

2018 Chaplaincy Services Review

Following the survey of chaplaincy services in 2015, the HEA wrote to all HEIs (on 21 July 2016), requesting that institutions:

- ✓ Ensure value-for-money for any expenditure on chaplaincy services and regularly monitor and evaluate the use, value and impact of these services from a student perspective.
- ✓ Ensure that chaplaincy and other support services are available to students of all faiths in keeping with their responsibilities under the Irish Constitution and that the use of lay chaplains could be considered as a means to address that.
- ✓ Ensure that there is no discrimination between the appointment of lay and clerical chaplains.
- ✓ Ensure that public-sector appointment criteria and procurement guidelines are followed in the process of providing chaplaincy services.
- ✓ Address any with 'legacy' arrangements in place which did not involve a formal process of appointment or procurement in line with public-sector rules or guidelines should seek to do so as a matter of priority within the next 12 months.
- ✓ Ensure that there are robust agreements or contracts in place with chaplaincy services that clearly set out their services and responsibilities to the entire student base and accountability arrangements for delivering on this remit.

It was stated that the HEA would monitor ongoing implementation in this regard and would request an update from each HEI in due course. Therefore, we now invite you to complete the table overleaf.

Please submit this information to grantpayments@hea.ie no later than close of business on Friday 13th April 2018.

Survey of Chaplaincy Services (2018 Update)

Institution: <i>[insert Institution name here]</i>	Response
<p>a) Current arrangements for chaplaincy services in the institution</p>	<p>Following a comprehensive review of the Chaplaincy Service which was completed in May 2017, it was agreed to rename the service <i>DIT Pastoral Care and Chaplaincy Service</i> to more accurately reflect the activities and aims of the service.</p> <p>The service is currently operated on a contract for services basis, and following the review it was agreed to put the Pastoral Care and Chaplaincy Service out to tender. The procurement process is currently in process and the successful team is expected to be in place by Sept 2018.</p> <p>The Pastoral Care and Chaplaincy Service in DIT is one of a range of services designed to support students during their transition to, and progress through third level. The service is assisting the Institute as it faces the challenge of ever increasing diversity across the campus. This is of particular significance as the college moves to its new campus in Grangegorman, and as we work towards Technological University designation.</p> <p>The Pastoral care and Chaplaincy Service organises a range of events and supports for students throughout the academic year. These include support with the organisation of orientation for 3500+ new students; pastoral care for all students, with a particular focus on the well-being of international students as they settle into a new country and culture; assistance with accessing financial support where necessary; and bereavement support, for an individual student and for a cohort who may be affected by the death of a fellow student.</p> <p>As DIT is a multi-campus Institution, the Chaplains / Pastoral Care Advisers play an important role in referring students to appropriate services that may be on a different campus. The Chaplains / Pastoral Care Advisers also run the DIT Peer Mentoring Service where 180 senior students are trained to provide support and advise students who are entering the first year of the same academic programme.</p>

	<p>While the Pastoral Care and Chaplaincy Service currently has representatives from the Roman Catholic Church and the Church of Ireland, their role is to support students of all faiths and none. The Chaplains liaise with representatives of other faiths to ensure that students' spiritual needs are catered for on campus. For example, all major campus locations now have Quiet Rooms managed by the service and these are used extensively by students of the Muslim faith. Quiet Rooms are also used for Meditation sessions and have been used by Buddhist groups.</p>
b) Number of Chaplains engaged/employed in the institution	<p>There are currently 4.5 FTE Chaplains / Pastoral Care Advisers plus an administrator for the service engaged by the Institute on a contract for services basis. Three Chaplains (2 of whom are lay chaplains) are Roman Catholic, and two are Church of Ireland (one of whom is a lay Chaplain). Of these five Chaplains, three are male, and two are female.</p>
c) Costs attached to the provision of chaplaincy services for the 2016/17 academic year (or other available information)	<p>The cost of operating Chaplaincy in 2016-17 was €244,586. Of this €12,586 was to cover non-pay expenditure. Of the balance of €232,000, €187,000 was paid to the Catholic Archdiocese for the provision of services, and €45,000 was paid to the Church of Ireland for the provision of services.</p>
d) Source of Funding for posts (details to be broken down by denomination)	<p>The non-pay budget comes from the core grant of the institute. The contract for services costs are covered from the Student Charge.</p>
<p>Progress in Implementing Recommendations arising from 2015 Review of Chaplaincy Services in the HE Sector</p>	
<p>1. Describe how the institution ensures value-for-money for any expenditure on chaplaincy services and monitors and evaluates the use, value and impact of these services from a student perspective.</p>	<p>In 2016 the Institute procured an extensive review of the role, activities and impact of the DIT Chaplaincy Service, which was completed in Feb 2017. This review identified that the Chaplaincy Service was making a positive contribution to the aims and objectives of the Institute through its work which assisted retention and progression of students. This report, which was primarily based on qualitative research, made 37 recommendations for DIT and the Chaplaincy Service. These recommendations were approved by DIT Senior Leadership Team in May 2017.</p> <p>Since 2008, the Institute has carried out a DIT Student Feedback survey every two years, in which students' awareness of, and satisfaction</p>

	<p>with, different student services are measured. The performance of the Chaplaincy Service in these surveys has continuously improved in recent years, and in 2016 the Chaplaincy Service had the highest User Satisfaction rate of all services.</p> <p>The Coordinator of the Chaplaincy Service reports to the Head of Campus Life. As well as taking part in monthly Campus Life Management Team meetings, the Coordinator meets regularly with the Head of Campus Life to discuss progress.</p> <p>The coordinator is responsible, with the Head of Campus Life, for ensuring that the Pastoral care and Chaplaincy Service is in compliance with Institute policies around data protection, procurement, garda vetting and child protection.</p> <p>As mentioned previously the Pastoral Care and Chaplaincy Service is currently out to tender. A stated objective of the Institute in opting for the tender process is to obtain best value for money and to continue to obtain best value.</p>
<p>2. Outline how the institution ensures that chaplaincy and other support services are available to students of all faiths in keeping with responsibilities under the Irish Constitution, including consideration of the use of lay chaplains.</p>	<p>As outlined above, 3 of the Chaplains / Pastoral Care Advisers, out of the 4.5 FTE staff, are lay. In the review of the Chaplaincy Service it was found that the Service made itself available to students and staff of all faiths and none. The review also made recommendations to better support students of non-Christian faiths. Specifically:</p> <p>Recommendation No. 25 <i>DIT Chaplaincy Service should continue to place a strong emphasis on initiatives, programmes and activities which promote greater understanding and mutual respect between people from different religious/faith traditions and between people with religious affiliations and people with no religious beliefs. This inter-faith work should take place within DIT and through other forums and initiatives which have been established in Dublin (e.g. through the Dublin City Interfaith Forum).</i></p>

	<p>The link with the Dublin City Interfaith Forum has been established and continues to develop.</p> <p>Recommendation No. 26 <i>The chaplaincy team in DIT should be broadened to include people from non-Christian traditions and backgrounds. This is likely to encourage and enable more people from a non-Christian background to approach the Chaplaincy Service for assistance and advice. Ways in which the team might be broadened could include the appointment of non-Christians as associate chaplains and the creation of an inter-faith committee/group to help guide the work of the Chaplaincy Service.</i></p> <p>In the current procurement process for Pastoral Care and Chaplaincy services, one of the criteria on which the applications will be judged is the manner in which applicants will support students from other faith groups and students of no faith.</p>
<p>3. Confirm that the institution ensures that there is no discrimination between the appointment of lay and clerical chaplains.</p>	<p>Confirmed. Also the procurement process sets out specific skills and abilities required for staff, which could be fulfilled by either lay or clerical chaplains.</p>
<p>4. Detail how public-sector appointment criteria and procurement guidelines are followed in the process of providing chaplaincy services.</p>	<p>The 2017 review considered whether the Institute should employ Chaplains or procure the service, and recommended that the service be filled via a procurement process.</p> <p>It was agreed to implement that recommendation. The service is now out to tender, and it is expected that the successful team will be in place by September 2018.</p>
<p>5. Note any 'legacy' arrangements that did not involve a formal process of appointment or procurement in line with public-sector rules that have been rectified since 2015.</p>	<p>The current Pastoral Care and Chaplaincy Service is obtained on a Contract for Services basis. That contract will cease upon the completion of the current tendering process, and it is expected that the successful tenderer will be in place by Sept 2018.</p>
<p>6. Set out how the agreements or contracts in place ensure that the requirements of the service are delivered with adequate accountability arrangements.</p>	<p>Currently the accountability arrangements are monitored via student feedback surveys; feedback from student representatives; reporting to Campus Life Management Team, and a complaints mechanism.</p>

	<p>The tender document sets out clear standards and requirements for the service and monitoring arrangements. The service requirements document states clearly that the Institute is taking a strategic approach to procurement and provision of the Service, in addition to securing savings, the procurement will be supporting other Government policies including;</p> <ul style="list-style-type: none"> • value for money and price transparency, • active management, and • effective management of provision
<p>7. Provide any other comments/observations in relation to the role of the Chaplain(s) in the institution.</p>	<p>The research carried out on the DIT Chaplaincy Service provided a very useful overview and insight into the pastoral care work of the Service, and the views of staff, students and stakeholders on work and value of the service.</p>