

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-032025-0001477

Date: 20.3.25

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

1. How many whole-time equivalents are employed in the spiritual, religious, and / or chaplaincy service(s) and what are their bandings? Please differentiate between staff on substantive and temporary contracts, as well as staff working in the service on bank or agency contracts.

The Chaplaincy Team consists of the following whole-time equivalent (WTE) staff:

Lead Chaplain – Band 7 (Substantive)

Chaplain – Band 6 (Substantive)

Chaplaincy Support Worker – Band 4 (Substantive)

The service is also supported by several volunteer chaplains who are not on formal contracts.

No bank or agency staff are currently employed in the service.

2. What are the typical core hours of the spiritual, religious, and / or chaplaincy service(s) on offer? How are these service(s) provided over the week (i.e. weekdays only, seven days a week, etc)?

The Chaplaincy Service operates Monday to Friday from 8:00 AM to 4:00 PM.

The Prayer Centre at Russells Hall Hospital is open 24/7 for those seeking peace, support, and a place to pray or reflect.

The service is available seven days a week through a combination of on-site support and on-call provisions.

3. What type of support (such as regular activities, events, or gatherings) is offered by the spiritual, religious, and / or chaplaincy service(s)? Please differentiate this between support offered to patients, support offered to family / friends, and support offered to staff members.

For Patients: Bedside visits, pastoral and religious support, end-of-life care support, and spiritual counselling.

For Families/Friends: Bereavement support, prayer services, and memorial services.

For Staff Members: Well-being support, reflective practice sessions, and pastoral counselling.

4. What on-call or out-of-hours provisions are made by the spiritual, religious, and / or chaplaincy service(s) at your Trust? Please differentiate between provisions offered by staff members employed by the Trust, and provisions offered by external contractors / arrangements.

A 24/7 on-call system is in place.

Out-of-hours support is provided by on-call chaplains, and emergency spiritual support is available via the hospital switchboard.

No external contractors currently provide out-of-hours chaplaincy services.

5. What support is offered to the spiritual, religious, and / or chaplaincy services(s) by external organisations? For instance, what contracts are held by the Trust for this / these service(s) and who are these contracts with?

The chaplaincy service collaborates with local faith communities and volunteers to enhance service provision.

No formal external contracts are currently held for chaplaincy services.

6. On average, how many service users are supported by the spiritual, religious, and / or chaplaincy service(s) in a week? Please take an average of service users supported between January and December 2024.

Total referrals: 514

Average per month: 43

Average per week: 9

7. What is the overall satisfaction for the spiritual, religious, and / or chaplaincy service(s) offered by your Trust? Please provide the overall satisfaction for the period January 2024 to December 2024.

We do not collect service feedback for the chaplaincy service on a regular basis.

8. What supervision, if any, is provided to staff working in the spiritual, religious, and / or chaplaincy service(s)? Please identify whether this is provided by your Trust or by an external provider, and the average annual cost for this provision.

The chaplaincy team receives monthly supervision facilitated internally by the Trust.

Additional pastoral support is provided through external peer networks, but there is no dedicated external supervision contract at present.

9. Please provide a contact name and contact email address if there should be any additional queries relating to this Freedom of Information request.

Contact Name: Freedom of Information Request Team

Email Address: dgft.foi@nhs.net

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow

FOI/REF FOI-

Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust