

LEEDS TRINITY  
STUDENTS' UNION

2017 - 2018

# OPERATING PLAN



Winner of the  
Students' Union Award

NUS Awards 2017



**WINNER**

Winner of the Students'  
Union of the Year, 2017

Educate North & UK  
Leadership Awards

**ltsu**

SUPPORTING YOU TO REACH YOUR POTENTIAL



**SPORTS CLUBS**



**ADVICE**



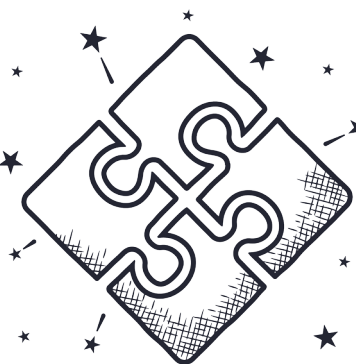
**ACTIVITIES**



**FRESHERS' WEEK**



**WHAT WE DO**



**SOCIETIES**



**STUDENT MEDIA**



**STUDENT REPS**



**AWARDS & GRAD BALL**



# OUR VISION

Supporting you to reach your potential

# OUR MISSION

To ensure you have the best academic experience,  
build relationships and feel empowered to succeed

## WE HAVE IDENTIFIED 3 PRIORITIES TO ACHIEVE THIS:

**1. Advocating  
students'  
academic  
success through  
support and  
representation**

**2. Developing a  
sense of  
belonging  
through inclusive  
and varied  
student  
communities**

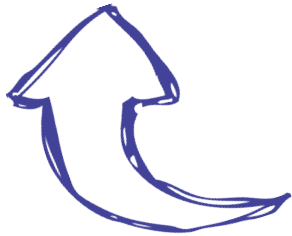
**3. Becoming an  
exceptional,  
innovative  
organisation that  
understands  
students'  
needs**



## STUDENTS FIRST



Everything we do will be for and directed by students. Our success will come from ensuring students can reach their potential and ensuring the student voice is articulated to the University.



## PERSONALISED



Our community at Leeds Trinity is close-knit and supportive. We will have a relationship with every student at Leeds Trinity University and be approachable, flexible and friendly in how we operate.



## INCLUSIVE



We are a Union for all students. Our activity and services will meet all students' needs and we will continually evaluate the diversity and inclusivity of participation.



## EXCEPTIONAL

We will always strive to be better, identifying ways to ensure we maintain and increase our relevancy to students whilst positively influencing students' time at Leeds Trinity University.





# WHAT IS OUR OPERATING PLAN?

Our Operating Plan sets out what we want to achieve over the 2017/18 Academic Year. Much of how we assess this will be through our annual 'Rate your Union' survey where you can tell us how well we are supporting you in the areas you told us were important in research undertaken in Autumn 2016. Other outcomes are measured through achieving set goals and activities.

Our aim is to achieve our overall vision of ensuring we are **supporting you to reach your potential**.



# 1. ADVOCATING FOR STUDENTS' ACADEMIC SUCCESS THROUGH SUPPORT AND REPRESENTATION

## Ambition 1:

Ensure every student has the best possible opportunity for academic success and has the support to complete their studies.

Outcomes by July 2018	Measures by July 2018
50% of students will agree that the Union understands its needs.  Our research will continue to demonstrate that students who engage with the Union are more likely to remain at the University.	- Implement projects around Mental Health Project, Project 200 and Academic Based Societies.  - Analysis of data of academic attainment compared against involvement in Union activity.

## Ambition 2:

Students will have their voice heard and represented by the Union through Course Reps, other elected representatives and annual 'School Reports' highlighting the key issues students have shared with us.

Outcomes by July 2018	Measures by July 2018
50% of students will agree that their Union is effective at representing them and their academic interests.  50% of students will agree that the Course Rep system is effective.  4 out of 5 students will have a Course Rep representing them.  50% of students will agree that we campaign on issues that matter to them.  School Reports will be published bi-annually which advocate for at least three changes to student life at the University.	- 400 Engagements through SU on Tour.  - 60 Students attending across 2 Student Forums.  - Annual report of SU on Tour outlining key impacts as a result of Student Feedback.  - 80% of Course Reps will be recruited.  - 70% of Course Reps will be trained.



We will have met with the local MP and met with Cathedral Group colleagues and local Student Unions based in Leeds.

All Apprentices at the University will have had an induction from LTSU on how we can support them.

- Run Course Rep sessions for new, returning and Postgraduate Reps.
- At least 1 campaign plan will have been published.
- School Report released in December.
- 2 Changes achieved as a result of the Reports.
- 300 Pieces of student feedback obtained for the School Reports.
- We will meet annually with the local MP.
- President attends Cathedral Group meetings.
- We will meet at least three times a year with other Leeds-based Unions.
- Induction talk with all new apprentices.

### Ambition 3:

**Our Student-Led Staff Awards will receive 850 nominations annually and we will hold in partnership with the University an annual session on good practice in teaching and support for students with the winners.**

#### Outcomes by July 2018

Our Student-Led Staff Awards will receive 350 nominations.

#### Measures by July 2018

- 550 Nominations received for Student-Led Staff Awards.
- A good practice workshop led by a winner of an award and the Union President will take place on the student experience.

## Ambition 4:

Every student will receive access to advice on life skills such as budgeting, health, contract checking on housing and access to a peer-to-peer Mental Health project.

Outcomes by July 2018	Measures by July 2018
<p>60% student satisfaction with our Welfare Service.</p> <p>50% of students agree that we provide advice and support that surrounds their mental health.</p>	<ul style="list-style-type: none"><li>- 40 Housing Contracts Checked.</li><li>- 150 Students at Housing Advice talks.</li><li>- 150 Travel Passes issued to students.</li><li>- 20 Visits from students for Academic enquiries.</li><li>- 3 Welfare outreach campaigns with at least 400 students engaged through pledging to an action or taking away information.</li><li>- 600 Resources handed out to students to support them in everyday life (for example, water bottles during exams).</li><li>- 10 Students supported through the Hardship Fund.</li><li>- 150 Visits to the Welfare Service for Health-related enquiries.</li><li>- Staff member trained up in Mental Health Project.</li><li>- Mental Health Project launched with 6 students</li></ul>



## Ambition 5:

Every student will have advocacy support through a trained member of staff for any University academic or personal misconduct hearings.

Outcomes by July 2018	Measures by July 2018
50% of students will know they can receive help and advice from us on any University academic or personal misconduct hearings.	<ul style="list-style-type: none"><li>- Published digital and printed guidelines on advice for Academic or Personal Misconduct Hearings.</li><li>- Monitor and evaluate the number of students we support to guide future measures in this area.</li></ul>

## Ambition 6:

Our Union democracy will be robust and fit for purpose with 40% of students voting in Union Elections.

Outcomes by July 2018	Measures by July 2018
<p>40% of students will vote in elections.</p> <p>10% increase in satisfaction in elected officers effectively representing students' needs.</p>	<ul style="list-style-type: none"><li>- Elections will be contested for all full and part-time Union Council roles.</li><li>- We will undertake a Democracy Review ensuring current representative structures meet student needs.</li><li>- 40% of students will vote.</li><li>- Annual training event held for sabbatical officers and Union Council members.</li></ul>

## 2. DEVELOPING A SENSE OF BELONGING THROUGH INCLUSIVE AND VARIED STUDENT COMMUNITIES

### Ambition 1:

Every student will be automatically enrolled in an Academic Society and have access to over 200 events annually as part of a Give It A Go programme that will provide pre-induction, daytime and halls activities.

Outcomes by July 2018	Measures by July 2018
200 Students will automatically be enrolled in an Academic Board Society.  60% of students agree that there are activities on offer that are relevant to them.  5 courses will have an Academic Society set up for students.  1500 Participants across our activities.  Project 200 launched.	<ul style="list-style-type: none"><li>- 3 Hall events in conjunction with Resident Mentors.</li><li>- 15 Events taking place in the Lounge.</li><li>- 25% of all events run by student activity groups.</li><li>- 500 attendees at the Annual Grad Ball and Clubs &amp; Societies Awards event.</li><li>- 100 Events over the 2017/18 year.</li><li>- Welcome event for 5 Academic Societies.</li><li>- Elections having taken place for a new committee in annual election cycle with 70% of roles elected.</li></ul>



## Ambition 2:

**BUCS teams will have year-on-year improvement and we will support individual athletes.**

Outcomes by July 2018	Measures by July 2018
Maintain our number of Sports Clubs and engagement levels, ensuring an improved position in BUCS.	<ul style="list-style-type: none"><li>- Increase our BUCS position by three places.</li><li>- Support at least 5 student athletes.</li><li>- 90% of Sports Budget spent.</li></ul>

## Ambition 3:

**At least 25% of students will have signed up to a Sports Club or non-academic Society, forming part of a vibrant, thriving student community.**

Outcomes by July 2018	Measures by July 2018
60% of students are satisfied with our Societies and Sports Clubs.	<ul style="list-style-type: none"><li>- 500 Memberships across Societies and Sports Clubs.</li><li>- Autumn and Christmas events for Society and Sports Clubs Committee members on campus.</li><li>- 10 Events for students run by Societies and Sports Clubs.</li></ul>

## Ambition 4:

**We will continue to run an extensive Freshers' Programme that welcomes new students and launch a Returning students programme to ensure all students feel welcomed to the campus each September.**

Outcomes by July 2018	Measures by July 2018
5% Increase in satisfaction in the Intro Survey regarding satisfaction.	<ul style="list-style-type: none"><li>- 50 Activities during Freshers' Week.</li><li>- 25 of these events will be non-alcoholic.</li></ul>

- 2000 Engagements in Freshers' Week.
- 10 Events in a Refreshers' Week .
- 3 Events for Returning Students.

## Ambition 5:

We will run events celebrating key liberation milestones throughout the year such as Black History Month, International Women's Day and LGBT History Month as well as an annual Interfaith Week in conjunction with Faith Societies and the Chaplaincy.

Outcomes by July 2018	Measures by July 2018
Liberation events will have taken place for an Interfaith Week, Black History Month, LGBT Month, International Women's Day and World Mental Health Day.	<ul style="list-style-type: none"> <li>- In partnership with Faith Societies and the Chaplaincy run an Interfaith Week.</li> <li>- Run a calendar of events for Black History Month, LGBT Month, International Women's Day and World Mental Health Day with at least one event recognising each occasion.</li> </ul>

## Ambition 6:

Support students in their employability by launching a Union Volunteer training programme, encourage the University to increase student staff roles by 10% and all Union volunteering roles included on every student's HEAR transcript.

Outcomes by July 2018	Measures by July 2018
Launched and received feedback from students on our Union Volunteering training programme with at least 80% of participants agreeing the sessions were useful for their roles.	<ul style="list-style-type: none"> <li>- 6 Skill sessions for our volunteers in year one.</li> <li>- 50 Students attending.</li> <li>- Identify key Union roles to be on the HEAR transcript by Graduation in 2018.</li> </ul>



### 3. BECOMING AN EXCEPTIONAL, INNOVATIVE ORGANISATION THAT UNDERSTANDS STUDENTS'

#### Ambition 1:

We will become one of the leading Small & Specialist Student Unions in the country achieving Quality Students' Union, Green Impact accreditation and in the top quartile of comparators in student engagement in key participation activity. Furthermore, we will ensure our space is fit for purpose for students.

Outcomes by July 2018	Measures by July 2018
Maintain top quartile in student engagement in participation and election turnout against comparators.	- Current engagement benchmarked against comparators.
We will have achieved the Green Impact Award.	- Quarterly reports on Union services engagement.
Timescale for increased Union and student space agreed with the University	- Mock self-assessment undertaken for Quality Students' Unions with action plan created and implemented.
	- NUS Students' Union of the Year nomination submitted.
	- Achieve the NUS Green Impact Award.
	- Submit at least one external funding bid to support further activity.
	- Discuss bi-annually estate master planning with the Chief Operating Officer to ensure expansion of the Union remains on the University radar.
	- Impact Report produced of key successes over the past academic year.

## Ambition 2:

We will implement our Communications Strategy seeing year-on-year increases in engagement and further understanding of the Union's purpose through an annual 'Rate your Union' survey.

Outcomes by July 2018	Measures by July 2018
60% of students will agree that we communicate with them effectively in our annual 'Rate your Union' survey	<ul style="list-style-type: none"><li>- Communications Strategy implemented.</li><li>- Monitoring of Strategy and our Digital engagement quarterly.</li></ul>

## Ambition 3:

We will become an 'Investing in Volunteers' accredited organisation ensuring students who volunteer with us have the best possible experience.

Outcomes by July 2018	Measures by July 2018
We will meet the necessary expectations required to undertake the 'Investing in Volunteers' accreditation for our volunteering in time for the 2018/19 year.	<ul style="list-style-type: none"><li>- Ensure all volunteer role have a role description and a staff contact.</li><li>- Mock self-assessment of current activity against the 'Investing in Volunteers' indicators.</li><li>- Benchmark our current practices against the standard, identifying and closing gaps in practice.</li><li>- Run a volunteer survey to understand more about our volunteers' experience.</li></ul>

#### Ambition 4:

We will measure student satisfaction with our services annually recognising an increase in satisfaction.

Outcomes by July 2018	Measures by July 2018
60% of students will be satisfied with the Union in our 'Rate your Union' survey.	- Conduct by May 2018 a 'Rate your Union' survey.

#### Ambition 5:

We will use our data intelligently, actively demonstrating our positive impact on progression, retention and attainment for any student who has involvement with the Students' Union.

Outcomes by July 2018	Measures by July 2018
Students who get involved in LTSU activity through evidence driven data, will be shown to be more likely to progress and remain at University.	- Research undertaken that demonstrates the value of getting involved in your Students' Union has on your student life.

#### Ambition 6:

We will have completed a project on 'Embracing our Values', ensuring all roles of the organisation including trustees, staff and volunteers reflect on how they meet the organisation values and how they embed them within the organisation activity.

Outcomes by July 2018	Measures by July 2018
A Behavioural Framework will be implemented around our four values for all staff.	- Behavioural Framework created and implemented.



**Find out what  
your Students'  
Union is doing at:  
[www.LTSU.co.uk](http://www.LTSU.co.uk)**



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