

## WSU Operational Plan 2022-23

| Area of Operation                   | Objective   | Sustainable Development Goals | Associated KPIs                                    |
|-------------------------------------|---|-------------------------------|--|
| Student Engagement and Satisfaction | Capture the year in video as we go along and compile to present at end of year awards.                          | 3, 4, 10, 17                  | 1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 12, 13, 15, 17, 18 |
|                                     | Implement an SU Tik Tok and increase engagement in Instagram.   |                               |  |
|                                     | Make awards as affordable as possible - ensure early warnings and value offer, use of Reach/Get Involved.       |                               |  |
|                                     | Engage as many students as possible in the insight activities for our new strategic plan/framework.             |                               |  |
|                                     | Deliver an end of year ball (separate to TeamWorc Awards).  |                               |  |
|                                     | Address areas of lower satisfaction within CES/NSS/BWS, drilling down to courses wherever possible.             |                               |  |
|                                     | Lobby for a better social space for students in Jenny Lind.   |                               |  |
|                                     | Ensure our website is accessible, more navigable, and compatible with assistive technology our members may use. |                               |  |
|                                     | Ensure we have a staff and officer presence at City/Riverside campus throughout the year.                       |                               |  |
|                                     | Reinstate Campus Chat with outcomes monitored and reported on.  |                               |  |
|                                     | Continue to improve the look of the SU, particularly the Welcome Desk area.                                     |                               |  |
|                                     | Produce a clear staff guide for working Open days   |                               |  |

| Area of Operation  | Objective   | Sustainable Development Goals | Associated KPIs    |
|--|---|-------------------------------|--------------------|
| Representation and Networks  | <b>Academic Representation</b>  |                               |                    |
|  | Increase traffic to AR and Ideas Forum pages on our website.  | 3, 4, 10, 17                  | 1, 4, 6, 7, 12, 13 |
|  | Review the provision of Academic Representation for PG taught & apprenticeship students.  |                               |                    |
|  | Work to ensure Reps have a sense of community; attending and engaging in meetings as much as possible. Look at incentives and overhauling the Rep accreditation system, e.g. bronze/silver/gold awards. |                               |                    |
|  | Train 95% of our Course Reps.   |                               |                    |
|  | Implement ways in which Course Reps can interact with the SU more effectively, reviewing the effectiveness of journals  |                               |                    |
|  | <b>Networks</b>   |                               |                    |
|  | Grow Network numbers and their presence on campus through activities and Open Meetings etc.   | 3, 5, 10, 11, 13, 17          | 1, 2, 4, 6, 18     |
|  | Fill all vacant Network committee roles.  |                               |                    |
|  | Ensure we promote the successes of Networks to ensure ongoing engagement e.g. activities/events and changes made as a result of their input.  |                               |                    |
|  | Increase the effectiveness and outputs of Welfare and Inclusion Council Meetings.   |                               |                    |
|  | <b>Other</b>  |                               |                    |
|  | Work with the University to improve closure of the feedback loop (incl. better promotion outcomes from feedback and Intelligence).  | 3, 4, 10, 17                  | 1, 4, 7            |
| Produce a TEF Student Written Submission, following student consultation, focussed on areas of our choice. |   |                               |                    |

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|  | Implement regular Student Panels attended by senior University staff and feedback on these to students.   |  |
|  | Lobby the University for earlier timetable release, a move away from evening lectures, and more consistency week to week.   |  |
|  | Work with the University to try and secure more wellbeing and practical support for students around exams and assignments e.g. refresher study sessions and friendly 'check ins' from university staff.   |  |
|  | Encourage the University to provide more clarity about the scholarships on offer. Explore the possibility of discretionary scholarships for students who have made exceptional achievements outside of academic scholarships, e.g. students who have made significant improvements. |  |
|  | Deliver a Change/Speak Week.  |  |
|  | Deliver an engaging Course Rep Conference.  |  |

| Area of Operation        | Objective   | Sustainable Development Goals | Associated KPIs       |
|--------------------------|---|-------------------------------|-----------------------|
| Governance and Democracy | Ensure greater awareness and promotion of Student Council and what it does.   | 16, 17                        | 1, 4, 5, 6, 7, 12, 13 |
|                          | Work to increase greater awareness and promotion of the Ideas Forum and successes achieved.                                   |                               |                       |
|                          | Recruitment of an HR expert as a Lay Trustee beyond May 2022.   |                               |                       |
|                          | Recruit a fourth student Trustee.   |                               |                       |
|                          | Engage with Robin Walker, MP to speak directly with students and raise any concerns or issues with him on behalf of students. |                               |                       |
|                          | Increase engagement in our All Student meeting, making sure it is linked to our strategic work and that it is fun.            |                               |                       |

| Area of Operation | Objective  | Sustainable Development Goals | Associated KPIs   |
|-------------------|--|-------------------------------|-------------------|
| The Hangar        | Increase the number of cultural and accessible events within the Hangar, including Diwali.   | 3, 8, 12                      | 1, 15, 16, 17, 18 |
|                   | Introduce new offers e.g. Smoothie/Pasties to increase footfall and provide more value food/drink for students.                                |                               |                   |
|                   | Work with native to increase the range of events we hold (daytime and evening) to increase our income.   |                               |                   |
|                   | Review the Hangar offer according to student attendance and make changes to the programme if student numbers drop.                             |                               |                   |
|                   | Meet conditions of contract with Tramps - more co-ordination on Worc Weds, promotion, raising awareness of monthly meetings with students etc. |                               |                   |
|                   | Commence drafting a business plan for expansion/relocation of bar (including late licence?).   |                               |                   |
|                   | Review delivery of TeamWorc Awards and Student Choice Awards, to make the latter more engaging and entertaining.                               |                               |                   |
|                   | Grow the number of external bookings and promotion of the Hangar as a community venue.   |                               |                   |
|                   | Work with Estates to ensure opening the Hangar is offered as part of any external Campus/Arena booking (Weekends and Holidays).                |                               |                   |
|                   | Achieve BBN Gold.  |                               |                   |

| Area of Operation  | Objective   | Sustainable Development Goals | Associated KPIs                             |
|--|---|-------------------------------|---|
| Equality, Diversity, and Inclusion (EDI)                 | Deliver social media and face to face awareness raising activities according to our agreed cultural calendar. | 5, 10, 16, 17                 | 1, 2, 4, 5, 6, 7, 8, 10, 11, 12, 15, 17, 18 |
|  | Publish an EDI End of Year Report 2021/22.  |                               |   |
|  | Review the name of BAME Network.  |                               |   |
|  | Develop and publish an anti-racist statement for the SU.  |                               |   |
|  | Diversification of the SU staff team.   |                               |   |
|  | Deliver activities that support and promote race equality and LGBTQ+ representation in sport.                 |                               |   |
|  | Increase the accessibility of the SU and Hangar spaces.   |                               |   |
|  | Increase the number of accessible events in the Hangar.   |                               |   |
|  | Follow up recommendations made by a student in 2021/22 for an autism friendly campus (with the University).   |                               |   |
|  | Ensure we continue to increase the accessibility of our Help and Advice service.                              |                               |   |
|  | Continue to develop how accessible our student-facing communications and website are.                         |                               |   |
|  | Work with the University to improve their religious observance policy (started in 2021/22).                   |                               |   |
|  | Work with the University to decolonise and diversify the curriculum.  |                               |   |
|  | Increase the ethnic diversity of our election candidates.   |                               |   |
|  | Work with external experts to seek advice on EDI strategy.  |                               |   |
|  | CE continue to be involved in national leadership in race Equity Champions Group.                             |                               |   |
| Raise awareness of the use of pronouns.                  |   |                               |   |
| Implement EDI training for committees and student staff. |   |                               |   |

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|  | Ensure ongoing interaction between the Unions EDI Working group and the Welfare Inclusion council. |  |  |
|  | Deliver EDI training for sports club and society members (in addition to committees)               |  |  |
|  | Deliver an EDI/"What is TeamWorc" video.   |  |  |

| Area of Operation            | Objective   | Sustainable Development Goals | Associated KPIs |
|------------------------------|---|-------------------------------|-----------------|
| Student Advice and Wellbeing | Work with the PVC Students on the Student Futures Manifesto and implementing change at UoW.   | 1, 2, 3, 4, 5, 10             | 1, 8, 9         |
|                              | Work with the University to review the Student Charter.   |                               |                 |
|                              | Promotion of awareness days (from the cultural and wellbeing calendar).   |                               |                 |
|                              | Continue the review of Mitigating Circumstances processes.  |                               |                 |
|                              | Campaign and implement initiatives that support students with the cost of living, including collating student experiences and concerns to arise awareness with the University/ NUS/ WonkHE. |                               |                 |
|                              | Deliver a Be Kind to your Mind campaign.  |                               |                 |
|                              | Implement Wellbeing Wednesdays for students to take time and chill.   |                               |                 |
|                              | Work with the University to increase the number of gender-neutral bathrooms across all campuses.  |                               |                 |
|                              | Lobby the University to increase the number of study spaces on campus with inclusive and comfortable seating options.   |                               |                 |
|                              | Revise the material for students around degree classification methods.  |                               |                 |
|                              | Monitor issues in student housing (as a result of recent housing reform/all inclusive contacts with cost of living crisis etc.)   |                               |                 |



| Area of Operation                          | Objective   | Sustainable Development Goals | Associated KPIs       |
|--|---|-------------------------------|-----------------------|
| Sport, Societies, and student-led services | <b>Sport</b>  | 3, 10                         | 1, 10, 11, 12, 13, 14 |
|  | Continue to lobby the University around facilities and transport (home fixtures).                             |                               |                       |
|  | Work with the University to develop a better recreational sport offer on campus (to include adaptive sport).  |                               |                       |
|  | Implement initiatives that support making sport as affordable as possible for our students.                   |                               |                       |
|  | Promote and monitoring of Reach and Get Involved funding opportunities and provide updates to the University. |                               |                       |
|  | Support the growth of our range of clubs and new sports.  |                               |                       |
|  | Introduce a Captain's Forum.  |                               |                       |
|  | Review the support for committees of larger clubs.  |                               |                       |
|  | <b>Societies</b>  | 3, 17                         | 1, 10, 11, 12, 13     |
|  | Grow number of general interest and academic societies.   |                               |                       |
|  | Grow committee numbers.   |                               |                       |
|  | Introduce Societies Socials.  |                               |                       |
|  | Deliver a Societies Week.   |                               |                       |
|  | <b>Both</b>   | 3, 17                         | 1, 10, 11, 12, 13     |
|  | Review TeamWorc points and how to attain them and the numbers achieving Gold.                                 |                               |                       |
|  | Nominate Students for national awards.  |                               |                       |
|  | Continue the WorcStar initiative.   |                               |                       |

| Area of Operation | Objective  | Sustainable Development Goals | Associated KPIs |
|-------------------|--|-------------------------------|-----------------|
| TeamWorc Action   | Expand TeamWorc Action days and increase student engagement.   | 3, 8, 10, 11, 14 15, 17       | 1, 12, 13       |
|                   | Develop partnerships with the Fold / Sixways / Duckworth Trust.  |                               |                 |
|                   | Ensure close relationships with WARS and their engagement in RAG activities.   |                               |                 |
|                   | Grow our SU Crew and ensure closer links with RAG Team to support events.  |                               |                 |
|                   | Deliver a Volunteering Fair in December and promote how students can volunteer.  |                               |                 |
|                   | Ensure students are logging their volunteer hours.   |                               |                 |
|                   | Review and grow the numbers of volunteering opportunities in the local community through our brokerage system, with accurate records of students involved. |                               |                 |

| Area of Operation    | Objective   | Sustainable Development Goals | Associated KPIs   |
|----------------------|---|-------------------------------|-------------------|
| Raise and Give (RAG) | Review the RAG structure/committee to make it accessible and operate effectively. | 1, 3, 10, 17                  | 1, 12, 13, 15, 18 |
|                      | Ensure greater collaboration between RAG with SU Crew, Clubs and Socs Reps.       |                               |                   |
|                      | Raise £25k.   |                               |                   |
|                      | Deliver an engaging RAG Week.   |                               |                   |
|                      | Deliver Operation Christmas Child, with a target of 50 shoeboxes.                 |                               |                   |
|                      | Deliver Christmas Showcase/Tea Dance in the Hangar, with involvement from Socs.   |                               |                   |

| Area of Operation   | Objective  | Sustainable Development Goals | Associated KPIs |
|---|--|-------------------------------|-----------------|
| Our People and Culture  | <b>Deliver an action plan related to EES results, including:</b>   | 3, 5, 8, 10, 16, 17           | All             |
|   | Ensuring we update and educate student staff much more on what we do across the organisation.                              |                               |                 |
|   | Review how we thank and reward all our staff (core and student).   |                               |                 |
|   | Team working and better co-operation between departments   |                               |                 |
|   | Staff kindness and respect towards each other.   |                               |                 |
|   | Encouraging innovation - with tangible examples as measure.  |                               |                 |
|   | Attracting and retaining a diverse workforce.  |                               |                 |
|   | L&D and sharing good practice.   |                               |                 |
|   | Creating a compelling vision for organisation.   |                               |                 |
|   | Implementing more staff team activities / shared down time.  |                               |                 |
|   | Supporting staff wellbeing.  |                               |                 |
|   | <b>Other</b>   | 3, 8                          | All             |
|   | Embed Staff Savvy.   |                               |                 |
|   | Re-establish Staff Consultative Form following staff changes.  |                               |                 |
|   | Work with the Board to agree wider staff benefits - and produce a guide outlining these for current and prospective staff. |                               |                 |
|   | Continue to benchmark our salaries against similar roles/organisations.  |                               |                 |
|   | Ensure the annual, organisational, GDPR cleanse takes place within the timescales.   |                               |                 |
|   | Review the way we recruit and induct staff.  |                               |                 |
| Review the structure and process for the Personal Performance Appraisal (PPA) form. |  |                               |                 |

| Area of Operation      | Objective   | Sustainable Development Goals | Associated KPIs   |
|------------------------|---|-------------------------------|-------------------|
| Finance and Commercial | Review the pension scheme options available to the SU with the aim of increasing affordability. | 3, 8, 10, 11, 12, 17          | 1, 10, 15, 17, 18 |
|                        | Fulfilling design element of Tramps deal.   |                               |                   |
|                        | Review and develop the Sixways partnership.   |                               |                   |
|                        | Explore a potential Worcester Cricket Club Partnership.   |                               |                   |
|                        | Develop our Links with Worcester BID.   |                               |                   |
|                        | Maximise Native Commercial Opportunities.   |                               |                   |
|                        | Review Banking Mandates and "Lending" Limits.   |                               |                   |

| Area of Operation | Objective   | Sustainable Development Goals | Associated KPIs   |
|-------------------|---|-------------------------------|-------------------|
| Health and Safety | Ensure we deliver appropriate risk assessment training for Sports clubs and socs, working with the University H&S manager (and linking in with the University H&S portal).  | 3, 8,                         | 1, 15, 16, 17, 18 |
|                   | Reinstate the required numbers of qualified Staff First Aiders, following staff changes.  |                               |                   |
|                   | Ensure an active H&S Committee is meeting regularly and reporting tangible outcomes to wider staff team.  |                               |                   |
|                   | Maintain a log of H&S issues relating to building for addressing by Estates.  |                               |                   |
|                   | Work with the University (and regional BUCS colleagues where possible/ Endsleigh where necessary) to ensure appropriate support for higher risk sports clubs and societies, reinstating the high risk sport register. |                               |                   |

| Area of Operation | Objective   | Sustainable Development Goals    | Associated KPIs |
|-------------------|---|----------------------------------|-----------------|
| Sustainability    | Implement a monthly Repair Workshop using University staff and locals to help students rather than disposing of items.  | 3, 7, 11, 12, 13, 14, 15, 16, 17 | 1, 7, 9, 12     |
|                   | Facilitate a Saturday breastfeeding clinic in the Hangar, in conjunction with the Midwifery Soc and other stakeholders. |                                  |                 |
|                   | Maintain at least Very Good GISU.   |                                  |                 |
|                   | Develop a campaign plan around cost of living (to feed into GISU submission).   |                                  |                 |
|                   | Maintain our reserves.  |                                  |                 |
|                   | Work with the Duckworth Trust to facilitate litter picking street champions.  |                                  |                 |
|                   | Continue to lobby the University around sustainability issues with the SU building.                                     |                                  |                 |
|                   | Lobby the local MP and local providers on problems with public transport for our students.                              |                                  |                 |

| Area of Operation | Objective   | Sustainable Development Goals | Associated KPIs |
|-------------------|---|-------------------------------|-----------------|
| Employability     | Review how we recruit student staff to increase applications.   | 3, 4, 8                       | 1, 12, 13       |
|                   | Develop workshops for sports and society committee members - translating their experiences to job applications. |                               |                 |
|                   | Promote what skills students are obtaining through engaging with us throughout the year.                        |                               |                 |
|                   | Place example templates on our website - CV, application forms etc.   |                               |                 |