

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>University College Cork</i>	Response
<p>a) Current arrangements for chaplaincy services in the institution</p>	<p>http://www.ucc.ie/en/chaplaincy/</p> <p>The Mission Statement provides a clear agenda for the service. The Mission Statement was collaboratively developed and agreed by the Chaplains from the four main Christian Churches.</p> <p>It should be noted that the Mission Statement for the Chaplaincy will be reviewed by the Chaplaincy Advisory Board in May 2018 (further details on this Board contained below).</p> <p>Mission Statement</p> <p>The Chaplaincy team at UCC accompanies staff and students on their spiritual journey. In a welcoming and caring atmosphere we offer a listening ear. Inspired by the Scriptures we provide opportunities for a deepening of faith, for service of others and for worship. We seek in this way to be a Christian presence at UCC.</p> <p>Vision and Values</p> <p>The Chaplaincy has a vision of love, peace, and respect for everyone. Our core values include respect, compassion, community, humility and hospitality.</p> <p>UCC Chaplaincy is a multi-faith Christian chaplaincy; our chaplaincy team consists of members from different faiths and backgrounds. The Chaplains are experienced at listening and offering spiritual guidance, prayer, support, friendship, fun and entertainment.</p> <p>The Chaplains are here for you. Whether you belong to a faith community or not, you are always welcome to talk confidentially with a Chaplain about any problems or concerns you may have. Come and have a chat at any time. Chaplains are always glad to meet students or staff socially and pastorally and offer everyone a sympathetic ear. UCC Chaplaincy also conducts different types of entertainment events, get togethers and field trips in both semesters.</p>

	<p>A Multi-Faith prayer/mediation room is available on campus for students and staff.</p> <p>Chaplaincy Services:</p> <ul style="list-style-type: none"> • Pastoral Care • A listening ear • Spiritual guidance • Friendly get together/fellowship
b) Number of Chaplains engaged/employed in the institution	<p>1 Chaplaincy Co-ordinator (RC) 2 Lay Chaplains (RC) 1 Chaplain (COI) Part-time Presbyterian retired in May 2017 and Presbyterian Office are following-up to seek replacement</p> <p>1 Admin (SEA) Through the UCC WORKS Programme, the Chaplaincy is assisted by a team of student interns.</p>
c) Costs attached to the provision of chaplaincy services for the 2016/17 academic year (or other available information)	<p>Approx. €26,000 on non-pay items within the Chaplaincy in 2016/17 which included office expenses, running of events/retreats etc.</p>
d) Source of Funding for posts (details to be broken down by denomination)	<ul style="list-style-type: none"> • During 2014/15 a Service Level Agreement was developed between the Diocese of Cork & Ross and UCC which outlined the provision of services and UCC pay €100,000 per annum for these services • During 2017/18 a Service Level Agreement was developed between UCC and the Diocesan Council of the United Dioceses of Cork, Cloyne and Ross whereby UCC contribute €28,972 towards the salary of the COI Chaplain with the remainder paid by the Bishop's Office • A stipend was paid annually to the part-time Presbyterian Chaplain • University funding for SEA post
Progress in Implementing Recommendations arising from 2015 Review of Chaplaincy Services in the HE Sector	
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.	<ul style="list-style-type: none"> • The Chaplaincy falls within the remit of the Head of Student Experience and that Office works with its Finance Office partner to ensure budgetary monitoring and budget forecasting for the year ahead to ensure value for money • A question on utilisation and satisfaction of Chaplaincy services is normally included in

	<p>the Student Experience Survey which is run every two years</p> <ul style="list-style-type: none"> • Feedback on Chaplaincy events/services is welcomed from its users • The Chaplaincy Administrator is a member of staff of UCC and reports directly to the Head of Student Experience which ensures accountability for financial and other assets • The Chaplaincy Co-ordinator meets the Head of Student Experience regularly and submits an annual report
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.	The Chaplaincy at UCC includes lay Chaplains and the Chaplaincy and other support services indicate they welcome all faiths or none
3. Confirm that the institution ensures that there is no discrimination between the appointment of lay and clerical chaplains.	The appointment of Chaplains is per the SLAs
4. Detail how public-sector appointment criteria and procurement guidelines are followed in the process of providing chaplaincy services.	The Chaplaincy follows the procurement guidelines as set by UCC The appointment process is guided by the SLAs
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.	
6. Set out how the agreements or contracts in place ensure that the requirements of the service are delivered with adequate accountability arrangements.	Each SLA provides for the services to be provided
7. Provide any other comments/observations in relation to the role of the Chaplain(s) in the institution.	The Chaplain Co-ordinator continues to be a member of various Committees and works closely with other welfare services

It should be noted that within UCC a **Chaplaincy Advisory Board (CAB)** was established in 2016 and its Terms of Reference include:

The CAB will be established to advise and assist UCC in the development of a UCC chaplaincy strategy, helping to shape the chaplaincy service contribution to UCC and Student Experience strategic objectives. The current UCC Strategic Plan (2013-2017) includes, as objective 1:

Deliver research-inspired teaching and learning with a world class student experience.

Our strategies to achieve this objective include:

Deliver strong student-focused support services which address the physical, psychological, spiritual, social, cultural and welfare needs of students by focusing on the students' transition into UCC, time in UCC and transition out of UCC.

Through an approach which respects different faith-based approaches and the extant responsibilities of Church bodies, the CAB will:

- advise and assist UCC in further developing 'best practice' in the provision of a campus-based Chaplaincy service, drawing on relevant literature and models of practice in Ireland and worldwide;
- be a dynamic forum for discussion and debate and the continued development of approaches to provision of the UCC Chaplaincy service;
- meet no less than twice per academic year.