

Newcastle University Students' Union

IMPACT REPORT



22
23

WELCOME

The year 2022-2023 saw the launch and beginning of our 2022-2026 Strategic Plan, enabling a renewed focus based upon the feedback from our students. The team of officers and staff at NUSU, worked tirelessly towards our ambition of having a positive impact on every student at Newcastle University, with much success to celebrate. Our annual survey results have been positive with overall satisfaction with NUSU at 97%, and 89% of students agreeing that we have had a positive impact on their university experience.

This year our engagement levels in opportunities recovered in most areas to pre-Covid levels, and participation levels in our Give It A Go programme exceeded all expectations. Our sports teams excelled to win Varsity for the second year running and finished a magnificent 10th in BUCS. Our Volunteering offer continued on the trajectory of growth, development and diversification with over 2000 students involved.

In our strategic review, students told us that emotional and wellbeing support was their top priority, and we were keen to respond to this with the launch of our new Support & Advice Hub. 2022-2023 was the first year of the new centre and its offering and we are delighted with its initial success, with 97% of students satisfied with our approach to wellbeing and 97% of service users satisfied with the service they received.

This year has been challenging for our students, our staff and the wider community, with the cost-of-living crisis affecting what we do, how we do it and focussing our attention. Our officers re-focussed their efforts to do all that they could to ensure better support for students for cost-of-living. Their achievements in this is detailed in full in this impact report, with one key success being the launch of the Student Pantry.

Navigating this cost-of-living crisis, and rising costs, has been challenging for our commercial services, and we continue to diversify and develop our income and services to offer our students real value for money, and exciting opportunities to enhance the student experience and to generate income to supplement our support and opportunities for students. This diversification and development of our commercial offer will be a key focus in 2023-2024.

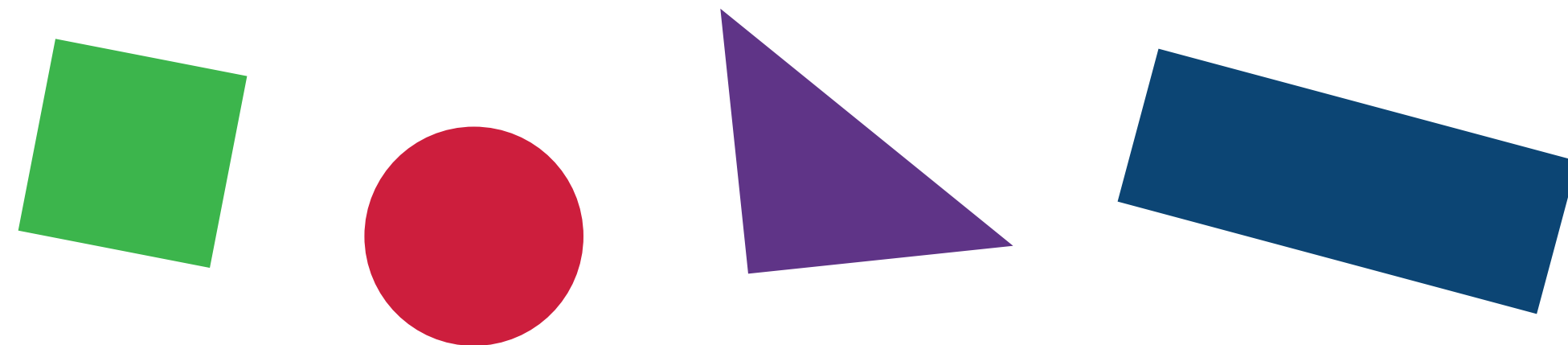
The final months of 2022-2023 saw a period of change for NUSU with the influx of new officers and the departure of our long-serving Chief Executive, Simon Gerry, who led the organisation for an incredible 16 years. As the new Chief Executive and the President for 2023-2024, we feel privileged to have the opportunity to lead and further develop this wonderful organisation, our committed staff team and support the amazing volunteers that make NUSU the success it is today. We are committed to continue to improve and diversify our offer for students, with a continued focus on inclusivity, increasing engagement and sustainability.

We have exciting ideas and plans that we believe will continue the trajectory of improvement for NUSU. We are committed to listening and reaching out to our students to find their views, needs and opinions and we are focussed on working with all staff, officers, and volunteers to become more data driven to truly accelerate NUSU's effectiveness for all our stakeholders.



Lindsey Lockey
Chief Executive

Shah Yaseen Ali
President



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2022-23 SNAPSHOT

97%

of students
rated NUSU
as satisfactory
or above.

82%

are satisfied with
the opportunities to
develop skills.

1.2+

million visits to
our building

55%

of students engaged
with NUSU Activities .

96%

agree that we provide
opportunities and
activities to suit
their needs.

2,142

are satisfied with
the opportunities to
develop skills.

85%

agreed we campaign
effectively on
their behalf.

22,900+

Club and Society
Memberships
purchased.

95%

agreed that NUSU
is an inclusive
organisation.

8,502

Give It A Go
participants.

90%

would recommend us
to a friend.

636

Give It A Go
activities delivered.

47

live music
gigs enjoyed.

97%

are happy with our
communications.

97%

rated our approach to
welfare, support and
advice as satisfactory
or above.

490

NCL+ and Advanced
Awards issued.

2 million+

in Co-op sales

10th

in BUCS league.

STRATEGIC DIRECTION

It was a pleasure to see students return to campus in such large numbers and enjoy the full breadth of NUSU's services and facilities following more than 2 years of disruption. The Students' Union building was overflowing with students and a vibrant energy was evident, despite the challenges of the cost-of-living crisis.

Using our new ambition, purpose and values statements as the bedrock for our planning and delivery we moved forward with the objectives set out in the 2022-26 Strategic Plan. The Board of Trustees are delighted with the progress made with the return to pre-pandemic levels of engagement and satisfaction. This report highlights the progress against the strategic priorities, the major impacts and achievements of the organisation and gives a flavour of student feedback.

AMBITION

To have a positive impact on the experience of every student at Newcastle University.

PURPOSE

Our purpose is to represent, support, develop and enhance the lives and experiences of Newcastle University students.

To deliver our purpose we have identified 4 strategic priorities moving forward:

- Improving education and empowering students to make positive change.
- Creating and maintaining student communities and networks.
- Providing welfare, support, and advice services.
- Helping students personally develop and unlock their potential.



VALUES

REPRESENTATIVE

We represent students' interests locally, regionally, and nationally, and empower them to create change, develop skills and unlock their own potential.

SUPPORTIVE

We ensure our students are supported in the best way possible and help them make connections and develop a sense of belonging.

INCLUSIVE

We support equity, diversity, and inclusion and recognise intersectionality. We adjust our services to assist and reflect the evolving, diverse needs of our students.

PROGRESSIVE

We look to the future, seeking new opportunities and partnerships. We are innovative, imaginative, and creative, and happy to work in collaboration with others.

EXCITING

We provide opportunities that create good times, positive memories, and a fun-filled vibrant experience.

SUSTAINABLE

We take all reasonable steps to minimise our adverse impact on the environment, society, and the planet; recognising that we are living through a climate crisis and emergency.



IMPROVING EDUCATION & EMPOWERING CHANGE

Each new academic year brings an opportunity to refocus our goals and priorities as we continue to drive forward positive change. Every change we make directly relates to the student experience, social justice or is of international importance. Whether we are campaigning to change policy, procedures, attitudes or ideas, the student voice is at the heart of what we do.

CAMPAIGN PRIORITIES

During 2022-23, we focussed our campaigning around four priorities that were determined by the officer team at the start of the academic year:

1. COST OF LIVING

The officer team held listening sessions and released a survey to gather critical information about students' biggest financial concerns. This informed the following actions:

- The launch of NUSU's Student Pantry, supporting students with free food and life basics.
- Updates to the PEC policy to include PECs for students facing pressures related to the cost-of-living crisis.
- £1 hot meals on campus.
- Supported students through work opportunities with salaries totalling £338,846.
- Meeting with Chi Onwurah MP and having the results of our student survey presented during Parliamentary Questions on 16 Feb.
- Meeting with Matt Western MP and attending the All-Party Parliamentary Group to raise student concerns and push for national action.
- Meeting with Nick Brown MP which resulted in him writing to the Chancellor on our behalf, which opened a dialogue with the Education Secretary.



2. IMPROVING THE STUDENT EXPERIENCE

We are committed to improving the student experience in all areas. This year this work has included:

- Supporting students to leave their term time address in a safe and sustainable way through our Leave Newcastle Happy campaign. This year we expanded our campaign by including electrical recycling points and saw a 111% increase in Jesmond skip weight.
- Supporting our students through periods of industrial action by calling for and securing a No Detriment policy to ensure no student's academic performance was seriously affected.
- Used student feedback to create the TEF Student Submission and Action Plan which secured renewed commitments from the University on areas of UG education provision with low student satisfaction.
- Held multiple fun social events for PG students specifically, to broaden their social networks and combat issue of loneliness and alienation.



3. SUPPORTING MENTAL HEALTH AND WELLBEING

The health and happiness of students was at the heart of everything we did this year. Specific actions we took to improve student wellbeing are:

- Our Let's Talk About Sex Baby campaign, which opened healthy dialogues amongst students about sex and encouraged a further education that is diverse, queer, inclusive and honest, to act as a preventative method for tackling sexual violence. This campaign featured social events, workshops, and an art exhibition.
- We introduced Rape Crisis Appointments in the Support and Advice Hub for the first time ever, giving students a convenient, safe space to seek expert advice and next steps.
- The creation and implementation of a Sex Worker policy to remove stigmas or other barriers students may face in seeking support that is well informed and free from judgement and prejudice.



4. PRIORITISING ACCESSIBILITY & INCLUSION

Remaining proactive in our ambition to improve accessibility and inclusion on campus for all students, we worked on several diverse projects including:

- Play with Pride, a campaign which improved the understanding of LGBTQ+ issues for committee and club members and demonstrated how inclusive and safe clubs and communities in sport can be.
- Hidden Disabilities, a campaign which secured a commitment from the University to provide free Sunflower Lanyards for students with hidden disabilities and raise awareness of the scheme.
- Creating the B.A.M.E. Community Fund which in its pilot year supported 13 successful applicants in celebrating or personally benefitting Black, Asian and Ethnic Minority student groups or individuals.
- The Students with Faith Project gathered significant feedback on the lived experience of students across campus who have a faith or belief and informed the work of our Faith or Belief Liberation Officer in their work with the University.



STUDENT REPRESENTATION

There are over **1,000 Student Reps** across all schools and campuses and over **100 individual student-staff committees**. Reps have hosted Meet your Rep stalls, presented at our Student Voice Forums and contributed to countless University meetings, sprints and committees.

This year we piloted a new Student Rep role, Digital Reps, in collaboration with NUIT to feed back on the digital learning experience of the students on their programme of study or research. Digital Reps provide an official link between students and university staff dedicated to improving the digital student experience.

Also new this year was our HaSS Student Showcase, which brought UG & PG students together in a mini conference set-up to share research and tips for academic success!

We celebrated our fantastic Student Reps throughout the year with a Rep of the Month award. Each month we received applications from students and staff across the University letting us know when a particular Student Rep deserved a special commendation for their efforts in supporting the student voice.



SABBATICAL OFFICERS 22/23



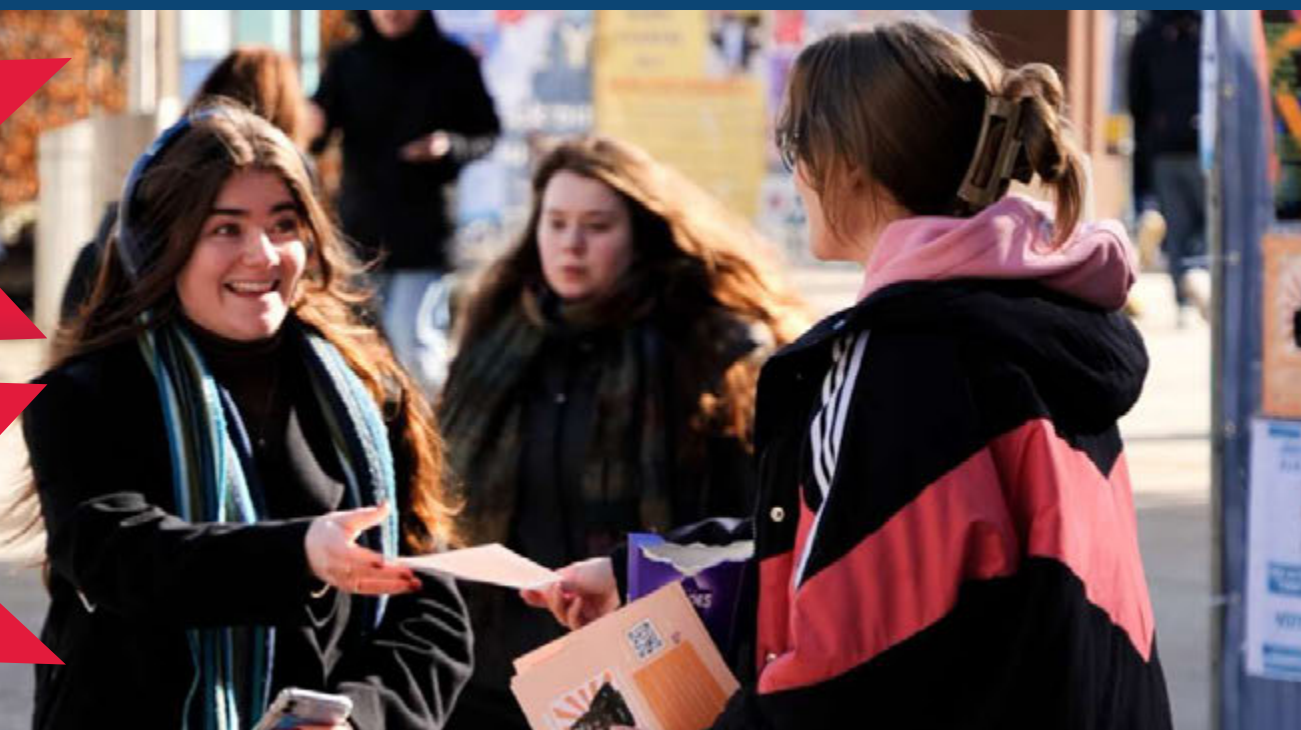
Mady Baugh - President
Hannah Danks - Athletic Union Officer
Mack Marshall - Education Officer
Danica Limawan - Postgraduate Officer
Meg Howe - Student Media Officer
Xuan Liu - Activities Officer
Aleena Ikram - Welfare and Equality Officer

STUDENT ELECTIONS

The Officer Elections returned with another fun and energetic voting week, with 34 candidates standing for election across all roles. We supported a flurry of campaigning activities on campus, including Candidates' Question Time and The Debates, which was hosted by Student Media. All Sabbatical Officer positions were successfully filled.

Voter turnout 12%

3,876 votes cast



STUDENT COUNCIL

Student Council is the heart of student democracy on campus. Motions can be submitted by any student to steer the direction of Sabbatical Officer work and hold the Officers to account, create or collapse NUSU policies and update the record on student politics and priorities.

Student Council 22-23 Motions Highlights:

- NUSU is mandated to work with the Fossil Free Careers campaign group to create a policy around fossil free careers.
- NUSU supports and values all degrees and will lobby the University, if or when necessary, to ensure degrees deemed not 'high value' due to lower 'earning potential' are protected.
- NUSU to lobby the University to implement the recommendations in the It Happens Here Report.
- NUSU to lobby the University to build a pond on Newcastle campus and raise awareness about amphibian conservation and native biodiversity.
- The Sabbatical Officers are mandated to work with the University Catering Service to lower food prices on campus.
- The Sabbatical Officers are mandated to conduct a cross-campus poll on student opinion regarding potential UCU industrial action.
- The Sabbatical Officers are mandated to lobby for teaching staff to record and upload all lectures to ReCap, and to create Captioner job roles for students on campus.

MALAYSIA & SINGAPORE

2023 brought the first opportunity post-pandemic for international travel for NUSU colleagues between the NUMed, NUiS and Newcastle campuses. It allowed our Education Officer to visit School Reps from both overseas campuses and the NUMed Student Association. This enabled us to connect with our students and colleagues in more meaningful ways, listening to feedback in person and seeing and experiencing the student life first hand.

He returned from this trip with ideas and actions for key colleagues and changemakers at the University and Union – all of which have been explored with School Reps remaining at the heart of the discussion.

We also had the pleasure of welcoming our NUMed based NUSU Student Support Coordinator over to our Newcastle campus this summer. This visit further developed the important working relationships in the Union and our colleagues in NUMed.



Newcastle University
Medicine Malaysia



THE EDUCATION AWARDS

We were delighted to host The Education Awards 2022-23 and astonished to receive a massive 593 nominations from grateful students across all campuses. Special thank yous were sent to a diverse group of university colleagues including a SHWS Councillor, PhD students who teach, lab technicians and a Dean. Many nominations went into detail about why students rate these members of staff so highly.



UNLOCKING STUDENT POTENTIAL

Research has told us that an increasing number of students want to develop both their life and careers skills while at university. We aim to improve student employability by offering them an extensive range of opportunities through volunteering. Our Employability Team work with our students to help them make the most of their extra-curricular activities and part-time work to gain accreditation and better prepare them to kick start their careers after graduation. This year 386 students completed the NCL+ award and a further 104 completed the NCL+ Award Advanced in Business Basics, Career Prep and Leadership.

82% of students are satisfied with the opportunities to develop their skills

GO VOLUNTEER

This year the Go Volunteer team have fostered relationships with over 200 external organisations and along with many internally managed projects, offered a huge range of opportunities to students. Across the year 2,142 individual students participated in the Go Volunteer programme, an increase of 57% on last year. A selection of projects are outlined below.

ESTABLISHED VOLUNTEERING PROJECTS

Some of our volunteer projects are now well established and engage large numbers of students each year.

Nightline is a confidential and anonymous, listening and information service run by students for the benefit of students. This year 49 student volunteers delivered peer to peer, non-judgemental support, giving students someone to talk to when family and friends may not be awake. Nightline was available across 30 weeks of the academic year, delivered through 130 shifts and received 150 calls.

North East Solidarity and Teaching - N.E.S.T has continued to cement its reputation as a leading provider of ESOL and integration support for the forced migration community in and around Newcastle and 297 students volunteered with the project this year.

Over the last 12 months it has developed its own tailored curriculum and language resources for N.E.S.T participants. The curriculum and resources were developed entirely by N.E.S.T's student volunteers. They spent a year consulting learners and language professionals to develop tailored language support designed specifically for N.E.S.T's beneficiaries, who come mainly from Arab, Kurdish, Spanish, Ukrainian and Persian speaking backgrounds.

One volunteer designed an app to assist beneficiaries who had no English language experience and who had minimal reading and writing skills in their first language. N.E.S.T English classes and the new curriculum structure has been invaluable to the people N.E.S.T works with and classes have assisted many secure employment and enter further education.

The project also enhanced its provision of activities with a new partnership with the Tyne Rowing Club and increased holiday provision for young people.

Stu Brew, launched in 2013, is Europe's first student-run sustainable microbrewery, consisting of 32 student volunteers who this year contributed 1750 volunteering hours and brewed over 10,000 litres of beer which was sold to the public through external pubs and bars in and around Newcastle, online sales as well as our very own Luther's Bar.

First Responders: This year 35 medical students supported the North East Ambulance Service (NEAS) as University First Responders, reacting to emergency calls for conditions on Fridays, Saturdays and Sundays, as first on the scene support for critically unwell patients.



MORE GO VOLUNTEER HIGHLIGHTS

Pop-Up Start-Up was the first-of-its-kind Student Entrepreneurship and Creativity Fair held in the Students' Union. It provided student small business owners, aspiring entrepreneurs, and budding creatives an opportunity and a platform to showcase their finest work and work-in-progress. The team of dedicated volunteers delivered a fantastic fair which will hopefully become a regular event in the coming years. This project was shortlisted New Volunteer Project of the Year Award and Youth Volunteering Award at the Community Impact Awards 2023.

Check Us Out is a free subscription-and-delivery service for STI-testing kits. Reminders are sent to subscribers via text and they can then order an STI test online, which are then delivered to their door. The project was created by Maxime Levaseur, with an aim to improve sexual health, and decrease stigma, on campus. Check Us Out was runner-up in the Volunteering Innovation category at the Community Impact Awards 2023.

Beyond is a student-led project which helps students to integrate into the local community. The project encourages students to go 'beyond' the university 'bubble' and get involved with the local community through a mix of activities including volunteering and fun outings. Focused on international students in particular this year, Beyond has linked up with groups including Keep Jesmond Clean, Shieldfield Art Works and Star and Shadow Cinema. They were runner-up in the New Volunteer Project of the Year category at the Community Impact Awards 2023.

Reclaim Your Education. It Happens Here do amazing work both on and off campus in raising awareness surrounding issues of sexual violence. Their innovative approach to engaging young people through their Reclaim Your Education campaign has involved society members going into local secondary schools and sixth form colleges to deliver educational sessions, helping to make a lasting impact on younger students in the community. Their hard work was recognised when they were awarded winners of the Community Outreach category at the Community Impact Awards 2023.

Ecosoc. This society has demonstrated a strong commitment to the preservation of the environment having completed numerous conservation task days over the past year and made significant strides in promoting sustainable living through campaigning and awareness raising amongst the student body and wider community. Their Go Volunteer grant has allowed the team to purchase tools and equipment and also helped to cover transport costs. They were also awarded runners-up in the Sustainability Champion category at the Community Impact Awards 2023.

STUDENT MEDIA 75th ANNIVERSARY

In March 2023 we celebrated Student Media's 75th Anniversary with a formal dinner hosted by the Student Media Officer and attended by 140 Student Media volunteers and alumni from its long and illustrious history. Student Media at Newcastle University was launched in 1948 with the publication of the King's Courier, since then the paper has seen many major transformations on its way to becoming the much-loved student paper we see online and is distributed across campus today. Across all three media channels, NSR, launched in 1997 and NUTV, broadcast first in 2007, hundreds of students have passionately volunteered their time to sustain its legacy. This year, 20 issues of The Courier were printed, NUTV produced quality broadcasts for annual highlights such as Fight Night and the Student Elections and NSR continued to broadcast 24/7.



CELEBRATING SUCCESS AWARDS 2022-23

The third and final term of the year was peppered with wonderful celebratory moments from award ceremonies to graduations. While 2022-23 was often a challenge with the cost-of-living crisis and industrial action, it was more important than ever to take time to celebrate the excellent extra-curricular work undertaken by our students. An impressive 1387 Celebrating Success nominations were received across 8 award ceremonies and 79 categories, the largest number of nominations submitted ever. The events were held over two weeks in May and culminated in the award winners being nominated for the exclusive Pride of Newcastle Awards. This black-tie ceremony, hosted by the University at Newcastle Civic Centre Banqueting Hall, marked the outstanding achievements of our outstanding students.

Student Rep Awards

Winner

- UG Course Rep of the Year
- PG Course Rep of the Year
- UG School Rep of the Year
- UG School Rep of the Year
- Staff Facilitator of the Year
- Student Secretary of the Year
- Student Chair of the Year
- Equality, Diversity & Inclusion Rep of the Year
- Campaign of the Year
- Liberation Officer of the Year
- Change Maker of the Year

- Francesca Read Cutting
- Yazhang Han
- George Wood
- Pilar Morena d'Alo
- Meg Holtom
- Ana Cristina Guirola Carias De Newell
- Sophia Long
- Ren Hydes-Kelly
- Hidden Disabilities by Lauren Gilbert
- Lauren Gilbert
- Maxime Levasseur

Community Impact Awards

Winner

- Youth Volunteering Award
- Unsung Hero Award
- Students for Students Award
- Sustainability Champion Award
- Social Inclusion Award
- Volunteering Innovation Award
- Students for Health Award
- Community Outreach Award
- New Volunteer Project of the Year

- N.E.S.T Schools Project
- Cerys Bodey
- Nightline
- Stu Brew
- Lauren Gilbert
- Alexandra Neill
- BrushUp
- It Happens Here Society
- Georgia Edge

Student Leadership Award
 Cultural Diversity Champion Award
 Fundraiser of the Year Award

N.E.S.T Art Club
 Akash Mishra
 Harry Cleary

Media Awards

Winner

The Courier Writer of the Year Award
 The Courier Culture Article of the Year Award
 The Courier Current Affairs Article of the Year
 The Courier Life & Style Article of the Year Award
 The Courier Sport Article of the Year
 The Courier Sub-editor of the Year Award
 The Courier Spread of the Year
 The Courier Section of the Year
 The Courier Creative Designer of the Year
 Outstanding Contribution to The Courier
 NSR Newcomer of the Year
 NSR Presenter of the Year
 NSR Podcast of the Year
 NSR Show of the Year
 Outstanding Contribution to NSR
 NUTV Newcomer of the Year
 NUTV Crew Member of the Year
 NUTV Presenter of the Year
 NUTV Production of the Year
 Outstanding Contribution to NUTV
 The Monica Doughty Award

Jemima Ajayi
 Jess Bradbury: "Gary Lineker, the BBC and small boats - the issue of impartiality"
 Rowan Driver: "Newcastle school labels being LGBTQ+ as an "individual choice" in city-wide advert"
 Rebecca Wright: "My relationship with identity as a former child in care"
 Paige Rutter: "LGBTQ+ protester detained in Qatar as human rights controversies continue"
 Ashna Mathur
 Music 1438
 Travel
 Charlie Reid
 Autumn Keil
 Ella Wright
 George Brownless
 LGBTQ+ Podcast
 Slaydio - Erin Reid
 James Turner
 Leila Reynolds
 Lauren Clarke
 Maria Pace
 Student Elections Coverage
 Sophie McMillan
 Katie Siddall

AU Sport Awards

Winner

Team of the Year
 Administrator of the Year
 Contribution to Sports Coverage & Promotion

Ladies Hockey 1s
 Alice Lewis – Dodgeball Club
 Orla Vincent – Women's Lacrosse

Most Improved Club of the Year
 Contribution to Inclusivity Award
 Club of the Year
 AU Club Coach of the Year
 Performance Coach of the Year
 AU Club Member of the Year
 Individual Contribution to University Sport
 Community Club of the Year

Power & Weightlifting Club
 Wheelchair Basketball
 Ladies Hockey
 Jack Schofield - Wheelchair Basketball
 Craig Togher - Ladies Hockey
 Becca Horner – Dance
 Esme Court-Johnston- Womens Basketball
 Dance Club

Society Awards

Winner

Best Academic Society
 Best New Society
 Best Society Performance
 Best Society Campaign
 Best Society Event
 Best Society Collaboration

 Most Improved Society
 Society Contribution to the Community
 Individual Award for Outstanding Contribution to Societies
 Society of the Year
 Contribution to Equality, Diversity & Inclusivity
 The Societies Choice Award

Modern Languages Society
 Swift Society
 Irish Dance Society
 It Happens Here Society
 Cyber Society
 Gilbert & Sullivan Society, Newcastle University Theatre Society,
 & Creative Writing Society

 SockSoc Society
 Dentistry Society (Brush Up)
 Jack White
 Speech & Language Therapy Society
 Sexpression Newcastle
 It Happens Here Society

NUMed Awards

Winner

Most Improved Society of the Year
 Society of the Year
 Best Event of the Year
 Staff Facilitator of the Year
 Student Representative of the Year
 Society Contribution to the Community

NUMed Surgical Society
 AMSA Newcastle
 ISOC Palestine Exhibition Booth: Cultural Fest
 Dr Saad Muhmood Hussain Arraki
 Srishiti Jain
 AMSA Newcastle

SUPPORTING & ADVISING OUR STUDENTS

We believe that being part of a supportive community is vital in students reaching their full potential and we understand that studying at university and living a student lifestyle can affect their wellbeing. In response to listening to the student voice and understanding their needs, we created the Support and Advice Hub as a physical and digital space, specifically designed for students who seek information, advice, and guidance. The aims of the Hub are delivered through the Welfare & Support Centre and Student Advice Centre.

97% of students are satisfied with our approach to welfare, support and advice.

97% of students who used the Hub rated the experience as satisfactory or above.

WELFARE & SUPPORT CENTRE

One of the main ways we contribute to meet the shared goals of the Widening Participation Agenda and Access and Participation Plan is through our Participation Bursary scheme which aims to remove some of the barriers that under-represented students experience by covering some of the costs associated with extracurricular activities.

This year the Participation Bursary helped 697 individual students, an increase of 10.5% on last year, with a total of £138,484 being awarded.

- 96% said the Bursary was necessary for students to engage with NUSU opportunities.
- 93% of respondents agreed that the Participation Bursary helps them to feel included in the student community.
- 87% said the Bursary helped them gain skills and knowledge.
- 95% of respondents agreed that the Participation Bursary helps improve their health or wellbeing.

This year we recruited three student Wellbeing Ambassadors to work in partnership with our permanent staff team and Welfare & Equality Officer to deliver our holistic wellbeing strategy, host outreach stalls across campus and write monthly wellbeing blogs.

Here's what our Wellbeing Ambassadors had to say:



Over 400 students have visited the Welfare and Support Centre for a variety of welfare queries, and a further considerable number of students have come to collect free resources. This past year we have given out:

- 10,000+ period products
- 20,000+ condoms
- 800+ STI and Pregnancy tests
- 1500+ anti-spiking items

Other important work has included:

- Our Drugs and Harm Reduction work, including offering Reagent drug-testing kits and a drug amnesty bin, as well as wider resources for students to inform their harm reduction practices.
- Partnering with Rape Crisis Tyneside & Northumberland to provide students with an in-person, safe space to speak to a specialist Young Women's Independent Sexual Violence Adviser.
- Continuing to host sexual health clinics once a month.
- Continuing to offer our Trans fund to support students who are trans, non-binary, or questioning their gender identity with the financial stresses that can occur because of this. This year, 9 students were supported.



STUDENT ADVICE CENTRE

The Student Advice Centre (SAC) offers a full advice service throughout 12 months of the year with 3.5 full time professionally trained advisers. They offer advice and guidance to empower students with issues relating to housing, finance and academic issues. The team offer face-to-face and online appointments via Microsoft Teams or Zoom and have the ability to flex to adjust to student demands at different times of the year.



ADVICE CASE SUMMARY:

This year there has been a notable increase in queries relating to the cost-of-living crisis such as finance problems, arrears, rents increase, affordability, fines, scams, council tax liability issues, bills inclusive rents, utilities. Across the year the team offered meaningful advice on 569 cases as the table below illustrates.

TYPE	CASES	ISSUES
Academic	220	123 appeals, 21 assessment irregularity, 20 changing/leaving course, 28 complaints.
Housing	256	50 contract advice queries, 40 financial issues with housing with 12 of these relating to cost-of-living crisis, 39 transfer of tenancy queries, 38 looking for housing/flatmate and 20 to do with housing shortage, 25 damp & mould complaints, 28 utility bill issues, 23 deposit issues, 17 contract reviews, 11 guarantor queries.
Finance	93	3 council tax, 15 non-UK student funding, 44 UK student funding, 11 universal credit.

CASEWORK BIG WINS

Housing & Finance wins:

- Supported a refund of £300 in utility costs owed from letting agents.
- A deposit was fully returned after a dispute with the deposit scheme.
- A replacement tenant and alternative accommodation were found for a student.
- Successfully challenged an overpayment of rent which was then refunded in full.
- A student was facing a large utility debt for a shared house. We supported getting the bill changed from estimated to actual reading to reduce cost and seek payment from other tenants.
- Helped a student secure a rent guarantor.
- Helped a student receive a refund of £165 from a deposit scheme.
- Supported a student to get rent rebate of £597 after waiting 5 months.
- Challenged a landlord to fix a mould issue, by getting the Council to view the property.
- A student was released from their contract with only 2 weeks' notice compared to the 8 weeks stated in the contract, saving student £405 rent plus bills.
- Supported a PGR student with Council Tax concerns resulting in a Liability Order summons being removed.
- Uni accommodation complaint upheld, removed extended stay, month rent returned.

Academic wins:

- Helped a student to start an exam 30 minutes later so they could observe religious commitments.
- Corrected application of late submission policy, student no longer marked as a fail.
- Supported a medical appeal which was successful and allowed the student another chance to re-sit.
- Successful appeal against termination of studies.
- Student able to change to a new course following an appeal.
- Helped a terminated Engineering student with a Level 2 Appeal which allowed them to re-sit the module as an external student.
- Successfully helped a terminated medical student with a Level 2 Appeal which allowed them to re-sit Single Best Answer as an external student.



ONLINE RESOURCES

The SAC webpages offer tips and guidance enabling students to navigate issues, such as finances, including cost-of-living tips and energy bill issues, budgeting tips for money and services, independently. There are housing pages offering information on how to look for housing, what to watch out for and how to deal with problems and there is an academic page for appeals, complaints, PECS and disciplinaries. In the news section, articles on topical issues such as the housing crisis and strikes issues are published, giving vital information to students 24/7. Website engagement levels can be seen below.

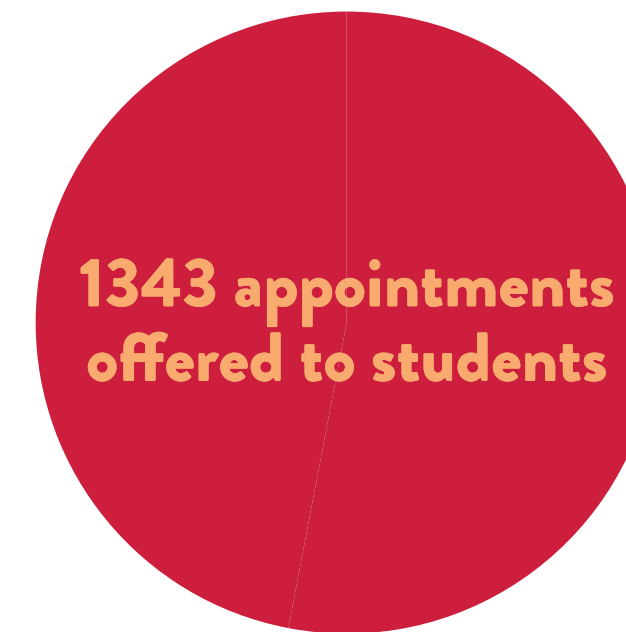
WEBSITE ADVICE	PAGE VIEWS
Total SAC web pages	26,834
WEBSITE LANDING PAGES:	
Student Advice Centre	10,234
Housing	6300
Finance	3453
Academic	647
Employability	280
Consumer	135
ADDITIONAL PAGES:	
Frequently Asked Questions	2706
News stories (9)	1275

Online Booking Process:

The booking form, hosted on the website, was updated and streamlined this year improving the user experience significantly and reducing the amount of time to submit the form, resulting in an average dwell time reduction from 13.33mins to just 1.29mins. The booking form received 1809 views from which 1099 forms were submitted, 53 more than last year.

SAC APPOINTMENTS

1343 appointments were offered to students this year and 634 were booked, with approximately 60% taking place online. This percentage increased to 80% during July and August when most students are off campus however 19% of students who booked an appointment either didn't show or cancelled before the scheduled date.



STUDENT SATISFACTION

“Appreciate the help from the team independent from the schools/departments that has experience in the appeals process, chances of it succeeding and what helps with the appeal.”

“The Adviser was very helpful in reassuring us as to where we stood regarding our issue, and suggested practical actions that we were able to carry out which helped us resolve our issue. This is the second time I have used the SAC, and I have been very satisfied both times - thank you”.

“I felt comfortable during the session. Quick response and very efficient. They were able to guide me to the right path. Keep up the good work!”

“The service was very reassuring and made me feel comfortable in asking my questions. I felt that my issues were taken seriously and effort was put in to solving my issue.”

“The adviser was really friendly and really helped us in resolving our issues with housing”.

CREATING STUDENT COMMUNITIES & NETWORKS



CLUBS

64

Athletic Union
Clubs ratified

6,486

Club Memberships
purchased

£140,000

grants given to
Athletic Union Clubs

VARISTY TITLE SECURED AGAIN!

Varsity was back for a second year and it was time to defend our title following our momentous win over Northumbria Uni in 2022. This sporting tradition between the two Universities has been a year in the making and our teams did not disappoint. The final score was Newcastle: 99.5 points Vs Northumbria: 33 points.

BUCS

1087 students played weekly fixtures in the British Universities & Colleges Sport (BUCS) league, achieving an overall 10th place in the table. 87 teams competed in regular leagues between October 2022 and May 2023; 24 finished top of their league and 15 reached the semi-finals, 9 reached the finals and 4 teams were out and out competition winners!

CAMPUS LEAGUES

Over the year we have supported 3 football 5-a-side and 2 football 7-a-side competitive leagues, engaging a total of 319 students. The programme provided an opportunity for those who are unsuccessful in our BUCS and Intramural teams to still play the sport they love, and it allows groups of friends to come together to play sport in a social environment.

PLAY WITH PRIDE

Play With PRIDE was a campaign run by the Activities Officer to showcase inclusivity for all members of the LGBTQ+ community within our sport offer, especially focusing on non-binary individuals' participation in the incredibly gendered landscape of sport. It also aimed to raise money and awareness of LGBTQ+ barriers to sport through a club committee workshop and a fundraiser, as well as opening the conversation to the general student body about what Playing With PRIDE and LGBTQ+ inclusion meant to them. Many of our clubs sported rainbow laces in solidarity with the LGBTQ+ community. Comment boards gathered messages on how students felt about the term Play With PRIDE and how important making sport inclusive for everyone was. A Play With PRIDE stamp was used by clubs and helped to get engaging content for social media which helped raised the profile of the campaign.

SOCIETIES

186

Societies
ratified

16,418

Society Memberships
purchased

£45,000

given in
Special Grants

2022-23 was a successful year for our societies with 186 active societies. We welcomed several new ones, who amazed us with their membership numbers and highlighted the demand for these to exist at the Students' Union, these included Swift Society, Ecological Society, and PGCE Society to name a few.

At the AGM it was voted that the Societies Executive Committee would take a new format, made up of nine elected representatives from any category of societies. The Exec saw a few changes in representatives throughout the year and ended in a strong position, establishing a solid foundation for the 2023-24 Executive Committee.

GRANTS

This year societies received their initial grants based on their total memberships from the end of term in the previous academic year. This saw a benefit to all societies and encouraged them to continue to welcome members throughout the year – helping our societies remain active, engaging members, and ensuring their sustainability. £45,000 of societies special grants were allocated to support our societies to enter competitions, purchase much needed equipment, and deliver events to increase their members' experience throughout the year.

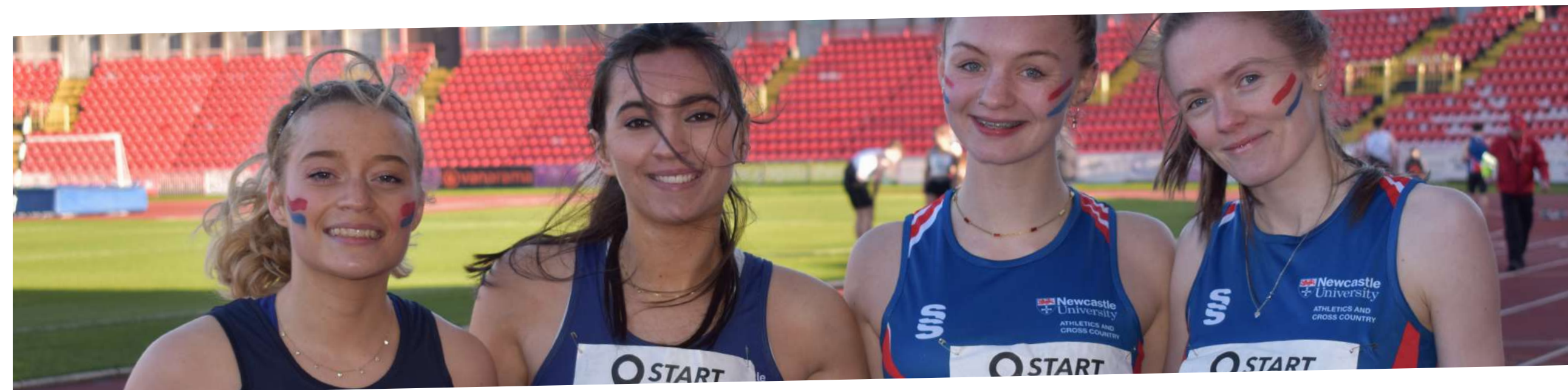
ACADEMIC SOCIETIES

Due to receiving a new source of funding, this year we were able to support our academic societies to help students develop a sense of belonging. Every student who had an academic society attached to their course of study, was given a 6-week free membership. In turn Societies could apply for funding to help them deliver welcome activities from pizza nights and socials at their schools, to quiz nights, trips, and workshops to offer students a taster experience. A student intern was recruited to support with the data collection and reporting of this project and worked closely with the University's student experience team. The findings were extremely positive and we received excellent feedback that will be used to build on this project and support more students in the 2023-24 academic year.

SUPPORTING & CELEBRATING CULTURE

The Activities Officer was passionate about supporting international students to engage in our activities programmes. She delivered a social night to support students affected by Covid restrictions in China; organised a Chinese New Year event with Give It A Go; and supported societies to showcase and celebrate their traditions and heritage through the Festival of Culture celebration. The Festival of Culture involved a three-day fair led by our societies; a free performance of Mulan by the Red Dragonfly Company which saw over 200 students attend; and a fantastic evening of cultural performances live in Venue by our societies.

The year ended with the enchanted forest themed Grad Ball at the Grand Hotel Gosforth for 500 students to celebrate a fantastic 2022-23 year with a live ceilidh band.



INCLUSIVITY

This year has seen an increase in Earn Your Stripes applications with 18 clubs applying for an inclusive award. It's been great to see the work our clubs do to ensure new and returning members feel a sense of belonging and really focus on the wellbeing of our students. 13 clubs achieve Bronze, Silver, or Gold with some amazing work being carried out, connecting with National Campaigns, hosting large scale events for charity and also engaging across our internal programs N.E.S.T and Give It A Go.



Earn Your Stripes III

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Earn Your Stars ★★

Similarly to Earn Your Stripes, we've seen success in Societies completing the Earn Your Stars awards to proactively increase inclusion within their memberships. Whilst the total number of applications was lower this year (25), following a complete restructure of the application process, we received applications with more focussed goals and this had a valuable impact on our students' sense of belonging and experience. Throughout the year societies achieved 12 Bronze Awards, 5 Silver Awards, and Sexpression Newcastle and Speech and Language Therapy Society achieved the prestigious Gold Award. It was fantastic to see the work our societies have done to make positive change happen across campus and in the community; fundraised for charities; supported each other with tools and resources to share best practice; engaged students from minority and marginalised groups; and collaborated with societies and clubs to increase diversity and engagement.

TRAINING & DEVELOPMENT

Following a return to in-person experiences, the Activities Team delivered three days of in-person committee training for Clubs and Societies with the support of NUSU departments. Training included updates on policy changes, ensuring they would be equipped to complete their roles, and an introduction into new ways of working such as the SUMS system.

In addition to committee training, Welfare Officers received additional training delivered by the University through online SVLO and hate crime workshops. The team had used student feedback to work with SVLO's to tailor and refine these workshops to suit students' needs, and the workshops were well received by our clubs and societies Welfare Officers.

In Term 1 we facilitated several Emergency First Aid courses to ensure at least one member of each club was qualified and invited societies to complete this training.

Working closely with the Accessibility & Inclusion Coordinator in Term 2 we trialled online workshops in EDI, again based on feedback from our students. These workshops have been used to develop training that will be rolled out to all committees in September 2023.

During the AU Officer's Play With PRIDE campaign, a LGBTQ+ inclusion workshop was delivered by an external facilitator. This received excellent feedback from our sports clubs who could take away different practices to increase inclusion within their clubs. Due to the success of this training another workshop, also open to Societies, was delivered in Term 3 and a training session has already been booked to support our 2023-24 committee members in the new academic year.

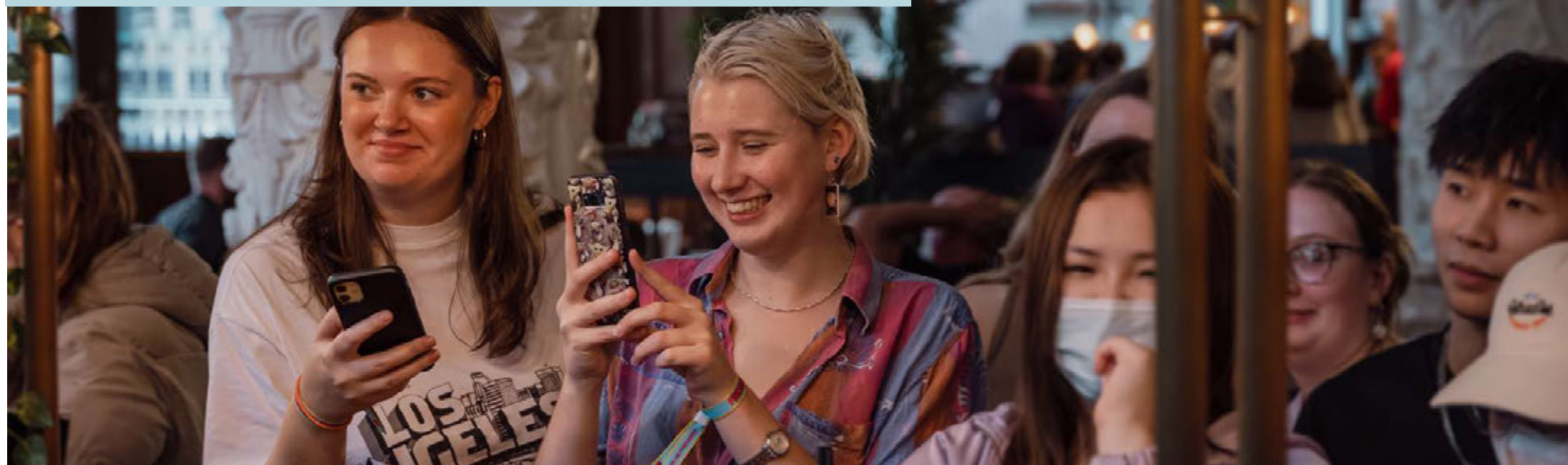


GIVE IT A GO

The Give It A Go programme flourished this year with a range of opportunities to allow students to participate in sport and activities at a reduced cost or for free. With the cost-of-living crisis we wanted to ensure the programme was accessible to all students and we worked closely with Sabbatical Officers and the Cost-of-Living Crisis Working Group to embed this work. There were some great new additions to the timetable including boxfit, swimming, volleyball, girls who lift and couch to 5k, along with returning favourites surfing, yoga, and bouldering. The programme also collaborated 66 times across numerous AU Clubs including adding riding lessons, archery and social rugby league.

It's been great to see so many students actively involved in the programme and across the year we delivered 636 activities, engaged 8,502 participants, and received an outstanding average rating of 5/5. We were proud to end the term with one of our Sports and one Activities Assistant being shortlisted for the Newcastle University Workplace Awards, which goes to show the amazing work and dedication of the team to positively impact our student's university experience.

Average sat ratings 5/5 stars



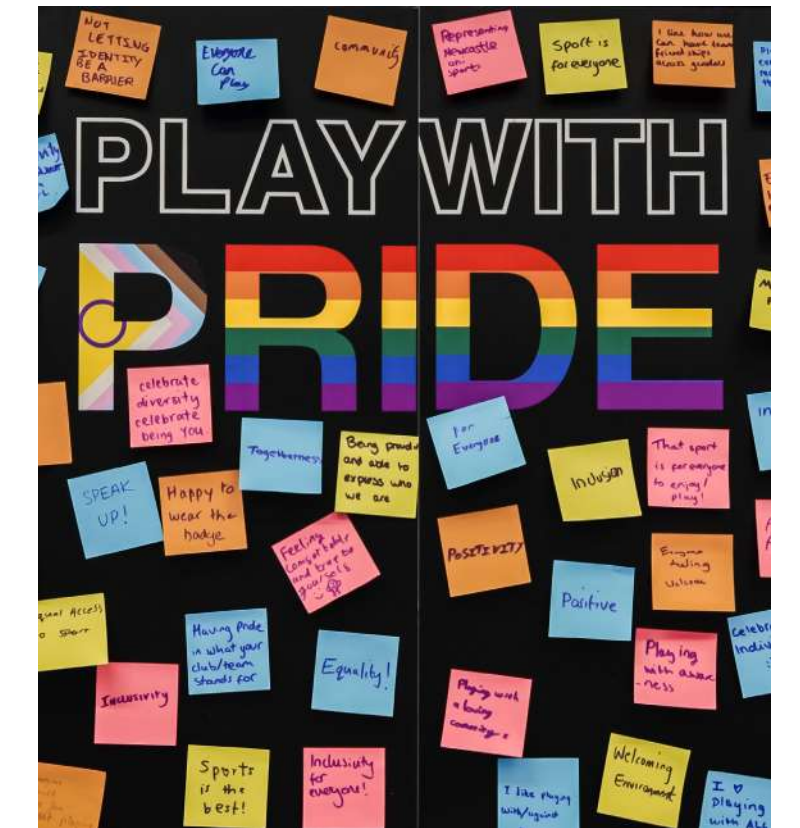
GIAG Active delivered 252 activities and engaged 3,687 participants.

GIAG Social delivered 384 activities and engaged 4,815 participants.

SUPPORTING NUSU CAMPAIGNS

Give It A Go collaborated with the AU Officer's Play with PRIDE campaign, offering 7 different taster sessions from mixed sports and sports that can cater for non-gender competition. This was a great opportunity to show how inclusive the program and campaign is connecting with over 60 students.

GIAG also supported other campaigns and wider events throughout the year including Activities Officer's Chinese New Year and Festival of Culture celebrations. The team delivered cultural craft sessions and games for hundreds of international students. Our PG activities offer to students was also strengthened by working with PG Officer to deliver new regular activities with a PG focus. Throughout the year we engaged with 41 societies who delivered fun activities from Zumba to brownie baking, theatre shows, and educational workshops to name a few.



INTERNATIONAL FOCUS

During the months of December and January multi-sport activity including table tennis, badminton, basketball, and futsal were timetabled to provide wellbeing opportunities for those students who were not travelling home over the festive period and a chance for them to socialise with other students. Social activities including crafts, games nights, local trips and social walks were also delivered to help students combat loneliness during the holiday periods and help them establish a sense of belonging at university.

FORGING PARTNERSHIPS

GIAG social activities saw new partnerships form throughout the year including with professional sports club the Newcastle Falcons, and local businesses such as Yi Fang Bubble Tea. We developed and strengthened existing partnerships with Lundgren Tours, Newcastle Eagles, Newcastle United, and the National Trust, as well as many local businesses – supporting our values of sustainability.



LIVE MUSIC, EVENTS AND RETAIL

EVENTS AND LIVE MUSIC

We provided a range of planning and logistical services to students, staff, the university, and external customers, to bring to life their plans and expectations for dinners, award ceremonies, meetings, fairs, celebrations and conferences both large and small. We worked with a wide range of partner companies and specialists to offer technical support ranging from sound, lighting, electric installations, microphones, presentations, and videos. This year the Commercial Team delivered:

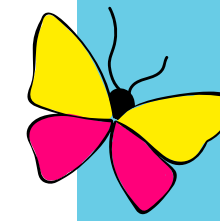
- 6742 room bookings
- 100+ university events
- 105 student events
- 64 external client events
- 47 gigs
- 15 fairs
- 8 theatre productions
- 8 conferences
- 8 award ceremonies

We welcomed 18,412 music fans to Venue, our live music space, to see big names and emerging artists. Performers included Ella Henderson, Maisie Peters, Tom Walker, Wet Leg and Feeder.



FRESHERS' & WELCOME WEEK

NUSU's welcome celebrations kicked off with a welcome and engagement programme for early arriving international students, delivered by Give It A Go. Despite some students being affected by overseas covid-restrictions, we ensured that those that could come, were given the warmest of welcomes. The programme included campus and city tours, socials and games nights.



FRESHERS' 2022



There was huge excitement for the return of a full-scale Freshers' celebration, following 2 years of pandemic restrictions. Five days, six nights and hundreds of fun festivities were planned. A mixed programme was offered to cater for all student tastes. A large-scale outdoor, opening night concert featuring a DJ set by Bastille and live performance by Zela was scheduled, followed by an evening programme consisting of a NX Club Night, Massaoke, Bingo Revolution, a giant pub quiz and a closing Pandemonium party in Venue. The daytime programme included tours of all the best city galleries, museums and venues, visits to the ever-popular cat and dog cafes, cocktail making, escape rooms, ice skating, trampolining, paddleboarding and so much more. But the unfortunate death of HRH The Queen, on 8 September, placed the nation in mourning and with the funeral scheduled for 19 September, plans for Freshers' 2022 were suitably pared back. The indoor concert was moved inside and events scheduled for Monday were postponed in respect.

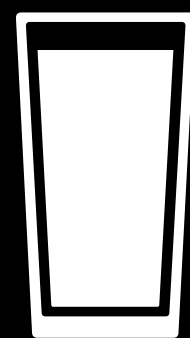
Other highlights of the Welcome programme included the Club & Societies Fair held in the University Sports Centre, giving new students an opportunity to find out more about our extra-curricular activities and meet existing students and committee members.

Celebrations came to end with the Discover Newcastle Fair, held across two days in Venue, and attended by over 5000 students. A promotion goody bag was handed to every student who attended, and national brands and regional companies included Lucozade, Five Guys, Dominos, Eylure, Hard Rock Café, Encona Sauces, Amazon Prime and Pure Gym.



LUTHER'S BAR

Luther's Bar has continued to welcome students and offer a space for them to relax and socialise between or after lectures. Since August 2022 we have served



190,894 drinks



incl. 57,491 Starbucks



51,600 Pints

The Commercial Team were supported by over 100 variable hour colleagues, many of whom are students. Together they helped deliver many of the events and activities that took place within our building, ensuring that they not only followed our policies and procedures, but also adhered to multiple government issued licenses, guidelines and policies, ensuring that we continue to trade in safety and within the law.

In June 2023 a decision to partner with national pub brand Wetherspoon was taken by our Board of Trustees and informed by student research. This included a bar refurbishment over the summer, and from the beginning of the next academic year offer a wider, and more affordable drink and food offer.



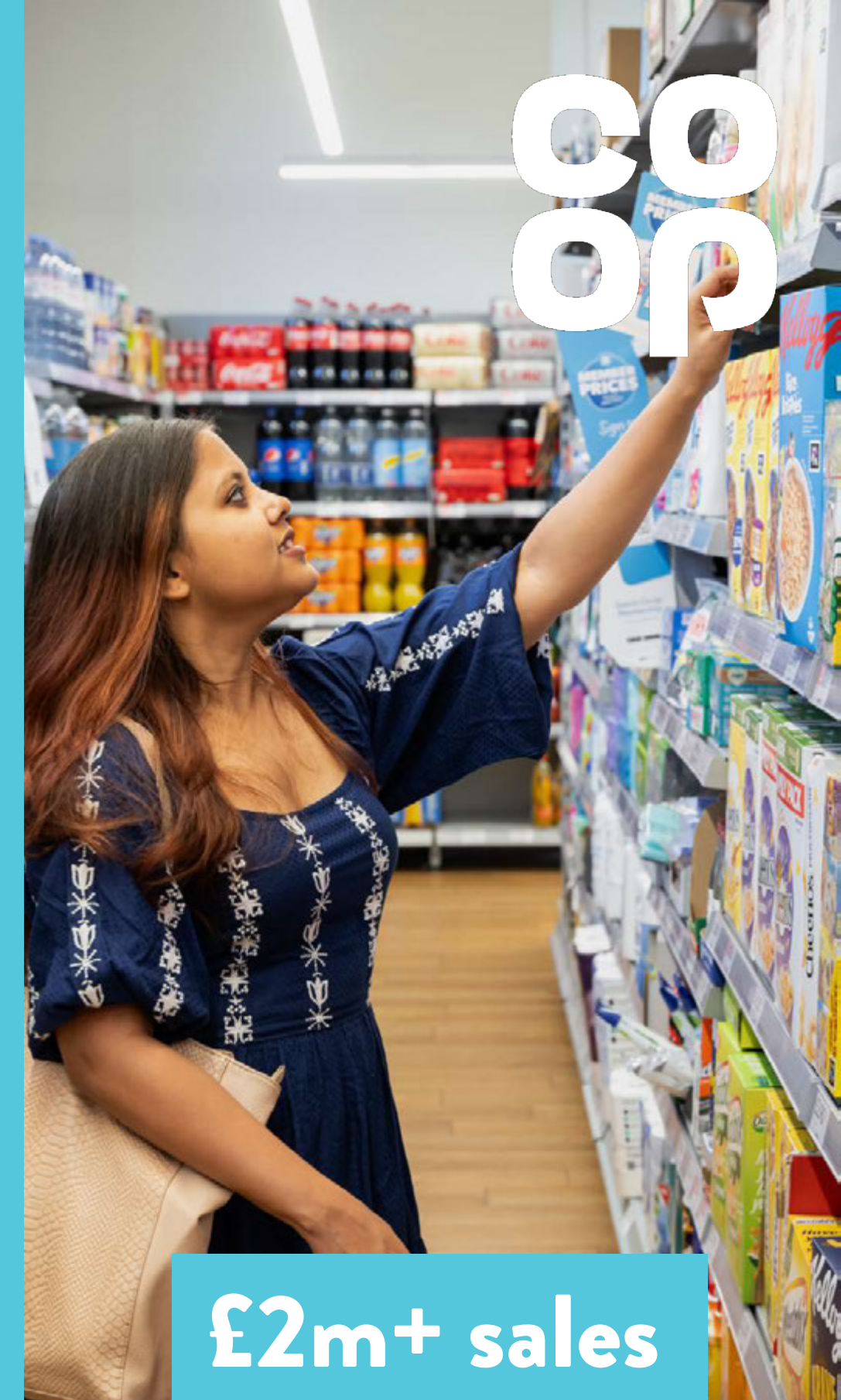
80%
of students agreed that we should run our own Wetherspoon's pub.

RETAIL

CO-OP

Our Co-op supermarket has become an essential go-to on campus for breakfasts, lunches, and grocery shopping for many of our students and university and students' union staff. Across the year it has processed over half a million transactions generating £2.048 million in sales of which 93% were by card. Our store is second in the country for the highest sales in bakery and hot food, and we sold 140,000 sandwiches and snacks. To manage demand we receive, stock and sell 120 cages of products per week, totally 6240 cages per year!

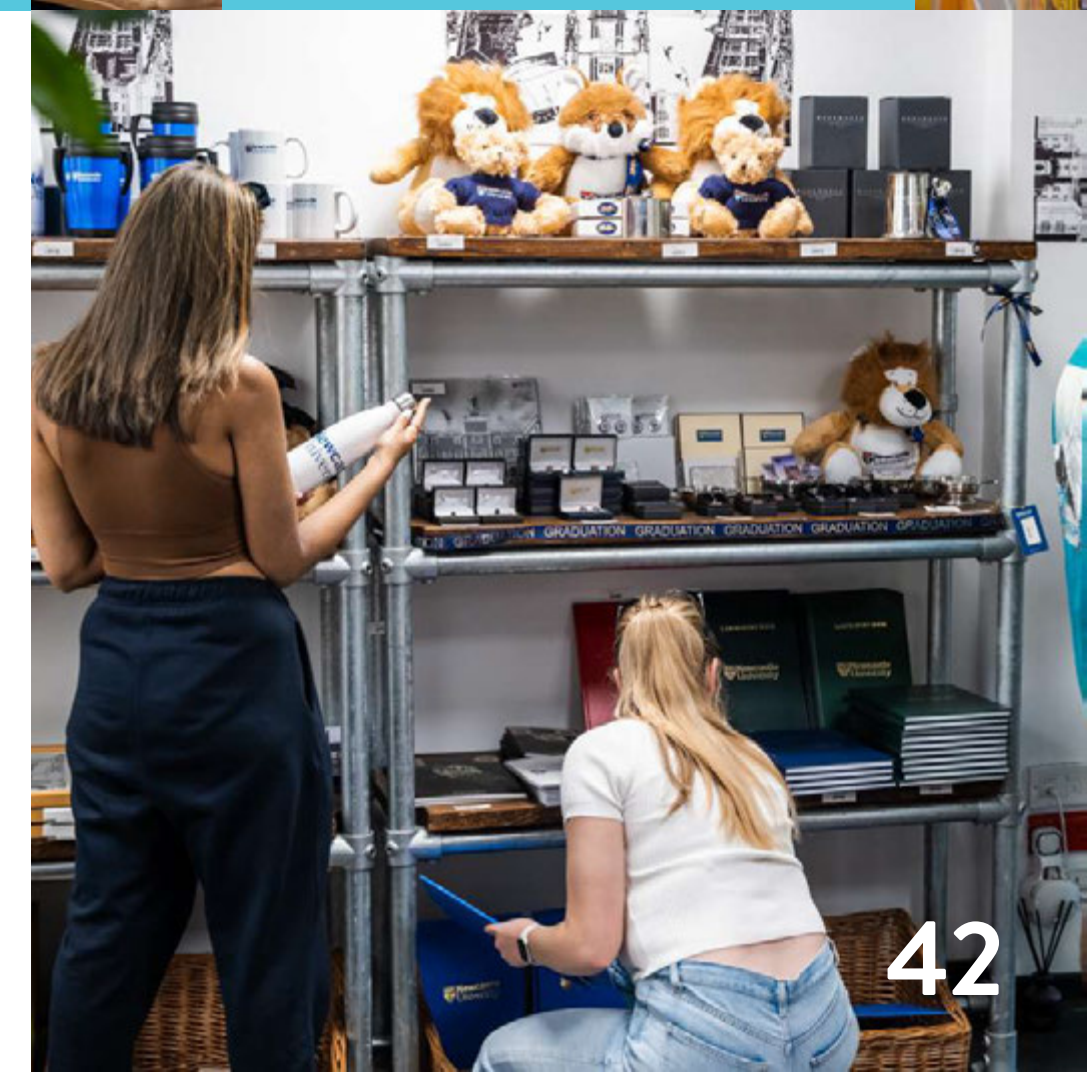
Reflecting student tastes and preferences the store carries a wide range of vegan products and we celebrated Fairtrade Fortnight by showcasing the Co-ops Fairtrade product range with a tasting table to celebrate the benefits of Fairtrade. In line with the Co-op and our own values, the store also supported and stocked our Student Pantry daily, it donated sandwiches to the displaced migrant community through N.E.S.T. and donated 650 sandwiches to The Peoples Kitchen in the centre of Newcastle.



£2m+ sales

Merchandise

Our students continue to proudly represent their university across campus and the city by wearing their much-loved Uni Hoodies. Over 16,588 merchandise items were sold this year, a total of £180,275 sales. 617 items were purchased via our online shop and to support this trade we introduced a new click and collect service and worldwide shipping. We are launching a new Apparel brand in September and are aiming to only sell ethical and sustainably produced clothing within the next year.



CROSS CUTTING INITIATIVES

Three cross cutting initiatives were introduced in the 2026 Strategic plan: Accessibility & Inclusion, Wellbeing and Sustainability. Progress regarding Wellbeing has been outlined within the work delivered by the Support & Advice Hub and below we look specifically at the work undertaken for our two other initiatives.

SUSTAINABILITY

In summer 2020, we published our Sustainability Plan which outlined our aims and objectives across our building operations, campaigning and communications.

Building Operations:

The end of the pandemic gave us an opportunity to review and reset our energy consumption and waste generation during a normal operating year. Encouragingly, the work we have done has resulted in some significant improvements. Gas and Electricity consumption has reduced impacting our CO2 emissions and the total amount of waste diverted from landfill has increased to 99.1%.

In trading areas such as our Co-op we have reduced our food waste from 12% 2019-20 to 2.4% in 2022-23 and moving forward we are also working to improve our food waste management in other parts of the operation.

To further help reduce our energy consumption, as part of the University plan, we are in the process of installing a Photovoltaic System on the roof of the 'flying wing'. Future proofing our developments are always in our mind therefore the refurbishment of the bar kitchen in Luther's Bar will be fully electric and we will continue to roll out LED lighting across the property of which 80% has already been installed.



CAMPAIGNING & COMMUNICATIONS

Fossil Fuel Careers Pledge:

In May 2023 a Student Council motion was passed to end oil, gas and mining recruitment at Newcastle University and the Students' Union. In response we have taken a stance to refuse oil, gas, and mining companies, listed in the FFI carbon Underground 200 list to present or promote within our spaces or across our communications channels. We have committed to work with Fossil Free Campaigning Group People & Planet and assist them in their aim to align the University Careers Service recruitment activities and events with the University's ethical principles of sustainability.

Sustainable Fashion:

In response to student recommendations, we are working on a sustainable fashion campaign, the first phase of which was the public announcement that we will not promote or work with five online and high street fashion brands. Looking forward we plan to deliver a Sustainability Week which will promote the merits of ethical brands, vintage clothing and repairs and upcycling.



ACCESSIBILITY & INCLUSION

Over the past year we have made further strides in our Accessibility & Inclusion work. At the start of 2022-23 we continued our work on the EDI Strategy through our EDI Working Group and its relevant outputs. Appreciating that everyone is on a journey in this area we also developed an Equality Analysis tool to help staff identify and mitigate any barriers in their day-to-day work to ensure their policies and events were inclusive and accessible.

Student Community Initiatives:

This year, we launched the B.A.M.E. Community Fund, to support Black, Asian and ethnic minority students attend conferences or events to further support their career development as well as to support societies to put on events that benefit Black, Asian and ethnic minority student groups and celebrate different cultures, heritages and ethnicities.

NUSU's LGBTQ+ Officer and Welfare and Equality Officer launched our LGBTQ+ Safe Space on the Helix campus. Alongside these initiatives our Postgraduate Officer put on regular Postgraduate Coffee Mornings and other events to help support PG students and provide an opportunity for them to socialise.

We were pleased to continue the support for trans, non-binary, and students questioning their gender identity with the Trans Fund. Purchasing of new clothes, buying necessities such as binders, or expensive deed poll applications for legal name changes can be a cause of financial stress and students are welcome to apply for up to £50 to help with these costs.

We helped our students run various campaigns through an Accessibility and Inclusive Lens including Play with PRIDE which raised £128 for HumanKind and had 33 students from clubs attend a workshop on being more inclusive.

Let's Talk about Sex Baby aimed to encourage and celebrate sex positivity and sexual health as well as promoting the importance of diverse and inclusive sexual education. Importantly, comprehensive sex education that is diverse, queer, inclusive & honest, is a preventative method for tackling sexual violence and the various events of this campaign attracted 1263 student interactions.



Let's Talk About Sex Baby Campaign



Play With PRIDE Campaign

COMMUNICATIONS

Research collected in 2021-22 showed that many students were unsure of the location of the Students' Union or what services we offered. To combat this, the Communications Team launched the Students' Union Awareness Campaign which ran during Terms 1 and 2. It included an on-street student promotions team, large outdoor, bold building dressings and increased profile at the Helix site. The campaign was tested through a focus group and received positive feedback; this approach is being expanded in 2023-24.

The annual student survey told us that students preferred social media channel Instagram. We closed the year with over 11,900 followers which had risen from 9620 in August 2022, an increase of 24% and 4% above our annual target.

DIGITAL TRANSFORMATION

A NUIT Service Level Agreement has been drafted and ensures NUSU's future IT needs will be delivered. It includes a process for accessing essential hardware, software and technical support through the subvention process.

Named IT accounts have been created for colleagues this year. This has given all non-variable staff access to the university Elements training platform. We are also in the process of making them our main IT accounts, to improve user experience across all systems.

97%

satisfaction with NUSU's communications

24%+

increase in Instagram followers

81%

of students feel sufficiently informed about our activities.

94%

of colleagues agree they have the equipment and resources to do their job.



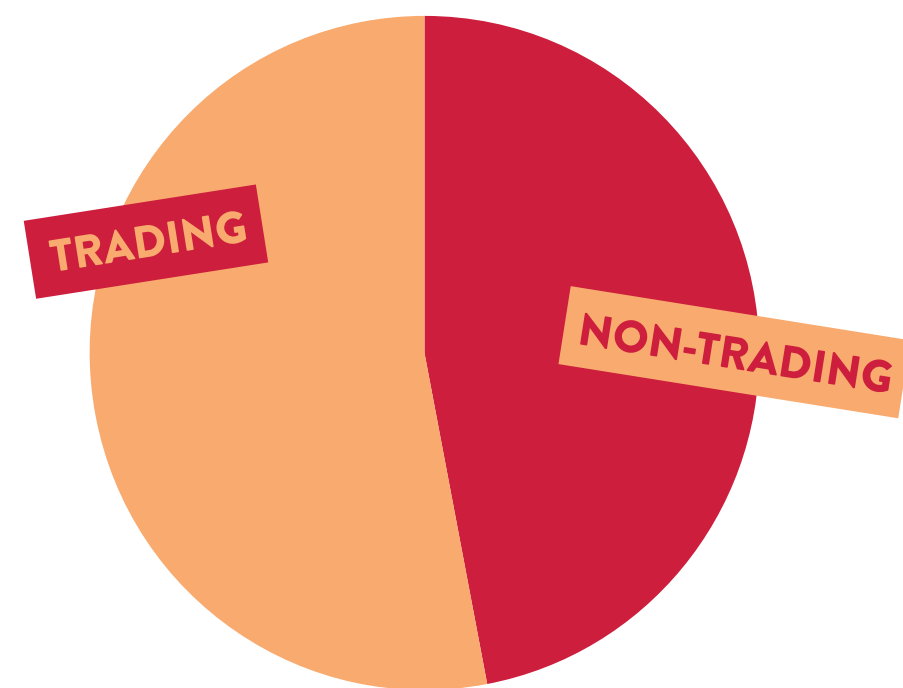
FINANCE

Financially we remain stable as we continue to recover from the Covid-19 pandemic. Whilst our end of year accounts reflects a £75k deficit as a group, the Charity and the Trading Company had both planned to return a modest surplus. However, both the prolonged cost of living crisis and a number of unexpected early pay increases have created financial pressures within our commercial operations resulting in a deficit trading position at the year end.

INCOME

Non trading: £2,840 NUSU (46%)

Trading: £1,240 NUSU + £2,048k NUSU Trading Ltd (54%)

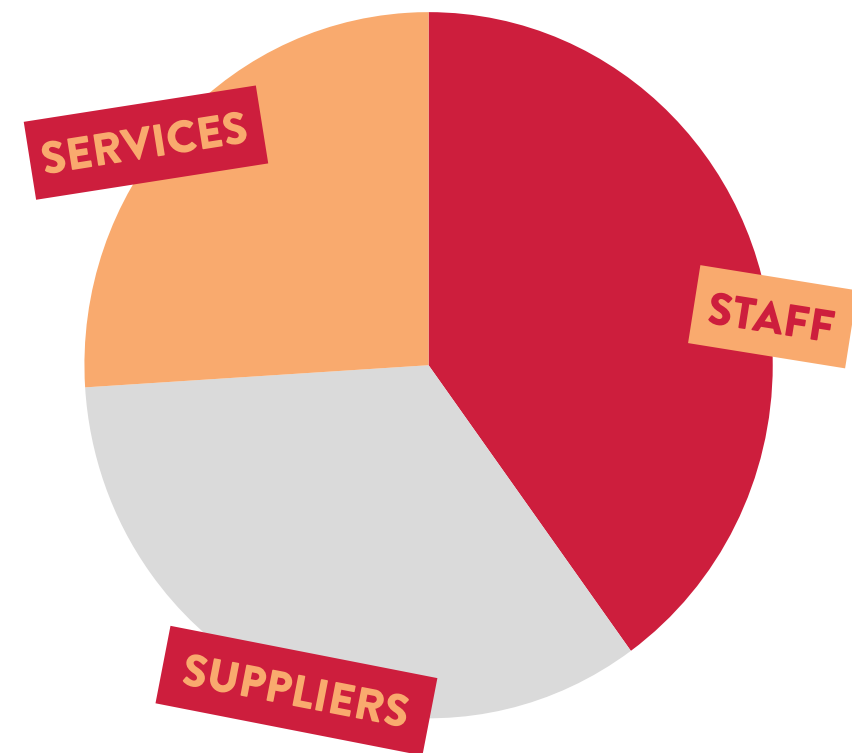


EXPENDITURE

Staffing: £2,257k NUSU + £279k NUSU Trading Ltd (41%)

Suppliers: £464k NUSU + £1,610 NUSU Trading Ltd (33%)

Service activity & delivery: £1,407 NUSU + £186k NUSU Trading Ltd (26%)



HUMAN RESOURCES

Flexible Resources:

We are committed to supporting flexible and hybrid work arrangements for our colleagues where possible. Providing colleagues with the opportunity to balance their work and home life is crucial both for our wellbeing and productivity.

We have adapted to the changing needs and preferences of our colleagues with over a third of our colleagues having a formal flexible working agreement in place. Moreover, the increase in the number of colleagues reporting that they are able to strike the right balance between work and home life (82%) indicates that our initiatives are having a positive impact.

Colleague Wellbeing:

We are taking proactive steps to prioritise the wellbeing our colleagues. 87% of colleagues stated that they feel cared for in terms of their wellbeing which reflects the positive impact of our initiatives. Here's are examples of what we have put in place this year:

- Introduction of our Mental Health first Aider Network to provide immediate support to colleagues who may be experiencing mental health challenges.
- Improvements to the colleague break room to make it more welcoming.
- Easier access to wellbeing resources and information through both digital and physical means.
- Physical health checks to help identify potential health issues and encourage healthy lifestyle choices.
- Promotion of Employee Assistance Program which offers professional support to colleagues who may be dealing with personal or work-related challenges.
- Increased opportunities for socialising and team building to help foster positive relationships at work.

Positive Feedback:

We can see the impact of these changes within the data of the annual colleague survey. Overall job satisfaction rate of 88% was achieved and illustrates that most colleagues are pleased with the organization. It is also encouraging to note that variable colleagues i.e., our front-line staff, registered a job satisfaction rate of 94%, and are particularly content with their work experience at NUSU.

We also achieved a 94% recommendation rate from colleagues. This not only indicates positive job satisfaction but is helpful for attracting new talent, retention and organisational success. Furthermore, 92% stated that working at NUSU inspired them to give their best effort and is an inspiring and wonderful sentiment.

LOOKING FORWARD 23/24

At the end of an eventful year, where we returned to post-Covid levels in many of our activities, we begin to plan and focus on 2023-24. The appointment of a new CEO and the launch of new commercial partnerships provided us an opportunity to reflect and reset what we deliver for our students and how we adapt to the key challenges of today. As a Students' Union, we need to support our students through the cost-of-living crisis, respond to challenges in student housing and diversify our own income streams to cope with the rising costs of inflation. In doing so, we can provide meaningful employment for our students and begin to invest in longer term development of our support and opportunities for students at Newcastle University. We aim to become more data driven, continuing to listen to our students to not only develop our own services but to ensure we can represent students' needs, be that academically or in regard to wider support services, to the University.

SABBATICAL OFFICERS 23/24



“I think the Students’ Union is the best thing a university can have. It feels like the heart of the university, you can go for a drink with your pals, chill in between lessons, do work there. I regularly come here as somewhere to go between lessons.”

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