

Worcester Students' Union Strategic Plan 2016-2021

Worcester Students' Union (WSU) is pleased to share a new strategic plan to take us up to 2021. As well as having a strong commitment to meet our charitable objectives (defined in our Constitution at <http://www.worcsu.com/yourunion/aboutwsu/>), we have developed some core, strategic goals to help us achieve our overall vision. This will be flexible over the coming years to take into consideration the ambitions of future, elected Officers and to respond to emerging needs. We want to focus our efforts on representing our members and on helping them to gain useful, transferable skills and memorable experiences whilst at University. We will do so with enthusiasm and dedication so that students view us positively and want to get involved. We want our members to know we are there to help them and that they are integral to our continuous improvement. As the University grows and develops, we will act as their critical friend to ensure that students are at the heart of the decision-making process and we will work hard to promote students' achievements and contributions within the local community.

Our Vision Statement:

Representing and supporting students to develop and achieve

Our Values:

Professional

We will conduct and present ourselves to our students and stakeholders in a professional manner, ensuring we have sound organisational processes and procedures, as well as internal expertise to support the student leadership.

Inspirational

We will lead by example and provide our students with inspiration to reach their full potential and try new things.

Accountable

We will ensure that our students and stakeholders know how we utilise our funds and make decisions through our democratic structure, and how they can get involved.

Student-centred

We will ensure that the services and events we deliver achieve high levels of student satisfaction and that students are integral to our continuous improvement.

Positive

We will be positive about Worcester and what it can offer students, promoting how we can help and support them.

Entertaining

We will have fun and help students have great memories of their time at Worcester.

	A	B	C	D	E
1	Core Goal	1. Increase the number of students who know about and use our services			
2	Associated KPI's	1. Satisfaction with the Students' Union for our members increases year on year – target of 80% across the board 2. The percentage of the student body aware of the range of services run by the SU increases year on year 3. The percentage of the student body filling in our Big Worc Survey increases year on year 4. The percentage of the student body satisfied that we are representing them and providing them with a voice increases year on year 7. The number of ideas submitted to the SU increases year on year 8. The number of students accessing our advice and support service increases year on year			
3	Perfomance against KPI's 2018/19	1. CES Q14: - 78% , BWS: 68% satisfied or very satisfied, NSS: Q26 = & B2 = % 2. BWS: all services over 70% aware 3. 8% (740) 4. BWS: 70%, CES: Q5.3 = 75%, Q5.4 = 65% 7: 1,080 ideas submitted in Change Week (12 motions submitted and 10 passed at Student Council) 8 - @ June - 317 cases, BWS – 66% aware of service, 19% used service			
4	Objective	1.1 To diversify the number of ways in which we interact and communicate with our members and demonstrate our impact			
6	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020	
8	Continuing to develop a vibrant, on-line presence that enthuses our membership	Key elements of the Marketing and Communications strategy and social media action plan implemented Engagement in all on-line platforms, including LinkedIn Interactive initiatives e.g. competitions and student take-overs Number of students downloading the Totum App and purchasing Totum cards on-line Hits on-line for impact report and WHPH Increase in student engagement with online forms Development of PGR advice page	Development of reporting process post Sept 2019 to inform social media content	Development of interaction of prospective students and of alumni	
9			Statistics across majority of social media platforms show increase in performance (as of June 2020. Website engagement remained steady up until March 2020)	Contacts from LinkedIn provide seminars/lectures etc. for students	
10			Various competitions, polls, and Q&A sessions hosted on Instagram and Hangar Instagram throughout the year	Significant increase in number of student-led campaigns	
11			Approximately 900 sales during 2019-20 - £2700 in commission.		
12			WHPH - 300 page views Impact Report - 4,500 hits on webpage hosting report (other content also hosted on this page)		
13			226 Advice forms (22/6) 485 online forms completed so far this academic year PGR pages under development, to be completed summer 20		
14	Developing a bespoke WSU App	Implementation with support from IT Range and updating of content	Guidebook bought for SU by IT - content to do be done Content added for general SU info and Varsity events in preparation for Varsity pilot. Pilot on hold after Varsity postponed.	Greater integration of Totum functionalites (when known) Development of SU own 'loyalty' card/App	
15					
16		Engagement statistics	No progress made		

	A	B	C	D	E
17	Developing #TeamWorcTV further with the introduction of live-streaming, flexible scripts, and hudl performance analysis		Number of episodes and range of content covered	One full episode published on FB (2nd in production for Geek Week), as well as 2 'Student Spotlights' on FB, programme agreed for Sem 2, live streaming of 9 fixtures in Sem 1. Live streams on Facebook performed significantly better when compared to our usual content. Women's Cricket live stream against Warwick had a reach of 9000 and 1.1K views in total.	
18			Involvement of non-sports students in delivering content e.g. journalists	The Shout society was created but did not get off the ground. Plans to work with the new Journalism and Media Society in 2020/21	
19			Numbers and range of clubs involved	11 clubs We had 11 clubs' fixtures feature on the livestream. Rowing featured in a Student Spotlight 4 clubs featured in a 15 minute pre-recorded/edited episode (Spotlight, Jitsu, Tennis and Women's Rugby). (Shift in focus to live streaming rather than pre-recorded episodes)	
20			Hudl delivered	Cost prohibitive so began working with Uni to develop a 'Pathway to Performance Analysis' workshop for students using 'Sports Code' software instead	
21			Increase engagement of societies in TWTV	10 socs	
22			Engagement statistics	TeamWorc TV 1st episode - reach on FB 3600, engagement 10% Spotlights - average reach 1900, average engagement 8%	

	A	B	C	D	E		
23	Objective		1.2 To work in partnership with UoW to ensure they champion our services				
24							
25	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020		
26							
27	Continuing to raise our profile amongst University staff and to collaborate on publications/promotions		Number of recommendations from University services and academic staff to advice centre (via 'how heard')	136 from university staff services (50% of cases)	Introduction of second Staff Open Day each year now will do them every other year		
28			Number of staff attending SU Open Day	32 staff members attended			
29			Staff handbook produced for Rep system	Published and distributed Nov 19. Updated 2020-21 handbook to be ready for Sept 2020			
30			Posters produced for staff around advice and AR	Joint poster being prepared for Sept 2020			
31			Promotion of profiles of SCA Award winners	Request for profile information went out Nov 19 with 5 responses to use in future comms			
32			Number of SU presentations and workshops to University staff	Presentations delivered as part of Staff Open Day, Officer presentation to BoG in Oct and Fellows in Jan			
33			Involvement in University staff inductions (President)	Two			
34			Number of posts from Uni Comms on social media	SU related content from Uni Comms posted approximately twice a week			
35			Features on SU activities in Uni weekly staff blog	At least two posts per week in Uni Comms Blog		Inclusion of SU in a new internal staff communications strategy	
36			Engagement stats and information from Open Days included in LTSEC reports	Trailed system, not entirely successful. Open days disrupted due to covid 19. Officers in new virtual open day video. Present at virtual applicant days as requested.			
37			Hangar Bookings by University staff (paid and non-paid)	6 in Semester 1. Nursing union, Humanities party, Diwali celebration, Mulled wine, Hustings & 1 private booking			
38			Applicant to Active' material in place for Open Days	Working group established (members from across University although struggled with attendance from Comms and Registry), clubs have been involved in open days and lists of clubs and socs available at each Open Day. ISES & sports centre staff actively signposting to us			
39			Features in key University documents (e.g. prospectus, graduation, on-line and physical)	Updated information for prospectus in Nov 19		Separate feature in prospectus on SU as core part of student experience	
40			To improve the external fascia/space of the Students' Union wherever possible	New vinyls on windows above the barrel store		Vinyls fitted in Feb 2020	Redesigned beer garden for Hangar
41				Redesigned map of campus		Estates taken control of project, company to re-do the uni map has been selected	
42				New murals designed by students on outside of building		Work underway with SoA(DB) to design a brief on this	
43			Objective			1.3 To increase engagement and interaction with the WSU website	
44							
45	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020		
46							

	A	B	C	D	E
47	Completing the content review of the website		Website interaction and usage Changes implemented as a result of google analytics New features created	Majority of website metrics increased from 2018 and remained steady compared to 2019. Slight dip in website engagement following lockdown	Much expanded content on website Content management software contract reviewed
48				Increased referrals from social media towards website and relevant webpages	
49				New rec sport & 'meet the team' pages & advice and support supplemented. Your Voice section to be updated summer 2020 following content review	
50	Further developing 'Worc Hard Play Hard' as an engagement tool ??		Website focuses more on WPH as a brand and news / information remains up to date	1 student written article Potential new society with WPH as focus	Increased input from students - part of #TeamWorc culture/behaviour

	A	B	C	D	E
51	Objective		1.4 To ensure it is easier for students to access and use our services		
52					
53	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020	
54					
55	Continuing to increase on-line interactions with us by students	On-line forms completed e.g. Reps / Advice	226 advice enquiry forms so far. 91 Course Rep journals submitted. New form for staff and students to request marketing and comms created	All forms, including those for staff use are moved on-line Developing more on-line communities for student cohorts e.g. liberation groups Review success of democratic processes of the Union being conducted on-line as process required intense intervention by core staff with disappointing results in some areas.	
56		Q&A activities implemented through instagram and FB live and engagement with same	Multiple Q&As posted on Instagram throughout year. Livestreaming of Question Times and Elections resulted in ten times average level of Facebook engagement		
57		Number completing on-line Rep training	52 and 8 on collaborate		
58		Introduction of 'collaborate' training for Reps	Online training delivered to TLI reps in March via Blackboard Collaborate, 8 attended, were engaged with us and connecting with other reps.		
59		Number of on-line committee elections	Activities Elections held in Feb 2020 Clubs – 27/37 clubs successfully recruited core members. 8 have since recruited and elected for remaining committee roles. Societies- 31 societies recruited all 4 core members and since then another 4 have recruited full committees. Now recruiting those committees that have been on placements (nurses/paramedics etc)		
60	- Ensuring clear lines of communication with Partner College students	Partner college students section of the website developed further and hits/ usage monitored	Website content updated for 2019/20. 103 page views – 0.02% of the website total	Development of a new representation strategy for partner college students Governance review includes needs of partner colleges	
61		Bespoke material and information produced for partner college students	No progress made		
62		Number of students accessing Advice and Support from Partner Colleges	21 partner college cases opened		
63		Engagement of partner college students in our democratic processes	Difficult to separate data		
64	Objective		1.5 To ensure we consult more with our members to understand more about what they need and react accordingly		
65					
66	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020	

	A	B	C	D	E
69	Using our outreach programme to ask students their opinion directly on a range of topics		Number of outreach activities and topics covered Campus Chat brand implemented	New branding implemented Nov 19. 1543 students spoken to in total before lockdown in March (compared with 1520 in 2018/19). Went out a total of 36 times for Campus Chat, 8 of these were at City Campus. Topics include: Careers Fair – promoting FT officer roles, PT officer roles and paid student staff opportunities, Don't Rent Yet, Mitigating Circumstances, Student Volunteer Week, Register to Vote, Body Positivity (Women's Officer), Alumni Network, Gym Provision, Governance Review, City Campus Facilities, Course Rep drop-ins.	Annual comparison of SU Out and About engagement and outcomes
70	Increasing the number of students providing feedback on the advice service		Feedback statistics	New process implemented, increased feedback 50% from last year (@ June 2020)	
71	Delivering Change Week in 2020		Feedback and ideas received	702 ideas submitted, including 142 "what you loves", via SJC, City and online Ideas Forum. Multiple 'Change Sessions' delivered to TCSNM cohorts. High rates (over 150 pieces) feedback recieved.	Governance review implemented in a way that best suits students
72			Changes and outcomes achieved	Working group meetings held, some online due to lockdown, joint between SU and students with University staff. Impementation of actions halted across the board due to Covid-19. Officers and SE team meeting to pick these up and ensure actions are considered post lockdown and plan campaign for new academic year	
73	Increasing the percentage of the student population completing the Big Worc Survey 2020		Completion rates and feedback therein	5.5% student population completed survey; 2% decrease from 2019.	

	A	B	C	D	E	F	G	H	I	J
1	Core Goal	2. Facilitate wider student involvement in decisions that affect our members								
2	Associated KPI's	1. Satisfaction with the Students' Union for our members increases year on year – target of 80% across the board 3. The percentage of the student body filling in our Big Worc Survey increases year on year 4. The percentage of the student body satisfied that we are representing them and providing them with a voice increases year on year 5. The number of students voting in our Leadership Elections - target of 20% of membership 6. The number of available positions in our governance structures are filled – target of at least 80% 7. The number of ideas submitted to the SU increases year on year								
3	Performance against KPI's 2018/19	1. CES Q14: - 78% , BWS: 68% satisfied or very satisfied, NSS: Q26 = & B2 = % 3. 8% (740) 4: BWS: 70%, CES: Q5.3 = 75%, Q5.4 = 65% 5. 1862 voters (cast 5208 votes) = 17.4% of UoW students (highest number since 2012) 6. Student Council 66% filled (76% at start of year), 7 out of 8 PTO roles filled 7: 1,080 ideas submitted in Change Week (12 motions submitted and 10 passed at Student Council)								
4	Objective	2.1 To strengthen our engagement and feedback systems to ensure they are as effective as possible								
5										
6	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)		Progress 2019/20 (OUTCOMES)		Targets beyond June 2020				
7	Finalising the governance review of the Union for implementation in 2020/21	Consultation exercises with students		2 x governance review days delivered engaging 143 students. Focus Groups held with Education Council, Club and Society Chairs LGBTQ+ Society, Disabled Students and BAME students. Online survey launched with 43 students completing. 349 students consulted in total.		New SU governance structure is launched				
8		Final documentation agreed with legal advice		University consultations complete with group sessions or 1-2-1 meetings held with Student Services, Access and Participation, International, Estates and Facilities and Sustainability. Documents completed and approved by Student Council and Trustee Board in April 2020 and UW BoG on 30th June 2020						
9	Addressing areas of low satisfaction with the academic representation system (as indicated by the CES/Big Worc Survey and NSS)	Meetings with Course and School Reps, as well as School staff		Action plans developed with SoP and WBS. Majority of actions completed before Covid-19 lockdown. CES results saw overall increase and SoP and WBS saw the largest increases in awareness of reps with a 13% and 26% increase respectively.		Engagement with Reps forums increases year on year				
10		Journals submitted by Reps in these Schools/courses		5 from SoP and 10 from WBS		Rep positions are contested as the norm On-line feedback tool implemented				
11		Report provided to AROG on outcomes in these specific courses/Schools		Report to AROG 30.06.2020						
12		On-line platform created for students to locate /contact their Reps		Held meeting with Registry and IT. Easier for Reps to find on SOLE. Trialling MS Teams in September with course groups.						
13		Results from BWS, NSS Q26, and CES Qs5.3 & 5.4 2020 (in all Schools)		BWS awareness of system up 12 percentage points to 80% CES 5.3 up 6 percentage points to 81% CES 5.4 up 2 percentage points to 67%						

	A	B	C	D	E	F	G	H	I	J
14			Creation of new academic societies	4 new societies – Policing, Nutrition, Biomedical Science and Sports Coaching (latter struggling), Archaeology refounded						
15			End of year report produced on the Impact of the Representation System	2018/19 Report complete. 2019/20 report tbd August 2020	to date to benchmark ourselves as outstanding based on the NUS representation benchmarking tool across all measures					
16	Trialing appropriate elements of the proposed new governance structure		Interactions between President and 'welfare council' of liberation PTOs and outcomes of those Outcomes from the Ideas Forum Outcomes from PGR network	Pilot did not move forward - will be implemented in 2020-21 See Change Week update PGR Network now lead by Forum. New online community created with VPE involved.	The governance review results in a revived student scrutiny body that is active and successful at student engagement					
17			Outcomes from Education Council	Benchmarking exercise complete seeing small positive changes in overall position on tool. Feedback at beginning Covid-19 on experiences in different schools, VPE followed up with relevant staff, e.g. placements in TCSNM and SSES. Ed Council mostly used as meetings to discuss issues, rather than policy-forming group						
18			Annual goals established for Exec Committee and progress monitored	Exec committee in December cancelled due to one PTO attending. 1 x Exec meeting held in Semester 2 due to Flooding/Covid-19. Exec to be reduced to 3 Officer Trustees as part of governance review from July with monthly minuted meetings planned in and informal meetings weekly.						
19	Objective	2.2 To ensure that we distribute information and feedback in a targeted way								
20										
21	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)		Progress 2019/20 (OUTCOMES)		Targets beyond June 2020				
22	Delivering a tri-weekly update to Reps	Number of updates and associated outcomes Range of content Open rates by Reps Number HE updates sent to School Reps and PTOs		18 Course Rep specific emails sent. Averages at fortnightly across the year. Open rate 35% - 54%. Lowest on ASM, highest on 1st training email, 'being a virtual rep' and opening of School Rep applications						
23										
24										
25	Raising the profile of the successes and outcomes of the Course Reps	Course Rep of the Month promoted		Scheme launched and ran throughout the year. Winners received vouchers and announced on SU social media and in Rep Newsletter. Course Rep of the Year promoted successfully via social media. Winning Reps encouraged to apply for School Rep positions.						
26										

	A	B	C	D	E	F	G	H	I	J
33	Ensuring that the membership are informed of actions and changes as a result of their ideas submitted directly to the SU		Website and social media kept up to date with officer activities, including vlogs, campaigns, meetings etc. Change week outcomes communicated	15 Officer vlogs published on FB, average reach 2500, average engagement 5%. Regular posts and videos from Officers during lockdown to keep students informed of SU response. Change Week comms plan in place for September	Officer social media better compliments that of other SU channels					
34			Number of ideas received through Ideas Forums and associated actions/ outcomes	37 ideas submitted. Fed into Change Week						

	A	B	C	D	E	F	G	H	I	J
37	Objective		2.3 To develop new ways of engaging traditionally under-represented groups in the Union							
38										
39	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)		Progress 2019/20 (OUTCOMES)		Targets beyond June 2020			
40	Increasing engagement with less engaged cohorts e.g. Arts, Business, PGT, and BAME students		Activities of Arts Collective		Society not functioning. Officers and SEC engaging with staff to try to resolve		Increased opportunities for arts students to develop their portfolios are developed by the SU Arts students hold regular events in SU e.g. shows/displays Student art adorns the SU Union has comprehensive and active student-led media offer (with appropriate space and equipment)			
41			Satisfaction rates within WBS and SoA							
42			PGT Courses mapped and inductions held		Proved difficult to map - liaising with Registry on this. 4 inductions with PGT courses					
43			Demographics of 'engaged' students		Report complete Jan 2020, End of year report to be completed July 2020					
44			Impact on society memberships / activities		New Afro-Caribbean Society and Bhangra Soc. Isoc Society formed but having difficulties. Application received from Labour Soc. First ever Diwali event in Hangar. Increased liaison with PGR Network. Membership numbers up on last year - 1076 (V 824) and 866 students (V 735)					
45	Increasing interaction with Course Leaders to develop bespoke ways of engaging different cohorts		Course leader/Heads of School meetings attended Rep election material sent to Course leaders		MP met all heads of school. All rep recruitment material sent in August to CLs					
46			Identify and target areas for new academic societies		3 new academic societies launched or in progress. Gap analysis in progress					
47			Number of inductions delivered		33 out of 44 subjects that had induction coordinator details provided to us asked for /agreed to inductions - discussed issues with PVC around subjects not allowing the Officers to attend due to space - lobbying for SU induction to be mandatory as in many other Unis					
48	Raising the profile of Union's efforts for the environment to engage students interested in sustainability		Number of GISU related activities and numbers of students involved Outcomes from SU Green Committee Activities towards Responsible Futures criteria, in partnership with the University		Coca-cola recycle league complete with Worcester winning overall. Sustainability Officer successfully negotiated new lunchbox scheme with Aramark (won Platinum Green Impact Award) , Christmas Tree project completed and praised by SOS, Green Committee met three times, new staff notice board created. Responsible Futures accreditation retained. Awaiting GISU results. New SU Wellbeing Garden given Gold Green Impact Award. Very Good GI accreditation for a further year.		SU achieves Excellent Green Impact and supports the University to embed sustainability in the curriculum			
49	Objective		2.4 To ensure greater participation from our members in the democratic process							
50										
51	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)		Progress 2019/20 (OUTCOMES)		Targets beyond June 2020			

	A	B	C	D	E	F	G	H	I	J
52	Increasing the number of candidates and voters in our Elections		Candidate numbers and diversity of candidates in course and demography	<p>Autumn Elections: 9 candidates (excl. NUS Delegate) 9 positions filled (NUS Delegate Elections 2019-1 candidate filled 1 position). Increase in the number of female students (80% of candidates). 30% of candidates were international. Decrease seen in number of Level 4s standing (none)</p> <p>Leadership Elections: 9 candidates down from 11 in 2019. Increased female participation to 40% 1st Level 5 candidate in at least 4 years 1st time candidate from SoE</p>	Increased voter turnout year on year and engagement goes up across the board					
			Voter numbers and voting patterns monitored and areas of low engagement addressed	<p>Autumn: 2656 votes from 537 voters - 19% decrease in voters when compared with 2018 (still 43.5% higher than 2017). Fall in overall student numbers - turnout decreased by a lesser extent from 6.76% to 5.63%. Represented our 3rd most successful Autumn Elections in terms of number of voters and turnout.</p> <p>Leadership: 4599 votes from 1603 voters. This represents a percentage decrease of 13.9% and was our first decrease in the number of voters compared to the previous year since 2016. In terms of voter turnout, this year saw a 10.7% decrease with 15.8% of students voting. While the decrease in both turnout and the number of students voting is disappointing it should be noted that this year's election still represents our third highest turnout on record.</p>	Developing a new dialogue with the University on the way we recruit and appoint Reps					
53			Targeted work undertaken with School of Education (lowest engagement numbers in 18/19)	<p>For Autumn Elections, met with SERCC prior to election who cascaded to staff election dates asking students to vote. Secured candidate from School. Saw a small decrease in number of voters compared to last Autumn Elections (5 votes) but as a percentage of students</p>						
54			Student Council and Exec positions filled	6 out of 8 PTO positions filled.						
55				8 out of 19 councillor positions filled						
56	Continuing to engage students in local and national democracy and politics		Engagement of Politics students	Politics students approached for peoples vote, none attended						

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	A	B	C	D	E	F	G	H	I	J
57			Activities involved in and numbers engaged	Peoples Vote March, 6 students attended Register to vote campus chats spoke to 162 students with 11 registering to vote on the day. SU supported Democracy Day with University with officers sitting on a youth panel. Worked with FFS to hold a Donut to Vote stall with 200 donuts distributed. Produced Register to Vote video— 2500 views – 2.5% engagement rate on Facebook Produced Get out and vote video-3600 views – 7% engagement rate on Facebook						

	A	B	C	D	E	F	G	H	I	J
58	Objective		2.5 To strengthen the relationship with the University to ensure the Student Voice is heard and reacted to							
59										
60	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)		Progress 2019/20 (OUTCOMES)		Targets beyond June 2020			
61	Further developing Education Council to become a recognised agent of change		Meetings/working group held, topics discussed and outcomes of same Report on findings given to each School and published on-line		2 meetings held, working group formation complete with 3 groups, 1 on rep awareness, 1 for Change Week and 1 looking at how reps and academic socs can work together. Academic Society chairs have now begun to attend Education Council. Change Week feedback - decided on priorities for academic section that were discussed at CW working group.					
62	Continuing to grow the Students' Choice Awards and utilising the nominations and feedback intelligently to promote best practice		Report on findings given to each School and published on-line Winner 'assets' e.g. email signatures and in post award promo / features		Reports sent out Nov 19. Report for 2020 in progress. Requested M&C June 20		Routine use of SCAs in University recruitment materials and Open Days			
63	Supporting the University to continue to increase survey completion rates		Number of surveys completed		Promoted CES and NSS and WhatUni surveys. Post lockdown academic experience survey (distributed following liaison with University) had 106 responses and results fed back to Uni. WonkHE/Pearson survey we promoted had 356 responses.					
64	Interrogating and analysing all major survey results and work with closely the university on resultant action plans		SU-produced action plans and summaries in response to University surveys with which it can act as a critical friend NSS / CES results are utilised to target cohorts via Course Reps and to monitor progress Academic Representation Oversight Group action plans agreed and outcomes of same		Action plan produced around SoP and WBS with tangible outcomes from working group meeting regularly. End of year review to be completed July 2020 for CES, NSS, BWS etc. Reports taken to AROG		SU is more intrinsically involved in developing institutional action plans resulting from survey results and feedback			
65										

	A	B	D	E	F
1	Core Goal	3. Provide responsive, appropriate and accessible support and advice to students			
2	Associated KPI's	1. Satisfaction with the Students' Union for our members increases year on year – target of 80% across the board 2. The percentage of the student body aware of the range of services run by the SU increases year on year 8. The number of students accessing our advice and support service increases year on year 9. The number of welfare campaigns delivered by Officers year on year that meet the SU's campaign objectives 13. The percentage of students saying that being involved with the SU enhanced their employability increases year on year 14. Worcester sits in the top 50 in the BUCS League			
3	Performance against KPI's 2018/19	1. CES Q14: - 78% , BWS: 68% satisfied or very satisfied, NSS: Q26 = & B2 = % 2. BWS: all services over 70% aware 8. @ June - 317 cases, BWS – 66% aware of service, 19% used service 9. JforJ 138 requests, Sport & MH Week - 550+ wristbands, 98 health MOTs, MH Survey - 488 respondents, Body Positive - 169 respondents, Housing Fair - 667 students attended 13. BWS: 64% 14. 11st			
4	Objective	3.1 To create captivating campaigns that make a positive difference to our students' lives			
5					
6	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020	
7	- Delivering campaigns that have tangible outcomes	Number of campaigns meeting campaign objectives	1 campaign so far has a completed campaign plan with evaluation (National Fitness Day) - exceeded expected impact. W Change Week planned using tool. Evaluation of event is complete but process is still ongoing r.e. outcomes due to delays for Covid-19. Tool needs to be further embedded into Union's working practices. Working groups complete. Outcomes on hold	SU is able to better demonstrate tangible impact of campaigns	
8		Campaigns delivered as a result of Change Week / student feedback	Information on advice and support pages of website much improved with links to external organisations	Week results in the formation of ongoing campaigns	
9		External expertise utilised where possible organisations, including University	155 for Safe Sex Express (115 prior to lockdown). 59 students left their details during Change Week and were invited to Change Week Working Groups 10 direct messages via Facebook & Twitter relating to campaigns (additional interaction/comments on instagram)		
10		Number of students contacting us as a result of a campaign	Updates provided in each Officer report		
11		Campaign outcomes are all reported to University			
12		ea to LTSEC and to BoG			
13	Increasing information for students on drugs and sexual health	Campaigns delivered and engagement statistics	Establishment of Wellbeing Working Group to develop campaigns around drugs, gambling, consent etc. Survey completed on-line by 52 students re drugs/sexual health/gambling Average reach: HAYGH: 1800, engagement 1.5% Night Bus: 1900, engagement 5%	Inclusivity Reps delivering their own campaigns	
14		Usage of Safe Sex Express/ Pee in Pot	155 users of SSE - (115 in Sem 1). No PiP events Average reach of SSE on FB 1350, engagement 1.5%		

	A	B	D	E	F
15			Researching activities of other Sus around drugs awareness e.g. surveys	Research undertaken - Cardiff model used for inspiration	
16			Drugs training sessions delivered	Police event on the 9th December on drugs/drink driving	
17			Involvement in national campaigns	Drugs training given in #TeamWorc meetings in Feb 2020 with external support from WMP	
18			Other outcomes from Wellbeing Working Group	Movember and IMD, #ThisGirlCan, Children in Need, WMHD	
19				Survey to inform future campaigns completed by 52 students	
18	Objective		3.2 To increase awareness of the Advice Service and how it can support students		
20	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020
21	Continuing to raise awareness amongst students and staff regarding the range of information and advice the Advice Service offers		Direct recommendations from academic staff Requests for referral cards Number of student contacts, student clients, and cases dealt with by Advice Service	138/275 referrals from UW Staff and services, of that 65 from academic staff	The SU is a recognised, major referral route for a wide range of University staff members, for additional support and extra-curricular activities for students
22			Advice intelligence fed back more routinely to SERCCs and AROG, where appropriate	243 cases. 200 students. 464 contacts Completed, feedback happens regularly	
23			Communications from the Advice Centre through the staff blog at pinch points	Pinch points like mit circs and AIT identified and information included	
24	Using as many different media to promote the service to students		Visits to help & advice section on the website	Month on month increased percentage of website views	
25			Development of accessible and interactive advice resources for students (new and existing)	Mit circs info updated, uni procs booklet given to all partners students, new guidance on submitting statements for academic misconduct following covid19	The organisation is better equipped to support students in the event of absence of advice staff
26			Referrals from interactive Campus Chat and Advice days	3, progress and campus chat affected by lockdown	
27			Use of external resources for general advice	No further progress	
28			SU advice and processes added into all relevant PGR information	Completed	
29			Presence in more University documents and content revised where already there	Added into PGR docs	Advice Service and SU details are contained in student transcripts
30					

	A	B	D	E	F	
31	Objective		3.3 To increase the support and advice we provide to students taking part in extra-curricular activities			
32						
33	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020	
34						
35	Continuing to improve training for all student roles, including Trustees, Student Councillors and Committee Members		Continued advances in resources on website	New factsheets re: student council for autumn elections Ongoing	Alumni delivering training to committees	
36			Feedback from student attendees			Increase in guest speakers arranged by student groups
37			Involvement of University and external expertise in developing and delivering training programmes e.g. AQU	AQU and SoE delivered training for School Rep induction. Colleagues across university delivered sessions at Course Rep Conference.	Externally accredited training scheme for volunteers and reps	
38			Performance of Committee members and Councillors recognised and used to promote good practice and inspire others	Committee profiles uploaded onto the website and social media channels to promote good practice and inspire other committee members Social media promotion of LGBTQ+ Officer projects. Women's Officer's Survey and Sustainability Officer's lunchbox scheme.	Greater expertise within the SU staff team in training and presentation skills	
39			Number of students undergoing committee, volunteering, elections candidate, and student staff training	222 attended committee conference, 6 attended elections sessions, 15 attended student staff training, 108 attended Course Rep training, 46 on-line	Accredited skill development programme delivered by SU that incorporates governance and committee roles	
40	Improving the support and ongoing information for our students in #TeamWorc		Number and content of, as well as attendance at #TeamWorc meetings	2 held for each 16 clubs and 20 socs attended Since COVID SDC and SEC have held online committee catch ups with sports Only Volleyball currently in debt. Reports issued regularly to all clubs, good interaction between Treasurers and Finance. Amount of funding held on behalf of clubs £31.3k higher than at the same point last year . Fixtures suspended in Sem 2. Good completion rate in Sem 1 apart from Futsal	Support clubs and societies with regular TeamWorc meetings and amke sure they are streamed/recorded to ensure anyone who cannot access campus can watch Support clubs with their membership fees to ensure they reflect their offering in 2020/21 BUCS Season look to be held Jan 2021 in term 2.	
41			Number of clubs in debt Monthly reports sent from finance to all clubs and socs			
42			Fixture completion rate			
43	Implementing an accreditation system for clubs and societies to increase their reach and impact		Numbers achieving each standard Activities by clubs and societies End of year report produced	Scheme launched Sept 19, incentives agreed. End of year results: bronze= 6 socs, 12 clubs, silver = 1 soc, 4 clubs, gold= 2 socs, 2 clubs End of year feedback survey sent and report produced with further improvements for 20/21 agreed	Involvement in the accreditation scheme becomes the 'norm 'for all clubs and societies	

	A	B	D	E	F	
44	Objective		3.4 To develop initiatives that offer emotional, academic and social support to students			
45						
46	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020	
47						
48	Promoting health and wellbeing throughout the Union's activities		Regular features and news articles on website and social media and hits /reach/engagement achieved	Regular social media posts for health and wellbeing - safe sex express, student safety, Help & Advice service. Website metrics for Help & Advice pages increased compared to 2018 and 2019	Developing links with local schools to help prepare prospective students for University life and show what SU has to offer/ greater role in outreach	
49			Activities promoting and supporting men's mental health Sport and mental health training sessions delivered by SS	Successful Movember 2019 and activities around IMD - darts, quiz etc. First workshop in Nov attended by 4 students (Dance, Equestrian, Jitsu and Women's Cricket). 9 registered. Good feedback. Sessions being planned for Sept 2020.		Developing volunteer opportunities within local schools for our students Student Minds are creating a version to deliver virtually expected June 2020. To deliver as part of committee training
50			Crafternoons facilitated Harry's Top Tips' Fortnightly blog produced and promoted by our student networks	Crafternoon as part of WHMD		Establish links with Bystander Intervention programme deliverers to provide bespoke sessions for clubs
51				Ongoing and being published well Average reach on Facebook – 1580 Average engagement on Facebook – 7%		
52			Engagement in 'Look After your Mate' training and Inclusivity Network	No.s involved requested from Student Services who delivered Sem 1 sessions - they have not recorded any committee members attending. We will be moving this back in house in 20/21 for societies and clubs to track engagement. 17 attended first IR Network meeting		
53	Collaborating with the University to develop initiatives around health and wellbeing		Innovations are delivered around key dates - WMHD, UMHD, MHAwareness Week	Range of activities delivered around WMHD and IMD		
54			Outcomes from monthly meetings with Student Life	Limited progress - not many meetings took place		
55			Outcomes/reports arising from Spotlight on Mental Health Survey 2019	Report not obtained from outgoing President		
56						

	A	B	D	E	F
57	Objective		3.5 To ensure a positive and responsive staff culture within the Union		
58					
59	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020
60	Ensuring student staff are integral to the ongoing development of the SU		Number of student team meetings and 1-2-1s and outcomes	2 x WD team meetings, 3 X WD 1-2-1's. Staff happy and working well in their roles and as a team, no concerns. Bar and Marketing to be confirmed.	
61			Student staff numbers involved in socials	Staff xmas meal - 23 students attended	
62			Numbers receiving nominations for Student Staff of the Month	Sept 7 , Oct 7, Nov 6, Dec 4, Jan 3 and Feb 4 (then lockdown)	
63			Implementation of all student staff meeting with core staff chair and outcomes	Not enough interest from student staff to make this happen across all student staff teams, to rethink purpose/outcome from	
64			Outcomes from Staff Consultative Forum	Updated ToR, Air freshners in toilets, periodically checking actions from culture questionnaire, investigating temperature in Hangar	
65			Student staff survey results	Very positive survey results, all students felt that they learnt new skills, were supported by their LM and had a positive experience working at the SU. Only area for improvement was that one team did not have regular team meetings for student staff.	
66					
67	Ensuring robust staff performance management and internal communication		Guide for line managers produced	In progress, almost complete	
68			Inductions of all staff monitored and delivered according to set process	Yes - 2 core staff inductions as well as student staff induction. New officers induction took place in June 2020. Line managers leading new staff induction timetables.	
69			All staff receive regular and adequate 1-2-1s with objectives and priorities / tasks reviewed	Yes - frequency of 1-2-1s monitored centrally	
70			All staff have timely Personal Performance Appraisals	Yes and PPA reviews monitored	
71			Staff recognition	9 received over the year	
72			Staff team building events	One team building event held	
73	Continuing to embed a culture of sustainability within the organisation, including student staff		Outcomes and initiatives implemented, including campaigns, arising from the WSU Green Committee Photocopying and printing is monitored by departments Staff receive 'green training'	New cooling system installed in the cellar to reduce energy consumption. New drink cooling system to be installed in Januray 2020 to save energy and reduce wastage. New lighting ordered for WD area of SU New photocopying contract for June 2020	- SU has its own smart meter - SU reports on outcomes against the UN's Sustainable Development Goals (esp. Access To Education) and training provided for staff on this

	A	B	D	E	F
1	Core Goal	4. Create and promote opportunities for students to develop transferable skills			
2	Associated KPI's	5. The number of students voting in our Leadership Elections - target of 20% of membership 6. The number of available positions in our governance structures are filled – target of at least 80% 9. The number of welfare campaigns delivered by Officers year on year that meet the SU's campaign objectives 10. The number of students who are members of an SU club or society increases year on year 11. The number of clubs and societies increases year on year – target of 60 societies and 50 clubs 12. Number of volunteering hours given by students increases year on year 13. The percentage of students saying that being involved with the SU enhanced their employability increases year on year 15. The number of students attending events in the Hangar, as a percentage of the overall student population, increases year on year 18. The percentage of students feeling that SU events had a positive impact on their student experience increases year on year			
3	Perfomance against KPI's 2018/19	5. 1862 voters (cast 5208 votes) = 17.4% of UoW students 6. Student Council 66% filled (76% at start of year), 7 out of 8 PTO roles filled 9. JforJ 138 requests, Sport & MH Week - 550+ wristbands, 98 health MOTs, MH Survey - 488 respondents, Body Positive - 169 respondents, Housing Fair - 667 students attended 10. Sports clubs: Dec 17- 1272 memberships , May – 1409 memberships from 1291 students Societies: Dec 17 – 915 memberships from 744 students, May – 1028 memberships from 857 students 11. Sports clubs: 37 clubs and 36 teams in BUCS, Societies: 45 12. 15,974 by 186 students 13. 64% 15. 11,741 attendees recorded from Sept 18 - May 19, BWS: 60% had been to the Hangar			
4	Objective	4.1 To increase the employability skills of our students			
5					
6	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020	
7					
8	Promoting the importance of gaining transferable skills by participation in SU roles and activities	Promotion and distrubution of case studies of success	Separate infographics made for committee positions (2 from clubs, 2 from socs) - what they do/gained from role/ advice to those considering running	SU has a portfolio of accessible employability services and provision. Create video series of inclusive best practice from clubs/socs	
9		Number of active student volunteers and filled volunteering activities	19 SU Crew during WW WorcTogether up and running with 9 students 154 students registered 9300.75 hours by end June Brokerage - 16 students applied for 73 opportunities. 5 successfully started volunteering Covid related hours officially totalled 847.5 hours (by 9 students) but we believe more done but not logged		
10	Supporting students to be successful in job applications and interviews	Number of application form guides distributed and accessed on line	Not possible to review how many times accessed on line. 'Work With Us' page had 2,182 views throughout the year	Comprehensive guide developed encompassing all aspects of employability from available opportunities to succeeding at interview	
11		Guide to interviews developed and distributed	Guide to interviews and world of work complete, graphic designers currently finalising design before printing		
12		Number of students given feedback after unsuccesssfully applying for our jobs or attending interviews	Of those applicants who were not shortlisted for interview, advice on how to improve their application was sent to 9 WD Assistant, 3 Graphic designers, 4 film and photography and 1 bar assistant.		

	A	B	D	E	F
13	Improving the Employability and Careers Fairs to attract and support a wider range of students		Numbers attending SU Employability Fair in Semester 1 and outcomes from that Fair e.g. student feedback, opportunities converting into jobs or volunteering	17 stalls at fair with over 200 meaningful conversations with students Campus Chats ran throughout Student Volunteering Week, asking students what they wanted from volunteering - 122 students spoken to	Annual extensive 'milk-round' type fair is part of University calendar
14			University Careers Fair is developed to encompass a wider range of opportunities catering for a more diverse range of students Agreement reached between SU and Careers on complementary activities	VPE in ongoing discussions with careers	
15				VPE in ongoing discussions with careers. Careers closed their 'win win' opportunities and now forward any interested students to us	

	A	B	D	E	F
16	Objective		4.2 To increase the quantity and quality of opportunities supported by the SU for students to develop new skills and abilities		
17					
18	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020
19					
20	Mapping what skills we are helping students to develop across our activities		Updated, expanded and promoted skills audit developed for volunteers	Skills Audit created and scheduled to send out to students in July 2020.	
21	Increasing the number and variety of volunteering opportunities within the local community and beyond		Outcomes from monitoring student volunteering are used to enhance the service and innovate further	No progress made	The volunteering portfolio of the SU is highly visible for our membership and prospective students Volunteering hours committed by students exceed those from 2015/16 Report provided on volunteering specifically to be distributed amongst wider community
22			On-line resources created for community organisations, in line with GDPR	No progress made	
23			No. of charities and opportunities featured on brokerage system	56 providers with 117 opportunities	
24			Number of student-led projects	1 (Uniboob)	
25	Developing new opportunities for students through better links with Fellows and Alumni		Communications with Fellows and Alumni	Fellows day delivered with 20 attending - further meeting planned Officers met with DG and RR around Alumni. Proposal submitted in Sem 2 to Chair of Fellows of ways Fellows could become more routinely involved in SU events. Discussions to resume in 20/21.	
26			New initiatives as a result	Support in providing plants for Wellbeing Garden	

	A	B	D	E	F
27	Objective		4.3 To increase the number of students taking part in Union-led activities and opportunities		
28					
29	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020
30					
31	Implementing the Arts Collective		Activities and engagement numbers Membership numbers	Society not functioning. Officers and SEC engaging with staff to try to resolve	
33	Commencing research into how we can best develop a student media offer		Report produced on recommendations	Journalism and Media Society launched. No further progress	Implementation of student-led media
35	Building a larger, core group of SU volunteers to support ongoing delivery and promotion		Developed opportunities for the SU Crew Development of Rep Champions/Voice Crew Number of volunteers, hours, and range of activities	Voice crew launched - 48 reps signed up and on email list. 21 volunteered 19 SU Crew for welcome week 7 students continued and supported Jobs Fair, Christmas Card Sale, Tea Dance and Elections.	SU volunteer crew is established and vibrant with regular activities and consistent number base of at least 20
36					
37	Continuing to increase student-led fundraising activities		RAG Committee positions filled Amount raised and range of activities, numbers of student groups and individual students involved Number of students on RAG mailing list Research undertaken around developing Challenge Events	All filled for 2019-20. All filled for 2020-21 £23K raised by student fundraising in 2020/21 year. This has been raised through over 50 student-led events, individual fundraisig and online fundraising. 29 on mailing list No progression on this	£50,000 total raised in 2020/21 Target of £50K raised for 2020/21 Set up and implement a RAG mailing list.
38					

	A	B	D	E	F
39	Objective		4.4 To demonstrate the impact on employability of getting involved in the SU		
40					
41	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020
42					
43	Utilising key SU publications and channels to showcase skills gained from getting involved, including Worc Hard Play Hard, the website and the Annual Impact Report		Articles from current and past officers, reps, student staff and committee members	Articles from previous officers during Elections to encourage students to run as candidates Testimonials from Reps and student staff included in 2018/19 Impact Report	Developed relationships with SU alumni to demonstrate benefits of getting involved in SU
44			Development of 'Where are they now?' type page for Worc graduates on SU website	No progress made	Impact report distributed to more community stakeholders
45			Inclusion in impact report of past engaged students and their current employment status	Statement from student staff member/student staff of the year winner on positive impact of working at the SU During Leadership Elections March 2020	
46			Previous officer campaigns and case studies used to promote elections		
47	Objective		4.5 To increase the number of student-led projects that ensures a wider range of activities and a more diverse culture across campus		
48					
49	Achieved by (KEY TASKS)		How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020
50					
51	Supporting students to run their own events		Range and type of events (including number of event forms submitted)	41 event forms in Sem 1 (including RAG). Events limited in semester 2 due to flooding in St. Johns and COVID. Events include Quizzes, Open Mic Nights, Cake/Bake Sales, CPD talks and events, Showcases, Other charity/awareness events, Meals/Balls Recommendations sent to University, chased in Nov 19	Implementation of Contribution to Art and Culture Award in Union Awards
			Freedom of Expression process updated and agreed with University		

	A	B	D	E	F	
1	Core Goal	5. Help students to be safe and to enjoy University life				
2	Associated KPI's	1. Satisfaction with the Students' Union for our members increases year on year – target of 80% across the board 15. The number of students attending events in the Hangar, as a percentage of the overall student population, increases year on year 16. The SU achieves at least Silver Best Bar None accreditation each year 17. The profitability of SU commercial services and contracts increases year on year 18. The percentage of students feeling that SU events had a positive impact on their student experience increases year on year				
3	Perfomance against KPI's 2018/19	1. CES Q14: - 78% , BWS: 68% satisfied or very satisfied, NSS: Q26 = & B2 = % 15. 11,741 attendees recorded from Sept 18 - May 19, BWS: 60% had been to the Hangar 16. BBN Gold and 100% 17.tbc 18. BWS: 58%				
4	Objective	5.1 To provide a diverse range of events for our students				
5						
6	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)		Progress 2019/20 (OUTCOMES)	Targets beyond June 2020	
7	Utilising The Hangar to facilitate engaging events for more students, that include cultural,art and wellbeing	Number and range of events and numbers attending		Diwali event 23/10/19- 225 attendees Paramedics x2, Student MindsBingo, Music society x 3, 7 x Quiz Takeovers by Men's Rugby, Men's Cricket, Cheerleading, Ladies cricket, Uni-boob. 4 x karaoke takeovers, Saints' Dance-off and 2x Christmas shows by Saints. Halloween scarefest by Loco. Sunday daytimeopening trialled with some engagement- students playing pool and Shufl	Open the bar 7 days a week for students with regular student takeover nights	
8		Number of student-led events				21 in Sem 1, 9 in Sem 2 before lockdown
9		Income from events and bar takings				Bar Takings up by £8.2k compared to the same time last year. Sales are up on 4 nights of the week Tuesday 75% increase Monday 48% increase Thursday 21% increase Wednesday 17% increase Friday most popular night (but 15% decline in sales), with Tues and Weds 2nd and 3rd Overall increase 14% year on year Number of events already booked is equal to the number of external bookings for the whole of last year
10	Ensuring regular SU activites at City Campus	Number and type of activities, as well as engagement levels		Welcome Week event Sep 19, officers did drop ins. 8 Campus Chat sessions at City Campus, present at City throughout Change Week and Elections voting period. Advisor worked 1 day a week at City until Covid-19	SU has an established social space at City Campus	

	A	B	D	E	F
11	Developing opportunities for students to participate in recreational sport and physical activities		Range of activities and when activities staged Engagement levels and types of students Facilitation of self-defence classes Consistent marketing of GIAG sessions and engagement levels	Women's Gym Pathway - 17 started, 6 completed, v good results for them Women's only gym time - every Tuesday and Thursday 12.15-1.15pm Boxercise - Weekly sessions, with between 2 and 8 attending each New GIAG branding used by clubs across the board to promote sessions, notable activities from some clubs eg Equestrian Sem 2 plans - Indoor Row to be launched (training done for instructors), GymFIT and Self-defence classes. Sem 2 - GoRow and GymFit launched. Women's Gym pathway Cycle 2 - Reduced to one session a week - catch up sessions provided - 15 signed up, 12 started the programme, 75-100% retention seen through the programme. Events - wellbeing week - 6 clubs put sessions on - ~150 students took part - collectively. - asked to do a survey -25% of respondents were not regularly physically active which met our target.	Encourage clubs to set up activities within restrictions imposed due to the Covid-19 pandemic in the absence of a BUCS league in semester 1
12	Increasing the promotion of non-alcoholic enjoyment and fun		Initiatives implemented in the bar that overtly encourage uptake our non-alcoholic offer	Shuff table More games, film night	SU utilises old cocktail shack area of the Hangar for new initiatives
13			New products introduced	3 new products Kopparberg non-alcoholic, Bud Prohibition, new slushy machine	
14	Objective	5.2 To develop strong relationships with internal and external stakeholders to increase students' awareness and engagement in social activities and events in Worcester			
15					
16	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)		Progress 2019/20 (OUTCOMES)	Targets beyond June 2020
17	Building relationships with local businesses to develop new income streams (sponsorship, Totum etc.)	Local deals for students		No progress made (excluding Hangar deals)	Regular market days held
18		New sponsorship deals		Cathedral Cars 5 Year Contract, improved contract with RedBus (twice the previous revenue per screen). Endsleigh Insurance multi-year marketing contract	Renew or Replace Tramps and Dominos contracts. Seek additional sponsorship for key events
19		Engagement activities with local businesses e.g. stalls		Approx. 60% external Welcome Fair bookings from local businesses/charities/franchises.	SU has own digital media platform with promotional screens positioned in key areas across the campuses, consistently detailing SU events and activities
20		Involvement in Worcester First and BID etc.		Meeting held with CEO of Worc Bid in Oct 19 to develop closer links, CEO then moved on and replacement not known	Be a regular contributor at Worcester BID meetings. Host a meeting at the University and "show off" the SU
21		New volunteering/RAG opportunities in local area Deliver Barclays volunteering project		WorcTogether launched with Sanctuary Housing -10 students recruited, 9 volunteering, and 8 students completing their volunteering hours. All reflective exercises submitted and marked an virtual celebration event being held end of July.	Work with Sanctuary and Barclays to make improvements to the project to repeat in 2020-21 academic year.
22	Producing 'Harry's Hotlist' guide to Worcester	Number of guides produced/circulated and on-line engagement stats		1,000 copies printed (c200 left) 350 online hits via website	

	A	B	D	E	F
23			Involvement/features of local businesses	Number of local businesses featured (free of charge). To be monetised (with inclusion in media pack) for 2020/21	Better monetise our interactions with students for external stakeholders to ensure we are considered a key marketing route

	A	B	D	E	F
24	Objective		5.3 To improve the safety and security of the Union bar environment and promote its USP		
25					
26	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020	
27	Maintaining and evolving the look, feel and hygiene of the bar environment	Best Bar None Gold standard maintained	Gold standard maintained with 100% score	The Hangar is refurbished every 3 years Much improved outside space	
28		Levels of cleanliness within Hangar is reviewed regularly with cleaning manager	Ongoing - with new cleaning manager. Now regular deep cleans of floor		
29		Green Impact initiatives carried through to bar, dependant on criteria	We no longer use single-use plastic glasses or plastic straws. University has invested in a new eco extractor fan for the cellar. We have invested in a new remote coolers, all to reduce footprint.		
30		Rolling programme of repairs and improvements monitored and delivered	Spreadsheet maintained and updated and regular meetings with Facilities / Estates to progress		
31	Overtly promoting welfare campaigns within the bar as well as services that support students and encourage them to take care of each other (in partnership with the University and Tramps)	Number of campaigns promoted through bar, including #AskAngela, Getting Home Safely, Safe Drug use etc.	Drinkaware scheme under investigation and may be proposed to BID for Worcester wide scheme Uni-boob. Drink, drugs, drive campaign. Men's mental health, Black history month, #AfA, HAYGH.		
32	Objective		5.4 To work with the University to increase the variety and availability of social space for students across the University campuses		
33					
34	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)	Progress 2019/20 (OUTCOMES)	Targets beyond June 2020	
35	To lobby the University to develop a wellbeing space on both campuses	Spaces designed and agreed	Difficulties in UW finding space for room on campus, focus has switched to wellbeing garden outside Hangar, funded by SU. Work commenced July 2020 and garden won a Gold Green Impact Award in University/SOS Green Awards	Negotiating with the University on future space for the Union	
36	Playing a key role in the development of any residential and campus developments	Involvement in design and decision-making processes	Discussions for improved gym offer underway with VC, PVC and Sport	Student hub located at a future University Court, with SU integral part.	

	A	B	D	E	F
37	Objective		5.5 To develop the Union's offer and a culture of inclusivity and belonging across the University Estate		
38					
39	Achieved by (KEY TASKS)	How measured by June 2020 (OUTPUTS)		Progress 2019/20 (OUTCOMES)	Targets beyond June 2020
40	Participating in BUCS Inclusion campaigns #MakingInclusionEveryday	BAME campaign delivered, engagement and reach Disability campaign as above Applications and Eols submitted for BUCS initiatives		Plans remain to launch BAME campaign but delayed by BUCS. Two case studies submitted from Worc.	Permanent SU at City Campus
41	Further developing a positive culture in Sport where inclusivity is the norm and team events are less focused around alcohol	CHANGE' workshop delivered as part of committee training to Social Secs		CHANGE delivered by ML and CW and delivered to social secs and IR's of 21 clubs Many clubs hosted sober socials throughout year Inclusivity Reps catch up in Sem 1 - 17 attended. Working with LGBTQ+ PTO to encourage collaborative events with clubs and socs for LGBTQ+ month in Feb. 1 formal disciplinary (with Uni) in Semester 1 involving club member Positive feedback from Astons coach drivers on behaviour this year Contact made with Ben Ryan, previous coach of Fiji Rugby 7's and Ian Braid, DOCIA - both delayed due to availability and lockdown. Casey Bailey provided video for virtual Colours Awards	- 'Dry'and inclusive events are a regular feature of club and society socials and help secure recognition for student groups SU wins BUCS #TakeAStand Award
42		#TakeAStand and #ThisGirlCan initiatives delivered and entrenched in what we do			
43		Number of student disciplinarys continue to decrease			
44		External recognition/influence/presentations etc.			
45		Number of clubs developing their own pledges (inclusivity / positive culture)			
46		Clubs are rewarded for excellence and inclusivity (as part of accreditation scheme / Colours Ball)		Cricket hosted 'Opening up cricket' in Oct 19 #TeamWorc charter/pledge being investigated for C&S to sign up to in 2020 End of year results: bronze= 6 socs, 12 clubs, silver = 1 soc, 4 clubs, gold= 2 socs, 2 clubs Clubs and socs seeking advice on welfare and inclusivity issues Wheelchair ramp purchased following a society request for all societies to use	All clubs have their own pledges that they uphold and promote Create and introduce "Team Worc United" accreditation scheme for best inclusivity practice. Increase number of clubs and societies reaching bronze and silver standard
47	Increasing the SU's activity as LGBTQ+ 'Allies'	Engagement with staff network and collaboration on events and initiatives Support for activities of LGBTQ+ Officer and Society		Many staff attended LGB matters workshop and signed up to be Allies Mentor in place. LGBTQ month delivered despite challenges due to flooding Supported project undertaken by student staff to raise awareness amongst sports teams – delivered at inclusivity rep training in January	Embedded projects that support students with protected characteristics. Development of Inclusivity rep page on website to equip with resources
48		Promotion of inclusivity within SU and on website an support for those with protected characteristics - wider than LGBTQ+			
49					
50	Celebrating key times of year and festivals for different cultures	Number of events and students involved		Diwali event 23/10/19 (organised by IO) hosted in Hangar in Oct - 225 attendees Charity Dinner 25/10/19 - joint event by UW Isoc with UoG Isoc Supported UWIC with Holi event in March 2020 Working commenced on producing a cultural calendar with University	Cultural festivals are large and regular events on campus

	A	B	D	E	F
51			Support provided for University with consultation around Access and Participation Plan	School Reps attended consultation	Embedded projects that support students with protected characteristics and specific needs e.g. care leavers
52			Developed links and activities with International Office	Officers worked closely with IO over WW and supported quiz, induction talks, staff attended welcome fair VPE raised concerns around experience of int student arriving late, resulting in meeting	