

Charity no. 1138091
Company no. 06978707

NEWCASTLE UNIVERSITY STUDENTS' UNION
(A COMPANY LIMITED BY GUARANTEE)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JULY 2017

NEWCASTLE UNIVERSITY STUDENTS' UNION

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JULY 2017

Index	Page
Legal and administrative information	1-2
Trustees' report	3-10
Statement of trustees' responsibilities	11
Independent auditor's report	12-14
Statement of financial activities	15
Balance sheet	16
Cashflow statement	17
Notes to the financial statements	18-29

NEWCASTLE UNIVERSITY STUDENTS' UNION

LEGAL AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 30 JULY 2017

The Trustees of the Newcastle University Students' Union have all served in office throughout the year and to the date of this report except where indicated.

Trustees / Full Time Sabbatical Officers	Elected to hold Office	
	To 9 July 2017	From 10 July 2017
President	Jack Taylor	George Reid
Education Officer	Christopher Duddy	Rowan South
Activities Officer	Rebecca Walker	Rebecca Bainbridge
Welfare & Equality Officer	Rachael Kitching	Sarah Craggs
Editor of the Student Newspaper	Jade Holroyd	James Sproston
Athletic Union Officer	Sophie Matthews	Clara Pettitt

External Trustees

Jonathan Bennett (from 5 July 2017)

Karen Gray (to 4 July 2017)

Peter Gibson

Carmen Huang (from 5 July 2017)

Christopher Simpson

Ben Sadler

Gillian Salmon (from 18 September 2017)

Jordan Scudder (from 5 July 2017 to 5 September 2017)

Thomas Shah (to 4 July 2017)

Harry Young (to 4 July 2017)

Company number	06978707
Registered Charity number	1138091
Registered & Principal Office	Newcastle University Students' Union The University of Newcastle King's Walk Newcastle upon Tyne NE1 8QB

Auditors	Ernst & Young LLP Citygate St James' Boulevard Newcastle upon Tyne NE1 4JD
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NEWCASTLE UNIVERSITY STUDENTS' UNION

LEGAL AND ADMINISTRATIVE INFORMATION (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

Bankers

Lloyds Bank
102 Grey Street
Newcastle upon Tyne NE1 6AG

Solicitors

Muckle LLP
Time Central
32 Gallowgate
Newcastle upon Tyne NE1 4BF

Newcastle University Students' Union employs a Chief Executive to work closely with the Trustees and ensure effective management of the organisation by leading a senior management team. During the year the senior managers were:

Chief Executive and Company Secretary

Director of Commercial

Director of Finance

Director of Membership and Democratic Services

Simon Gerry

Graham Hattam

Paula Park

Lindsey Lockey

NEWCASTLE UNIVERSITY STUDENTS' UNION

TRUSTEES' REPORT (incorporating the Strategic Report)

FOR THE YEAR ENDED 30 JULY 2017

Financial Statements

The Trustees present their report and financial statements for the year ended 30 July 2017.

Trustees

The Trustees during the year are disclosed on page 1.

Structure, Governance and Management

Newcastle University Students' Union is the Students' Union of the University of Newcastle upon Tyne and falls under the definition of a "students' union" in section 20(1) of the Education Act 1994. On 30 July 2017 Newcastle University Students' Union was a company limited by guarantee and a fully registered charity, directly regulated by Companies House under the Companies Act 2006 and the Charity Commission under the Charities Act 2011. In accordance with best practice the Trustees have considered the requirements of the Statement of Recommended Practice (SORP 2015) and prepared these financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015).

Governing Document

Newcastle University Students' Union is governed by its Constitution (which contains the Memorandum of Association and Articles of Association in accordance with The Companies Act 2006).

Trustees' Appointment, Induction and Training

The Sabbatical Officers are Trustees (and Directors for the purposes of Company Law) of Newcastle University Students' Union. They are elected by the membership of Newcastle University Students' Union by cross campus secret ballot for a one year term of office. They receive training on all aspects of their duties from their predecessors and senior managers of Newcastle University Students' Union during a three week induction process at the start of their term of office. They also receive external training relevant to their sabbatical posts from the National Union of Students and the University of Newcastle upon Tyne. Four External Trustees and two Student Trustees are appointed by an appointments panel made up of the Chair of the Board of Trustees, the Chair of Students' Union Council and the Registrar of the University of Newcastle upon Tyne. Induction training is given to all new Trustees by the Chair and the Chief Executive and external trustee training is also offered. (External Trustees are appointed for a four year term of office, and may only serve a maximum of two terms. Student Trustees are appointed for a one year term of office only).

NEWCASTLE UNIVERSITY STUDENTS' UNION

TRUSTEES' REPORT (incorporating the Strategic Report) (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

Organisational Structure

Newcastle University Students' Union is a democratic organisation. Newcastle University Students' Union Trustee Board maintains the legal, financial and reputational integrity of Newcastle University Students' Union, as well as setting strategic direction, operating governance, and directing the management and administration; the Trustees also act as guardians of Newcastle University Students' Union assets, including the building and reserves. Students' Union Council is the senior student representative body and plays a major part in driving the policies of the organisation as well as being responsible for the representative functions of Newcastle University Students' Union.

Related Parties – Relationship with the University of Newcastle upon Tyne

There is an arrangement with the University where Newcastle University Students' Union reports on its activities, finances and policies in accordance with the Education Act 1994 at a Partnership Committee which meets four times each year; this committee is chaired by an independent chairperson. In addition, the Sabbatical Officers represent the student membership at University Council, Senate and other University Committees. Newcastle University Students' Union receives annual funding from the University of Newcastle upon Tyne and is financially dependent on this support.

Risk Management

The Trustee Board has examined the major strategic, business and operational risks which the Students' Union faces and confirms that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks. The Students' Union has a risk register and reviews it on a regular basis. The principal risks and uncertainties identified along with controls to mitigate are:

- Reputational risk from inappropriate use of social media. The Students' Union has a social media policy for the use of the Students' Union social media accounts and also a policy for staff on their own use of social media. The policy is communicated to staff through staff emails and annual conference.
- Reliance on the University for funding. Funding is agreed annually and the Students' Union demonstrates each year the vital role it plays in both attracting and retaining students and contributing to their experience whilst at University. The Students' Union reports back to the University regularly including through the annual Impact Report.
- Health and Safety compliance related to the activities of the Students' Union. The Students' Union has a Health and Safety manual which staff are made aware of which includes performing risk assessments before undertaking activities. Staff and clubs and societies receive training on Health and Safety appropriate to their areas of work.

NEWCASTLE UNIVERSITY STUDENTS' UNION

TRUSTEES' REPORT (incorporating the Strategic Report) (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

Objectives and Activities

Newcastle University Students' Union has identified its objects as the furtherance and the enhancement of the educational purposes of the University of Newcastle upon Tyne, including, but not limited to:

- a. providing sporting, social, cultural and recreational opportunities in order to promote the academic and social education of students at University of Newcastle upon Tyne;
- b. protecting and promoting the interests of the students, their welfare, development, well-being and conditions of study;
- c. acting as the official channel of communication between the students and the University and other bodies;
- d. providing representation, guidance and assistance to students on matters affecting their welfare and interests as students;
- e. promoting good relations between students and those of other educational establishments and the general public; and
- f. by any ancillary or incidental charitable activities for the benefit of the community.

Public Benefit Statement

When reviewing our objectives and planning our activities, we have given due consideration to the Charity Commission's general and relevant supplementary guidance on public benefit. In pursuit of these objectives and activities for the public benefit Newcastle University Students' Union will ensure that the diversity of its membership is recognised, valued and supported and has established departments and services for use by its members to support its work with the University and other organisations on behalf of students. These include the Representation & Democracy Centre, the Student Advice Centre (SAC), the Activities Centre, the Students' Union Shop, Bars, Events and Marketing departments. Sabbatical Officers meet regularly with the Local Authority, Local Residents Associations, the police and other providers of services affecting students.

Funds Held as Custodian

Newcastle University Students' Union acts as custodian for funds raised by the students' many clubs and societies. £987,000 was handled by Newcastle University Students' Union during the year with a balance of £372,000 remaining at the year end, in addition to the grants it disburses to them as shown in the financial statements.

Achievements and Performance

We are pleased to report on another very successful year for NUSU. This was the second year in the delivery of our three year strategic plan, and the majority of our indicators remained strong while good progress was made against our strategic objectives. Student satisfaction with our activities and services remained good across the board supporting our belief that we are one of the leading Students' Unions in the country. Our organisational key performance indicators around student satisfaction fed back as follows:

Overall Student Satisfaction 97%. Our internal student survey is available for all students of all years to complete; this gives us a good indicator from the whole student body as to whether we are delivering the type of experience they want. This year 97% of students completing the survey rated us as satisfactory or better with 76% of those rating us as good or excellent. 86% of students completing the survey also agreed that we were having a positive impact on their overall university experience.

NEWCASTLE UNIVERSITY STUDENTS' UNION

TRUSTEES' REPORT (incorporating the Strategic Report) (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

Achievements and Performance (continued)

International Student Satisfaction at 97.9%. The response we got from our international students was once again very positive. 97.9% of students completing the survey expressed their satisfaction with NUSU. This ranked us 2nd in the Russell Group and 4th nationally when compared to other institutions.

Times Higher Survey Ranked us 9th Nationally. It was fantastic to see that for a third year running we were ranked in the top 10 in the Times Higher Education Student Experience Survey, which asks students whether they have a 'good students' union'. Better still, Newcastle was again also recognised as the most sociable place to study in the UK (backed up by 'Which? University' who ranked Newcastle top for nightlife in their survey). In addition we were ranked 3rd for 'societal experience', which covers a combination of good social life, good community atmosphere, good extracurricular activities / societies, and good environment on campus / around university.

83% of Students Think we Campaign Effectively. NUSU ran a number of high profile campaigns this year including the very successful 'Black History Month' campaign. In addition our Course and School Reps continued to drive change at the front line. 83% of students felt that we campaigned effectively on their behalf.

83% of Students said we Understand their Needs. We are working hard to ensure that the needs of all of our students are met, and this year 83% of respondents agreed that NUSU did understand their needs as a student, which was a very positive response. Furthermore, 93% of students were satisfied with the range of opportunities on offer through NUSU.

Facilities & Support. 82% of students rated our facilities as good or excellent and 95% as satisfactory or better, and furthermore, 87% of students would recommend NUSU to a friend.

National Student Survey. This year saw a change to the national student survey, as it moved away from rating the whole Students' Union to a question relating to whether or not the Students' Union effectively represents the students' "academic interest". We scored 52% against a sector average of 56%. Whilst only 15% of students disagreed with the statement a further 33% did not respond positively. It is clear that more research is needed to ascertain what students are actually assessing when they answer this question and new strategies developed to ensure we improve in this area.

Performance and achievement in each of our strategic theme areas was also very strong this year. Highlights included:

Providing Students with a Strong Voice. We continue to represent students in a variety of ways from Officers attending high level University meetings, down to our course reps attending Staff Student Committee meetings. This year 85% of students said they were aware of our representative systems and 62% thought they were effective. The Your Voice Team works tirelessly to provide evidence and research to support quality enhancement programmes across the University. Areas of work have included: The 2016 TEAs Report; Updates to Student Representation Policy; Consultation on Core Modules; Student Views on ReCap; NUSU Survey Report; 2015/16 Academic Student Representation report; Reports on NUMed and NUIS development; BAME Student Satisfaction Report.

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

Achievements and Performance (continued)

Supporting Our Students. We looked to support our students in a number of ways this year.

Our professional advice service continued to see an increase in activity, our widening participation bursaries improved retention rates, our disability sports programme continues to grow, and our Special Grants programme saw students undertaking life-changing opportunities and activities. As part of our inclusivity work we administer a widening participation bursary scheme which awards grants to students who would normally not be able to afford to participate in some of our activities. This year £54,000 was distributed to 275 students. Our professional advisers took on 681 new clients and 721 new cases across 53 nationalities (1,057 appointments). We put £22,000 back in students' pockets, whether that be through returned housing deposits, cancelled charges or tax credits. We provide opportunities for nine students to work as volunteers in the service of whom 2 were nominated and won awards this year.

Participation. In total on the Newcastle campus 15,109 students participated in our activities, 61% of the student population. Societies total memberships stood at 17,477 (9,686 individual students), AU Clubs at 5,065 (4,274 individual students) and 1,203 students participated in the Hall Sport programme. Freshers' Week saw 4,200 individual students participate in over 350 events. The number of disabled students with a NUSU sports membership (i.e. AU, Hall Sport, Sport Society or GIAG Sport) increased to 490. We directly supported 16 students providing participation opportunities, one to one training sessions, and transport and participation bursaries. The sports clubs entered 81 teams into the traditional weekly BUCS Wednesday sports programme playing 899 fixtures, winning 429, drawing 50 and losing 420 giving a win rate ratio of 48%, with 15 teams winning their respective BUCS Leagues. Newcastle had 13 Premier League teams for the 2016/17 season, the highest to date.

Developing our Students. The graduate job market is fiercely competitive and our members recognise that if they wish to get the job they really want, they have to stand out from the crowd. The 'Go Volunteer' programme provides opportunities for our members to broaden their horizons and develop wider employability skills which will help them pursue the career of their choice; the opportunities offered are designed to complement the objectives and work undertaken through the University Employability Strategy. In total 5,731 students volunteered across the organisation. In addition to internal resources, an extra £13,000 in external grant funding was obtained, which helped support 21 different volunteering projects. We were absolutely delighted to gain Investing in Volunteers (IiV) accreditation for the first time this year. IiV is the UK quality standard for good practice in volunteer management. The four day assessment and subsequent report highlighted the quality of our volunteer management and opportunities.

Providing a Social Hub and Creating a Sense of Belonging. In our survey this year, 80% of students agreed that NUSU activities had helped them settle into University life. Freshers' Week again played a major part in forging those initial links and contacts, and of the 4,200 students who bought wristbands 88% were satisfied with their FW experience. Similarly 88% of those students who took part in our PGs welcome activities were satisfied with their experience. The main NUSU building in the centre of campus remains our social hub and we had 1.1M visitors through our doors this year. We processed 447,000 transactions through our bars and shop and took 5,881 room bookings for our facilities. Our Venue hosted over 50 live and recorded music events, with 80% of students rating our overall events programme as good or excellent (96% satisfactory or better). It was pleasing to note that 94% of students using our facilities found the building to be welcoming and safe, which reflects our commitment to be as inclusive as possible to all students. As well as our clubs and societies, which are well known for forging close friendship groups, we ran a number of other programmes to help students get to know each other and try out new experiences. Our 'Give it a Go' programme attracted 4,028 attendances with 1,532 individual students participating.

NEWCASTLE UNIVERSITY STUDENTS' UNION

TRUSTEES' REPORT (incorporating the Strategic Report) (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

Staff. NUSU staff continue to be fully committed to ensuring we deliver the best services and experience for our students. 97% of staff would recommend NUSU as a good place to work, and 94% of staff are very satisfied or satisfied in their role. We continue to work on communication from Senior Management to the team of staff, with satisfaction improving in this area. During 2016/17, NUSU continued to work within the Investors in People framework and gained the 'Continuing Excellence standard' in the Better Health at Work award.

Objectives for 2017/18

The NUSU Strategic Plan runs from 2015-18 and provides the platform for us to continue to deliver an excellent overall student experience for our students. The plan can be viewed at www.nusu.co.uk. Our specific objectives for 2017-18 are:

Organisational

90%+ of students will agree that NUSU has a positive impact on their university experience in the annual survey.

85%+ of students will rate NUSU as good or excellent overall when asked in the annual survey.

90%+ of students would recommend us to a friend when asked in the annual survey.

95%+ of international students will be satisfied with NUSU in the ISB survey, and we will be ranked in the top 10 in the UK.

NUSU will be ranked in the Top 10 in the UK in the Times Higher rankings.

Improve NSS score for Question 26 on academic interest to national average and/or Russell Group average, whichever is higher.

Providing our Students with a Strong Voice

Increase election turnout to 30%.

85% of students will say that NUSU campaigns effectively on their behalf.

Ensure Officers attendance remains 90%+ at key University meetings.

Core Students' Union Council councillor attendance to be 70%. Casual places to be filled at a minimum of 5/6 of the meetings.

Maintain number of recorded course reps at 1:20 students and 70% trained by NUSU.

Developing our Students

85%+ will agree that undertaking opportunities with NUSU make them more employable as a result.

Increase awareness of the volunteering opportunities available through Go Volunteer to 79%.

90%+ of students will be satisfied with the range of opportunities offered.

Grow and develop NCL+ award in conjunction with the Careers Service, with a target of 600 completing overall.

Participation

Track activity levels on MSL to produce report on participation across activities and volunteering with 65% of students at Newcastle involved in at least one activity.

Increase society membership to 18,000 and individual students to 10,000.

Maintain AU (Sports Club) membership at 5,000+ and 4200+ individuals.

Increase overall number of volunteers to 6,304.

Increase Give It A Go participation to 1,750 individual students.

NEWCASTLE UNIVERSITY STUDENTS' UNION

TRUSTEES' REPORT (incorporating the Strategic Report) (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

Supporting our Students

90%+ will rate the Student Advice Centre (SAC) as satisfactory or better (80% as good or better).

Ensure we maintain overall number of available appointments in term time at 900 per annum / out of term time at 200.

Raise awareness of the Academic Advice Service to 70% +.

Ensure we run a minimum of 5 campaigns, relating to key student issues raised via officers and/or the Advice Service and target 60%+ awareness amongst students (as an average).

Widening Access: Ensure minimum of £60k is distributed in participation grants; ensure minimum 150 visits as part of Into Schools.

Provide a Social Hub (and develop a sense of belonging within student and local communities)

Social enterprises to achieve an overall surplus contribution of £237k minimum.

Create footfall through the building and NUSU Central to exceed 1m per year.

85% of students will feel sufficiently informed of our activities.

85% of students will rate our events as good or better.

70% of All NCLE city based students will have used Student Perks in bars and retail.

To deliver a minimum of 25 promoted live music events and 45 recorded music events.

Financial Review

The main source of funding is received from the University of Newcastle upon Tyne as a block grant. The Students' Union's tangible assets are being held to enable it to carry out its objectives. The movements in tangible assets during the year are set out in note 8 to the accounts.

The fund balances carried forward at 30 July 2017 show a total of £11,103,000 including a £10,833,000 permanent endowment fund relating to the Students' union building at King's Walk, £128,000 in restricted funds, £20,000 Designated Fund and £122,000 in the General Fund. A surplus on general funds of £93,000 was generated in the year which was ahead of target. Newcastle University Students' Union has continued to benefit from the recognition and support of the University.

The Trustees look forward to a further successful financial year in 2017/18. We will aim to increase the surplus on general funds and improve the reserve position. This will aid our overall financial position moving forward.

The Trustees plan to maintain free reserves at a level of two to three months core activity costs which is approximately £300,000. The Trustees intend to build the free reserves over the next few years by creating an annual operating surplus starting with £40,000+ next year.

The Students' Union continues to receive financial support from the University of Newcastle upon Tyne and the Trustees consider that financial support will continue to be made available. Forecasts are prepared on the best available current information. Accordingly, the Trustees of the Students' Union believe that it is appropriate to prepare the financial statements on a going concern basis. No material uncertainties have been identified for the 12 month period from approval of these financial statements.

Investments are monitored on a regular basis by the Finance Committee on behalf of the Trustee Board. Investments are held in two funds, Black Rock Charishare CIF and Charinco CIF as shown in note 9 to the accounts and any proposed changes must be put before the Trustees.

NEWCASTLE UNIVERSITY STUDENTS' UNION

TRUSTEES' REPORT (incorporating the Strategic Report) **(CONTINUED)**

FOR THE YEAR ENDED 30 JULY 2017

Financial Risk Management Objectives and Policies

The main risks associated with the Students' Union's financial assets and liabilities are set out below. The Students' Union does not undertake any hedging activity.

Interest rate risk

Financial assets, liabilities, interest income and interest charges and cash flows can be affected by movements in interest rates.

Credit risk

The Students' Union is exposed to credit risk on debtors, particularly with promoters for specific events. This risk is managed by requiring up front deposits where appropriate.

Liquidity risk

The Students' Union aims to mitigate liquidity risk by managing cash generated by its operations. Significant projects and capital expenditure are approved by the Trustees after considering available resources to provide funding for such matters.

Foreign currency risk

The Students' Union has no foreign currency risk as all of the transactions, assets and liabilities are in sterling.


Auditors

Ernst & Young LLP were re-appointed as the Company's auditors at the 2017 Annual General Meeting.

Statement of disclosure to auditors

So far as each person who was a Trustee at the date of approving this report is aware, there is no relevant audit information, being information needed by the auditor in connection with preparing its report, of which the auditor is unaware. Having made enquiries of fellow Trustees and the company's auditor, each Trustee has taken all the steps that he/she is obliged to take as a director in order to make himself/herself aware of any relevant audit information and to establish that the auditor is aware of that information.

On behalf of the Trustees


.....
Simon Gerry
Company Secretary

Date 14 December 2017

NEWCASTLE UNIVERSITY STUDENTS' UNION

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 30 JULY 2017

The Trustees (who are also Directors of Newcastle University Students' Union for purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the incoming resources and application of resources, including the income and expenditure, of the company for the year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that Newcastle University Students' Union will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of Newcastle University Students' Union and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of Newcastle University Students' Union and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

NEWCASTLE UNIVERSITY STUDENTS' UNION

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF NEWCASTLE UNIVERSITY STUDENTS' UNION

FOR THE YEAR ENDED 30 JULY 2017

We have audited the financial statements of Newcastle University Students' Union for the period ended 30 July 2017 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes 1 to 19 including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting standard applicable in the UK and Republic of Ireland".

In our opinion the financial statements:

- ▶ give a true and fair view of the state of the charitable company's affairs as at 30 July 2017 and of its net expenditure and application of resources, including its income and expenditure, for the year then ended;
- ▶ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ▶ have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report below. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report set out on pages 1 to 10, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in this report, we do not express any form of assurance conclusion thereon.

NEWCASTLE UNIVERSITY STUDENTS' UNION

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF NEWCASTLE UNIVERSITY STUDENTS' UNION

FOR THE YEAR ENDED 30 JULY 2017

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of the other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- ▶ the information given in the Trustees' Report, which includes the directors' report and the strategic report prepared for the purpose of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ▶ The strategic report and the directors' report included within the Trustees' Report have been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have identified no material misstatements in the strategic report or the directors' report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- ▶ adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- ▶ the financial statements are not in agreement with the accounting records and returns; or
- ▶ certain disclosures of trustees' remuneration specified by law are not made; or
- ▶ we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities statement set out on page 11, the Trustees (who are also the Directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the charitable company or to cease operations, or has no realistic alternative but to do so.

NEWCASTLE UNIVERSITY STUDENTS' UNION

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF NEWCASTLE UNIVERSITY STUDENTS' UNION

FOR THE YEAR ENDED 30 JULY 2017

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Ernst & Young

Caroline Mulley (Senior statutory auditor)
for and on behalf of Ernst & Young LLP, Statutory Auditor
Newcastle upon Tyne
14 December 2017

NEWCASTLE UNIVERSITY STUDENTS' UNION

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 30 JULY 2017

	Note	Unrestricted General Fund £000	Designated Fund £000	Restricted Funds £000	Permanent Endowment £000	Total 2017 £000	Total 2016 £000
Income and endowments from:							
<i>Donations and legacies</i>							
Block Grant	2	1,893	-	-	-	1,893	1,856
Capital Grant	2	-	-	-	-	-	90
<i>Income from charitable activities</i>							
Trading services income	3a	1,502	-	-	-	1,502	1,617
Other services income	3b	76	-	321	-	397	441
<i>Investments</i>	9	3	-	-	-	3	3
Total		3,474	-	321	-	3,795	4,007
Expenditure on:							
<i>Expenditure on Charitable activities:</i>							
Trading services expenditure	4	1,284	-	38	-	1,322	1,358
Support costs	4	2,084	-	355	220	2,659	2,780
Total		3,368	-	393	220	3,981	4,138
Net income/(expenditure) before unrealised gains		106	-	(72)	(220)	(186)	(131)
Unrealised gains on investment assets	9	7	-	-	-	7	3
Transfers between funds		(20)	20	-	-	-	-
Net income/(expenditure) and net movement in funds		93	20	(72)	(220)	(179)	(128)
Total funds brought forward at 1 August 2016		29	-	200	11,053	11,282	11,410
Total funds carried forward at 30 July 2017		122	20	128	10,833	11,103	11,282

All of the above results derive from continuing activities. All gains and losses recognised in the period are included in the Statement of Financial Activities.

NEWCASTLE UNIVERSITY STUDENTS' UNION

BALANCE SHEET

AT 30 JULY 2017

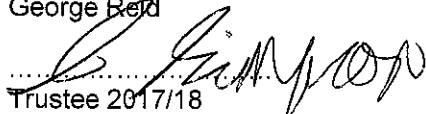
	Note	2017 £000	2016 £000
Fixed assets			
Tangible assets	8	10,919	11,117
Investments	9	103	93
		<hr/>	<hr/>
		11,022	11,210
Current assets			
Stocks		83	93
Debtors	10	117	88
Cash at bank and in hand		527	438
		<hr/>	<hr/>
		727	619
Current liabilities			
Creditors – amounts falling due within one year	11	(646)	(547)
		<hr/>	<hr/>
Net current assets		81	72
		<hr/>	<hr/>
Total assets less current liabilities		11,103	11,282
		<hr/>	<hr/>
Net assets		11,103	11,282
		<hr/>	<hr/>
Restricted Funds			
Permanent Endowment	14	10,833	11,053
Restricted Funds	14	128	200
Unrestricted Funds			
General Fund	14	122	29
Designated Fund	14	20	-
		<hr/>	<hr/>
Total Charity Funds		11,103	11,282
		<hr/>	<hr/>

The financial statements on pages 15 to 29 were approved by the Trustee Board and authorised for issue on 14 December 2017 and signed on their behalf by:



President 2017/18

George Reid



Trustee 2017/18

Christopher Simpson

Company no. 06978707

NEWCASTLE UNIVERSITY STUDENTS' UNION

CASH FLOW STATEMENT

FOR THE YEAR ENDED 30 JULY 2017

	Note	2017 £000	2016 £000
Cash flows from operating activities:			
Net cash (used in) provided by operating activities	18	176	(160)
Cash flows from investing activities:			
Purchase of property, plant and equipment		(87)	(18)
Proceeds from capital grant receipts		-	90
Net cash (used in) provided by investing activities		(87)	72
Change in cash and cash equivalents in the year		89	(88)
Cash and cash equivalents at the beginning of the year		438	526
Total cash and cash equivalents at the end of the year		527	438

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JULY 2017

1 ACCOUNTING POLICIES

Basis of Preparation

The financial statements are prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015)- (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Going Concern

The financial statements have been prepared on a going concern basis which assumes that the Students' Union will continue in operating existence for the foreseeable future and meet its liabilities as they fall due.

Fund Accounting

General funds are unrestricted funds available for use at the discretion of the Trustees in furtherance of the general objectives of Newcastle University Students' Union.

Restricted funds are received to be used for activities prescribed by the donor; this includes additional grants received from the University for Disability Sports, Volunteering and Representation and Democracy support. Grants have also been received from Sport England to fund increased participation in sport.

The Permanent Endowment fund is a capital fund which must be held indefinitely and cannot be converted into income.

A designated fund has been established this year for expenditure on the Segmentation project.

Custodian funds are entrusted to Newcastle University Students' Union for safekeeping and are students' clubs and societies' members' accounts. Such custodian activities are disclosed in the Annual Report, the clubs and societies balances are included in creditors (note 11).

All income and expenditure is shown in the Statement of Financial Activities.

Investments

Investments are stated at market value at the balance sheet date. Unrealised gains or losses are credited or debited to the Statement of Financial Activities.

Incoming Resources and Deferral of Income

Grants receivable are credited to incoming resources on the earlier date of when they are received or when they are receivable, unless they relate to a specific future period, in which case they are deferred.

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

1 ACCOUNTING POLICIES (Continued)

Gifts in Kind Policy

The University of Newcastle upon Tyne provides some free services including rates and insurance. Newcastle University Students' Union has been unable to value these so they are not shown as income or expenditure in the accounts.

Tangible Assets and Depreciation

Tangible assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write down the assets to their estimated residual values over the course of their anticipated working lives. Having revalued the building depreciation is now charged at 2%.

The annual rates of depreciation used on the straight line basis are as follows: -

	%
Furniture and fittings	20-33⅓
Plant and equipment	10 - 33⅓
Buildings and building improvements	2

Land is not depreciated.

Where fixed assets are impaired the assets are written down to their recoverable amount. The recoverable amount is the higher of the net realisable value and the value in use.

Stock

Stock is stated at the lower of historical cost and net realisable value.

Resources Expended

Resources expended are accounted for on an accruals basis.

The cost headings comprise expenditure, which includes staff costs, directly attributable to the activity. Where costs cannot be directly attributed they have been allocated to activities on a basis consistent with use of the resources. Central overheads are allocated on the basis of their use, with the aim of ensuring that those costs remaining within administration relate to the management of the Students' Union's assets, organisational administration and compliance with constitutional and statutory requirements.

Expenditure is shown net of VAT recovered.

Pensions

The pension costs charged in the financial statements represents the contributions payable by Newcastle University Students' Union during the period in accordance with FRS17.

An explanation of the pension schemes in which Newcastle University Students' Union participates and details on payments in the period can be found in note 13 to the accounts.

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

1 ACCOUNTING POLICIES (Continued)

Other Student Related Activity

NUSU funds certain related activities by means of grants or contributions which are charged to the Income and Expenditure account. In previous years these related activities were administered separately. The results of such operations are included within the accounts of Newcastle University Students' Union.

Revenue Recognition Policy

Trading Services revenue is recognised at the point of sale or provision of service. Income is deferred when invoiced in advance when services have not yet been provided.

2 BLOCK GRANT RECEIVABLE

	Unrestricted £000	Restricted £000	2017 £000	2016 £000
Block grant from Newcastle University	1,893	-	1,893	1,856
Capital grants	-	-	-	90
	<u>1,893</u>	<u>-</u>	<u>1,893</u>	<u>1,946</u>

The income from donations and legacies was £1,893,000 (2016: £1,946,000) of which £0 was restricted (2016:£90,000).

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

3a TRADING SERVICES INCOME

	Unrestricted £000	Restricted £000	2017 £000	2016 £000
Bars	410	-	410	484
Shops	452	-	452	419
Events	370	-	370	443
Marketing	151	-	151	153
Other trading activities	119	-	119	118
	<u>1,502</u>	<u>-</u>	<u>1,502</u>	<u>1,617</u>

Trading Services income was £1,502,000 (2016: £1,617,000) of which £0 was restricted (2016: £0).

3b OTHER SERVICES INCOME

	Unrestricted £000	Restricted £000	2017 £000	2016 £000
Athletic Union	30	-	30	29
Give it a Go and Go Play	33	-	33	25
Access Agreement	-	88	88	88
Hall Sport	3	31	34	35
Disability Sport	-	20	20	26
Representation and Democracy	-	23	23	39
Volunteering	10	147	157	177
Advocacy & Welfare	-	6	6	11
Activities	-	5	5	11
Rugby	-	1	1	-
	<u>76</u>	<u>321</u>	<u>397</u>	<u>441</u>

Other services income was £397,000 (2016: £441,000) of which £321,000 was restricted (2016: £370,000).

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

4 EXPENDITURE ON CHARITABLE ACTIVITIES

TRADING SERVICES EXPENDITURE

	Direct Costs £000	Indirect Costs £000	Total 2017 £000	Total 2016 £000
Bars	146	261	407	419
Shops	285	102	387	366
Events	40	293	333	394
Marketing	39	55	94	116
Other Trading Activities	31	32	63	55
Depreciation	-	38	38	8
	<u>541</u>	<u>781</u>	<u>1,322</u>	<u>1,358</u>

Trading services expenditure was £1,322,000 (2016: £1,358,000) of which £38,000 was restricted (2016: £8,000).

SUPPORT COSTS

	Admin & Building £000	Rep & Democracy £000	Participation £000	Advocacy & Welfare £000	Comm- unications £000	Grants £000	Total 2017 £000	Total 2016 £000
Staff costs	461	168	445	143	106	-	1,323	1,316
Depreciation	221	-	-	8	17	-	246	356
Energy costs	103	-	-	-	-	-	103	103
Other costs	185	73	127	16	39	-	440	463
Sport (AU)	-	-	202	-	-	148	350	329
Societies	-	-	91	-	-	106	197	213
	<u>970</u>	<u>241</u>	<u>865</u>	<u>167</u>	<u>162</u>	<u>254</u>	<u>2,659</u>	<u>2,780</u>

Support Costs were £2,659,000 (2016: £2,780,000) of which £220,000 are charged to the Permanent endowment (2016:£220,000) and £355,000 to restricted funds (2016: £471,000).

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

5 WAGES AND SALARIES

	2017 £000	2016 £000
Wages and salaries	1,493	1,552
Social Security costs	116	106
Pension costs	107	99
	<u>1,716</u>	<u>1,757</u>

There was one employee whose emoluments, including employer pension contributions of £13,000, fell within the band £80,000 - £90,000 in the period and this employee was a member of USS, a defined benefit pension scheme (2016: one employee within the £80,000 - £90,000 band).

Key Management personnel comprise Chief Executive Officer, Director of Membership and Democratic services, Director of Commercial and Director of Finance. The total employee benefits of the key management personnel were £245,000 (2016: £230,000).

The average number of employees (Full Time Equivalent) analysed by function was:

	2017 No.	2016 No.
Administration & Building Services	14	14
Representation & Democracy	6	6
Participation & Personal Development	16	16
Advice & Welfare	5	5
Communications	5	5
Trading	20	20
	<u>66</u>	<u>66</u>

6 TRUSTEES' REMUNERATION AND EXPENSES

Salaries are paid to the sabbatical officers (The President, Activities Officer, Education Officer, Welfare & Equality Officer, Editor of the Student newspaper and Athletic Union Officer) who are those members of the Trustee Board who are required by the Constitution of the Students' Union to take sabbatical leave for their term of office. The sabbatical officers' salaries and NI costs for the year ended 30 July 2017 totalled £124,000 (2016: £123,000). Each sabbatical officer receives a gross annual salary of £18,940 (2016: £18,734). In addition, reimbursed expenses to 4 members of the Trustee Board totalled £507 (2016: £374 to 3 members).

7 AUDITORS REMUNERATION

Fees payable to the Auditors in respect of Statutory Audit were £7,000 (2016: £7,000).

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

8 TANGIBLE ASSETS

	Land & Buildings £000	Furniture and equipment £000	Motor Vehicles £000	Total £000
Cost				
At 1 August 2016	20,411	741	25	21,177
Additions	-	87	-	87
Disposals	-	(42)	-	(42)
At 30 July 2017	20,411	786	25	21,222
Depreciation				
At 1 August 2016	9,345	699	16	10,060
Disposals	-	(42)	-	(42)
Charge for the year	220	56	9	285
At 30 July 2017	9,565	713	25	10,303
Net book value				
At 30 July 2017	10,846	73	-	10,919
Net book value				
At 1 August 2016	11,066	42	9	11,117

The majority of the Students' Union land and buildings is freehold and a small element is leasehold, all held in trust for the students of the University of Newcastle upon Tyne. Fixed assets held are used in direct furtherance of the Students' Union's objects.

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

9 INVESTMENTS

	2017 £000	2016 £000
Market value at 1 August 2016	93	87
Net investment gains – realised	3	3
Net investment gains – unrealised	7	3
Market value at 30 July 2017	<u>103</u>	<u>93</u>

The Market Value at 30 July 2017 represents:

Black Rock Merrill Lynch Investment Managers
Charishare CIF, 3,336.22 Accumulation Units at £18.33
Charinco CIF, 867.33 Accumulation Units at £48.06

The cost of investments at 30 July 2017 was £14,000.

10 DEBTORS

	2017 £000	2016 £000
Trade debtors	15	18
Other debtors	11	8
Prepayments and accrued income	91	62
	<u>117</u>	<u>88</u>

11 CREDITORS – AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017 £000	2016 £000
Trade creditors	70	41
Amount owed to University of Newcastle	33	23
Deferred income (invoiced in advance)	13	10
Funds held as custodian – Students' clubs and societies	372	340
Other creditors	12	10
Taxation and Social Security	27	33
Payroll	82	-
Accruals	37	90
	<u>646</u>	<u>547</u>

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

12 DEFERRED INCOME

Deferred income comprises income invoiced in advance of the service being provided

	£000
Balance at 1 August 2016	10
Amount released to charitable services income	(10)
Amount deferred in year	13
Balance as at 30 July 2017	<u>13</u>

13 PENSIONS

Newcastle University Students' Union participates in the University of Newcastle upon Tyne Retirement Benefits Plan (1971) and indirectly participates in the Universities Superannuation Scheme. These schemes are defined benefit schemes and operate as a 'pooled arrangement' where contributions are set in relation to the current service period only. Newcastle University Students' Union is unable to identify its share of the underlying assets and liabilities of these schemes.

Due to the nature of the scheme contributions they are accounted for within the accounts of Newcastle University Students' Union as a defined contribution scheme. The income and expenditure account charge for the period under FRS17 represents employer contributions payable.

Pension contributions payable for the period ended 30 July 2017 amounted to £107,000 (2016: £99,000) and there were 52 employees (2016: 48) participating in these schemes during the period. Outstanding contributions at the year-end were £6,000 (2016: £6,000)

Staff employed by the company are eligible to be members of a stakeholder scheme. It is a defined contribution scheme and is independently administered by an insurance company. Contributions are recognised in the profit and loss account in the period in which they become payable.

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

14 STATEMENT OF FUNDS

	Balance at 1.8.16 £000	Income& investments £000	Expenditure £000	Transfers £000	Balance at 30.7.17 £000
<i>Unrestricted funds</i>					
General funds	29	3,481	3,368	(20)	122
Designated funds	-	-	-	20	20
<i>Restricted funds</i>					
Permanent Endowment	11,053	-	220	-	10,833
Furniture & equipment	2	-	2	-	-
‡University - Access Agreement (outreach)	5	88	83	-	10
‡Sport England - Hall Sport	11	31	29	-	13
#University – Minibus	9	-	9	-	-
±University – Mens Bar refurbishment	26	-	26	-	-
#University - Video conferencing	7	-	3	-	4
‡ University - Disabilities in Sport	13	20	30	-	3
‡ University – Volunteering	-	135	135	-	-
‡ University - Postgraduate Welcome	-	5	5	-	-
‡ University- Representation and Democracy Post	1	23	22	-	2
‡ University- Catherine Cookson	-	4	4	-	-
‡ University- Nightline rent	-	6	6	-	-
‡ Santander Digital	6	-	6	-	-
‡ Touch Rugby	-	1	-	-	1
‡ Volunteering- SCAN funds	27	-	5	-	22
#University - Digital Screens	38	-	12	-	26
#University - Mens Bar refurbishment 2016	52	-	13	-	39
‡ Santander Discovery	3	-	3	-	-
‡ Santander Virtual Reality	-	5	-	-	5
‡ Santander 1617	-	3	-	-	3
	<u>11,282</u>	<u>3,802</u>	<u>3,981</u>	<u>-</u>	<u>11,103</u>

- #Capital Grant
- ± Trading Services Income/ Expenditure
- ‡ Other Service Income/Expenditure

The Students' Union Building is held in a Permanent Endowment trust by the Trustees of Newcastle University Students' Union.

NUSU received funding from Newcastle University for the following:

- a. Furniture and equipment acquired when the Students' Union building was redeveloped in 2011-12, depreciation is charged to the fund
- b. To purchase minibus, videoconferencing equipment and digital screens
- c. To refurbish Mens Bar
- d. To support events held for Postgraduate students
- e. To support students with disabilities to take part in sport
- f. To support volunteering activities
- g. To provide additional staff support to officers in Representation and Democracy
- h. To support outreach activities, students returning to former schools.

Further external funding has been received from Sport England for Hall Sport.

The designated fund has been created for the Marketing Segmentation project which has been commissioned.

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JULY 2017

15 ANALYSIS OF NET ASSETS BETWEEN FUNDS

The Students' Union's net assets belong to various funds as follows:

	Fixed Assets/investments £000	Net Current Assets £000	Fund Balances £000
General funds	121	1	122
Designated funds	-	20	20
Restricted funds	68	60	128
Permanent endowment funds	10,833	-	10,833
	<u>11,022</u>	<u>81</u>	<u>11,103</u>

16 RELATED PARTY TRANSACTIONS

During the year ended 30 July 2017, the University of Newcastle upon Tyne provided a block grant of £1,893,000, (2016: £1,946,000) to Newcastle University Students' Union. At the year-end Newcastle University Students' Union owed the University £33,000 (2016: £23,000) for net goods and services provided by the University.

17 CONTROLLING PARTY

The Trustee Board is the controlling party of Newcastle University Students' Union.

NEWCASTLE UNIVERSITY STUDENTS' UNION

NOTES TO THE CASH FLOW STATEMENT

FOR THE YEAR ENDED 30 JULY 2017

18 NOTES TO THE CASH FLOW STATEMENT

Reconciliation of changes in resources to net inflow/ (outflow) from operating activities

	2017 £000	2016 £000
Net expenditure before unrealised gains	(186)	(131)
Depreciation	285	365
Proceeds from Capital Grants	-	(90)
Decrease/ (Increase) in stocks	10	(19)
(Increase)/Decrease in debtors	(29)	50
Increase/ (Decrease) in creditors	99	(332)
Realised gains on investments	(3)	(3)
	<hr/>	<hr/>
Net cashflow from operating activities	176	(160)
	<hr/>	<hr/>

19 FINANCIAL INSTRUMENTS

	2017 £000	2016 £000
<i>Financial assets measured at amortised cost</i>		
Trade Debtors	15	18
Other Debtors	11	8
Accrued Income	15	14
<i>Financial liabilities measured at amortised cost</i>		
Trade Creditors	70	41
Amounts owed to Newcastle University	33	23
Other Creditors	493	383
Accruals	37	90

16
17

Democratic - Inclusive - Supportive
Sustainable and Socially Responsible
Progressive - Fun

NEWCASTLE UNIVERSITY STUDENTS' UNION

IMPACT REPORT



NUSU
NEWCASTLE UNIVERSITY
STUDENTS' UNION



RONNIE REID - PRESIDENT 17/18

WELCOME

I am absolutely delighted to have taken on the role of President for the academic year 2017-2018, and the ability to represent such a large and varied student body is a task I undertake with great pride. I would also like to thank Jack Taylor for his service last year, and look forward to continuing much of his great work over the coming year. From a wonderful Fresher's Week 2016, to our Leave Newcastle Happy campaign in the summer, NUSU has continued to offer a vast array of opportunities, campaigns and representation for our students.

It has been our consistent commitment to the student experience which has led to some excellent national results in terms of student satisfaction. NUSU's ranking of 9th for Good Students' Union in The Times Higher Education Student Experience Survey alongside a 97.9% satisfaction rating from our students on the International Student Barometer (Autumn 2016) which would rank us 4th nationally, demonstrate our attraction as a Students' Union for both domestic and international students.

But at the core of what the union does at an executive level is the ambition to continually improve our provision for students.

Alongside many of the excellent reviews of our student satisfaction levels is the National Student Survey, which states that our ability to 'represent the academic interests' of our students is slightly below the national average. Despite only 15% of students negatively evaluating the union's performance in this respect, we should readjust our focus when engaging with our students over the next year. This readjustment must involve maintaining our commitment to the hugely important liberation and welfare engagement that we do so well, whilst also taking ownership of the issues which affect every student like affordability and employability.

This impact report will look to outline our key impacts, outcomes and achievements over the last year.

Ronnie Reid
President, 2017-2018

CONTENTS

4 -Trustees Report

—

6 - Chief Executive Statement

—

8 - Providing our Students with a Strong Voice

—

15 - Developing our Students

—

22 - Supporting our Students

—

30 - Providing a Social Hub & Creating a Sense of Belonging

—

33 - People/ Finance

—

34 - Comms

—

35- Feedback from our Students



Strategic Direction

Where We Are Heading

We are pleased to report on another successful year for NUSU where the staff have worked hard to deliver a first class experience to our students. This was the second year in the delivery of our 3 year strategic plan, and several of our existing and new projects continued to develop. Student satisfaction with our activities and services remained generally strong across the board and our overall offer was once again recognised nationally in the Times Higher Education Student Survey, where we maintained our 9th place ranking for 'Good Students' Union'.

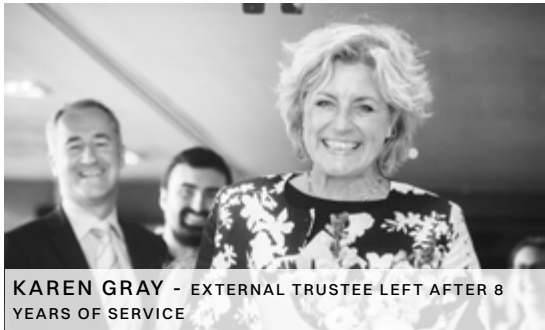
This report will highlight progress against the strategic themes summarised in our 3 year plan, outline the major impacts and achievements of the organisation, and give a flavour of student feedback and thoughts which we value greatly.

We will continue to strive to fully understand the needs and wants of all of our students and to remain agile in the delivery of a bespoke student experience for each and every one of them. We will also look closely at the results of the new National Student Survey question relating to representing academic interests and look to build and improve on our score which was just below average, whilst maintaining the other facets that students deem important.

Our Vision

The Long Term Goal

Our vision is to enhance the student experience in everything that we do.



OUR VALUES PHILOSOPHY

How We Wish to Work

We are an organisation led by our community of students at Newcastle University. We exist to serve this community and we recognise that it is made up of various groups based on common interest and common experiences, such as faith, ethnic origin, status (home/overseas), course of study, disability and health. Our community's wants and needs in turn control our direction and purpose. In all that we do we look to demonstrate the following values:

DEMOCRATIC

Our members are at the heart of our decision making. We represent and empower them. We are supportive, responsible and accountable.

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.

INCLUSIVE

We will support diversity, involvement and equality. We will provide services and facilities which reflect the diverse needs of our membership.

SUPPORTIVE

We make sure that our students feel as though they're supported in the best way possible, regardless of their circumstance.

SUSTAINABLE AND SOCIALLY RESPONSIBLE FUN

We will work on ethical and environmental best practice and encourage students to make a difference to the world and communities around them.

We want your time with us to be as enjoyable as possible.

OUR MISSION

Why We Exist

Our mission for 2015-18 is to have a positive impact on the students of Newcastle University and the communities in which they live. To help us achieve this we will focus on five strategic themes and we will be reporting back on each of the themes in this report.

Strategic Themes:

- Understanding our students
- Providing our students with a strong voice
- Developing our students
- Supporting our students
- Providing a social hub and developing a sense of belonging within student and local communities

These themes are supported by five key enablers:

Finance, People, Building and Operations, Digital and IT, and Communications.



SIMON GERRY - CHIEF EXECUTIVE 2017

CHIEF EXECUTIVE STATEMENT

This has been a challenging year in many ways as our activities and services have been stretched to cope with the ever increasing demand on their time and resource. It is fantastic to see so many students wanting to engage and participate in our activities and it is testament to the officers and staff that they have maintained the high standards we set ourselves and once again delivered in many respects an excellent experience for our students. We forged new and stronger links with our overseas campuses in Singapore and Malaysia and looked to increase our influence and support to students on those campuses, and also looked to increase our activity on our London campus.

87% of students would recommend NUSU to a friend

Particular highlights this year included gaining our Investors in Volunteering (IiV) accreditation as part of our ongoing work to improve our 'Go Volunteer' programme, and to receive Institute of Leadership & Management (ILM) endorsement for our new Leadership programme. This is very much a growth area of work and dovetails into the University's new Employability Strategy. Freshers' Week, International Welcome Week, and Post Grad Welcome Events were all very successful this year with 88% of students participating saying they were satisfied with activities.

Whilst our internal survey results reflected a slight fall in students rating us as good or excellent, general satisfaction remained very high in most areas. Our key national benchmarks in the Times Higher Survey and International Student Barometer held up well despite the pressures encountered. However, our score in the new National Student Survey question relating to 'students' unions representing academic interests effectively' was slightly disappointing being just below the sector average and we will look to develop new strategies in this area to improve this strand of our work.

Times Higher Education Survey

RANKED 9TH NATIONALLY

It was fantastic to see that for a third year running we were ranked in the top 10 in the Times Higher Education Student Experience Survey, which asks students whether they have a 'good students' union'. Better still, Newcastle was again also recognised as the most sociable place to study in the UK (backed up by 'Which? University' who ranked Newcastle top for nightlife in their survey). In addition we were ranked 3rd for 'societal experience', which covers a combination of good social life, good community atmosphere, good extracurricular activities / societies, and good environment on campus / around university.

International Student Barometer

RANKED 4TH NATIONALLY

The response we got from our international students was once again the most positive by far of all of our indicators. 97.9% of students completing the survey expressed their satisfaction with NUSU. This ranked us 2nd in the Russell Group and 4th nationally.

How Our Students Rate the Union

97% SATISFACTION RATE

Our internal NUSU survey is available for all students to complete on an annual basis. This gives us a good indicator from the whole student body as to whether we are delivering what they want. This year 97% of students rated us as satisfactory or better with 76% of those rating us as good or excellent. 86% of students completing the survey also agreed that we were having a positive impact on their overall university experience.

Effective Campaigning

83% THINK WE CAMPAIGN EFFECTIVELY

NUSU ran a number of high profile campaigns this year including the very successful 'Black History Month' campaign. In addition our Course and School Reps continued to drive change at the front line. 83% of students felt that we campaigned effectively on their behalf.

Understanding Student Needs

83% BELIEVE WE UNDERSTAND THEIR NEEDS

We are working hard to ensure we that the needs of all of our students are met, and this year 83% of respondents agreed that NUSU did understand their needs as a student, which was a very positive response. Furthermore, 93% of students were satisfied with the range of opportunities on offer through NUSU.

Facilities & Support

87% WOULD RECOMMEND TO A FRIEND

82% of students rated our facilities as good or excellent and 95% as satisfactory or better, and furthermore, 87% of students would recommend NUSU to a friend.

National Student Survey

This year saw a change to the national student survey, as it moved away from rating the whole Students' Union to a question relating to whether or not the Students' Union effectively represents the students' "academic interest". We scored 52% against a sector average of 56%. Whilst only 15% of students disagreed with the statement a further 32% did not respond positively. It is clear that more research is needed to ascertain what students are actually assessing when they answer this question and new strategies developed to ensure we improve in this area.

Our national results from surveys that assessed the overall offer we deliver remained very positive, and we continue to deliver the best possible experience for our students. Credit must go to the whole staff and officer team for delivering the impacts and achievements outlined in this report.

**Simon Gerry
Chief Executive**

PROVIDING OUR STUDENTS WITH A STRONG VOICE

We continue to represent students in a variety of ways from Officers attending high level University meetings, down to our course reps attending Staff Student Committee meetings. This year 85% of students said they were aware of our representative systems and 62% thought they were effective. In the National Student Survey 52% of students said they thought their students' union effectively represented their academic interests against a sector average of 56%. This was slightly disappointing and work will continue to ascertain what exactly students are basing their perceptions on.

Quality Enhancement

The Your Voice Team works tirelessly to provide evidence and research to support quality enhancement programmes across the University. Areas of work have included: The 2016 TEAs Report; Updates to Student Representation Policy; Consultation on Core Modules; Student Views on ReCap; NUSU Survey Report; 2015/16 Academic Student Representation report; Reports on NUSU and NUIS development; BAME Student Satisfaction Report.

Feedback from our University:

"As a Service we very much value the partnership we have with NUSU. It's the most productive relationship with an SU I've experienced at the four universities at which I've worked. You are all very valued colleagues and as a Service we're strongly committed not just to maintaining that relationship, but to wanting to develop it to make it even more productive."

A snapshot of what the Officer Team have been up to this year:

Attended over 250 University meetings, ranging from the Out of Hours Working Group, to University Council. At these meetings and through other consultation work they have:

- Presented a paper to request more space allocation and a more aligned booking system for rooms and spaces for societies.
- At Rent increase meetings, negotiated a stepped change contract length in Halls of Residence to make it fairer for students whilst also ensuring the increase was more gradual.
- Worked with the Student Wellbeing Service to ensure a review of the counselling service, the appointment of a full time counsellor and a review of roles; this resulted in a reduced waiting time for appointments and increased availability for students.
- Secured funding towards Mental Health Training for tutors and worked with the University to develop this further.
- Argued to ensure EU students pay the same as UK students for 2017/18 and 2018/19, subject to Brexit negotiations.
- Worked with University staff to facilitate the opening of an out of hour's pop-up library in the Business School this January to meet increasing student demand.

- Ensured that the use of student attendance data is kept within the current parameters and not extended, as requested by some schools' heads.
- Secured more court time for specific sports clubs.
- Opposed the expansion of the teaching day, supported by an NUSU council motion. Ensured the Business Schools opening hours are extended for the summer exam period.
- Presented a report on ReCap based on over 1000 student replies which now forms the basis of a 'student submission' to the University's 5-year roadmap for ReCap.



Elsewhere, across the University

- The team have undertaken outreach work, speaking to over 2,500 students in schools and halls.
- Launched a new You Want It...We Got It campaign, with 48 submissions. A flavour of the changes made to date: connecting students with societies, improvements in Mens Bar, and soya milk in Starbucks.
- The Education Officer has met with 24 Head of Schools to outline plans for the year, including further developing the use of ReCap.
- The officers have delivered more than 50 induction talks to first years to ensure they all know where to go in the University and how NUSU can support them.
- Delivered outreach information and events across campus, such as a pub quiz and talk in.
- Organised 'Mind Your Mate' suicide prevention training for students and University staff to help equip people with the skills and knowledge to help fellow students suffering from mental health difficulties.
- Launched a 'What's the Difference campaign', covering the difference between 6th form and University from lecture sizes and staff availability to adjusting to living independently. This will now sit permanently on the University's Academic Skills Kit website.
- Education Exec developed survey questions for University Learning & Teaching Development Service on online assessment and feedback.

And back at the Students' Union

- The officers have delivered training to more than 1000 volunteers, including Club and Society Officers and Course, Community and School reps.
- Ensured all Sports Clubs have at least 1 First Aid qualified member by hosting First Aid training.
- Helped with the set up and ratification of 25 new societies; provided the 213 clubs and societies access to 6,000 thousand students at the Freshers' Fair; and held a Refreshers Fair with 62 Clubs and Societies, 20 marketing stands and 1,800 students.
- Set up a new society of the month scheme with cash prizes.
- Ensured a diverse programme was delivered in Early Arrivals Week and Freshers' Week with over 300 events and activities and over 4,500 students taking part.
- Ran campaigns on 'What's the Difference' to help with the transition from school to University; SHAG week, Housing advice and awareness, Black History Month, Stressed out Students, Disability Awareness, Go Green Week and Trans Awareness week.
- During SHAG week, encouraged 272 students to access STI testing.
- Produced a housing information supplement to give students all the facts on the private rented sector and ensured they knew what pitfalls to expect before housing contracts were signed; ran a second housing fair with 500 students in attendance.
- Held trials and selected the Newcastle University 'University Challenge' team.
- Changed the name of Mens Bar to Luther's, ensuring a welcoming outlook for all and ending years of confusion.
- Produced and distributed 19 editions of our weekly students' newspaper, The Courier.
- Developed and launched the new Courier website.
- Recruited and trained 20 volunteers in new roles such as Welfare Officers in Sports Clubs.
- Relocated the Society storage to allow more space for all societies.
- Organised the Celebrating Success and TEA awards.
- Trained 56 members of sports clubs committees in Mental Health in Sport.
- Supported NICOT (Newcastle International: Changemakers of Tomorrow); worked with the Malaysian Campus Students' Association to develop the opportunity for Newcastle students to travel to Malaysia for a 'competition of ideas'.
- Encouraged 28 Sports Teams to wear rainbow laces and support LGBT+ awareness week campaign.
- Introduced £150 start-up grant for new societies.

**MAKING A DIFFERENCE
AT COURSE LEVEL**

This year our 1,332 Academic Reps have continued to work hard to represent the views of their fellow students and secure positive changes to their learning experience. The NUSU 'Your Voice' team delivered 53 Academic Student Representation Induction Talks, trained all 63 School Reps and over 800 Student Chairs, Student Secretaries and Course Reps.

In their own words here are a few examples of what our Reps have achieved this year:

One area of concern for students was the hand-in process being too variable and complicated. This has been reduced by making a new, easy to follow, school-specific hand-in process document, explaining the steps for every method that school uses for hand-ins.

**Izzy Joyce, Agriculture,
Food and Rural Development (UG)**

Working with the PGR Director and Geography PGR Reps, the process is now underway in which the Annual Progress Review documentation requirements for Physical Geography PGRs will now change, in order to better reflect their research outputs.

**Tristan Martin,
Geography, Politics and Sociology (PGR)**

At the beginning of the semester the department changed the assignment deadline from Friday at 4pm to Wednesday at 12pm. Following feedback from students and a discussion in the Student-Staff Committee, the department agreed to keep the submission day as a Wednesday but pushed the time back to 4pm so the students felt they had enough time in the day to submit and seek staff for assistance if needed.

**Amy Thomson,
Arts and Cultures (UG)**

Student Reps and staff have worked together to identify and repurpose under-utilised space so as to secure four seminar rooms on campus for the next academic year.

**Ghassan El-Jaan,
NUMed (UG)**

Feedback from a School Rep:

The 'Your Voice' Team are all really approachable and it's great working with them. Their help when I was preparing to chair the student-led section of our FLTSEC was invaluable.

**Gillian Salmon,
Philosophy School Rep (UG)**

Teaching Excellence Awards

This year's Teaching Excellence Awards (TEAs) received 349 nominations, including 58 from our NUMed Malaysia campus. The level of detail in these nominations and the atmosphere at this year's TEAs ceremony reflect the sense of partnership between students and staff.

This year, the 'Your Voice' Team has taken further steps to ensure that the student voice informs best practice in learning and teaching by producing a report based on the nomination data from last year's Teaching Excellence Awards (TEAs). A summary of the report, which identifies the key themes that students associate with teaching excellence, was presented at the University's annual Learning and Teaching Conference in March, where it was well-received by academic and professional services staff alike.

NUSU ICONIC CLOCK TOWER

CAMPAIGNS

Campaigning remains a high priority with our students, and with 83% of students saying we campaign effectively on their behalf, when we campaign we make a difference.

In 2016/17, NUSU centrally ran 25 campaigns in total, ranging from Education Campaigns, such as 'What's the Difference', that aimed to ease the transition to University, to 'Leave Newcastle Happy' which helped improve relations with the local community.

We organised conferences including Inspiring Women and Martin Luther Who?, that engaged students and the wider public in some of today's key issues.

We supported our Part-time Officers to campaign on the issues that matter to the students they represent, including 'Beyond the Binary', which raised awareness and tackled the stigma surrounding non-binary genders, won national acclaim and fostered a forum of debate and varied viewpoints.

In addition we continued to run the NUSU campaigns fund that supports students to create their own campaigns, ensuring that we will always campaign on the issues that matter to individual students.



MARTIN LUTHER WHO? - CIVIL RIGHTS CONFERENCE



SOS CAMPAIGN - DOG DAYS

Student Feedback on Campaigns:

"I have been Inspired to assert my opinions and ideas and have belief I can achieve my goals."

"It has inspired me to believe in myself"

"S.O.S {Stressed Out Students} is a perfect way to help people with their exams. I have loved it. Keep doing it!"

"The event was very inspiring, educational and thoroughly interesting."

"Martin Luther Who? has inspired me to connect with people who have influence and organisations with the common goal; a better future for everyone."

Student Council

Once again, engagement with the Student Council was strong. Attendance figures remained high, with an average of 50 voting members per meeting, ensuring good engagement from Core Councillors and the general student body. This was particularly evident in November, when 46 students applied for the 20 casual voting places for November's meeting, proving that democracy is alive and well. This year, the motions and debates submitted to Council have been diverse and at times emotive.

Because of the decisions made by Student Council this year, NUSU:

- Will push the University to improve support for Student Carers
- Did not to take part in the National Union of Students NSS boycott
- Will change the way Freshers' Week Organisers are appointed
- Will change the name of MensBar for 2017/18



STUDENT COUNCIL



SABBATICAL OFFICER HUSTINGS 2017

Elections

Elections turnout this year saw the highest ever voter turnout with 5,439 individual students casting a total of 38,773 voting. This was over 1,000 more individuals than the previous record and equates to 22% of all Newcastle University students across all campuses, but approximately 24% of Newcastle University students in the UK (Newcastle and London).

83% of students said we campaign effectively



MEMBERS OF THE ACTIVITIES CENTRE AFTER RECEIVING INVESTING IN VOLUNTEERS (IIV) ACCREDITATION

DEVELOPING OUR STUDENTS

The graduate job market is fiercely competitive and our members recognise that if they wish to get the job they really want, they have to stand out from the crowd. The 'Go Volunteer' programme provides opportunities for our members to broaden their horizons and develop wider employability skills which will help them pursue the career of their choice; the opportunities offered are designed to complement the objectives and work undertaken through the University Employability Strategy. In total 5,731 students volunteered across the organisation. In addition to internal resources, an extra £13,000 in external grant funding was obtained, which helped support 21 different volunteering projects.

Investing in Volunteers

We were absolutely delighted to gain Investing in Volunteers (IIV) accreditation for the first time this year. IIV is the UK quality standard for good practice in volunteer management. The four day assessment and subsequent report highlighted the quality of our volunteer management and opportunities.

98 student volunteers were interviewed as part of the assessment. The following is a selection of quotes about their experiences of volunteering at NUSU:

"At a job interview, fifty per cent of what I talked about was volunteering. My confidence is really high, I've learnt organisational skills, time management and all the social side of things is great too - I've developed a new network, I have so many contacts, I've met so many people outside of my course - amazing!"

"The employability benefits of volunteering are massive, I can easily talk about the employability competencies at job interviews - it's fantastic"

"I've worked with young people, older people, it's very inter-generational, something I would never have if I'd just stuck with my course and it teaches you so much!"

"Having to work professionally with people has been a great experience"

"I've learnt lots of leadership skills, I'm now doing advanced leadership - definitely skills for the future"

"I have really enjoyed managing people. I've never led a team before. I wanted to be a teacher but now I want to be a manager in education"

"The main thing that I would like to say about volunteering with Go Volunteer is that it's been life-changing in so many ways - thank you guys for the opportunities"

NCL+

Students are increasingly looking to extra-curricular activities as a way of developing and demonstrating graduate skills, as evidenced by the growth of the ncl+ Award. 518 students completed the award this year, compared to 262 in 15/16. The scheme recognises extracurricular activities, with students gaining recognition on their Higher Education Achievement Report (HEAR). Importantly the ncl+ Award helps students to frame these experiences in an employability context, demonstrating how they can use these skills in interviews and the workplace.

As part of the ncl+ Award framework, NUSU piloted an advanced programme in leadership, endorsed by the Institute of Leadership and Management (ILM), for a select group of highly engaged volunteers. Featuring workshops and assessments, 16 students successfully completed the programme.

We are continuing to expand project work to meet the needs of the University's new Employability Strategy and to work with schools across the University. Examples include:

- School of Law – McKenzie Friend and Street Law
- School of Education, Communication and Language Sciences – Parkinson's UK speech therapy
- School of Biology – OPAL Biodiversity
- School of Geography – Community Vol Module
- School of Architecture – Charrette Week

PROJECT LEADERS

90 students have taken on project leadership roles. Training and staff support is available for students to take on project leader / coordinator roles on internal projects, as well as opportunities to access grant funding to start up a volunteering idea of their own.

Students who take on these roles attend a mandatory training session to equip them with the practical knowledge and skills of managing a project, including planning and organisation, recruitment of volunteers, resource and budget management. Project leader roles have provided students with opportunities to practically develop their experience and employability skills. The roles are part of a wider NUSU employability and skills agenda which has included the introduction of workshops, and ILM endorsed leadership programme.



SABBATICAL OFFICERS AT GRAD BALL 2017

518 Students Completed Ncl+

VOLUNTEERING CASE STUDY

NEST

North East Solidarity and Teaching (NEST) was established in the summer of 2016. Initially conceived as a homework support club for refugee children in Springwell, Gateshead, working with a handful of learners and volunteers, NEST has grown immensely to provide free English language lessons to 130 members of the refugee community.

134 students have volunteered on the project to date, developing lesson plans, delivering one to one and group English classes, as well as recruiting and training volunteers and engaging direct with the refugee community. Up to five sessions take place a week, with students developing a range of tangible employability skills to help them stand out in the job market.

The impact of NEST is such that Gateshead Job Centre is referring refugees directly to practically develop their English. Refugees improve their written and verbal communication skills enabling them to gain necessary language qualifications required to gain employment in the UK, and assist with integration into the local community.

Feedback from Bridget Stratford, a recent Psychology graduate NEST project leader:

"I love being able to connect with refugees and let them know that they are welcome here in our city. I've wanted to do something to help and I jumped at the opportunity to get involved with NEST because it allows you to be really involved in making a difference. It makes me really happy when the women who I usually work with come in and hug me, they are always so grateful and they feel like we are there for them."

Impact on "K" – refugee learner:

K came to England after being forced to flee her home in Syria and since moving to Gateshead has attended NEST to improve her English in an effort to feel part of her community. Over the three months which she has been attending NEST, K has successfully completed her British Citizenship test and has recently undertaken her first English examinations in speaking, reading and writing.

REFUGEE
PROJECT

75 Award Winners at the Celebrating Success Awards

FEEDBACK FROM OUR COMMUNITY PARTNERS

Success4All

Success4All (S4A) provides one-to-one befriending and educational activities to children in areas of low academic achievement, whose needs cannot be met by mainstream education. Young people are trained to run homework clubs and workshops based on their particular skills or talent, including popular coding clubs.

“In 2006, S4A’s first five volunteers were from Newcastle University. Fast forward 11 years and over 400 volunteers have walked through our door from the University.

It is great that we are located so close to the University so that we can benefit from the skills and talents of the students. However, it takes more than location to get volunteers on board. Staff at Go Volunteer are incredibly enthusiastic about new projects and finding the right volunteers for us. This support and the commitment of volunteers from the University, has been instrumental in developing S4A from one learning hub to the seven it is today, positively impacting on the education of hundreds of young people.”

- Emily Wastell
Volunteer and Communications Coordinator, S4A

Your Voice Counts

Your Voice Counts is a registered charity that supports people with learning disabilities to live the lives they want to live. Volunteers help the charity with everything from their drop in sessions and travel buddy scheme to general admin and social media.

“Over the years, we’ve worked with a number of Newcastle University student volunteers at NUSU. They bring a wealth of knowledge in all areas and are full of new ideas, especially concerning marketing - which our workloads do not usually permit us to spend much time on. The students we have worked alongside are really interested in our clients and find the training very enlightening, with some even changing their career paths to work with our clients.

Many of our clients with learning disabilities do not usually come into contact with young people due to having older parents or being supported by carers. This means that they really value the one to one support they are given by students, and appreciate the time spent with them.”

- Irene Storey
Volunteer/ TravelBuddyCoordinator

Celebrating Success

At NUSU we have over 5,000 fantastic volunteers doing really great stuff and we look to celebrate their success through a number of award ceremonies. All categories are covered with the best of the best going forward at the Pride of Newcastle Awards. Here are all our fantastic winners this year:

Community Impact Awards

Youth Volunteering Award
Street Law

Unsung Hero
Suzanne Foster

Student Leadership
Matthew Byrne

Innovation
CLR19bakes

Community Outreach
N.E.S.T

Students for Students
Iona Crichton

Sustainability Champion
Rebecca D’Andrea

Sports Volunteering
Hamza Qureshi

Social Inclusion
Zoe Godden

Cultural Diversity
Safiya Robinson

Students for Health
Parkinson’s UK Communication Support Group

Sports Awards

Most Improved Club
Volleyball

Team of the Year
Women’s Badminton 1st Team

Club of the Year
Men’s Football

Administrator of the Year
Megan Ryan, Water Polo Club

AU Club Member of the Year
Natasha Fothergill-Misbah, Tennis Club

Individual Contribution to University Sport
Claudia Heggie, Badminton Club

Sports Writer of the Year
Courtney Strait, Women’s Basketball

Coach of the Year
Ian Hewitt, Men’s Basketball

Society Awards

Best Departmental Society
Architecture

Inter-Society Collaboration
RAG – Fashion Show

Best New Society
BeeSoc

Best Society Campaign
Mind the Gap - Conference

Best Fundraising Event
Musical Medics - Pippin

Best Performance Event
Chinese Students Scholars Association – New Year Gala

Best Society Event
Entrepreneurs – Quarterfinals of Hult Prize

Society Contribution to Global Campus’
Newcastle International - Malaysia

Individual Award for Outstanding Contribution
Andrew Lister (Mind the Gap)

Society Contribution to the Community
Speech Society

Most Improved Society
A Capella

Society of the Year
Poker

Media Awards

Writer of the Year
Benjamin Eckford

Sub-Editor of the Year
Liz Rosling

Section of the Year
Sport

Outstanding Contribution to Student Journalism - Monica Doughty Award
Dan Robertson

NUTV
Producer of the Year
Ava Forbes

Editor of the Year
Vishnu Natarajan

Show of the Year
Student Voice

Outstanding Contribution to Student Television
Haaris Qureshi

NSR Newcomer of the Year
Meg Smith

Specialist show of the Year
Raunaq Cavet for Lost in Liberty

Daytime show of the Year
The Football Tube

Outstanding Contribution to Student Radio
Charlotte Bovill

Pride of Newcastle Awards

Outstanding Contribution to Media
Ava Forbes

Outstanding Contribution to Social Inclusion and Cultural Diversity
N.E.S.T (North East Solidarity & Teaching)

Outstanding Contribution to Sport and Health
Hamza Qureshi

Outstanding Impact upon the Environment
Rebecca D’Andrea

Outstanding Contribution to Global Outlook
Newcastle Entrepreneurs Society

Outstanding Contribution to Arts and Culture
Musical Medics Society

Outstanding Impact upon the Community
Street Law

Outstanding Contribution to Student Representation
Samuel Cross

Outstanding Contribution to the Student Community
Architecture Society

Outstanding Enterprising Spirit
Matthew Byrne

Outstanding Entrepreneur
Creatures of XIX

Student Rep Awards

Course Rep UG of the Year
Fedor Korablev

Course Rep PGT of the Year
Rachel Dry

Course Rep PGR of the Year
Vanessa McIntosh

SSC Student Secretary of the Year
Amy Thomson

SSC Student Chair of the Year
Samuel Cross

School Rep Taught (UG & PGT) of the Year
Molly Bell

School Rep Research (PGR) of the Year
Timur Osadchiy

Student-Staff Committee (SSC) of the Year
Psychology Undergraduate SSC

Hall Rep of the Year
Elmira Alimohammadzadeh

Community Rep of the Year
Andrew Stark

Campaign of the Year
Beyond the Binary

PTO of the Year
Daniel Wood and Errol Kerr (Students with Disabilities Officer)

FOCUS ON SAFFRON KERSHAW-MEE

My Involvement

Throughout my undergraduate degree, I have been involved in both voluntary and representative roles within NUSU, and can honestly say that without this, my student experience would not have been as rewarding and enjoyable as it was. When I made my first steps onto campus during my Freshers' Week, I was a person of few words and little confidence. However, I had been an active participant in extra-curricular activities through secondary school and sixth form, and wanted to keep this going and expand my horizons, make friends and gather a diverse skillset.

I was overwhelmed by the sheer number of opportunities within NUSU, and throughout my degree have been involved in such roles as: committee member for five societies (Feminist Society, Film Society, Chapter Chat, Mind the Gap and NUTV); Freshers Week Media crew; and presenter for NUTV's popular show Bigg Market Banter (this was shortlisted as best on-screen presence by the National Student TV Awards). However, my most valuable and enjoyable experience of NUSU was in my representative as Marginalised Genders Officer. This particular role enabled me to improve my skills in public speaking, run workshops, gigs and arts and craft sessions, speak to external professional media bodies such as the BBC, and more importantly be given the opportunity to interact with the student population where I discussed, educated, informed and debated on issues of gender oppression and non-binary equality. All of my voluntary experiences have vastly improved my portfolio of experience and I now have a jam-packed CV which will make me stand out as a passionate individual with a diverse skillset and excellent communication skills. I think if I hadn't have gotten involved with NUSU, I would still be that shy first year going through the university motions without much passion or enthusiasm.



SAFFRON - BEYOND THE BINARY CAMPAIGN

Skills Development

The services available to the university for any student wishing to campaign and organise events or external speakers was second to none. Through my Part-time Officer role I was provided with training on running campaigns, which came in useful when I organised Beyond the Binary, an award winning, nationally recognised campaign validating and educating on non-binary gender and anyone who doesn't identify as either male or female. Through this role and as an NUSU member, I was also aware of free training sessions in self-confidence, employability and discussing your skill set which were available for all students. The union are there to ensure you have a rich university experience, and also learn about yourselves and how you can 'sell' yourself to potential future employers. Furthermore, through the society roles I was elected on to, I learnt a lot about working within a tight-knit team, interacting with members, and organising social events. These skills have proved beneficial for work interviews and internship opportunities.

Employability

Whilst at Newcastle University, one of my goals was to build up an impressive resume, filled with relevant extra-curricular activities to my career goal, filmmaking and post-production. This is the idea I had when starting university, and I ended up learning much more about myself and my own interests. Not only have I completed roles relevant to my future potential career, such as being a social media officer, head of brand and graphic design and PR and Marketing Officer, I have also diversified my passions into the field of activism and gender rights, and coming out whilst at university has made me a person of extreme self-confidence and ambition, which is something any employer would instantly recognise as the sign of a worthy employee. It is thanks to NUSU's support and its many avenues of opportunity that I have collected an extensive skillset that hopefully any employer would see as a worthy addition to their workplace.



SAFFRON INTERVIEWED BY THE BBC

Rewarding

Volunteering through NUSU has changed my life. I have made friends for life, widened my professional network with external businesses and staff members, and most importantly, have learnt about myself, my limits and how rewarding it is to push myself that extra mile. You do of course have to complete your degree at the end of university (it's sometimes easy to forget that that's why you're here!), but the skills I have acquired through NUSU volunteering opportunities have provided me with a stable footing to carry on into the world of work as a graduate with extensive knowledge and valuable experience. I would most definitely recommend that all students get involved with, and take advantage of, NUSU's many opportunities. There really is something for everyone!

SUPPORTING OUR STUDENTS

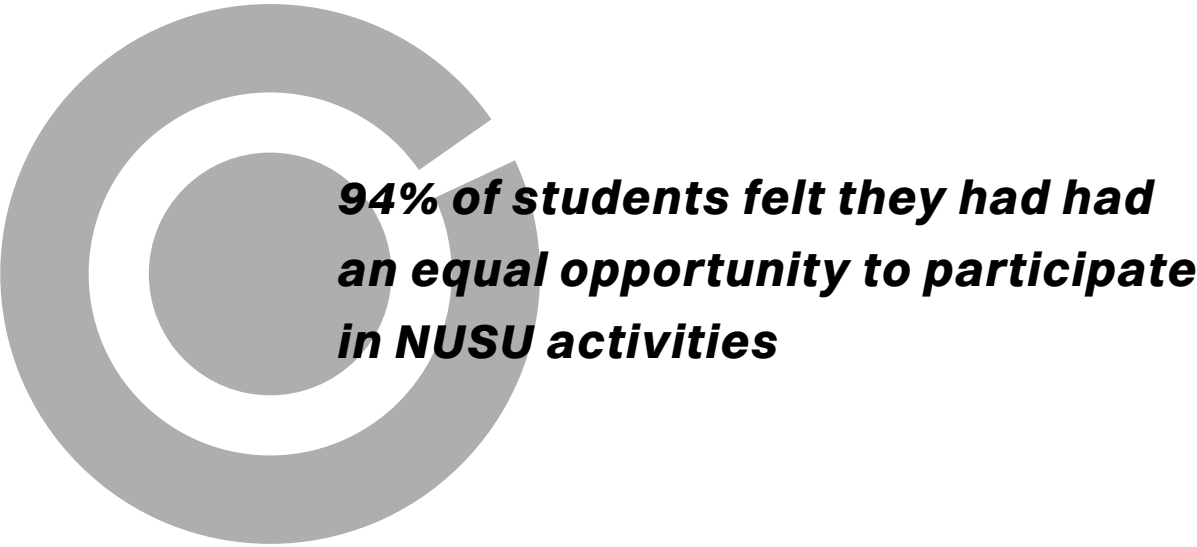
We looked to support our students in a number of ways this year. Our professional advice service continued to see an increase in activity, our widening participation bursaries improved retention rates, our disability sports programme continues to grow, and our Special Grants programme saw students undertaking life-changing opportunities and activities.

Student Advice Service

Our professional advisers took on 681 new clients and 721 new cases across 53 nationalities (1,057 appointments). We put £22,000 back in students' pockets, whether that be through returned housing deposits, written off debt or tax credits. We provide opportunities for nine students to work as volunteers in the service of whom 2 were nominated and won awards this year.

Student feedback:

When asked 88% of students said they would use our welfare services in the Student Advice Centre if needed. Furthermore, of those that used the service 79% felt the quality of service was good or excellent and 93% satisfactory or above. This is an excellent reflection of the service given that students do not always get the answers they want to hear!



Widening Participation Bursary Scheme

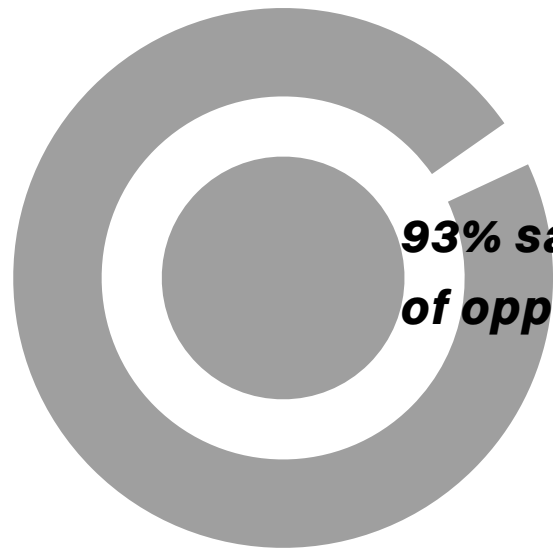
As part of our inclusivity work we administer a widening participation bursary scheme which awards grants to students who would normally not be able to afford to participate in some of our activities. This year £54,000 was distributed to 275 students. The following table demonstrates the impact the bursaries have on retention rates:

	2014/15	2015/16
ALL STUDENTS	91.90%	91.20%
WP STUDENTS (FLAGGED AS WP,PARNERS OR RO)	89.60%	89.20%
BURSARY RECIPIENTS	95.70%	91.50%

Inclsuve Sport

The number of disabled students with a NUSU sports membership (i.e. AU, Hall Sport, Sport Society or GIAG Sport) increased to 490. We directly supported 16 students providing participation opportunities, one to one training sessions, and transport and participation bursaries. To further our inclusivity work and aim of breaking down mental health stigma, 68 club committee members received

a mental health in sport introductory presentation, and 20 welfare officers in clubs received advanced training. Our new Earn Your Stripes initiative which offered rewards for improving inclusivity attracted participation from 16 sports clubs in its first year, and was shortlisted for a Guardian University Award and an Educate North Award 2017.



93% satisfied with the range of opportunities offered

Activities

Who was doing what at a glance

- In total on the Newcastle campus 15,109 students participated in our activities 61% of the student population.
- Societies: 17,477 total memberships (9,686 individual students)
- AU Clubs: 5,065 total memberships (4,274 individual students)
- Hall Sport programme: 1,785 total participants (1,203 individual students)
- Freshers' Week: 4,200 individual students participated in over 350 events
- **Feedback from students:**
- 88% of students participating in Freshers' week were satisfied with their experience.
- Disability Sport: 490 individual disabled students involved in NUSU sport
- Give it a Go programme: total participants 4,028 (1,532 individual students)

Feedback received by the Vice Chancellor:

"I would also like to submit feedback that the activities the Students' Union works on Give it a Go etc. are marvellous and provide a brilliant variety of events and activities".



GIVE IT A GO - PADDLE BOARDING

CLUBS & SOCIETIES

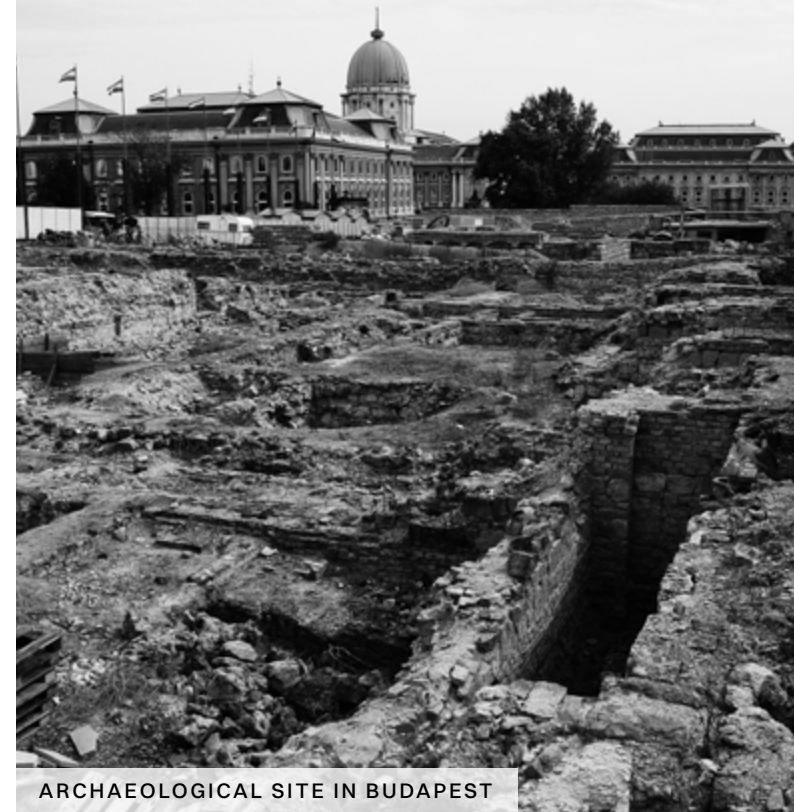
This year over £254,000 was given out in grants to our Clubs and Societies, including special grants, which were used to fund activities, trips, research, and new equipment. Below are a few examples of how the money was put to good use in the students' own words.

Archaeology Society Budapest Trip

Our trip centred largely on visiting museums and historical landmarks, which enabled us to learn more about Hungarian history as well as to develop our research skills, and guide our independent work, both of which are fundamental at undergraduate study.

We evenly split our days on either sides of the river, both in Buda and in Pest, which allowed us to really make the most of the trip and have a panoramic view of the Pest area, particularly notable at the top of Castle Hill. We visited the St Stephen Church near the Cathedral, and were not only able to stand in awe at our beautiful surroundings, but also engaged with the archaeology - the mummified right hand of St. Stephen. We also walked along Fisherman Bastion and got a feel for the local culture.

Buda Castle, Matthias Church and Hosok Tere - part of the UNESCO World Heritage Site, are a handful of the landmarks we saw that made our trip both informative and enjoyable. Hosok Tere (Hero Square), for instance, tells the story of Hungary's history as illuminated by the tribal statues.



ARCHAEOLOGICAL SITE IN BUDAPEST

Visiting Budapest is a dream come true for an archaeology student; at every turn there was a beautiful landmark or emotive ruin, we could not help but investigate. The hunt for knowledge resulted in a visit to the House of Terror, which, much like its name would suggest, informed us about much of the terrorising of the Hungarian people during 20th Century communist regimes. Similar in theme, we visited and toured the Hospital in the Rock, an underground hospital and fortification site used to protect people from potential nuclear attacks during the Cold War. Visiting these two museums shed a different, even haunting light, compared to the beautiful monuments, holy and elite sites mentioned above. These two war museums in particular caused us to consider the archaeology behind a place or site, and how it can unveil many aspects that often go unexplored. In all of these places, the relics, objects and varieties of material culture allowed for an educational and enjoyable trip.

This trip benefited our members as were fully emerged in Hungarian culture and history through our visits to museums, galleries, and cultural sites such as the Great Market Hall. Hungarian history and archaeology is an area not covered on the syllabus, therefore our members gained knowledge and experiences which would not have been possible without the special grant we received from NUSU.

Obstetrics and Gynaecology Society

This year the committee used the special grant to take 11 students to Cambridge to attend the Annual conference in Obstetrics and Gynaecology. The conference was run at Addenbrooke's Hospital, Cambridge by Cambridge University O&G Committee. The morning of the conference was comprised of lectures covering most undergraduate topics, including: normal labour, antenatal care, common gynaecological pathology, gynaecological cancers and contraception. The afternoon programme consisted of three workshops that covered practical laparoscopic surgical skills training on high tech models, career workshops with personalised advice on CV writing and research opportunities, and a final workshop aimed at clinical skills and managing obstetric emergencies.

The feedback from the event was entirely positive and the group felt that the trip gave the society, which is still young and small, more of a community feel, and allowed students to meet similar minded peers. Older members of the group who were closer to sitting their final exams found that the morning lectures were of great value for revision purposes. The lectures were run by professors and surgeons from Addenbrooke's hospital. The ability to use doctors at the height of their profession as a revision resource is a very valuable opportunity that as a society, we were very excited to offer to Newcastle students. In contrast, first year students tended to give more enthusiastic feedback about the practical workshops and seminars as these fuelled their interest in the speciality. It was acknowledged that although some of the clinical knowledge and content of the conference was beyond that needed of a stage 1 or 2 medical student, it could only aid their future learning in the specialty. Addenbrooke's is a centre renowned for laparoscopic surgical skills training at a postgraduate level and consequently has some of the most advanced training equipment in the UK. It was a unique privilege to be able to test our skills as laparoscopic surgeons with tutelage from a laparoscopic specialist.

The conference also provided certificates of attendance, which can be added to E-portfolios and used in the future to demonstrate a longstanding commitment to Obstetrics and Gynaecology as a career. Hopefully, this will help our society members stand out as being driven and committed to pursuing a career in the specialty.

Comedy Society

This year the Comedy Society used its special grant to take members to the Scottish Student Comedy Festival held by the University of Edinburgh's Comedy Society on the 24th and the 25th of February.

The trip gave our members the chance to perform in the shows held at the event – on the Friday, seven members performed 10 minutes of improv, and in the Saturday show two of our members performed 5 minutes sets. These shows offered a good performing space and a great crowd to perform to. The Society was also able present a completely new repertoire, to put its name out there and connect with other Comedy Societies, which has led to joint projects between individuals from different universities and could lead to joint projects in the future – for example, possibly performing at the Edinburgh Fringe Festival. It provided members with the opportunity to watch comedy from other students from across the country, which was not only beneficial for improving one's own comedy, but it was also a lot of fun! Members were also able to reflect on the comedy performed, creating much discussion amongst members for critique and improvement.



Bar Society

The Bar Society used our grant to organise an event known as the 'Life at the Bar Panel' on the 29th November 2016. This was a panel consisting of practicing barristers, and the purpose of this panel was to offer an insight to attendees of what the profession is about. There was also a networking session afterwards with drinks for barristers and attendees to get to know each other and learn more about the profession.

This grant was a huge help in allowing us to secure premises for our inaugural panel event. The response from the attendees was very positive and feedback received by the society suggested that members would be happy to have similar events throughout the year. We will definitely be having a similar event next year for the new members.

The Bar Society is extremely grateful for the NUSU grant as finances were an issue at the beginning of the year because we were a very new society that started with no connections to any sponsorship providers.

Pakistan Society

The grant was used to organise 'Qawwali Night', which was an opportunity for us to promote the country's unique traditional musical heritage, and help us show a softer image of Pakistan. It helped the society members to know more about the culture of Pakistan by enjoying Sufi music. It helped us to promote the message of peace, brotherhood and unity among the Pakistani citizens and British Pakistanis. It was totally a new experience for many members and they were enthralled by the uniqueness of the music, and the feedback received was very positive. They appreciated the idea behind organizing such an event and recommended that it is repeated on a much larger scale in the future.

Baking Society Training

Nine of the committee members needed to complete an online Level 2 Food Hygiene and Safety for Catering course in order to fulfil the H&S requirements needed to run the society effectively. The course covered various aspects of food hygiene and kitchen safety and has helped to ensure we can run our charity events (e.g. bake sales) and Wednesday baking sessions safely. In addition, the President completed the full-day Level 2 Award in Food Safety in Catering course.

We wanted to continue offering our members the chance to bake a range of exciting and interesting dishes, however we would have had to limit our creativity and possibly our number of Wednesday sessions and charity events if we had not received the grant to help our committee members receive the training they needed. The certificates received also benefitted our wider members as it enabled the committee to share their learning and ensure we minimised the risks of any accidents occurring.



BAKING SOCIETY TRAINING

Wind Band Society

This year we used our special grants to buy new equipment and take members to Alnwick Castle to perform in its gardens during the Christmas market.

New stands and a carry bag were purchased to supplement the equipment already held as the society has seen a dramatic increase in size over the past 2 years, and this new equipment allows us to accommodate more members. We no longer need to press for favours from our members and instead organise who is bringing their personal stands, allowing our members to gain more enjoyment from the society, as it allows the focus to be more centred on making music, rather than logistics.

In total, 51 of our current 78 members were involved in our Alnwick concert, making it one of the Band's biggest and most inclusive undertakings since its creation. These members all performed in the beautiful historical setting of Alnwick castle and its gardens, accompanying a Christmas market which was very well attended. It gave members a chance to play in a new, unfamiliar setting to a large audience; this helps to build skills such as confidence and adaptability, which are essential for a musician, and for improving the quality of musicianship within the band.

For us, on the committee, it gave us the new experience of organising a large group of people, coordinating transport, and keeping a dialogue with the venue. While intensive, these experiences really enriched us, and gave us valuable experience of leading and managing large groups of people. This also showcased the ability of the band, and the university's presence, to many of the audience, who received us very well. It also helped us build up our relations with Alnwick Castle & Garden, who have consequently invited us back; this will help the longevity of the society, by helping the future committee with organising their first events.



Vietnamese Society

We used our special grant to help fund our 'Tet It Up' event. The event had an immense effect on both the members of society and other attendees. A considerable number of guests showed up and we received a lot of positive feedback from all attendees. Some said they really had a great time and felt glad to have a moment to relax after the exams and assignments period. Several other attendees who had just arrived in Newcastle (the first time for some of them) said they really enjoyed the atmosphere created as it cheered them up and aided them coping with homesickness. As for our members, we had a chance to learn new skills such as planning and organising an event and applying for grants sponsors. It was also a great chance to reinforce skills we already obtained such as leadership and public speaking.

Sankirtana Society

The special grant was used for our collaboration event, MANTRA CHANT FEST, with local practitioners of Sankirtana Meditation. This event ran for 8 hours and was very well received.

Today, many adults and students are experiencing the effects of stress on work performance. The effects of stress can be either positive or negative. According to Barden (2001), negative stress is becoming a major illness in the work environment, and it can debilitate students. As a society, we try to identify those suffering from negative stress and implement programs as a defence against stress. We offered this event as a de-stress for students who may have preparations for examinations or other assessment based modules.

The members of the Sankirtana Society were exposed to this form of meditation that we offer. They had the opportunity to associate with various practitioners from Europe and like-minded students from across the county allowing for networking to develop.

SPORTS

'Team Newcastle' finished the 2016/17 season with 2,223 points, placing it 10th amongst 160 Higher Education institutions in the country. The back-to-back Top 10 ranking means that Newcastle University has now finished in the Top Ten in seven of the last 11 BUCS seasons. This firmly puts Newcastle University up there with the very best in HE Sport and is significant in terms of supporting the University with its reputation and profile.

The sports clubs entered 81 teams into the traditional weekly BUCS Wednesday sports programme playing 899 fixtures, winning 429, drawing 50 and losing 420 giving a win rate ratio of 48%, with 15 teams winning their respective BUCS Leagues. Newcastle had 13 Premier League teams for the 2016/17 season, the highest to date.

The campaign saw outstanding performances by a range of teams, including the Rowing Club, Badminton, Squash, Football, Futsal, Golf, Netball, Lacrosse, Table Tennis, Tennis, Basketball, Ultimate Frisbee, Waterpolo, Fencing and others.

Fielding three men and three women teams, fencing was once again the University's most successful Wednesday sport to gain the most BUCS points. All teams put in a significant effort to end up being fourth overall in BUCS.

Ranked 10th In BUCS

Newcastle University Boat Club were ranked fourth overall in BUCS for 2016/17. The men won the Victor Ludorum (VL) at the BUCS 4's and 8's Head in February on the River Tyne and at the BUCS Regatta in May, gaining a total of 16 medals (5 gold, 6 silver and 5 bronze).

The women nationally had their best-ever set of results at the women's Henley Regatta with the Senior coxless 4 and Academic 8 winning their respective races and the Senior 8 runners up. The men's coxed four beat Imperial College London for the Prince Albert Challenge Cup at the Henley Regatta, breaking the event record by six seconds with a time of 6 minutes 48 seconds.

The women's 1st Volleyball team, competing in the Premiership League for only the second time, had a successful season, finishing third in the league and sixth overall in the country after qualifying for the BUCS National Super 8's. They also won the National Student Cup for the very first time.

The Waterpolo teams had their most successful season to date with the women finishing 3rd in the country and the men winning the national BUCS trophy and finishing 3rd overall in BUCS.





PROVIDING A SOCIAL HUB &
CREATING A SENSE OF BELONGING

JACK GARRATT GIG - NUSU VENUE



FRESHERS' WEEK

Newcastle voted the most sociable place to study in the UK

- Times Higher Survey 2017

We know that the student experience is markedly improved if students feel a sense of belonging, whether that be through NUSU, their Halls, their schools, or the communities or interest groups they join. Newcastle was once again voted the most sociable place to study in the UK in the Times Higher survey and we aim to keep it that way.

In our survey this year, 80% of students agreed that NUSU activities had helped them settle into University life. Freshers' Week again played a major part in forging those initial links and contacts, and of the 4,200 students who bought wristbands 88% were satisfied with their FW experience. Similarly 88% of those students who took part in our PGs welcome activities were satisfied with their experience.

The main NUSU building in the centre of campus remains our social hub and we had 1.1M visitors through our doors this year. We processed 447,000 transactions through our bars and shop and took 5,881 room bookings for our facilities. Our Venue hosted over 50 live and recorded music events, with 80% of students rating our overall events programme as good or excellent (96% satisfactory or better).

It was pleasing to note that 94% of students using our facilities found the building to be welcoming and safe, which reflects our commitment to be as inclusive as possible to all students.

As well as our clubs and societies, which are well known for forging close friendship groups, we ran a number of other programmes to help students get to know each other and try out new experiences. Our 'Give it a Go' programme attracted 4,028 attendances with 1,532 individual students participating.

88% of participants
were satisfied with
our welcome events

Freshers' Week at a Glance:

4,200 individual students received wristbands.

17% of attendees were international/EU students and 6% were PG students .

Activities available:

Over the 6 day period, we ran 45 to 95 events per day, a total of 379 events and external trips in total.

In addition BBQs were held daily and a variety of restaurant trips and grub crawls organised.

In total we planned 23,541 daytime opportunities for students. Evening events included non-drinking options including restaurants, a no alcohol formal dinner, trips to China Town, the Theatre, the Cinema, 'Gory Tours' of Newcastle as well as our Land Before Tyne Festival and Light show.

We held our clubs and societies fair, with over 200 clubs and societies present, and our companies Fair which had 9000 students attend over a 2 day period.

Daytime and Alternative events were again extremely popular and students seemed to enjoy the diversity of our events.

More than 400 students volunteered for roles to help run FW.

Tasks included helping students move into halls, running trips, daytime sign up on the IT system, and transport duty to ensure students got home safe.

We had 247,121 page views to the freshers website once this went live with a peak on Sunday 25th Sept of 16,638 page views.

On the following day Monday 26th we had 3,421 active users which showed how effective this medium was in providing information.

In addition to Freshers' week, we held 23 welcome events during 'Early Arrivals Week' for internationals and local students to get to know each other before Freshers' week, and 28 specifically post graduate events to cater to their tastes during the first 3 weeks of term 1.

Feedback from University staff:

I just wanted to pass on my sincere thanks to everyone for their help at Bowsden Court, Windsor Terrace, St Mary's College and Park and Kensington Terrace over the weekend. We had a really successful intake and couldn't have done it without your support.

Email feedback from a parent:

I would like to express my very great thanks for the help in getting our son into his student accommodation at Windsor Terrace on Saturday.

The whole operation was seamlessly organised at your end: and we really appreciated the help unloading the Land Rover from your team of student helpers - my husband has limited mobility and it would have been impossible for me and our youngest son to get all the boxes to a top floor flat even with Zak's help in the time allotted.

Thank you very much for your kindness and meticulous organisation.

COMMUNITY ENGAGEMENT

Community Reps have been working hard as a team on issues that matter to students in the local community, building relationships and enabling action. They have been involved in or lead in many campaigns, including; Cooperative Awareness Month, Drug and Alcohol Awareness Week, Second Life upcycling workshops, Go Green Week, Jesmond Welcome Information Leaflet, and Leave Newcastle Happy, the NUSU end of term recycling campaign.

Representation at local residents groups continues to be a key part of the role, strengthening links between local residents and students. With 18 Reps covering 5 key areas, representation continues to grow, giving Reps a sense of pride and identity in their local area and encouraging civic responsibility within the wider student community.

650 of our students were referred to over 140 local community(check) organisations to undertake volunteering opportunities this year, and our Into Schools programme saw our 281 student volunteers making 175 visits to local schools.



CASE STUDY

Newcastle University Computing & Technology Society (NUCATS)

Newcastle University Computing & Technology Society (NUCATS) NUCATS coordinate an outreach teaching programme, endorsed by the School of Computing Science at Newcastle University. It gives young people the opportunity to get expert tuition on coding and basic computer science knowledge to help give them that extra step up into a rapidly advancing field. The group are hugely popular, coordinating at least five coding workshops in local schools per week, including workshops solely for young women. They have worked hard to build lasting relationships with Cramlington Learning Village as well as Gosforth Middle School & Gosforth Academy.

Local Feedback

Feedback from Year 9 pupils at Cramlington Learning Village, Northumberland

"Really good sessions and very helpful for ICT lessons"

"The activities have been enjoyable, useful and a good experience"

"The activity is fun and you can learn a lot from it"

Teacher Feedback from the Music Society's School Visit.

'We had a fantastic time. It was a truly magical experience to sing along with the orchestra. It was an incredibly unique and valuable experience for the children. I think many of them are now inspired to learn a musical instrument.'

PEOPLE

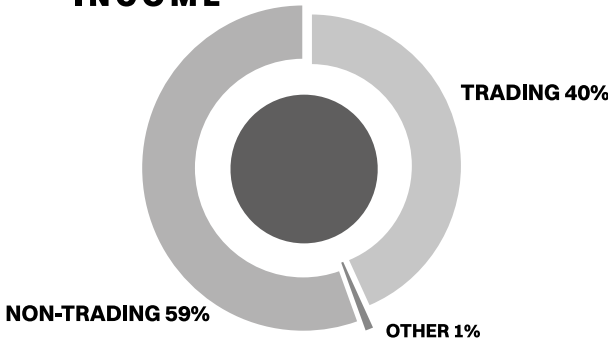
NUSU staff continue to be fully committed to ensuring we deliver the best services and experience for our students. 97% of staff would recommend NUSU as a good place to work, and 94% of staff are very satisfied or satisfied in their role. We continue to work on communication from Senior Management to the team of staff, with satisfaction improving in this area. During 2016/17, NUSU continued to work within the Investors in People framework and gained the 'Continuing Excellence standard' in the Better Health at Work award.



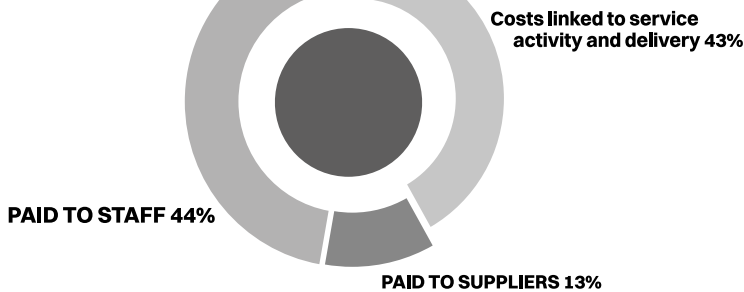
FINANCE

We are very happy to report that in overall budget terms we ended the year with an operational surplus of £68,335 (subject to audit) against a target of £71,632. Financially we had a relatively challenging year, with the identified risks relating to the move of students into accommodation to the city centre manifesting themselves in reduced commercial income for our Social Enterprises, particularly the night time economy and events; turnover in Social Enterprises reduced by 7% compared to the previous year. Actions and initiatives are already underway to maximise opportunities next year to try and regain some of that reduced income.

INCOME



EXPENDITURE



COMMS

Communications with our members is very important to us and we were delighted to learn that 96% of students were satisfied with the quality of our promotional materials. We do have more work to do in ensuring that all students are aware of our activities and services after only 77% said they felt sufficiently informed.

Our new IT system continues to work well for us, and our social media presence continued to have impact. Some of the key metrics were as follows:

HIGHEST FACEBOOK
POST REACH 50K



TOTAL FACEBOOK
LIKES 29.6K



TOTAL TWITTER
FOLLOWERS 11.7K



TOTAL EMAIL RECIPIENTS 2,916,740
TOTAL EMAILS OPENED 801,876
TOTAL EMAILS SENT 253



TOTAL WEBSITE PAGE VIEWS 2,883,197
TOTAL UNIQUE WEBSITE VISITORS 2,044,929
TOTAL NUMBER OF CLUBS AND SOCIETY
TRANSACTIONS ON OUR MSL SYSTEM 36,688



AWARDS



FEEDBACK FROM
OUR STUDENTS

‘It’s a great place to be, always clean and well kept.’

‘I love that the Students Union is open 24/7, it has been a life saver when it comes to meeting deadlines!’

‘I’d like to congratulate and thank all the people working at the Students’ Union for their hard work!’

‘The Go Volunteer team are amazing, especially Phil, he is always there for us.’

‘The SU has a pretty tough job trying to cater for everyone without annoying others. I think everyone there does a great job.’

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