



IMPACT REPORT

WORCESTER STUDENTS' UNION 2022 - 2023

Worcester Students' Union

Impact Report

2022 / 2023



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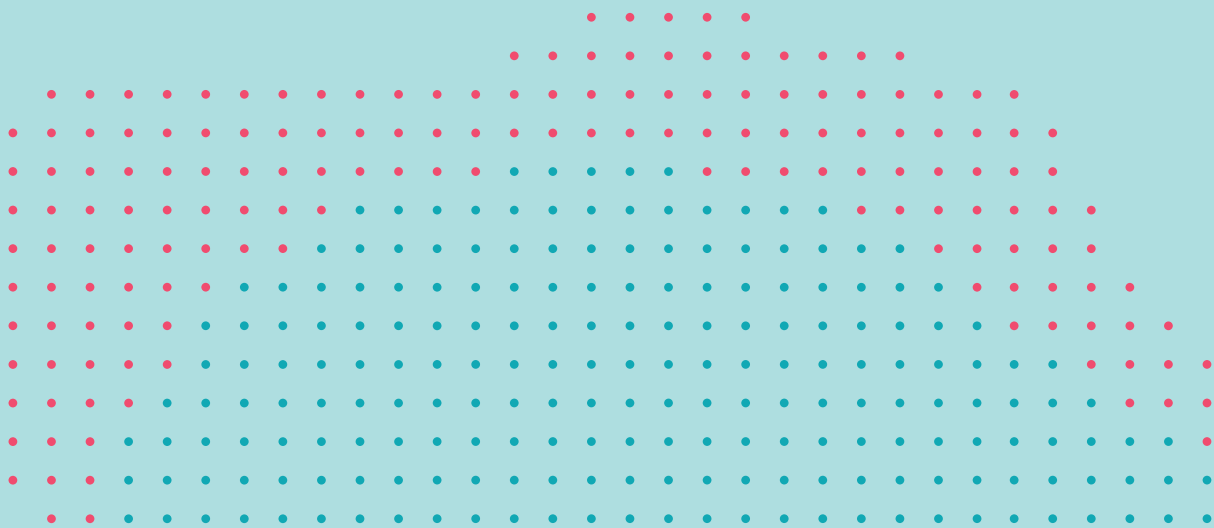
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Message From Al Linforth SU President 22 - 23

She also took a lead on our TEF student submission and delivered another lovely Student Choice Awards. She did all of this incredible work whilst making sure Toby, our campus cat, received all the cuddles and attention he deserved.

Our Vice President Student Activities, Meg, also had a very busy year. Between ensuring every member of staff had cups of tea and biscuits whenever they needed, she was working hard on an employability guide, to help students unlock all of the skills and qualities they have gained from being part of the #TeamWorc community. She also introduced the SU drive, collecting donations for the local food bank and our own Community Cupboard in the winter period. Finally, Meg created the #Proud2Play campaign, which helped us teach the importance of EDI in sport throughout the Varsity period.

This year, the real winners were our students. Throughout the year they raised £16,607 for charity, hosted numerous events in The Hangar, brought the Varsity trophy back home to Worcester, were nominated for and won national awards, and were a pleasure to represent and work with throughout the year.

Nothing we have achieved this year would have been possible without our incredible staff team and I would like to give a special shout-out and thank you to Sophie W, Rob, Antonia, Clement, Casey, Aimee, Anna-Symone, Hannah, Sophie S, Barney, Matt, Shona, Mollie, Tom, Kate, Sarah, Samina, Kristina, Jack, our amazing student staff team, and the Union Trustees. They are the unsung heroes of the SU, working tirelessly behind the scenes to offer support and guidance to the Officers and the students we represent.

We are thrilled to share this year's Impact Report, highlighting everything we have worked towards and achieved this year at the Students' Union (SU). As President, I have had the joy of watching the organisation continue to evolve, all in the best interests of our students, and I cannot wait to continue to watch it grow in my second term in office.

We started the year on a high with Welcome Festival. We worked closely with the University to host fantastic events for all our students, from big welcome parties in The Hangar, bhangra dancing lessons in the SU quad, to picnics on City Campus, and so much more. There was never a dull moment for our new and returning students.

The year saw some great wins for us as an SU and as an officer team. We launched our cost-of-living campaign, ensuring that, where possible, we provided for our students in these difficult times. The campaign saw the launch of free Breakfast Clubs and our Community Cupboard, providing free food and other essentials to those in need. Throughout the campaign, we spoke to newspapers, local radio stations, and local MP, Robin Walker about how the cost-of-living crisis affects our students and what needs to be done to better support them.

This year, Gemma, our Vice President Education, made a huge impact on the Academic Representation system by pioneering a Rep Reward and Recognition scheme, which saw 36 awards given to School and Course Reps. Gemma also held a successful Rep Conference to kick off Semester Two, engaging not only our Reps but also other members of the #TeamWorc Community.

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OUR YEAR AT A GLANCE

80%

satisfaction in the Course Experience Survey

75%

satisfaction in the National Student Survey

429

Course Reps recruited

24

School Reps recruited

36

Reps awarded Gold, Silver,
and Bronze Rep Rewards

6,294

volunteering hours recorded

Ranked

37th

out of 148 Students' Unions
in the National Student Survey

£16,607

raised through RAG

10 38 38

student-led
networks
supported

sports
clubs
supported

societies
supported



700



6,300



7,100



13,300

1,101

individual voters
in the leadership elections

12,000

students attended events in The Hangar

4,000

students attended Welcome Festival events

3,100

total votes in the leadership elections

2,000

students attended Varsity

25

clubs and societies achieved
TeamWorc Points bronze, silver, and gold

900

students provided feedback
for our insights work



Student Engagement and Satisfaction





Tell Us How You Really Feel

During the 2022-23 academic year, we started the process of devising a new long-term strategic plan. As part of this, we undertook an extensive student consultation, with the intention of gaining as much insight as possible on every aspect of students' lives. We wanted students to provide us with honest feedback, both positive and negative, to help to shape our future strategic priorities.

At the beginning of Semester Two, we launched our insights survey, using the theme of 'Tell Us How You Really Feel', alongside creative pop-ups asking more targeted questions of more under-represented student groups. Over 900 responses were received from students, with much of this coming from in-person promotion and direct conversations, providing us with intelligence on a wide range of experiences and concerns.

Using the expertise of Marianne Melsen, Student Voice and Insights Manager at Queen Mary Students' Union, this feedback was compiled and analysed, resulting in a comprehensive report on where our key strategic challenges lay. The insight Marianne provided was invaluable and we are incredibly grateful for her expertise and support.

To address these strategic challenges, the SU staff team and Officers took part in workshops to identify how to meet these challenges and, ultimately, provide the best possible experience for our students. Conversations were lively and energetic, and resulted in fantastic ideas and suggestions from across all areas of the SU.

Utilising all of this feedback, analysis, and creative thinking, we produced our new strategic plan, alongside our new vision, mission, values, and enablers, with the plan to be launched at the beginning of the 2023-24 academic year.

CES and NSS

The results and feedback for the SU in the University's Course Experience Survey (CES 2023), which goes out to non-final year students, were incredibly positive. Overall satisfaction with the SU was 80%, an increase of 11% compared to the previous year. Our scores for academic representation also improved, with 84% of respondents aware of who their Course Rep is, an increase of 4%, and 80% of respondents agreeing that their Course Rep represents them effectively, an increase of 14%.

Our scores in this year's National Student Survey (NSS) saw a significant increase though the question was changed slightly from the previous year, with 75% of respondents agreeing or strongly agreeing that the SU represents their academic interests, 3% higher than the sector average, and an increase of 13% compared to the previous year. Out of 148 Unions nationally, the SU placed 37th in the University's compiled NSS rankings.

Reaching Out To Students

Ever since the Covid-19 pandemic, there have been times when engaging our students has been a challenge, highlighting the need to speak to them about the issues that matter most to them in the ways they want to be spoken to. Our incredible Graphic Design Assistants, Florentina and Tomas, worked hard throughout the year to make creative, captivating, and relevant content, keeping our students informed of all the great opportunities available to them at the SU.



Social Media

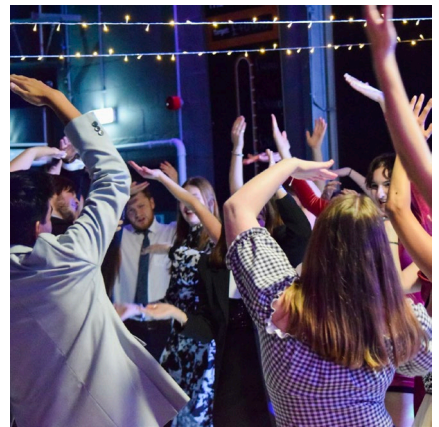
Following a general decrease in engagement during the 2021-22 academic year, social media began to see more positive results during 2022-23. Overall, there was an increase in engagement on SU Facebook and Instagram, as well as The Hangar Facebook and Instagram. The SU also launched a TikTok channel to ensure the Union continues to utilise the platforms most used by our members and to further showcase the student experience. Despite these positives, TeamWorc Facebook and Twitter continued to see a decrease in the number of followers along with declining engagement with content. As a result, they were both discontinued ahead of the 2023-24 academic year, allowing for increased and more focused content on the platforms most relevant to our students.





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WELCOME FESTIVAL 2

Following the success of our 2021 Welcome Week, our programme of events was expanded in 2022 and renamed Welcome Festival. The death of the Queen resulted in some last-minute changes to the line-up, but we were still able to provide new and returning students with a range of events and activities during their first two weeks at Worcester.

Early Starters

As many of our international, commuter, and first year students arrived on campus ahead of the main Welcome Festival, we hosted a variety of early starter events in Union Square. In the week prior to Welcome Festival, we hosted BBQs (with free ice cream), music, games, circus skills, and bhangra lessons, and made sure all of our early starters enjoyed a true #TeamWorc welcome.

Colour Run

The Wednesday of Welcome Festival saw the return of our annual Colour Run, raising money for our RAG Charity of the Year, Worcestershire Animal Rescue Shelter. The course was extended, with more paint throwing stations, super soakers, and a longer course around the St. John's Campus, and a total of 96 students took part in the run.

Welcome Fair at City Campus

Once again, our Welcome Fair was hosted at City Campus during the first weekend of Welcome Festival. Following feedback, the Fair was reduced to one-day, having previously taken place over two days. With the support of the University and Boffy Arts and Events, City Campus was decorated with marquees and market stalls to host our clubs, societies, and Networks, along with key University services and commercial partners. Just over **2,500** students attended the Fair and enjoyed a real festival atmosphere and warm welcome to the University.

The Hangar

The Hangar started the year with a bang, with some fantastic events showcasing everything we have to offer. Throughout Welcome Festival, we hosted some memorable nights that included big one-off events such as our Welcome Party and Disco Bungalow, along with returning favourites like The Big Quiz and Karaoke Night.







Teaching Excellence Framework



A significant piece of work for the SU over the course of the year was our submission for the Teaching Excellence Framework (TEF). Along with using our existing data and insights, we gathered further evidence and feedback from students through Speak Week, a Course Rep survey, Student Council and sub-councils, and focus groups. The areas we focused on in our final submission were course content and delivery, assessment feedback, and the learning environment.

Rather than a written submission, we decided to submit a video with an associated transcript, which was successfully completed by the January deadline. We were, ultimately, proud of our submission and pleased with our engagement with the University during the process.

Speak Week



In November, our Officer team ran a Speak Week, to ensure we were bringing the SU to our students and listening to what they had to say. The main aim of the week was to give students the opportunity to tell us what they love about their experiences at Worcester, along with letting us know which areas they felt needed improvement. The three key areas we chose to focus on were academic experience, well-being and support, and extra-curricular opportunities.

The Officers and members of core staff went out across both St John's and City Campuses to speak to students and gather their feedback. Over the course of the week we spoke to 348 students gaining useful insights that were fed back to the University.

Pizza with the PVC



Following the All Student Meeting, we received feedback that students wanted more opportunities to speak to senior leaders within the University, along with appropriate channels to provide them with feedback directly.

Along with the Pro Vice Chancellor Students, Tim Jones, the Officer team introduced Pizza with the PVC, an informal way for students to sit down with a member of the University leadership team and let them know about their experiences at Worcester. The first was held in April 2023, with student representatives discussing some of the positives and negatives of their time at Worcester. Further sessions will now be taking place during the 2023-24 academic year.



Celebration Week

Celebration Week returned, once again, at the end of Semester Two, with a celebration of the achievements of Worcester students and staff. Financial constraints meant we were, unfortunately, unable to deliver an end of year summer ball for our students. However, we were still able to host the Students' Choice Awards and TeamWorc Awards in The Hangar.

Students' Choice Awards

There are so many fantastic members of staff at the University of Worcester and the Students' Choice Awards give students the opportunity to show appreciation for all the hard work that they do. We received over 600 nominations from students from across every one of the Schools and services at the University, and it was wonderful to see the positive impact University staff have had on our students.

2023 Winners

- ARC of the Year**
 - **Andy Taylor**
Institute of Education
- Excellence in Doctoral Supervision**
 - **Professor Suzanne Schwarz**
School of Humanities
- Exceptional Personal Academic Tutor**
 - **Stuart Guy**
School of Nursing and Midwifery
- Extra Mile Award
(non-teaching and support staff)**
 - **Amy Rainbow**
Specialist Academic Support Tutor
- Module Excellence Award
(Writing Witchcraft)**
 - **Ruth Stacey**
School of Humanities
- Outstanding Lecturer Award**
 - **Joanne Smith**
Institute of Education
- Sustainability Award**
 - **Duncan Westbury**
School of Science and the Environment
- Acting Provost Award for
Excellence in Teaching**
 - **Amy Johnson**
School of Psychology

TeamWorc Awards

The Hangar played host to our TeamWorc Awards, an invite only event for all those shortlisted for their fantastic achievements throughout the year. The Hangar was equipped with a stage, lighting, and decorations as we celebrated all the things that make #TeamWorc so special. It was a great way for us to end the academic year on a high and say well done and thank you to our amazing students.



2023 Winners

- **Athlete of the Year**
Ellan Fraser – Wheelchair Basketball
- **Charity Fundraising Student Group of the Year**
Paramedic Society and RAG Team
- **Course Rep of the Year Award**
Matthew Caldwell
- **Event of the Year**
We're a Committee... Get Us Out Of Here – RAG Team
- **Network Committee Member of the Year**
Olivia Hardiman – International Students' Network
- **Network of the Year**
International Students' Network
- **School Rep of the Year**
Hannah Harrison
- **Social Media of the Year**
Cheerleading
- **Society Committee Member of the Year**
Abie Dutton – Biology Society
- **Society of the Year**
Poetry Society
- **New Society of the Year**
Psychology
- **Sports Club Committee Member of the Year**
Katharine Fletcher – Equestrian
- **Sports Club of the Year**
Women's Cricket
- **Sports Team of the Year**
Wheelchair Basketball
- **Volunteer of the Year**
Jasmine Simpson
- **WSU Student Staff Member of the Year**
Jamie Nicholl
- **WSU Special Recognition Award**
Freddie Barker



Representation and Networks





Academic Representation

Our VPE, Gemma, and the Student Voice team helped our Academic Representation system go from strength to strength throughout the year. We recruited 429 Course Reps, with 92% of these fully trained in their roles, a significant increase compared to the previous year. We also successfully recruited 24 out of 29 School Reps, with fantastic engagement throughout the year from those we recruited.

We hosted two Course Rep Forums and two School Rep Forums across the year, one in each semester. We saw fantastic engagement from all the Reps who attended, with discussions around TEF, the University's mitigating circumstances policy, improvement of University learning and communal spaces, and the impact of the cost-of-living crisis.

We also continued to run our Course Rep of the Month and School Rep of the Month initiatives, to recognise and thank our most outstanding Reps. Throughout the year, we celebrated the success of many of our Reps, from every School at the University, with some of them truly going above and beyond for their fellow students.

Rep Rewards and Celebration

Gemma introduced a new Rep Rewards scheme, revising the criteria for achieving awards and ensuring all rep engagement and activities were recognised. In total, 17 Course Reps were awarded Bronze, 1 was awarded Silver, and 2 were awarded Gold. We also saw 10 School Reps awarded Bronze, 3 awarded Silver, and 3 awarded Gold.

As part of our wider Celebration Week in May, we hosted an End of Year Rep Celebration in The Hangar. The event was an informal social gathering with drinks and pizza, and Reps achieving Bronze, Silver, and Gold rewards were presented with their certificates.

Rep Conference

We began Semester Two with the return of our Rep Conference, giving our Reps the opportunity to network and attend sessions aimed at furthering their skillsets and experiences in the role. Sessions were hosted by members of the SU staff team, colleagues at the University, and representatives from the National Union of Students (NUS). Throughout the day, our Reps learnt about a number of topics, including decolonising the curriculum, tackling transphobia, and sustainability within education.






The Conference was a big success, with 59 Reps registered to attend, a significant increase from the previous year's Repstival. Feedback from attendees was overwhelmingly positive, with attendees stating they would like to see further workshops on a number of topics covered.



Networks

This year was a somewhat challenging one for our student-led Networks, with only four out of ten successfully filling core committee positions. We supported all our Networks through the year to help them recruit more members and assist with running events and campaigns. Over the course of the year, there was a total of **132** Network memberships from **111** students.

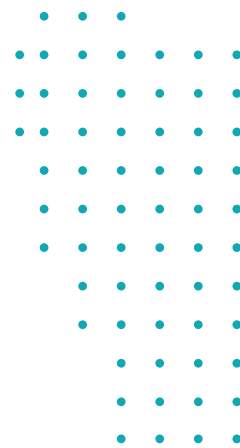
Despite these challenges, our Networks organised some fantastic campaigns and events throughout the year to support the students they represent:

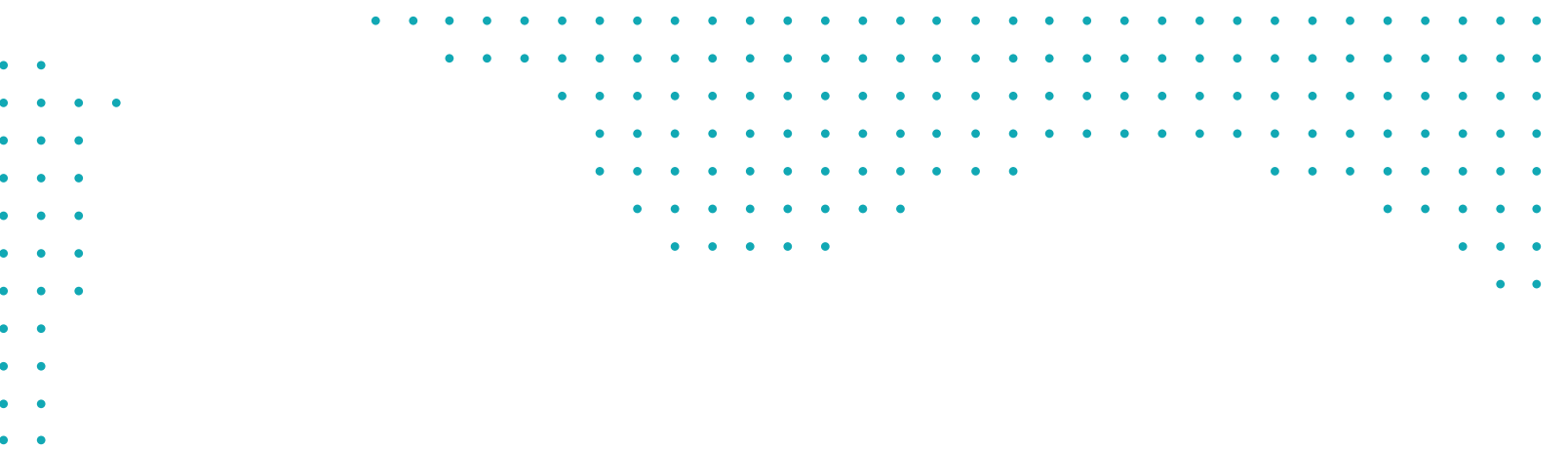
-  Trans Rights protest in Worcester city centre organised by the LGBTQ+ Students' Network
-  Pro-choice abortion demonstration organised by the Women's Network
-  A welcome picnic, Christmas Crafternoon, and various get-togethers hosted by the International Students' Network
-  British Sign Language workshops run by the Disabled Students' Network
-  LGBTQ+ Students' Network collaborating with Worcester City FC to raise awareness of gender identities





Governance and Democracy







SU ELECTIONS 2023

We opened nominations for this year's SU Elections during February, with the campaign and voting period taking place during the second week of March. After a year away, we brought back our 'Don't Duck Out of Democracy' campaign, along with some duck-themed promotional materials to revive the elections memorable brand.

In total, there were seven candidates for the three Full Time Officer roles, one for SU President, two for VP Education, and four for VP Student Activities. The elections saw a total of 3,100 votes cast by 1,101 students, accounting for 12% of the student body.

The students voted into office, and the Full-Time Officer team for the 2023-24 academic year were:



AL Linforth

Students' Union President



Seb James

Vice President Education



Issy Price

Vice President Student Activities



Student Representation

As the representative body of Worcester students, we aim to have as many of our students as possible actively involved in our democratic procedures and governance. Their involvement is crucial to ensure the student voice is heard across the University.

Student Council

Student Council plays a vital role in ensuring the student voice is heard and that students have a say in how the Students' Union is run. The Council is made up of representatives from Networks, Schools, clubs, societies, and the RAG Team along with the Full Time Officers.

Throughout the year, important discussions were held around important issues such as the cost-of-living crisis, facilities at City and Riverside campuses, our new strategic framework, and feedback for the TEF submission around the academic experience.

Over the course of the year, four motions were submitted to Student Council, three of which were passed, two of these with amendments. The motions passed were:

- To work with the University to create a transparent module withdrawal policy.
- To work with the University to create a mental health policy.
- To work with the University to create City Campus Development Board.

All Student Meeting

This year saw the first in-person All Student Meeting (ASM) taking place since before the Covid pandemic, with previous meetings having taken place online. Unfortunately, we saw very little engagement from students, with only 15 in attendance, meaning the meeting was not quorate. Those in attendance were given an update on our ongoing insights work, an outline of our key achievements over the previous academic year, as well as our plans for the year ahead. They also had the opportunity to ask their Full Time Officers questions on the SU and overall university experience.

Despite the low number of students at the meeting, some very constructive and informative conversations were had with. These included the lack of opportunities for students to give feedback to the senior leadership team at the University, the impact of the Office for Students new spelling, punctuation, and grammar policy, and the SU's effort to support employability skills.



TeamWorc Council

TeamWorc Council provides a platform for feedback for our affiliated societies, sports clubs, and RAG, and gives these groups a voice within the SU. Student groups can provide input on how they are run and how the student experience can be improved.

This year, TeamWorc Council played a key role in reforming our society and club Committee positions, moving away from the roles of Treasurer and Secretary, and replacing them with more relevant Vice Chair roles. Following BUCS regional meetings, other Unions and Universities in the region are now considering adopting similar changes. The Council also played a key role in reviewing and creating new TeamWorc Honours criteria ahead of the 2023 TeamWorc Awards.

Welfare and Inclusion Council

Welfare and Inclusion Council is chaired by the SU President and includes representatives from our student-led Networks and faith and cultural societies. The Council drives debate and positive conversations on our representative work on welfare, inclusion, equity, and sustainable development.

Over the course of the year, the Council submitted two policies to Student Council, which will be discussed in 2023 - 2024:

- Lobby the University to allow students to be able to change their name on email systems to their preferred name.
- The SU to work with the Disability and Dyslexia Service to create a resource that helps staff and students to use more inclusive language when talking to students with disabilities.

National and local politics

In August 2022, our Officer team wrote a letter to Worcester MP, Robin Walker, requesting a meeting to discuss the ongoing cost-of-living crisis and to address the lack of support available to students and young people. In early November, Al, Gemma, and Meg met with Mr Walker and asked for a tailored financial support package for students, asked for significant improvements to be made to bus services within Worcester, questioned why student loans had not increased following the cost-of-living crisis, and asked what the Conservative Party and government are doing to make sure students are listened to.

Mr Walker took these concerns to the All-Party Parliamentary Group for Students Inquiry into the cost-of-living crisis, of which he was a member. A further meeting with Mr Walker was declined, due to the 'high number of requests' for meetings he had at the time. The Officer team subsequently arranged a meeting with Tom Collins, Labour Party Parliamentary Candidate for Worcester, to speak about the range of issues affecting our students.

Over the course of the year, the SU and Officers also contributed to several issues in both national and local politics:

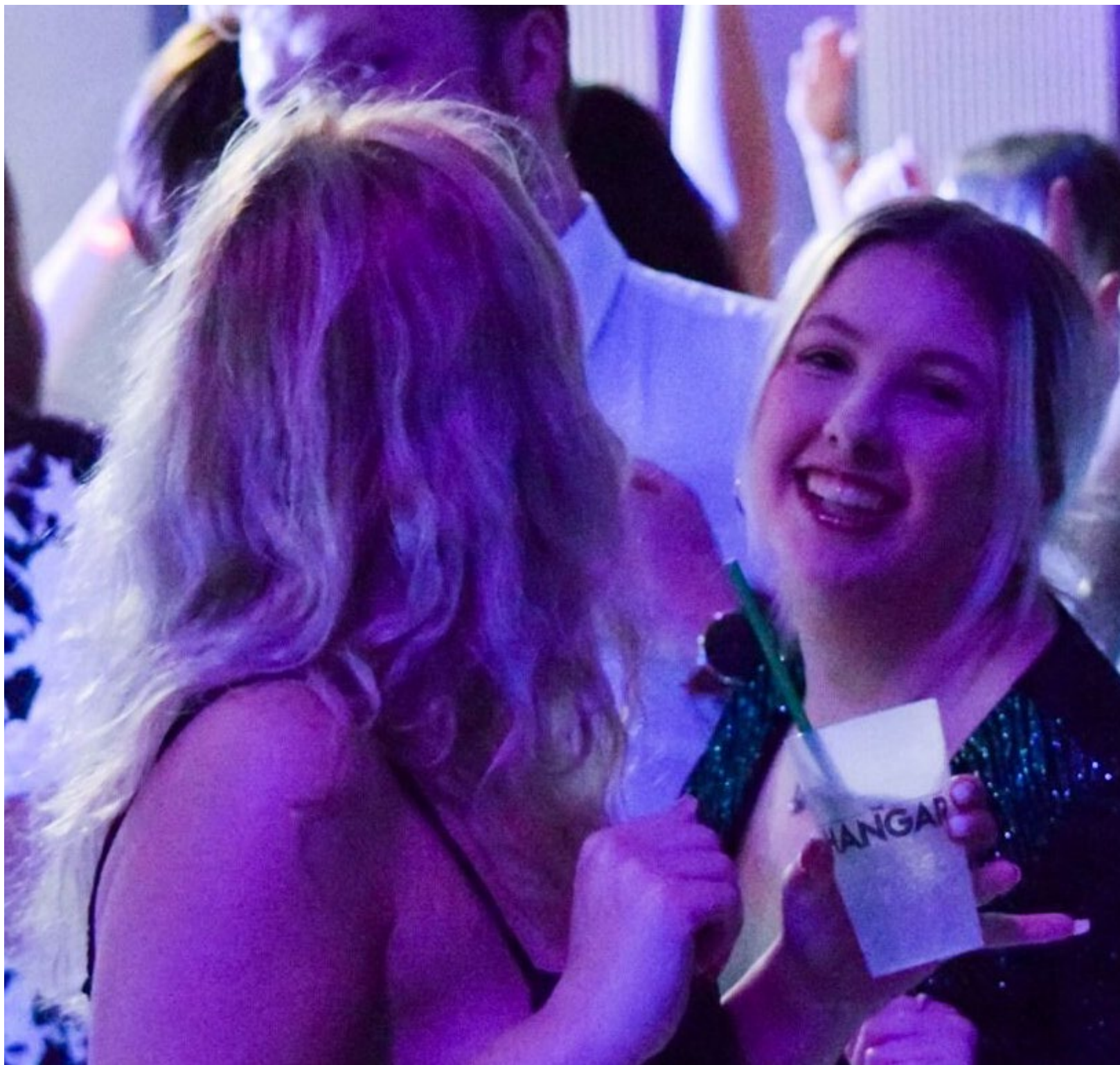
- Office for Students (OfS) consultation around harassment and sexual misconduct
- The House of Lords enquiry into the OfS
- OfS consultation on the NSS
- Worcestershire County Council Local Transport Plan consultation
- Department for Levelling Up, Housing, and Communities consultation on Rental Reform

Education Council

Education Council focuses on the academic experience of all University of Worcester Students. It provides a forum for Department Reps and Academic Society Chairs to work together to discuss, debate and respond to the issues that affect the students they represent as well as working together to raise awareness of the academic representation system.

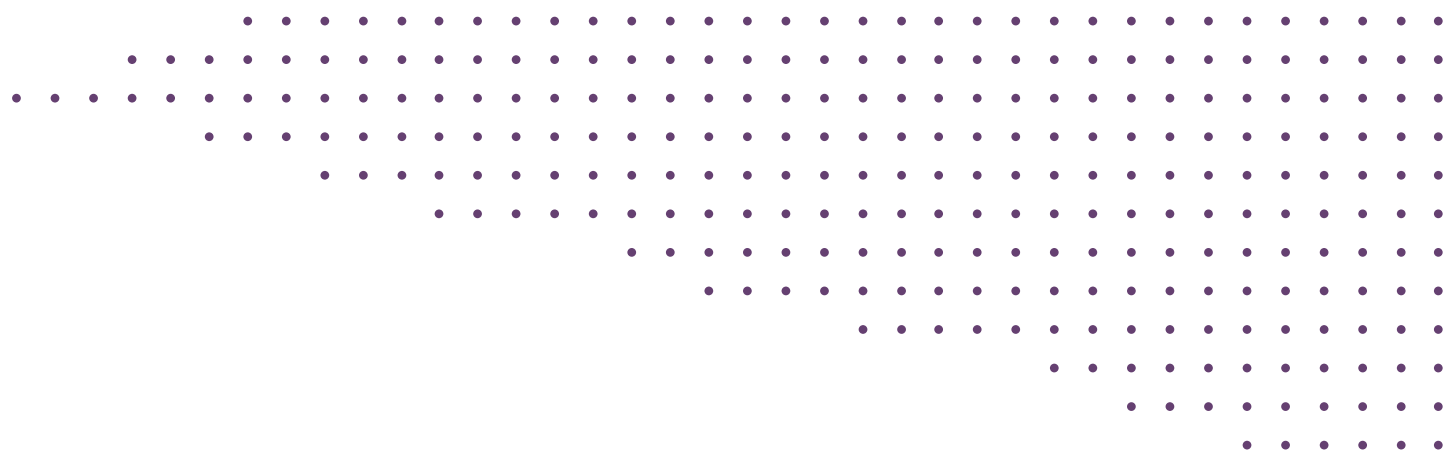
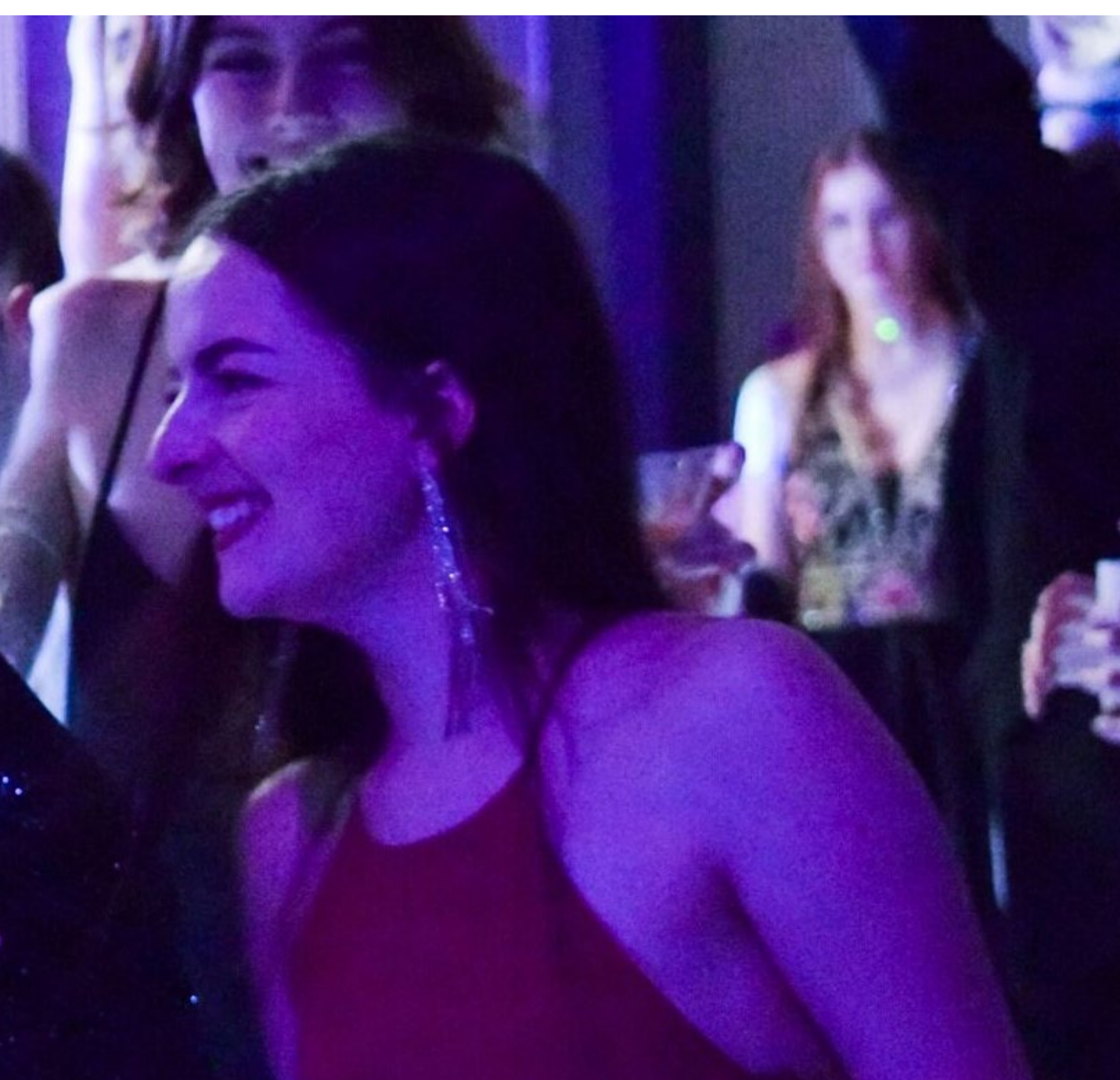
Over the course of the year, discussions were held on a number of subjects, including various academic policies and procedures, rep rewards and recognition, timetabling, decolonising the curriculum, and the TEF submission.





The Hangar







The Hangar

Following several Covid-19 affected years, we saw a full year of trading in 2022-23, though closures over the previous years, along with changing behaviours due to the pandemic, had an impact on the number of students choosing to drink in The Hangar.

As always, we started the year with a full programme of Welcome Festival events, including events for all of our early starters. Despite some changes to our Welcome Festival line-up due to the death of the Queen, we were still able to provide students with a welcoming space and friendly welcome to Worcester. Throughout the year we hosted some great events, including the return of Disco Bungalow, a Diwali party, the Winter Ball, lip-sync battles, and live screenings of the 2022 World Cup.

Throughout the year we had in excess of **12,000** students attend evening events in The Hangar, an increase of well over 1,000 compared to the previous year. Over the course of the year, we also adapted the venue to encourage more students to use the space during the day, with an additional pool table and promotion of darts, table tennis, and our X-Box console. Despite the lower bar takings, it was great to see so many students enjoying the space and our events.

Student-Led Events

Once again, our students played a key role in making The Hangar a lively and welcoming venue for everyone in the TeamWorc community. Throughout the year, students hosted a total of **55** events, with these events being some of our most well-attended throughout the year.

Some of our highlights for the year included the return of We're a Committee... Get Us Out of Here, the Winter Ball, W-Factor hosted by the Psychology Society, and Strictly Come Dancing hosted by the Saints Dance Society. It was fantastic to see such a variety of events and such a wide range of different student groups getting involved.

Best Bar None

We were incredibly pleased to, once again, be awarded Gold status by Best Bar None (BBN). BBN is a national accreditation scheme that recognises and rewards responsible premises, and those that make a positive contribution to the night-time economy. This was the sixth year in a row that The Hangar was awarded Gold accreditation.

We were also delighted to be awarded special recognition in both the Community and Enrichment Award and Policy and Procedure Award at the awards. Community and Enrichment recognition was awarded due to great work within the community throughout the year, including hosting the Tea Dance, Repair Cafes, Go Green Week, and free Breakfast Clubs. Policy and Procedure recognition was awarded thanks to work done around pronoun awareness, health and safety, equality and inclusion, and zero tolerance.

Student Welfare & Safety

The welfare and safety of our students remains one of our top priorities and we worked throughout the year to ensure The Hangar remained a safe space for everyone attending our events.

Our staff received training to ensure they not only provide a welcoming experience for students, but can assist students in situations where they may not feel comfortable. We also work alongside the University Security team and PCSOs to keep our venue safe and provide extra support for any students who may need it.

We have, also, continued to develop our partnership with Tramps Nightclub, who provide a safe and welcoming venue for our students in the city centre, with Tramps continuing to promote our safety campaigns within their venues. Additionally, our Officers and members of our core staff team have monthly meetings with the management team at Tramps, to pass on any student concerns and feedback.





Equality, Diversity, and Inclusion







Equality, Diversity, and Inclusion

We are proud of the continued efforts we have been making in respect of equality, diversity, and inclusion (EDI), and consider these to be essential in everything we do. Over the course of the year, our internal EDI working group met once a month to monitor progress against our comprehensive action plan.

Some of our achievements and outcomes for the year included:

- Writing and publishing our Anti-Racism Statement, providing our members with the opportunity to contribute and give their feedback.
- Delivery of EDI training to our Club, Society, and Network Committees.
- A review of our recruitment processes for core and student staff, seeking advice from external consultants with expertise in recruitment and diversity.
- A full overhaul of our website to make it much more accessible to view and navigate.
- Working alongside the University in the creation of their Access and Participation Plan (APP).
- After consultation with students, changing the name of our BAME Network to the Race Equality Network.
- Lobbying for more gender-neutral facilities across all University campuses.

We recognise there is more work we can do to deliver on our EDI action plan. Going forward, we are committed to:

- Undergoing further race equity training as an organisation and working to ensure there is more diversity within our staff team.
- Working with the University to develop their commitments to EDI and the APP.
- Continuing to review our Help and Advice service in terms of audio accessibility, language, website content, and how we support neurodiverse students.
- Monitoring the University's progress in decolonising the curriculum and supporting religious observance.
- Continuing to raise the need for a hardship fund for international students.

Black History Month

Black History Month takes place every October in the UK and aims to celebrate the history, culture, and achievements of African and Caribbean communities and their diaspora. Throughout the month, we aimed to educate and inform our students on various aspects of black history and identity.

Our President, Al, hosted an intersectionality workshop, which explored intersecting identities such as race, gender, and class. Our student-led Networks also used the workshop as an opportunity to raise awareness of some forgotten names and influential figures from black history.

Our Vice President Education, Gemma, lead a session on decolonising the curriculum, reflecting on how racial inequality has had a significant impact on the education system, and exploring the effect this has had on what students are taught and the way they are taught.





Collaboration with the University

It is incredibly important for us, as the representative body of Worcester students, to work with the University to enact positive change and ensure the University maintains a welcoming and inclusive environment.

Over the course of the year, our Officer team lobbied the University on a number of issues and concerns raised by our members:

- Increasing the support available to students during the cost-of-living crisis.
- Installing gender neutral toilets across all University campuses.
- Creating more social and study spaces on City Campus and in the Jenny Lind building.
- Providing opportunities for students to get to know senior staff at the University and raise concerns with them directly.

TeamWorc United

Our TeamWorc United accreditation goes to the student groups that go the extra step to develop their inclusive practices and ensure as many students as possible can get involved in their activities within a safe and welcoming environment.

This year, Loco Show Co. achieved TeamWorc United accreditation, running three campaigns focusing on consent, mental wellbeing, and trans inclusivity.

Their work around consent helped to open up friendly, healthy, and honest conversations about boundaries, creating a safe space for all their members.

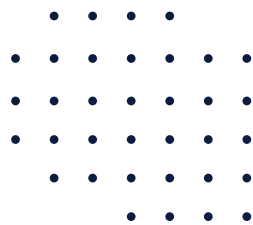
Through wellbeing checks and mindfulness activities, Loco encouraged open conversations about mental wellbeing. This helped to reduce the stigma associated with mental health issues and created a healthy environment for all members of the society.

Through their trans inclusivity campaign, the society encouraged openness and acceptance of those who are trans and non-binary, both within the society and in the wider community.





Student Advice and Wellbeing







Help and Advice

The Help and Advice service had yet another record year, with an increase in case numbers, along with May and June recording the highest ever number of new cases opened in one month. There have been several changes to the Help and Advice team over the course of the year and, at times, the service was covered by only one Advisor. The service was back to full strength, with two Advisors, in early July.

Help and Advice key facts and figures:

- The service supported **391** students and **432** cases – an increase of **2%** from the previous year.
- During the year the service saw three months where the case load exceeded **50** cases.
- **53%** of all cases came from referrals from the University – an increase of **19%** from the previous year.
- **64%** of cases were related to academic issues.
- **21%** of cases were related to housing issues.
- The remaining **15%** of cases were related to issues around finance, employment, consumer rights, and welfare.
- **24%** of all cases were from postgraduate students – an increase of **5%** from the previous year.

To ensure quality and accessibility of the service is at the forefront of everything we do, the Help and Advice team will work towards some key goals in 2023-24:

- Identify and remove barriers to ensure advice and support is accessible to all students.
- Introduce multi-site appointments to connect with students wherever they are.
- New communication initiatives to include myth-busting, social media takeovers, and case studies.

The service received positive feedback from students throughout the year:

“Thank you for listening to me and making me feel heard. You have been nothing short of fantastic and I really feel I can now get somewhere, so thank you.”

Cost of Living Campaign

One of the major concerns facing many of our students over the year was the cost-of-living crisis and the many issues associated with this. Our Officer team made tackling these issues one of their top priorities, providing as much help and support to students in need as possible.

Working with the University

At the beginning of Semester One, the Officer team brought student concerns about the cost-of-living crisis to senior management at the University, with many of our students concerned about food prices, the cost of travel, and rising bills. In October, members of the University leadership team joined the Officers in an Open Panel, speaking to over 100 students about their concerns. Throughout the year, Al, Gemma, and Meg continued to have honest and productive conversations with the University about the issues affecting students, and how they can be better supported through the cost-of-living crisis.

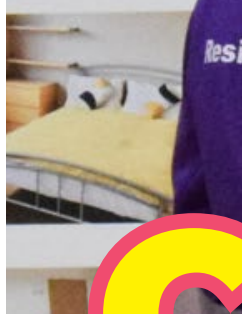
Breakfast Club

This year also saw the launch of our free Breakfast Club, with the Officer team using part of their budget to buy cereal, milk, fruit, coffee, and other breakfast items for students attending. Over the course of the year, we hosted five Breakfast Clubs in the SU and The Hangar, with over 500 students attending.

Community Cupboard

With the increasing cost of food a major concern for many of our students, SU President, Al, introduced a Community Cupboard to the SU. The Community Cupboard, located within the SU building, was launched in November 2022 and provided free food and toiletries to any student in need. Over the course of the year, 1,304 items were donated to the Cupboard, with an overall worth of £1,370.28. The Cupboard will remain open during 2023-24, where we hope to see an increase in donations so we can help even more of our students.





Residential Life
Team

Fast
Broadband

Campaigns

Throughout the year, the Help and Advice service, alongside the Officer team, ran a number of campaigns focusing on a range of issues and concerns facing our students.

Think Before You Ink

This year, we rebranded our annual Don't Rent Yet campaign to Think Before You Ink. The campaign encouraged students not to rush into housing contracts for the upcoming year and to make use of the contract checking service provided by the SU Help and Advice team. The campaign also saw the return of the Housing Fair during the Refreshers period. Run in collaboration with the University, we saw just over 200 students speaking to 40 fully licensed and accredited landlords.

Safe Sex Express

Our Safe Sex Express returned for another year, offering free and confidential delivery of condoms to any student at the University or any of its partner institutions. This was one of the most successful years for the Express to date, with the Safe Sex Express web-page seeing well over 1,000 views and a total of 5,107 condoms delivered to our students.

Period Dignity

Our Period Poverty campaign was updated to Period Dignity for the new academic year, to better reflect the aims of the campaign and promote respect, education, and equality. Throughout the year we continued to provide free period products for all students using the SU facilities. Towards the end of the year, we became a community partner with sustainable feminine hygiene company, Hey Girls, and will be working with them during the 2023-24 academic year to provide period products across the University.



Student Futures Manifesto

Following its establishment by the UPP Foundations, the Student Futures Commission called for joint action between Universities and Students' Unions to address the problems facing students that were caused by the Covid-19 pandemic.

As a result, our Officer team worked alongside the University's Pro Vice Chancellor Students, Tim Jones, to write a Student Futures Manifesto for Worcester. The manifesto outlines the commitment of both organisations to support our students to be highly successful, ethical, global citizens.

In the manifesto, we pledged to:

- Provide support to students before they reach university.
- Commit to a full induction to university life ahead of each year of study.
- Ensure access to support for positive mental health and wellbeing.
- Give students a clear outline of the teaching they will receive and the necessary tools to access it.
- Provide activities inside and outside the curriculum that build skills and communities.
- Develop our alumni networks.

Employability Guide

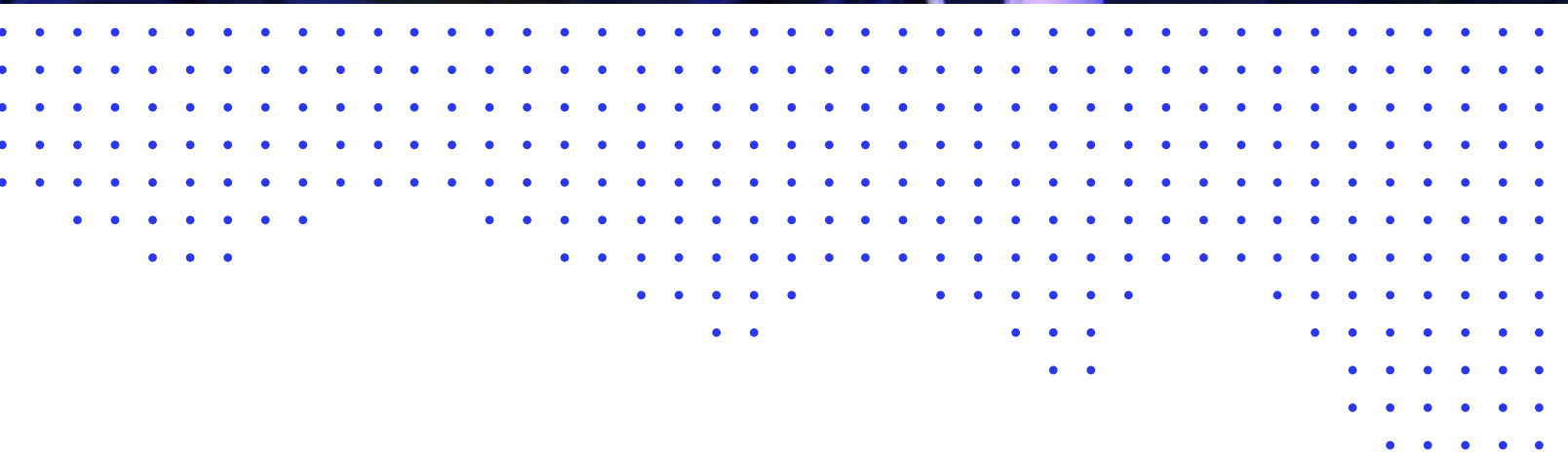
This year, our VPSA, Meg, wanted to boost the employability skills of our students and help them to recognise and unlock the skills they've gained during their time at university, and in their extra-curricular activities within the SU.

Working with staff across the SU, Meg created a new employability guide with a host of information, including top tips for CVs, wellbeing around job seeking, and how various committee and rep roles within our clubs, societies, and other representative bodies provide students with the skills and experiences needed for a wide range of different job roles.



Sports, Societies, and Student-Led Services







Societies Overview

This year we saw a total of 804 Society memberships from 669 students, with more than half of these purchased through Reach and Get Involved. We ended the year with a total of 33 societies, with 21 of these reaching the 12-member requirement for affiliation. Despite some societies folding throughout the year, we also saw 12 new societies form; Allotment and Gardening, Asian, Biomedical Science, Book Club, British Sign Language, Board Games, Chess, Cosy Soc, Criminology, Film, Mindfulness, and Psychology.

Society Recognition

We were incredibly proud to have four of our student groups longlisted in the National Society and Volunteering Awards, with two going on to make the final shortlist:

- **Loco Show Co** were longlisted for the Wellbeing Award for all the work they did in achieving TeamWorx United accreditation.
- **Debate Society** were longlisted in the Opportunities For All Award for their work making the Society inclusive for those with hearing impairments.
- Both **Paramedic Society** and the **RAG Team** were shortlisted for the Collaboration Award for their 24-hour CPR marathon, and we were absolutely delighted for them to win and be presented with the award at the awards ceremony in May.

Society Events

We saw some great engagement from various student groups throughout the year, with our Societies organising some fantastic events and activities:

- **Education Enhancement** hosted Paediatric First Aid Training and Mental Health First Aid Training for their members.
- The **Uni Boob Team** collaborated with the Uni Boob Team at Cardiff for a sponsored hike up Pen Y Fan.
- **Knit N Knatter** hosted a 24-hour fundraising knit-a-thon to raise money for Mind.
- The **Psychology Society** hosted the W-Factor singing competition in The Hangar, raising almost £300 for WARS.
- **Spotlight** and **Loco Show Co** came together to host the annual Scarefest and Halloween Karaoke in The Hangar.



Sports Overview

During the year, we supported 38 sports clubs, with 34 of these affiliated, meaning they had 12 or more members. In total, there were 1,200 memberships from 1,079 students, with over two thirds of these memberships bought through the Get Involved and Reach schemes.

BUCS Awards

We were incredibly proud to have one of our clubs shortlisted for this year's BUCS Awards. Following their extremely successful season, Wheelchair Basketball were shortlisted for the Team of the Year award, which celebrates the competitive achievements of teams competing in BUCS, attaining ground-breaking success within their sport. Despite not winning the award on the night, we are extremely proud of Wheelchair Basketball and their fantastic season, and are delighted they received such recognition on a national stage.

BUCS

We ended the year in 64th in the BUCS rankings, with a total of 566 points. All of our teams and competitors gave their all throughout the BUCS season and were fantastic representatives of #TeamWorc. Some of our highlights from the year included:

- **Wheelchair Basketball** claiming the BUCS National Championship title with a convincing 90-36 win over Cardiff Met.
- An undefeated season from **Men's Cricket** 1's, who won the Midlands 3B title and earned promotion to Tier 2.
- **Women's Futsal** going the entire season undefeated to win the Midlands 2A title and secure promotion.
- **Men's Basketball** 1's defeating Strathclyde and UCLan in the promotion playoffs to secure North Premier status for the 2023-24 season.
- A league title win for **Men's Rugby** 1's in Midlands 3A, going undefeated all season.

TeamWorc Points

The TeamWorc Points accreditation scheme had another successful year, recognising the clubs and societies that have gone the extra mile to deliver the best possible experience for their members. TeamWorc Points are available to all clubs and societies meeting different criteria, including volunteering, fundraising, and online engagement.

In total, 12 clubs and societies achieved Bronze, 7 achieved Silver, and 6 achieved Gold.



American Football
Archery
Debate
Knit 'n' Knatter
Lacrosse
Men's Cricket

Nigerian
Spotlight
Mindfulness
Psychology
Women's Cricket
Netball



Cheerleading
Dance
Education Enhancement
LOCO Show Co
Women's Football
Women's Hockey
Uni Boob Team



Aerial Fitness
Anime & Manga
Biology
Men's Hockey
Paramedics
Poetry



VARSITY

Varsity is one of the highlights of the SU calendar and this year's competition was no exception, with sell out crowds, competitive fixtures, and the true spirit of #TeamWorc on display.

Over the course of one week in March, 21 Worcester teams went head-to-head against their counterparts at Gloucester, showcasing some of the best sporting ability our two Universities have to offer. Over **2,000** fans from both sides attended the competition, cheering on their teams and contributing to an amazing atmosphere throughout.

We saw some amazing performances and memorable moments throughout, including a huge win for our Women's Football team, a first double-win in years for Men's and Women's Hockey, and a controlling victory for Netball in front of a passionate crowd.

The final Varsity result came down to Arena Day, with both sides still able to win going into the penultimate day of competition. Despite a very narrow defeat for Dance in the first fixture of the day, Worcester came roaring back to win in Basketball, Cheer Pom, and Netball, to reclaim the Varsity trophy and send our fans home happy.

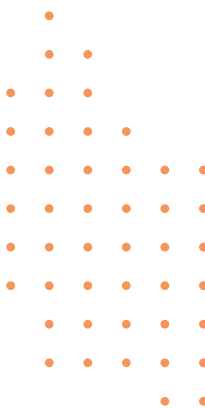
We are extremely proud of everyone in the #TeamWorc community who helped make this yet another Varsity to remember, from the staff team, to competitors, to the fantastic spectators. We can't wait for another great Varsity in 2024 and the chance to take the trophy home for another year.

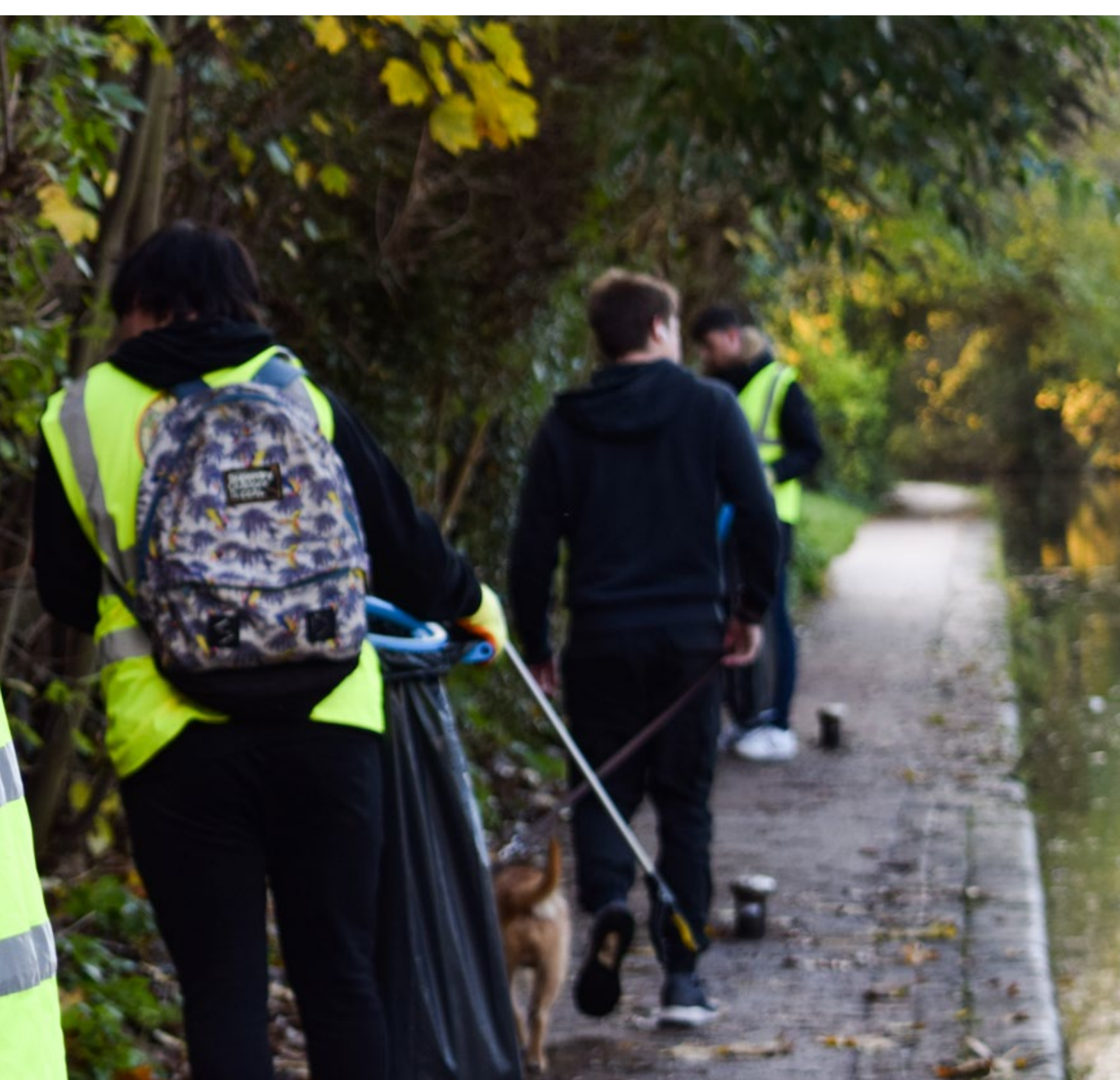






TeamWorc Action and Raise and Give







TeamWorc Action

Engaging students with our volunteering offering through TeamWorc Action has continued to be a challenge. The cost of living crisis has added an extra obstacle for students, as they are required to prioritise paid work over volunteering.

Despite this, there was a small increase in the number of hours logged by students during the 2022-23 academic year, with a total of 6,294 hours logged. Over 5,000 of these hours were logged from students as part of Club, Society, and Network commitments, with further hours logged for community projects, academic representation, Raise and Give, and SU Crew.

TeamWorc Action Days



This year, we continued to offer micro-volunteering opportunities through our TeamWorc Action Days, encouraging students to give something back to the local community and gain new skills.

Working alongside various local organisations such as, Worcester Canal and River Trust, Sanctuary Housing, the Dementia Café, we organised canal cleans, a bingo event, and walks at Worcester Country Park.



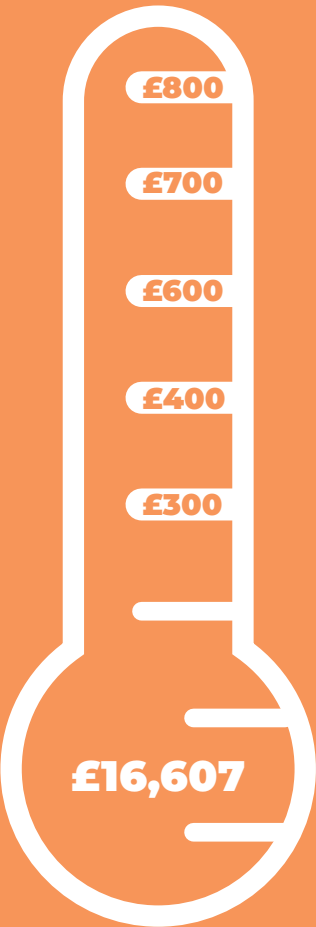
RAG Overview

In September, our students voted for our new RAG Charity of the year, with the Worcestershire Animal and Rescue Shelter (WARS) becoming our chosen Charity. WARS work within the local area to look after and rehome cats and dogs who have been left suffering and abandoned. Over the year, we developed a fantastic relationship with WARS, organising student visits and getting to know some of their friendly animals.

Throughout the year, our students helped us to raise **£16,607** for charity, a fantastic achievement considering the cost-of-living crisis and the many financial pressures they face.

Student-Led Events and Fundraising

We are incredibly proud of our students and the effort that goes into their fundraising efforts. Throughout the year, our clubs, societies, Networks, and individual students put on a variety of great events to help raise funds towards our overall RAG total, including:

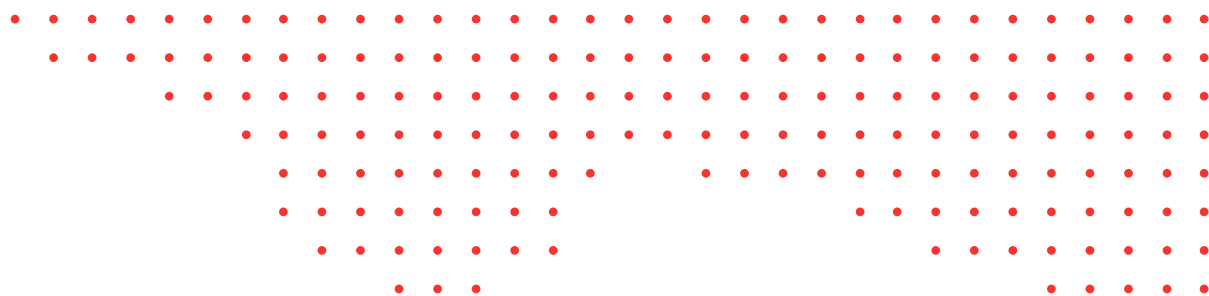


- Members of Netball, Megan Allen and Eryn Ward, running 24 miles in 24 hours to raise £745 for Young Minds UK.
- The return of RAG Week and the hugely popular 'We're a Committee...Get Us Out of Here' event, with £700 raised throughout the week.
- Over £600 raised for Coppafeel by the Uni Boob Team during Breast Cancer Awareness Month.
- A charity football match between Saints Dance and Sinners Cheerleading, which raised over £300 for WARS.
- The charity raffle at our annual Winter Ball, which raised £265 for our charity of the year, WARS.
- A 24-hour CPR Marathon hosted by the RAG Team and Paramedic Society, spreading awareness of CPR and raising money for Beat the Clock and Blood Bikes.
- Ultimate Frisbee hosting an alumni match and 12-hour frisbee fundraiser to raise money for Mind, Cancer Research UK, The Motor Neurone Disease Association, and Birmingham Women's and Children's Hospital.



People and Culture





Employee Pulse Survey

Following our Employee Engagement Survey in 2021 and 2022, we followed up on a number of actions and initiatives in areas where staff felt there was room for improvement. These included an independent Pay and Reward Review, reviewing non-salary staff benefits, revising our Staff Consultative Forum, and reviewing our recruitment and induction processes.

This year, we conducted a short, internal pulse survey to review and check progress on the areas identified for development and improvement. Overall, the results were positive, with improvements in several areas compared to previous years, including:

- Colleagues receive a good service from other departments in the SU.
- Colleagues trust and respect each other.
- High standards are expected of all employees.
- Innovation is encouraged.
- The organisation works to attract, develop and retain people with diverse backgrounds.
- I am rewarded fairly for the contribution I make.
- The organisation cares about its employees.



Student Staff

Our student staff are vital to the ongoing success of the SU and we wouldn't be able to achieve all that we do without them. Throughout the year we employed 20 members of student staff within marketing, behind Welcome Desk, and in The Hangar, working a total of 6,605 hours and earning £69,655.

A total of nine student staff members were nominated by individuals within the core staff team to receive reward and recognition. They all made a fantastic contribution to the SU and our members, going far beyond what was expected of them in their roles.

Feedback from student staff who completed our employee pulse survey was largely positive, with the majority of staff agreeing that:

- They have a sense of personal achievement from their work.
- They receive thanks and feedback for good work done.
- The SU practices open and honest communication and shares information.

One area for us to work on going forward is ensuring that student staff are kept informed of what is happening elsewhere within the organisation.

Creating a Positive Work Environment

Staff wellbeing, development, and learning are all incredibly important to the SU. Over the course of the year, five members of the core staff team received reward and recognition for truly excelling, and going above and beyond in their roles. Staff also helped to foster a positive culture of teamwork, regularly recognising and praising one another for hard work, collaboration, and support.

The staff team also worked to ensure more effective teamwork and communication throughout the organisation. We continued to hold fortnightly staff meetings, chaired by different members of the team, as well as more informal staff breakfasts. There were several examples of great collaboration throughout the year, including Welcome Festival, Leadership Elections, Varsity, and Celebration Week.

Staff Changes

Going into the 2022-23 academic year, there were a number of staff changes within the SU. We said farewell to a number of core staff members from across the SU, and whilst it was sad to see them go, we were incredibly proud of their achievements and the new opportunities ahead of them.

As a result of this, we recruited a total of seven new members of staff into the Student Voice, Student Activities, Finance & Admin, Hangar, and Marketing teams.

Whilst this was a significant change for us as an organisation, it was fantastic to see every new member of staff come into their roles with enthusiasm and great ideas, with all of them making a positive contribution to the SU and the lives of our students.

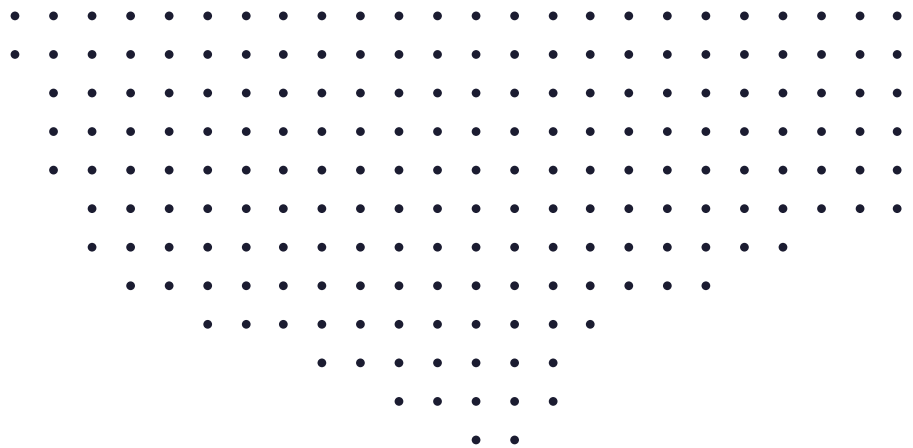
Due to these staff changes, some of our departments also saw a restructure. We introduced a new Director of Representation and Membership Services role to lead our Student Engagement team, a Student Activities Manager role responsible for our Clubs and Societies, and expanded the marketing team with the roles of Marketing, Communications and Commercial Manager and Creative Content Coordinator.





Finance







Funding and Income

With student numbers remaining below pre-pandemic levels, our block grant, provided by the University, was maintained at the 2021-22 level of £600k. The grant is a vital part of our funding and not only covers staff and student staff salaries, but contributes to student activities, and allows us to provide the services students expect from their SU. With trading conditions difficult for all of our commercial partners, along with the need for us to increase salaries to support our staff during tough financial times, we had to make a number of financial savings across all areas of our operations.

Many of our students have been hit particularly hard by the ongoing cost-of-living crisis. As a result of this, the SU management team, with the support of our Trustees, made the decision to pay all student staff the National Living Wage. Despite the increased financial expense, this was essential to ensure the wellbeing of our staff members.

Despite record numbers attending our events in both the SU and The Hangar, student spending per head was lower than any previous year on record, meaning a decrease in our commercial income. By the end of the financial year, revenue from The Hangar was down by £35,000 compared to the previous year. With our commercial partners being unable to financially support us at pre-pandemic levels, the 2022-23 financial year was the first year, in a number of years, that the SU fell into deficit.

One positive from the year was our annual Varsity competition. Over 2,000 students from Worcester and Gloucester attended over the course of the week, with Worcester even selling out of their ticket allocation for Arena Day. This resulted in increased income for the event, with both Universities achieving a small profit which went to support events during Celebration Week.



Affiliations

NUS
£13.9k

BUCS
£7.0k

Advice UK
£0.3k





Sustainability





Go Green Week

During Semester Two we supported the University's Sustainability team to promote and deliver Go Green Week, which aims to bring together students, staff, and members of the local community, and share best practice on all things sustainability.

A wide variety of events, activities, and talks were hosted in The Hangar throughout the week, including plant potting, litter picking, decolonise-decarbonise workshops, carbon literacy training, and an Air Quality Forum hosted by University of Worcester Vice Chancellor, Professor David Green.

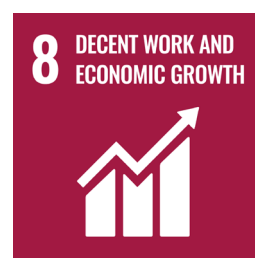
Green Impact

We work throughout the year to ensure we maintain our achievements in the Students Organising for Sustainability (SOS) Green Impact Award, as well as recognise the areas where we can improve. This year, sustainable practices were embedded in many of our events and campaigns, having both a positive direct and indirect impact on all things sustainable. Our Cost of Living campaign, Go Green Week, and decolonisation workshop, amongst others, all contributed to our green initiatives. As a result, we were awarded the Very Good Green Impact Award.



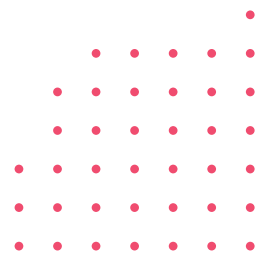
Sustainable Development Goals

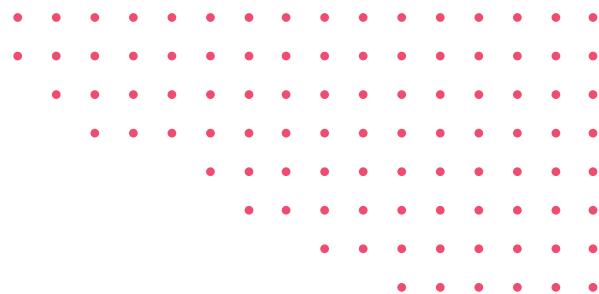
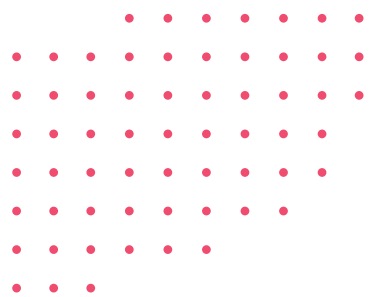
The UN's Sustainable Development Goals (SDGs) are a call to action to end poverty, protect our planet, and ensure people across the world have peace and prosperity by the year 2030. In 2018, we signed the SDG Accord, the University and College sector's response to the SDGs, signalling our commitment to embedding the SDGs across everything we do as a Union. Our aim is to ensure that every SU event, campaign, and core service aligns in some way to one or more of the SDGs and this is reflected in our promotional materials.





The Year Ahead







The Year Ahead

We are incredibly excited for the year ahead and are looking forward to working with our members and ensuring they have the best possible experience throughout the year. During the 2023-24 academic year, our Officer team aim to embed our new strategic framework and:

- W Continue to address the cost-of-living campaign and work with the University to lessen the impact it has on our students.
- W Encourage the University to provide financial support to our International students and allow them access to an International Hardship Fund.
- W Work with the University to ensure all our campuses and facilities are engaging and inclusive for all Worcester students.
- W Continue to develop our student-led Networks and ensure a sustainable and engaging Network offer for our students.
- W Raise awareness and encourage learning of British Sign Language from both students and staff.
- W Ensure outreach and promotion of the Academic Representation system, ensuring we close the feedback loop with regular updates.
- W Work with the University on a new policy for Artificial Intelligence and Academic Integrity.
- W Improve how we share feedback with students and ensure students can take ownership of their feedback and subsequent outcomes.
- W Increase engagement with our extra-curricular activities and ensure all of our members and demographics can get involved with TeamWorc.
- W Get out and about to where our students are as much as possible.
- W Deliver a consent campaign to educate students and staff on all aspects of consent and encourage positive conversations on the subject.



Message From Al Linforth



Thank you for reading this year's Impact Report. It has been a joy working with all of our incredible students and staff, and I have loved reading and reminiscing on everything we have achieved in 2022-23.

Thank you to my two wonderful side-kicks, Gemma and Meg, I am going to miss working with you, but I am so proud of everything you achieved this year. You have both had an incredible impact on the lives of our students and showed passion and determination in everything you set out to do this year. A massive congratulations for a fabulous year in office and I wish you both all the best for the future.

I am so grateful to be able to serve another year in office and am very excited to watch Seb and Issy flourish in their roles. I am certain that together we will have another year of creating positive change for our students.

As an officer team we have lots of exciting ideas and plans. I will continue to prioritise EDI, develop and grow our Networks, and tackle the cost-of-living crisis, by continuing to find ways to supply free food, toiletries, and period products for our students. Issy is working to create a very exciting consent campaign and will work to further engagement with our sports clubs and societies. Seb plans to work closely with international and medical students to ensure these students voices are heard, educate our students around upcoming decisions and changes made by regulatory bodies, and equip our students with British Sign Language (BSL) skills.

We have a very busy year ahead of us as an SU team, especially as we implement our new 5-year strategic framework, but we are excited for the challenges and successes that lie ahead of us.

Thank you once again to those who continue to support the Union and help us to create the best possible experience for Worcester students.

-Al Linforth

SU President
23 - 24



Full-Time Officer Trustees

President – Al Linforth

Vice President Education – Gemma Allcott

Vice President Student Activities – Meg Lee

External and Student Trustees

We would like to extend our thanks to our Student and External Trustees this year. We truly value their support, guidance, and scrutiny, which continues to motivate, challenge, and drive us.

Lay Trustees

Beky Williams (*Deputy Chair of the Board*)

Melanie Brittain

Margaret Jolley (*end of term in Office in July 2023*)

Erica Burke (*appointed May 2023*)

Student Trustees

Matthew Payne

Dylan Dudley

Mattie Osborne

Erin Boddice

Impact Report designed by William North.

Photos courtesy of Casey Rann and Aimee Robinson-Clayton.





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