

LEEDS TRINITY  
STUDENTS' UNION

2020 - 2021

# OPERATING PLAN



Member of  
**advice** UK  
The voice of independent advice

**Excellent**  
NUS Green Impact  
Students' Unions



SUPPORTING YOU TO REACH YOUR POTENTIAL

**ltsu**

# 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



# WHAT IS OUR OPERATING PLAN?

Our operating plan sets out what we want to achieve over the 2020/21 academic year.

In 2020 we concluded year three of our first strategy, the 'Big Plan'. During 2019 the Students' Union undertook substantial research ahead of our next strategy, called 'Beyond 2020'. As a result of the pandemic the trustee board opted for a one year operational plan that developed upon successful outcomes from 2017-20 and introduced pilot projects from our 'Beyond 2020' research. In early 2020 the Students' Union will review its performance via our annual 'Rate Your Union' survey. You can tell us how well we are supporting you ahead of launching our 2021-24 strategic plan. Other outcomes are measured through achieving set goals and activities. Our aim is to achieve our vision of supporting you.



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

## Ambition 1:

Students will have their voice heard and represented by the Union through Course Reps, other elected representatives with Course Rep conferences highlighting the key issues students have shared with us;

Essential	Desirable
<ul style="list-style-type: none"><li>• Review and develop a Course Representation system in collaboration with Leeds Trinity University.</li><li>• Host three Course Representative conferences with partners invited to attend.</li><li>• Have 30 ideas generated through 'Student Say' with next working day authorisation.</li></ul>	<ul style="list-style-type: none"><li>• Host a series of 'SU on tour' events addressing themes central to the student experience. A summary of actions will be published in our monthly newsletter.</li><li>• Host two Course Representation socials.</li><li>• Conduct preliminary research on a democratic review.</li></ul>

## Ambition 2:

Our Union democracy will be robust and fit for purpose.

Essential	Desirable
<ul style="list-style-type: none"><li>• Deliver annual training for Sabbatical Officers and Student Council members.</li><li>• Conduct three Exec Committee meetings to be held over the academic year.</li></ul>	<ul style="list-style-type: none"><li>• Support a diverse Student Council portfolio.</li><li>• Maintain an SU election voter turnout above the national average.</li></ul>



## Ambition 3:

Every student will receive access to advice and support in three key areas; Health, Academia and Housing.

Essential	Desirable
Mental Health Support	
<ul style="list-style-type: none"><li>• Deliver mental health training for volunteers.</li><li>• Continue to provide one to one appointments.</li></ul>	<ul style="list-style-type: none"><li>• 70% of volunteers will undertake mental health training.</li><li>• 60 one to one session supporting students with a follow up appointment or call.</li></ul>
Physical Health Support	
<ul style="list-style-type: none"><li>• Provide 'quit smoking' support through SU Advice.</li></ul>	<ul style="list-style-type: none"><li>• Develop a coordinated Sexual health development plan.</li><li>• Support students with drug related issues through SU Advice.</li><li>• Host an awareness campaign on sensible drinking in collaboration with StUdio.</li><li>• Provide two money skill event through SU advice to support students to 'cut the cost'.</li></ul>
Academic Support	
<ul style="list-style-type: none"><li>• Update online meeting booking to offer advocacy at hearings.</li></ul>	<ul style="list-style-type: none"><li>• Provide every student with advocacy support through a trained member of staff for any University academic or personal misconduct hearing.</li></ul>
Housing Support	
<ul style="list-style-type: none"><li>• Conduct a review of SU Advice housing support ahead of 2020 academic year.</li></ul>	<ul style="list-style-type: none"><li>• Introduce the findings from a review and embed the outcomes in the next strategic plan.</li></ul>

## Ambition 4:

Recognise the positive impact of lecturers on the student experience through our Academic Interest Awards (AIA) event.

Essential	Desirable
<ul style="list-style-type: none"><li>• Host an Academic Interest Award event for LTU staff and our members.</li></ul>	<ul style="list-style-type: none"><li>• Receive 400 AIA nominations.</li><li>• Receive 50 tickets confirming attendance to our event.</li><li>• Publish a shortlist of nominees on the website ahead of the event.</li></ul>

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

### Ambition 1:

Students will be able to sign up to a Sports Club, Society or 'Give it A Go' activity forming part of a vibrant, thriving student community.

Essential	Desirable
<ul style="list-style-type: none"><li>Collaborate with Leeds Trinity University partners to support safe facility use during pandemic restrictions.</li><li>Develop our online volunteer support. Allowing for support through our website.</li><li>Support club entry into BUCS or other league participation and confirm affiliation within deadlines.</li></ul>	<ul style="list-style-type: none"><li>Support 70% of roles being filled in the 2021-22 election.</li></ul>

### Ambition 2:

Every student will have access to activities annually as part of a 'Give It A Go' (GIAG) programme that will provide digital and physical interactivity.

Essential	Desirable
<ul style="list-style-type: none"><li>Re-brand of the Student Activities Committee (SAC) grant system making it easier to understand how to apply for funding.</li></ul>	<ul style="list-style-type: none"><li>Support 20 (5 unique) Club and Society led 'GIAG' activities supported throughout the year.</li><li>D-Lead 20 (10 unique) Digital 'GIAG' activities promoted in the SU newsletter &amp; website.</li><li>D-Lead 50 (20 unique) Physical 'GIAG' activities promoted in the SU newsletter &amp; website.</li><li>D-Aim for 1000 (50% Unique) students to have attend 'GIAG' activities during term 1 &amp; 2.</li></ul>

### Ambition 3:

Continue to run key events such as Freshers' Intro, Awards, Re-Freshers and Varsity to ensure all students have the opportunity to form friendships and memories.

Essential	Desirable
<ul style="list-style-type: none"><li>• Deliver a Freshers' program that supports students to form new friendships.</li><li>• 50% of which is non-alcoholic.</li><li>• Recognised our volunteers through Club and Society Awards evenings.</li><li>• Host 5 events during 'Re-Freshers'.</li></ul>	<ul style="list-style-type: none"><li>• 200 attendees at each Clubs &amp; Societies Awards for the 2020 &amp; 2021 cohorts.</li><li>• Support the hosting of a Varsity sporting event.</li><li>• Celebrate our members graduation with a formal Graduation Ball.</li></ul>

### Ambition 4:

All Union volunteering roles included on every student's HEAR transcript.

Essential	Desirable
<ul style="list-style-type: none"><li>• Submit, where students opt in, Union volunteer roles to LTU for addition to academic transcripts.</li></ul>	<ul style="list-style-type: none"><li>• 80% of those that opt in are successful.</li></ul>



## Ambition 5:

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.

Essential	Desirable
<ul style="list-style-type: none"><li>• Support faith related milestones such as Interfaith week.</li><li>• Support liberation projects including Black History Month, LGBT Month, International Women's Day and Disability Awareness Week.</li></ul>	<ul style="list-style-type: none"><li>• Support additional key annual milestones raised by our membership.</li></ul>

## Ambition 6:

Introduce findings from its 'Beyond 2020' (B2020) research to engage with its BAME, Franchise, Apprenticeship, Commuter, Foundation, Mature and Post Grad members.

Essential	Desirable
<ul style="list-style-type: none"><li>• Enhance our collaboration with LTU's Race Equality Charter.</li><li>• Conduct a review of our policies and how they impact on B2020 groups.</li><li>• Embed B2020 findings into the communications strategy. Tailoring communication for each membership group.</li></ul>	<ul style="list-style-type: none"><li>• Host 1 online or physical event with a series of diverse guest speakers.</li><li>• Collaborate with the University to develop non-alcoholic social spaces and flats on campus.</li></ul>

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

#### Ambition 1:

Innovate our services to support students with adapting to the new normal.

Essential	Desirable
<ul style="list-style-type: none"><li>• Collaborate with LTU to further develop StUdio as a key social space on campus.</li><li>• Ensure the SU shop remains a key source of 'on campus' essentials.</li></ul>	<ul style="list-style-type: none"><li>• Research ways in which the Union can further support our care leaver membership.</li></ul>

#### Ambition 2:

Continue 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.

Essential
<ul style="list-style-type: none"><li>• Build on the success of the past three years to develop a new strategic plan for the organisation underpinned by our values and bringing together trustee, officers, staff and volunteer colleagues.</li></ul>

### Ambition 3:

Remain a leading Small & Specialist Student Union in the country achieving Quality Students' Union, Green Impact and feature in the top quartile of comparators in student engagement.

#### Essential

- Achieve excellent in NUS Green Impact Award.
- Completed monthly management accounts by the 21st of each month.
- Undertake an independent examination of our accounts demonstrating continued compliance with Union financial policies and regulations.
- Ensure SU Shop meets its budget.
- Ensure StUdio meets its budget.
- Sustain our Quality Students' Union (QSU) year one assessment.

### Ambition 4:

Develop our Communications Strategy seeing year-on-year increases in engagement.

#### Essential

- Develop a commercial email platform for sponsors which complies with our GDPR regulations.
- Create a central calendar of Union activity that is regularly updated by all colleagues.
- Publish a monthly newsletter to subscribers.

#### Desirable

- Have 300 Student Link app users.
- Update the current communication strategy.
- Develop our Instagram followers to 1700 members.
- Develop our Facebook page followers to 4000 members.
- Post 60 news articles on website over the academic year.
- Develop a resource and communications landing page for International students.



## Ambition 5:

Renew our 'Investing in Volunteers' accreditation ensuring students who volunteer with us have the best possible experience.

### Desirable

- Prepare for re-assessment in 2021.

## Ambition 6:

Measure student satisfaction with our services annually recognising an increase in satisfaction.

### Desirable

- Achieve 80% Event & GIAG satisfaction survey.
- Receive 350 responses to 'Rate your Union'.

## Ambition 7:

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

### Essential

- Develop a new KPI dashboard.
- Increase the percentage of students opting in with the Union & LTU data sharing agreement.

### Desirable

- Update and renew our data sharing agreement with LTU.



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