Chaplain is being appointed with effect from May 2011 see 1.5). She is beginning, with the Chaplaincy, a series of events that include: running labyrinth sessions at Pollock Halls, holding outside Labyrinth events during Freshers week, and building up a student-volunteer programme for those interested in making labyrinths or receiving training in labyrinth-facilitation.

Increased multi-faith cooperation and understanding

The popularity of the Multi-faith Public Conversation this year, and the interest in new multi-faith initiatives – the sharing from one’s traditions, Scriptural Reasoning and Exemplar Reasoning – have inclined us to make more time and space available for multi-faith activity in the next academic session.

Nurturing of other societies where needs are identified

At the same time, we are setting aside time and space for the possible coming together of various Christian denominations (Church of Scotland, Episcopalians and Methodists), and for a fledgling humanist-meditation group. Both of these needs have presented themselves in 2010-11.

1.3 Evaluation of the service provided

The Chaplaincy sets aside a week in Semester 2 to gauge average usage of the Service. We conduct foot-fall counts, collect numbers of those attending Society-meetings, and numbers attending for pastoral reasons or for discussion groups. *The count pertains only to the Bristo Square site, and only to week days.* We do not currently have means of collecting numbers who use the Prayer Rooms at KB, Moray House or Summerhall. Nor do we currently count those whom we visit off-site, or those attending Chaplaincy weekend events at various venues. We would need complex resources and means of evaluation to get a full picture of all who use the Chaplaincy.

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

<u>Semester 2</u>		
Morning	(9:30 am–1.00pm)	840
Afternoon	(1.00pm– 5.00pm)	945
Evening	(5.00pm – 9.00pm)	<u>587</u>
TOTAL		<u>2372</u>

"I think the Chaplaincy is one of the best spaces in the university. There are few other places which can be used for so many purposes.

- a cup of tea alone or with friends*
- a Committee or Society meeting*
- lone or group study*
- eating lunch whether brought or bought*
- a place where children are welcomed and are safe**
- a place to go and feel safe and see familiar faces*
- very welcoming staff."*

* The Chaplaincy clarifies to all users that children are the responsibility of their carers at all times in the Chaplaincy, and must not be left with Chaplaincy Centre staff, servitorial staff or other Chaplaincy users.

In the ***International Student Barometer*** for Autumn 2010, Edinburgh was rated 'World Class' for faith provision (there was an 18% response rate from Edinburgh to this survey), with 90% satisfaction level noted for worship facilities. In this respect the University of Edinburgh is ranked in the top 2% in Scotland, top 5% in UK, and top 7% in world (note that universities participate voluntarily). This satisfaction level has increased since the survey started in 2005 (when it was 77%).

Under Welfare Services within the same *ISB*, 22% of International students report on using the Chaplaincy, with 98% satisfaction. This places the Edinburgh University Chaplaincy in the top 1% in Scotland, top 4% in the UK, and top 6% in the world for pastoral support (again noting that universities participate voluntarily in the survey). This figure brings the Chaplaincy 5% up from its 2009 rating, and in line with its 2008 percentage.

Home, as well as international, students benefit from all our services.

"What makes the Centre work is the people that come here and the general atmosphere of warmth and acceptance.

What works well is that the Chaplains are available if they are needed by users but at the same time there is no pressure to become involved in religious activity.

I have thoroughly enjoyed the time that I have spent here in the last academic year."

Some of those who have needed mediation assistance this year, and for whom the Chaplaincy has provided facilitated sessions, have written to say:

"We would like to thank the Chaplaincy, and everyone present at last week's meeting for a really positive and productive discussion, and we're confident that everyone in attendance felt that we achieved a lot. We left assured that all the societies involved adhered to the University's Dignity and Respect policy, and would continue to function under these guidelines."

"We owe thanks to the Chaplain and Associate Chaplain for leading us through partially difficult times this year and for all the support you have given us! Please continue to do just that."

Feedback from non-users

The main feedback we have from non-users is that the Chaplaincy Centre in Bristo Square is not easy to find. This was a problem during the Winter Graduations, when we invited people for warm drinks and they could not find the building. We are speaking to Estates about improved signage. We also receive feedback from those who would like to have attended events had they known about them in time. Communication and publicity are among our biggest challenges. We use MyEd, the Chaplaincy web-page, posters, flyers, emails where possible, and Facebook pages where appropriate, but these methods are not always adequate. We are aware that other departments have the same struggles, given the size of the University. We encourage word-of-mouth publicity, and continue to look for ways of improving communication.

1.4 The effectiveness of the Chaplaincy's approach to promoting accessibility for all students

"The fact it is a non-commercial space is very important to me – it is a calm oasis from other spaces in the Uni. As a student with a health condition I also find it important as one of the few places I can simply rest whilst at university."

We do not control the location or quality of access to our buildings, but we ensure the greatest access possible to all events. We are regularly used by students with disabilities, and where wheelchair access is required to the Chaplaincy Centre, we facilitate access via the EUSA lift. On occasion we relocate events to increase access. For public events in the auditorium we hire a PA system and sound technicians.

The Prayer Rooms at KB are in need of further development, and we are in on-going discussions to improve facilities there.

We model and promote equality and diversity at every level of Chaplaincy provision. We are a service through which people of diverse cultures, faiths, political passions and ideologies come together, often with their passionate beliefs uppermost in their minds, and we model a way for all to come together with dignity and respect. The Chaplains keep themselves in regular training (see **1.5**) to increase their skills in handling dialogue, conflict, and issues regarding diversity, equality and tolerance.

1.5 The extent to which Chaplaincy supports and develops staff to promote effective learning for 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, staff 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.

Supporting the Receptionist and hence the Chaplaincy welcome and orientation

Those who use the Chaplaincy are warmly welcomed and assisted by the Receptionist, and they value her hospitality greatly. She is the front-face of the Chaplaincy, and everybody benefits from her personal and organisational skills. She is key to maintaining the ethos of the Chaplaincy, and especially its drop-in, ensuring that users are respectful of the common space and shared resources. She began with the Chaplaincy in March 2010, and brings with her much experience of Administration, Events management, and organisation of volunteers. Her skills in these areas are hugely beneficial within a service that provides a very wide range of events, some at short notice and in times of crisis, which runs a multi-purpose venue, and which is keen to nurture the goodwill, capacity and interests of students.

The rest of the team, and particularly her line-managers, support the Receptionist in her supporting role. Her line-managers hold both scheduled and impromptu meetings with her daily to ensure that she has all she needs. She receives University training as and when required, and as she goes in to her second year of employment she is considering, with the team, areas in which she would benefit from on-going development. We ensure that in-house planning and training takes place in Semester-time as the Receptionist holds a Semester-time only post, and we provide cover to ensure that she can participate in Away Days and other staff development initiatives.

"Thank you to [the Receptionist] who makes an effort to make everyone feel welcomed and who always has [time for] a few words."

"The Chaplaincy Centre is a welcoming and friendly space. This has a lot to do with the warm welcome given by [the Receptionist] who is a real asset to the centre."

Administrator development

Both of the half-time administrators completed Open University courses in 2010-11 relevant to their work in computing and in management, thus providing for on-going quality communication and the smooth-running of the Chaplaincy service.

In March we said goodbye to Lesley McCorkindale, who had been with the Chaplaincy for ten years. We have welcome Stephanie West in April, who comes to us from SAGES. Stephanie is training on those university systems with which she is not wholly familiar.

The full-time Chaplains

The Chaplain is new to the University this academic session. She arrived in September 2010, with many years of diverse University work-experience and with national and international experience of multi-faith and ecumenical work. She is training on a number of University induction and management courses, and seeks advice from professional management trainers in developing particular initiatives, including how best to promote and nurture volunteers. She is also attending courses and collecting materials from a number of institutions that specialise in both Dialogue and Conflict Resolution, including from the Mennonites, the Fellowship of Reconciliation, and the Public Conversations Project. She has linked herself in with the new Scottish Government initiative, 'Belief in Dialogue', and is testing models of good practice presented in the 'Belief in Dialogue' document (2011).

The Chaplain is maintaining her own theological, philosophical and multi-faith work to ensure that high quality teaching and guidance is offered through the Chaplaincy (see **3.2**). In 2010-11 she has lectured and supervised dissertation work for New College. She is promoting a programme of Exemplar Reasoning, in collaboration with a philosopher at the University of Glasgow, which is an initiative at the cutting edge of interfaith understanding. She is also heading up inter-disciplinary conversations on 'Dying and Affliction'. Both the Exemplar Reasoning and 'Dying and Affliction' initiatives develop University staff beyond the Chaplaincy (those who have attended the workshops and conversations), and enhance understanding amongst students who attend off-shoot discussion and training sessions.

The Associate Chaplain is building upon multi-faith research that she undertook at various institutions in the US in 2010, and is preparing a research proposal for further interdisciplinary and international collaboration in the study and development of global spirituality and multi-faith understanding. She has decided to resign from the Chaplaincy, with effect from August 2011, so that she can pursue this research full time. Her multi-faith work has enhanced the levels of understanding and respect between students of all faiths and none within the University, and for the past year she has headed up Multi-faith Colloquy, in which students of different faiths plan joint initiatives, and the Annual Multi-faith Public Conversation.

Particular fruits of her multi-faith work include the article 'Growing a Multi-faith Chaplaincy' for the peer-reviewed JOURNAL OF THE TCMA (Tertiary Campus Ministry Association) in Australia (in press), and further promotion of the Chaplaincy documentary film 'All We've Got'. This film was created in 2008/2009 and then presented at the Parliament of the World's Religions and the TCMA Annual Conference in Melbourne. In 2011 the film has been selected for inclusion in the First Annual Interfaith Film Festival 2011CE. This festival is affiliated with The Pluralism Project at Harvard University. The film can be viewed both on our Chaplaincy web site www.chaplaincy.ed.ac.uk, and through the Film Festival link on YouTube, www.youtube.com/iff2011ce.

This year the Associate Chaplain has received her certification as a Trainer, Educator, and Practitioners (TEP) in psychodrama, sociometry and group psychotherapy through the American Board of Examiners. She continues as an Honorary Fellow in the Schools of Health and Social Science and Divinity, She also continues on-going communication with the Tri-Faith Initiative in Omaha, Nebraska.

Labyrinth Training

The Chaplaincy has provided training for three labyrinth facilitators, who are completing their accreditation in 2011. The out-going Anglican Chaplain, the Revd Frances Burberry, is the leading facilitator, and is taking up the new post of Labyrinth Chaplain. This will ensure that there is continuity of labyrinth provision.

Support and development of the wider Chaplaincy team

The Chaplaincy runs Away Days both for its Chaplaincy Centre Staff and for its Honorary Chaplains Team. It also connects with the other Scottish Universities in providing training for all of its Honorary Chaplains and Belief Contacts. In addition, the Chaplaincy invites experts in particular areas to speak to its Staff and Honorary Chaplaincy and Belief-Contacts Team, and encourages the Team to attend University seminars (such as that delivered by the sociologist of religion, Grace Davie). Invitees in 2010-11 have

included Donald Urquhart from ECA, who specialises in creating multi-faith sanctuary spaces for non-religious institutions; and Dr Victoria Harrison from the University Glasgow and Dr Rhett Gayle of the University of Colorado at Boulder, who created and are pioneering Exemplar Reasoning.

A new Honorary Chaplain from the Unitarian Church, Revd Maud Robinson, has been appointed in 2011. She has links with University students and staff via her congregation, and provides further links for the Chaplaincy with Edinburgh Inter-Faith Association, and Buddhist and Humanist networks. We are looking in 2011 to expand our Jewish representation, and Church of Scotland representation, in both cases for the sake of having additional local support, including support nearer to the vicinity of Pollock Halls.

We are ever-mindful of the gift that the Honorary Chaplains make of their time and resources to the University, and we support them in their own development where possible. The University is currently supporting the Free Church Chaplain in his MA studies, in recognition of his more than 11 years service. The Chaplaincy is undertaking to support some other members of the team in their wish to train in Counselling skills.

Two new Belief Contacts have also been appointed in 2010-11: Ani Rinchen Khandro of the Kagyu Samye Dzong (KSD) Edinburgh, a centre of Tibetan Buddhism; and Mr Naren Sood, President of the Hindu Mandir in Leith.

Development of other University Staff

The Chaplaincy assists in the development of other staff of the University through provision of teaching, discussion and reflection groups, pastoral support, religious services and hospitality.

Placement students and volunteers

In 2011 the Chaplain has supervised an ordinand on placement with the Chaplaincy, on behalf of the Edinburgh Episcopal Diocese. She is also supervising a volunteer lay-chaplain, who is a former social worker and social-work trainer, and is directing him towards other forms of training for work-place chaplaincy.

2 Management of quality and standards

2.1 The Chaplaincy's approach to setting and maintaining standards

The Chaplaincy operates according to a pattern of:

- planning with clear aims and objectives
- de-briefing on all events
- maintaining a clear organisational, line-management structure

- maintaining effective communication and quality planning through weekly staff meetings
- maintaining good team-work and strong pastoral cover for the University through weekly meetings of the Chaplains' team
- keeping ourselves updated on all pertinent legislation (including Equality, Human Rights, Health-and-Safety, Immigration), University policy, and initiatives from Higher Education Institutions regarding 'faith on campus' (e.g. Islamophobia, Anti-Semitism, hate-crimes, intolerance, freedom-of-speech issues)
- regular refresher training internally and externally for all staff on matters of policy, law, technical knowledge and other areas of expertise
- maintaining high standards of presentation and of publicity
- prioritising a swift response to all enquiries, and immediate response, wherever possible, to those in distress.

2.2 The extent to which the Chaplaincy takes account of external reference points

There is no national standard against which to rate university chaplaincies, and no board of accreditation. All of the Chaplaincy Centre staff are familiar with models of good practice in setting and maintaining standards as outlined in **2.1**, from their breadth of work experience, and from workplace (including University) training.

The Chaplaincy team of full-time and Honorary Chaplains is made up of accredited individuals, all of whom have their own professional accrediting bodies, and whom have been recommended by both senior members of their tradition (be they senior ministers, bishops, councils) and by their congregations. As a result, the Chaplaincy's network is vast, and is local and global, and there are numerous bodies to which the Chaplaincy is able to turn when appropriate.

The Chaplaincy takes note of the International Student Barometer, and in this the Edinburgh University Chaplaincy compares very favourably to other institutions (see **1.3**).

The Chaplain meets regularly with Chaplains of other Higher Education institutions, particularly the other Scottish Chaplains, and this provides informal bench-marking for the Edinburgh University Chaplaincy. It transpires from these meetings that Edinburgh University Chaplaincy is distinctive in holding weekly (as opposed to monthly or twice-a-Semester) meetings of the Honorary Chaplains team. We meet so frequently so as to:

- learn from and support one another, and thus to maximise the benefit of being an ecumenical and multi-faith team, and to

develop the ways in which these benefits are shared amongst University members;

- plan events;
- and ensure quality pastoral cover across the whole University (its diversity of members and of sites).

The collegiality and team-strength of the Honorary Chaplains was particularly noted at the 2011 Special Meeting of the Chaplaincy Committee (which is the Annual Meeting to which Honorary Chaplains report).

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. All of these networks proved helpful, for example, in the aftermath of the protests against the visit to the University of Ismail Khaldi in 2011.

For more on the outcome of liaising with other Chaplaincies and external bodies, see **3.2, 3.3**.

The Associate Chaplain has carried out extensive research in to multi-faith provision in universities in the USA, and brings bench-marking specifically from Creighton University and the University of Oamaha, both in Omaha, Nebraska, and from Tri-Faith initiatives, the Project Interfaith, and the Public Conversations Project (Boston). From these she brings methods for monitoring how effective a Service we are at dealing with diversity of beliefs and perspectives, creating ceremonies, sharing stories and meals (negotiating different food-laws and cultural sensibilities), making films (see **1.5**), and relating academic theory to community practice.

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.

2.3 The effectiveness of the Chaplaincy's approach to monitoring and quality assurance

We ask for and make use of feedback on all areas of provision, in ways appropriate to that provision. For example, on the hospitality of the drop-in, students are invited to submit anonymous comments to the Receptionist. On teaching and discussion groups, participants are invited to give comments, by email or anonymously if they wish, and facilitators also offer feedback to one another. On events planned with students, we hold sessions in order to provide mutual feedback with the students involved. In Semester 2 of each year a general request for feedback is posted up in the Chaplaincy, to which people respond on all manner of matters, including pastoral care. We de-brief on all events, as a matter of good-practice, and, when relevant, in conjunction with co-organisers, such as the International Office and EUSA.

Below are some examples of how the Chaplaincy has monitored and adapted its practices in order to improve the quality of its provision.

- Graduation services. The Chaplaincy had, until the summer of 2010 held Graduation Services of Thanksgiving at Greyfriars Kirk, before each Graduation Ceremony. Numbers fell and in latter years some services had no attendees. A decision was made to relocate the Services to a room in the Chaplaincy Centre, in the Summer of 2010. This was partly due to cost (Greyfriars had begun to charge £150 a day), and partly to test whether a closer venue and shorter service would serve people better. The services were not better attended. Therefore a decision was made for November 2010 to open up the Chapel for private opportunities for Thanksgiving, and to have short led prayers (5 minutes) in good time before each Ceremony, and to run this opportunity alongside offering hot drinks to graduands and families in the Chaplaincy Centre Auditorium. The take-up remained small, but verbal feedback from those who made use of the Chapel and of the hospitality has been appreciative. We will keep this initiative going, and circulate publicity earlier. At the same time, we have decided to hold one larger-scale Graduation Service at Greyfriars Kirk, and in conjunction with New College, on the day of the Divinity Graduations. This initiative has arisen from the Honorary Chaplains meetings, and we have decided to run the Service involving as many Honorary Chaplains as are able to participate, and to hold it as an End-of-Session Service to parallel the University Service at the start of the Academic year. We have learned from feedback that graduands worry about getting lunch and getting to the McEwan Hall in time for the Ceremony, so we are providing a light lunch after the Service to see if this meets those concerns. We shall be able to feed back next year. This initiative has been discussed with Chaplaincy Centre staff, Honorary Chaplains, students and former graduands, members of the Divinity School, and the Chaplaincy Committee.
- Postgraduate gatherings. While we aim to make provision specifically for postgraduates, a series of gatherings run in the last academic year fizzled out. This year, a networking idea has been tried instead. Again this is fizzling out. In the process of reviewing these initiatives and discussing post-graduate needs, we have realised that it is international postgraduates who are making most use of the provision, and this is part of what has led us to increase our collaboration with the International Office and to stage more events for and with international students.
- The University Service. This Service is held in Greyfriars Kirk at the start of the Academic Session. Student attendance is low. We are bringing the Service forward by a week for 2011 (to the beginning rather than end of week 1), and discussing with students and the

whole Chaplaincy team ways in which to promote greater student awareness and participation.

- The Chaplaincy offered a Semester-long 'Heart of Flesh' spirituality series running over evenings and weekends. Interest was deep but take-up was small, and we learned that evenings and weekends would not work for some of those wishing to take part. The series therefore did not run, and instead we put on a series of lunchtime discussions, 'Living theology', in Semester 2. The take-up for these was good and sustained, and people have said they would like more.
- Chaplaincy Freshers Fair. It was discovered that the 2010 Chaplaincy Freshers Fair exactly coincided with the Divinity School's induction of undergraduates, and that a number of interested freshers were therefore unable to come. We have timed our Freshers Fair to complement New College undergraduate and postgraduate inductions for 2011.
- In the previous academic year, students from the different religious societies requested a discussion series. Take-up was small, but knowledge and idea exchange was good. The Society reps responded in two key ways: by publicising their events to one another; and by being centrally involved in planning the 2011 Multi-faith Public Conversation. The greatest benefit here is that the Public Conversation became this year the brainchild of the students. It was broader in range than ever before, had high attendance, and has led to an enthusiasm for more events like this.
 - In addition, we have learned from the Multi-faith Public Conversation that perhaps the most effective form of publicity happens via student Facebook pages. The Chaplaincy has been debating this year the pros and cons of going on Facebook. We have decided for the time-being to encourage communication via student Society Facebook pages. We feel we overlooked this opportunity when organising the Service in Support for Japan, for which background support was immense but at which actual attendance was smaller than anticipated.

2.4 The extent to which the Chaplaincy's monitoring and quality assurance arrangements take account of all students

Since the Chaplaincy is involved in many and diverse aspects of University life, our monitoring and quality assurance is conducted in conjunction with many representatives from the University, including: student users, EUSA staff, the International Office, Servitors, Heads of Protocol, the Rector 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, and is chaired by the Vice-Principal for Equality).

3 Management of enhancement and sharing of good practice

3.1 The extent to which the Chaplaincy takes deliberate steps to manage quality enhancement

The Chaplaincy is taking deliberate steps to respond to presenting needs that have come directly to Chaplaincy, and some of which cohere with needs identified by the University, including the needs of international students to be welcomed in to the host culture, and the needs of post-graduate students in their relative social and academic isolation.

The Chaplaincy has identified other areas, such as a gap in opportunities for families to gather or share involvement in aspects of University life. We work to welcome families at particular managed events (such as Diwali celebrations, the Multi-faith meal, and the Thanksgiving dinner). The children's Christmas party was new in 2010 and is set to become an annual event.

'Just wanted to say thank you for a lovely party on Saturday. My two grandchildren, myself and my husband thoroughly enjoyed the afternoon. Thank you to the Centre for hosting it.'

3.2 The extent to which the Chaplaincy engages with external reference points to enhancement

Whilst there is no accrediting body for chaplaincies, the Chaplains have availed themselves of various means of bench-marking, receiving training, and sharing good practice with external bodies, both inside and outside the University (see **1.5, 2.2, 2.3, 2.4**).

The Chaplain has found it particularly helpful this year to share ideas with the Chaplains of other Scottish Universities, including in the areas of policies for Honorary Chaplains and Belief Contacts, possibilities for hosting community meals and other communal events for students and staff, and responses to crises around the world. For example, in the aftermath of the earthquake in New Zealand and tsunami in Japan, the Scottish University Chaplains exchanged views on how to respond to global events, and how to prioritise and gauge levels of response. Edinburgh University Chaplaincy was the first to hold a Service in Support for Japan, and was able to share its Order of Service with Dundee and St Andrews, who wished to follow suit. Other university chaplaincies had been more involved in fund-raising initiatives for Japan.

3.3 The extent to which the Chaplaincy identifies and shares good practice

In addition to the procedures and outcomes discussed above (1.5, 2.2, 2.3, 2.4, 3.2), the Chaplain and Associate Chaplain identify and share good practice within a range of external networks.

As well as being part of the network of Scottish University Chaplains, the Chaplain is also involved in networks of UK University Chaplains, of FE Chaplains, and of Workplace Chaplains. She is also an external examiner and moderator for a number of institutions that train for ministry or otherwise provide theological and religious education, including the universities of Chichester, Durham, and Gloucestershire, and has previously overseen courses at the University of Exeter's Department of Life-Long Learning, North Thames Ministry Training Course, and South West Ministry Training Course.

The Chaplain has been invited to speak in Sweden in 2011 on Women and Leadership in the Church, to Chair the Modern Church Conference of 2012 on Women and Authority, and to produce a Theology of Leadership for the Faith and Order Commission of the Church of England.

She keeps up her theological, philosophical and multi-faith understanding, to the benefit of students, and so as to maintain high-quality provision of teaching, discussion and reflection at the Chaplaincy. Most recently she has edited *God, Goodness and Philosophy* (Ashgate, in press), and has been invited to become Series Editor for a new Ashgate Series in Philosophy of Religion. She is currently commissioned to write a number of chapters and books on fundamentalism and on philosophical theology, both topics being pertinent to student ministry, and frequently acts as a peer reviewer for publishers and journals. Her understanding of religious fundamentalism is particularly relevant to a number of high-profile global concerns which are affecting students in Edinburgh.

The Chaplain sits on the Doctrine Committee of the SEC and writes for its published volumes. She will edit the next volume on 'The Art of Dying'. Her management of the ecumenical Chaplaincy team is enhanced by her ecumenical work on a national and international level. She sits on the Tripartite talks between the Church of Scotland, Church of England and Scottish Episcopal Church, participates in discussions between the churches of the Porvoo Agreement, and is the new Episcopal representative on ACTS (Action of Churches Together in Scotland). In 2010 she attended with Rowan Williams the Building Bridges Seminar (a Muslim-Christian Dialogue) in Washington D.C.

The Chaplain has initiated workshops at the University on Dying and Affliction, bringing together academics, health-care practitioners and artists from Edinburgh and across the UK. This project is on-going.

The Associate Chaplain is developing expertise in sharing good practice for multi-faith chaplaincy, globally. She has networks in the US, Australia and across Scotland, and is now publishing in this field as well as successfully promoting internationally the film made by the Edinburgh University Chaplaincy in 2009 (see **1.5**). She chaired the 2011 Middle East Festival Forum on World Spiritualities for The Edinburgh International Middle Eastern Spirituality and Peace Festival 2011. Together with students of the University's Religious Societies, she brought together religious leaders and spokespeople from across the City and the University, for the widest-ranging Multi-faith Public Conversation so far hosted by the Chaplaincy.

4. Appendices

4.1 Groups and categories of Chaplaincy users

2010-2011

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

University Religious/Spiritual/Meditation Societies/Groups

Anglican Society
Bahá'í Society
Buddhist Society
Christian Union
Christian Union Faculty Group
Christian Union Small Groups
Christian Union Unplugged
Christians in Sport Meeting
International Prayer Group
Islamic Society
Jewish Society
Quakers
Student Prayer Group
Tai Chi Society
Tibet Society
Vedic Society

External Religious Groups/Events

Episcopal Diocesan Post-Gifford Lecture Discussion Nights
Ismailis
Navigators Prayer Group

Other Religious/Multi-faith Initiatives

Chaplaincy Freshers' Fair
Diwali
Edinburgh University Carol Service
Edinburgh University Children's Christmas Party
Edinburgh University Multi-faith Public Conversation
Foundation for Planetary Healing Event
Freshers Unconventional Pub Quiz
Heart of Flesh Taster Session

Holy Communion
Honorary Chaplains' Meetings
Indoor Labyrinth
Interfaith meals
Mindfulness and Meditation
multi-faithCOLLOQUY
multi-faithFORUM
Service for Support for Japan
Shamanic Journey Group
Taizé Prayer

Non-Religious University Societies

Amnesty International Society
Amnesty International Letter Writing
Cheerleading Society
Fair Trade Society
Feminist Society
First Aid/Red Cross Society
Hellenic Society Dance Group
Humanist Society
Juggling Society
Knitting Society
Les Escogriffes Society
Linguistics & English Language Society – English Language
Day
Linguistics & English Language Society – Revision Group
Modern Dance Society
People and Planet Society
Save the Children Society
Spanish Society Taster Session
Sunday's Child Play Rehearsals
Theatre Paradok Play Rehearsals
Yoga Society
Young Greens' Society

Internal/External Non-Religious Groups/Events

AEGIS Meeting
Becoming a Self Exhibition
Book Group
Charity Shop Focus Group
College of Health in Social Sciences Graduation Reception
Destination Tsunami Exhibition
Dying & Affliction Conversations
Edinburgh University Careers Service Meeting
Edinburgh University Chaplaincy Staff lunches
Edinburgh University Court Meeting

Edinburgh University ECA Consultation Meetings
 Edinburgh University Graduation Receptions
 Edinburgh University International Office STRATOS Meeting
 Edinburgh University International Office Sweet Diversity Evening
 Edinburgh University LifeLong Learning Access Course
 Edinburgh University Retired Staff Association
 Edinburgh University Transitions Meetings
 Fringe Festival
 Guerrilla Cinema Birthday Party (People & Planet)
 Home Is . . . Exhibition (Bethany Trust)
 Japanese Tea Ceremony with SocieTEA
 Linguistics Study Group
 Meadows Marathon Registration
 PostGraduate Network Gathering
 Semantics Group Discussion
 Sick Kids Memorial Service
 Student Life Meeting
 TANDEM (EUSA) Language Cafe
 Tea Tasting with SocieTEA
 Thanksgiving Meal
 The Journey Exhibition (ECA Student)
 Water Aid Toilet Picnic
 Yoga Class

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 (Bristo 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

4.2 Mapping Chaplaincy activity according to the University's Strategic Plan

STRATEGIC GOALS

Excellence in learning and teaching

Both Chaplains run teaching and training programmes at the Chaplaincy for students and staff, and facilitate mutual learning amongst the Chaplaincy team and the Religious and Belief Societies. They maintain their own level of expertise through research and teaching.

The Chaplain delivered lectures for the Divinity School in Semester 1, and is supervising dissertation work. She is external examiner for theological, philosophical and ministerial courses at other universities.

The Chaplain is supervising a placement student at the Chaplaincy, on behalf of Edinburgh Episcopal Diocese, prior to his ordination in June 2011, and is also supervising a Lay Chaplain who is exploring Chaplaincy training.

The Associate Chaplain delivered a class for Religious Studies graduates.

The Associate Chaplain is second supervisor for two Ph.D. students in Counselling.

Excellence in Research

The Chaplain has edited *God, Goodness and Philosophy* (Ashgate, publication date 2011), and has been invited to become Series Editor for a new Ashgate Series in Philosophy of Religion. She is currently commissioned to write books in philosophy of religion and on fundamentalist and evangelical Christianity.

The Associate Chaplain has written 'Growing a Multi-faith Chaplaincy' for the peer-reviewed JOURNAL OF THE TCMA (Tertiary Campus Ministry Association) in Australia (in press). She has successfully entered the Chaplaincy's 2009 documentary film *All We've Got* in The First Annual Interfaith Film Festival, which is being sponsored by Harvard University's Pluralism Project.

The Associate Chaplain is also building upon multi-faith research she undertook in the US in 2010, to develop research in to interdisciplinary and international collaboration in the study and development of global spirituality and multi-faith understanding.

Excellence in Commercialisation and Knowledge Exchange

The Chaplain has been invited to speak in Sweden in 2011 on Women and Leadership in the Church, to Chair the Modern Church Conference of 2012 on Women and Authority, and to produce a Theology of Leadership for the Faith and Order Commission of the Church of England. She has also been invited to lead workshops and give lectures for the Scottish Episcopal Church. She has joined the Doctrine Committee of the SEC and writes for its published volumes. She sits on the Tri-partite talks between the Church of Scotland, Church of England and Scottish Episcopal Church.

The Chaplain has initiated workshops at the University on Dying and Affliction, bringing together academics, health-care practitioners and artists from Edinburgh and across the UK.

The Chaplain is promoting a programme of Exemplar Reasoning, in collaboration with a philosopher at the University of Glasgow, which is an initiative at the cutting edge of interfaith understanding.

The Associate Chaplain planned with students the Multi-Faith Public Conversation, which brought together religious and humanist leaders and spokesperson from across the City and University, and attracted many religious and humanist attendees. The University Rector was the Humanist spokesperson at this event. She chaired the 2011 Middle East Festival Forum on World Spiritualities for The Edinburgh International Middle Eastern Spirituality and Peace Festival 2011.

ENABLERS

Quality People

See above regarding Chaplain and Associate Chaplain.

Both of the half-time administrators completed Open University courses relevant to their work, in computing and management.

The goodwill of our voluntary team of Honorary Chaplains and Belief Contacts, as well as the genuine sense of owned responsibility and "yes we can" attitude of the small paid staff, remain a hallmark of this service provision, and this was acknowledged by a Contribution Award amongst the administrators this year.

Quality Service

With a small paid staff assisted by a diverse voluntary team, the Chaplaincy offers a much-appreciated service to the large University community and beyond. We have requested a proportionate increase in resources to enable us to respond with quality to the merger with ECA, and to other on-going areas of University expansion.

Quality infrastructure

We are a small team of five people across 3.65 posts, working within a clearly-defined and efficient structure.

STRATEGIC THEMES

Enhancing our student experience

The drop-in facilities are ever popular and increasingly well-advertised. Room bookings are full, the resource area and the opportunity to see Chaplains for pastoral support are well-used. Our service is for staff as well as students. Staff lunches are much appreciated. New aspects of our provision include:

- Introducing new programmes for inter-faith understanding, including Scriptural Reasoning and Exemplar Reasoning.
- Organised support for Student volunteers working in hospitals.
- 'Living theology' lunchtime discussions for staff and students.

Advancing internationalisation

- High rating for Chaplaincy/faith provision on International Student barometer.
- Increase in the hosting of international events in 2010-11, including Thanksgiving dinner, Multi-cultural food evenings, and regular Tandem Café afternoons.

- Annual Multi-faith Meal initiated and organised by students in the Multi-faith Colloquy.
- Postgraduate Network Gatherings for international students, a new initiative for 2010.

Engaging with our wider community

- Extensive community links through the Chaplains' and Honorary Chaplains' links with local congregations.
- The Multi-faith Public Conversation event is now an annual event. This year's event involved multiple invited participants from across the University and City.
- Workshops on Dying and Affliction bring together academics and care workers from universities and institutions across Edinburgh and the UK.
- Children's Christmas Party, for children of staff and students of the University, a new initiative for 2010. For this we sought and gained sponsorship from Sainsbury's on Meadow Walk, and made posters of thanks for them to display.
- Increasing collaboration with EUSA in 2010-11, and their International and Volunteer Coordinators.
- Labyrinth days and outdoor Labyrinth and portable Labyrinths serve the wider community and City, and we provide leadership within the Edinburgh, Scottish and UK Labyrinth networks
- Flagship Services: the University Service, which together with the Grassmarket Project, forges links with Greyfriars Kirk; Remembrance Sunday, which forges links with the other Edinburgh universities, the Forces and the City; and the Carol Service, which serves the wider community.
- The Fringe Festival, which comes in every summer.

Promoting Equality, Diversity, Sustainability and Social Responsibility

- Our inclusivity and hospitality, as a service for people of all faiths and none, promotes equality, diversity and social responsibility.
- We host and actively encourage the University's Amnesty Society, who write letters in the Chaplaincy and have this year set up a library of Amnesty resources within the Chaplaincy; the Fair Trade group, who run a weekly café at the Chaplaincy; People and Planet; Save the children, and numerous volunteer groups.
- The Chaplaincy has become increasingly Fair Trade, and the Chaplain has joined the University Fair Trade Steering Group. The Fair Trade Café won a Lord Provost's Fair Trade Award 2011, after being nominated by the Anglican Chaplain to the University.

Building Strategic Partnerships and Collaborations

- Edinburgh Inter-Faith Association
- Scottish Inter-Faith Council
- Middle Eastern Festival of Spirituality and Peace
- NHS Chaplains
- 'Belief in Dialogue' network
- ACTS and other ecumenical networks
- Collaborative work with staff in the Alwaleed Centre, New College, Sociology, Medical ethics and the Medical School.

Stimulating Alumni Relations and Philanthropic Giving

- Chaplains support the General Council Biannual meetings, and the Chaplaincy has been supported philanthropically in its work and resources by the General Council.
- Constant building of alumni relations through such services as weddings, baptisms, memorials and pastoral care of the bereaved.
- Providing graduation teas and coffees for Winter graduations, and thanksgiving opportunities in the Chapel, a new initiative for 2010.
- The Chaplaincy encourages philanthropic giving through its collections at the drop-in tea and coffee, at the Carol Service and other such services, where money goes to local and international charities.