

Annual Members Meeting

Meeting Papers 2024

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**Student
Voice Forum**

Including: Annual Members Meeting

**Join us on Thursday 2 May
18:30 - 20:00 on Teams
surreyunion.org/amm**

Your Surrey Life.

Annual Members Meeting (AMM)

19:30 – 20:00, 2 May, Microsoft Teams Live Events

Membership

Role	Name	Initials
Union Chair	Amel Boukabous (Chair)	AB
Union President	Jo Yau	JY
VP Voice	Kiara Kataike	KK
VP Activity	Amy Obi	AO
VP Support	Liam White	LW
Voice Zone Officers	Chelsea Okyere, Archie Jones, Luana Vasconcelos, Molly Judd, Roshni Bhambra	CO, AJ, LV, MJ, RB
Support Zone Officers	Frey Turner, Isobel Adamyk, Namrata Shah, Akeya Herbert, Zoe Powell	FT, IA, NS, AH, ZP
Community Zone Officers	Abisola Adeolu, Matt Cockfield-Hall, Michael Yeung, Zac Vigar	AA, MC, MY, ZV
Activity Zone Officers	Hritika Shah, Shadrach Brando, Sophie Lodge, Joshua Powell, Alexandre Symeonidis-Herzig	HS, SB, SL, JP, ASH
Membership	All full Union Members (all students)	N/A

Apologies

Agenda

Standing Items			
1	Introductions, apologies for absence	19:30	AB
2	Minutes of the previous meeting	19:32	AB
Matters Arising			
3	Presentation of the Students' Union Annual Report	19:35	JY
4	Continuing Policy	19:40	AB
5	Member Motions	19:45	AB
Other Matters			
6	Any other business	19:55	AB

Action Log

Action	Owner	Timescales

Minutes of the AMM 2023

Minutes of a meeting held online at 17:00 10 May 2023.

Committee Membership:

The membership of the AMM comprises all full Union members.

The meeting was chaired by the Union Chair, David Dobrotvorskiy.

Apologies for absence:

No apologies were received.

Matters arising:

1. Minutes of the previous meeting:

The minutes of the previous meeting were presented. The meeting was asked to confirm these accounts had been received. **The meeting voted to approve the minutes of the last meeting.**

2. Presentation and approval of the Annual Accounts:

The Union's Annual Accounts had been presented to members 14 days before the meeting. The meeting was asked to confirm these accounts had been received. The Deputy Chief Executive Officer presented. Questions opened up to floor. No questions asked. **The meeting voted to receive the accounts.**

3. Presentation and approval of the budget:

The budget had been presented to students 14 days before the meeting. The Deputy Chief Executive Officer presented. Questions opened up to floor. No questions asked. **Members voted to approve the budget.**

4. Approval of external affiliations

Questions opened up to floor. No questions asked. **Members voted to approve the affiliations.**

5. Presentation of Students' Union Annual Report

Union Chair presented. Questions opened up to floor. No questions asked. **Members voted to receive the report.**

6. Discontinuing Policy

No policies were recommended for discontinuation. One policy was presented for minor changes. Union Chair presented. Questions opened up to floor. No questions asked.

Members voted to approve the recommended changes to the policy.

7. Continuing Policy

Union Chair presented. Questions opened up to floor. No questions asked. **Members voted to approve the continuation of the recommended policy for continuation.**

8. Member motions

No member motions were presented.

9. Students' Union Diversity Report

The Head of People and Representation. Questions opened up to floor. One question was received and answered. **The meeting noted the presentation of the Diversity Report.**

The Union Chair thanked the members and closed the meeting.

ENTS'



Annual Report

2022-23



SURREY
STUDENTS'
UNION

Your Surrey Life.

Introduction

Welcome to the Union's Annual Report for the academic year 2022-23

This report provides a summary of the Union's activities this year. I am proud to have led the Union this year as President, as for me personally, this marks the culmination of seven years of involvement in Union activities since my time as an undergraduate. I am now going into my new post-doctoral role at Surrey, and this report is an opportunity to reflect on the challenges of the year and the work we have done as a team of elected officers to represent students to the institution and beyond.



Diana Dakik
Union President
2022-23

This year was our first full year of normal, unrestricted activities since the pandemic, but we continue to notice the impact in our engagement with members. In many ways our current members missed the social and cultural passing on of Surrey student life traditions, and as we have moved into a new crisis in the cost of living, we have seen and felt the impact financially and in our connection with the members we represent. Having said this, I hope that we have left the Union in a good position to fully recover from these key challenges in the next academic year.

We have also seen significant changes this year as since July 2022, the Union's staff team have welcomed a new Chief Executive, Alex McKee, from University College London Students' Union. Therefore Alex and I have both been experiencing our first year of leading the Union and this has been a positive partnership where we've made significant progress particularly in the way the Union is governed and led by the Board of Trustees. A new Chief Executive has given the Union the opportunity to question why and how we are run, and we have worked on a new Memorandum of Understanding with the University, including a new approach to our funding model.

I am impressed by what we have achieved this year as a Union Officer team. Our Voice Zone submitted an engaging and professional independent student submission for the Teaching Evaluation Framework, on behalf of all students at Surrey. Our Support Zone have taken on many wide ranging campaigns tackling every aspect of student health and wellbeing. Our Activity Zone has taken a new approach to training our committees and we have continued our unbeaten track record in Varsity. Our Community Zone has opened a brand-new student venue on the Manor Park campus – *Manor Park Social*, which is already having a hugely positive impact on student's social lives. Centrally, we have come together to focus on the cost of living challenges faced by our students.

"This year was our first full year of normal, unrestricted activities since the pandemic"



Sabbatical Team 2022-23: Jo Yau (VP Community), Oriana Savvidi (VP Support), Cameron Tooke (VP Activity), Megan Simmons (VP Voice) and Diana Dakik (Union President)

I want to thank everyone who has made my year as Union President so memorable. My team of four Vice Presidents, our wider team of voluntary elected officers, the Union's staff team and the University's leadership team have all had a significant impact on my professional and personal development this year. I am confident that the Union will go from strength to strength next year under the leadership of Jo Yau as Union President, working alongside such a committed team.

Thank you for your support,

Diana Dakik
Union President 2022-23

Central Zone

Cost Of Living Focus

In October, we held our *Make Your Change* campaign which asked students what they felt our campaign priority should be for the year. We were unsurprised to see that the winner was *Cost of Living* and immediately set in motion several projects to support students while they faced this challenge.

The Union President co-chaired a *Cost of Living* working group with the Chief Students' Officer, which discussed how students could be supported across the board, from IT equipment provision to discounted food and drink.

Early in the next academic year, the Union will be continuing to work with the University on our new *Community Hub*, which will be housed in the centre of the campus and enable students to collect items that are no longer being used, such as kitchen equipment. We have been gathering used items which students have been helpfully donating and these will serve to stock this hub in its opening weeks. We hope to see this develop as a useful resource that can support students as the cost of living crisis continues into the next academic year.



Review of Governing Documents

During the academic year 2021-22, the officer team and staff team worked on a review of the Union's byelaws which was conducted partly in response to the University's *Quinquennial Review* of our governing documents, and partly due to the need to review these documents to ensure that they reflected the reality of the Union.

The byelaw review project was paused when a new Chief Executive was recruited, to enable the Union to review its committee structures. We have now conducted that review and our recommended changes to our committee structure have been passed by our Board of Trustees.

We have also worked with the University on a new *Memorandum of Understanding*, and put in place a new *Delegation of Authority* which better explains how decisions are delegated by the Board of Trustees via the authority of the Union's Chief Executive.

A new Students' Union Brand

Our new Chief Executive, Alex McKee, brings with him experience of leading Communications and Engagement at UCL Students' Union. His timely arrival has given us an opportunity to review our brand and bring this more into line with students' expectations in the sector.

We are now rolling out our new brand which will give the Union a more contemporary look and feel as well as a proper tone of voice and framework for how we talk about ourselves to our members. We are excited for members to see and experience our new brand as it begins to take shape across our digital and physical spaces.

Student Life Pulse

We have continued to participate in *Student Life Pulse*, working with our research partners, Alterline, alongside the University. Every month, a random sample of students is asked to participate in the survey and results are reported to us in three sections over the year. At the time of writing, we have results for Pulse 1 and 2. We have seen overall satisfaction with the Union remaining stable, and are pleased to report improvements in statistics on students feeling welcome and a sense of belonging at Surrey.

An area for improvement and focus next year is student awareness of their elected officer team and their activities. We hope to improve this in the next academic year by diversifying our approach to social media, ensuring that we are communicating with students at their level and providing content that they want to see and share. Increasing the presence of the elected officer team across Union communications should also support our democratic activities and student engagement with these processes.

Union Complaints Summary

Following the University's *Quinquennial Review* of the Union's governing documents, several recommendations were made. One recommendation was that we review our complaints and disciplinary procedures in line with the OIA best practice guidelines, and this review concluded in August 2021.

This year to date, we have received nine complaints, one concerning an incident in our traded venue *Rubix*, one relating to the University which was referred accordingly, and six concerning club and society involvement. Out of these six club and society complaints, two were referred into the Union's Disciplinary Process while the other issues were resolved locally under the early resolution stage of our new Complaints Procedure.

We have concluded one complaint appeal under our complaints procedure but this did not result in a panel hearing due to lack of grounds.

“(We) are pleased to report improvements in statistics on students feeling welcome and a sense of belonging at Surrey.”



Voice Zone

Course Reps

This year, the improvements we have made to the *Course Representative* (Course Reps) scheme have focused on improving support and communication for Reps.

A notable achievement was the successful launch of the *Head Rep Scheme*, with 26 trained Head Reps now actively serving their schools. As student voice ambassadors, Reps played a crucial role in promoting the use of *MySurrey Engagement* by encouraging sign-ups through outreach to students, and assisted in promoting *Surrey Decides*, local elections, and *Speak Week*.

We wanted to make sure we had better communication with both students and Reps, so we organised a Course Rep social event in semester one. It was a great success with over 40 volunteers in attendance, and we're grateful for the support from the Voice Zone part-time officers and Head Reps. This event showed our commitment to fostering better interactions and engagement with Reps.

Our focus for next year will be continuing to develop the *Head Rep Scheme*, increasing our proactive contact with Head Reps and ensuring robust processes and systems to support the scheme.

Student Voice Forum

We continued to run our *Student Voice Forum* events this year, both online in November and February, averaging 165 attendees, and 45 attendees in-person to celebrate our *Course Rep Awards* in May. We were joined by a panel of representatives from senior University management throughout the year, including the Vice-Chancellor at our Forum in May. Topics discussed over the year at our Forums have included: *Assessment and Feedback*, *Artificial Intelligence*, *Cost of Living*, and *The Student Voice*.



Surrey Decides

Surrey Decides this year saw some significant increases in engagement, whilst also balanced against a challenging year in other respects. After 1,304 recommendations were sent to potential nominees, we received 75 nominations across our available officer positions, with nominations for full-time roles significantly stronger than last year.

Nominations for Part-Time Officer positions, however, struggled more, continuing a wider trend across the Union with regards to volunteer engagement. 44 candidates continued in the process and were listed on the ballot. 3,009 unique voters took part in *Surrey Decides*, with 21,227 votes cast across all contests.

The statistics highlight that this year, we had better informed and engaged voters who took part in multiple contests, but fewer one-time voters. We saw a 31% increase from last year in turnout across the contests for our full-time positions, most likely motivated by the high number of candidates for these roles, giving our incoming Sabbatical Officer team a very strong mandate to start their year on. 100% of candidates who completed our follow-up survey after the election agreed they were glad they stood for election.



For next year, the aim will be to develop the user interface of the voting platform to allow students to vote in multiple contests separately, rather than requiring all votes to be cast at one time, and to increase whole officer team involvement in promoting voting to students.

AGMS and EGMS

This year, the Voice Zone facilitated 63 EGMs for dormant and new societies and clubs, and to replace resigned signatories. During AGM season in semester two, 159 AGMs were booked, and of this number, 146 took place as valid AGMs. 75 of these AGMs were self-officiated by outgoing signatories, an increase from 40 self-officiated AGMs in 2021-22.

The priority for next year is to update the AGM and EGM election system to reduce technological issues and to improve the reliability of this democratic process.

Make Your Change and Cost of Living

The Union's priority campaign was decided again this year during *Make Your Change* in semester one. 26 campaign ideas were submitted by students, which were shortlisted for the final student vote. 478 students took part by casting their vote, 329 of whom voted for *Cost of Living* as the key issue they would like to see the Union campaign on this year.

Cost of Living had been identified by the Union as a priority ahead of *Make Your Change*, meaning that we were able to launch the priority campaign with significant effort having already been undertaken by the Voice Zone to research this issue and the potential impact on students.

We launched our *Cost of Living Manifesto*, a set of 40 actions for the Union and University to take in partnership to address the impact of the rising costs of living for students. These included addressing the costs of living on campus, tackling hidden course costs, and improving financial support to students in hardship.

The vast majority of these actions have been completed via the combined efforts of the Union and University in our *Cost of Living* working group, and the continued efforts to support students through this crisis will continue next year.

Speak Week

The Voice Zone ran *Speak Week* in May to provide students with the opportunity to provide feedback about their experiences at Surrey, and to provide Union officers with insight into the current priorities for students. We gathered a broad range of feedback including 264 responses to our two core *Speak Week* questions and insight from 23 focus group attendees.

We also took the opportunity to promote the student voice by holding a *Student Voice Forum* and by promoting local elections, encouraging students to engage in sharing their views and engaging in local democracy in partnership with Guildford Borough Council.

After reviewing the gathered feedback, the key priorities for students are the affordability and accessibility of campus facilities, improvements to the academic experience and social experience Surrey, enhanced student communication and support, and continued attention towards the impact of the cost of living crisis. We have recommended that these findings are considered when setting the priorities for the work of the Union in the 2023-24 academic year.



“We launched our Cost of Living Manifesto, a set of 40 actions for the Union and University to take in partnership to address... The vast majority of these actions have been completed.”



Teaching Excellence Framework

The Union and University were required to complete submissions to the *Teaching Excellence Framework* (TEF), a national scheme run by the Office for Students to assess universities on their excellence in student experience and student outcomes.

The Voice Zone undertook the research and authorship of the independent student submission, providing the student voice on the academic experience from the past four years at Surrey. We chose to use this opportunity to highlight good practice at Surrey but also encourage the University to address some areas for improvement, including assessment and feedback.

The Zone also contributed to the University's governance panel to compose their own submission, and following both submissions this year, we look forward to seeing the rating achieved at Surrey.

Equality, Diversity and Inclusion Projects

The *Liberation Network* was rebranded to the *Student Equality Network* in response to feedback that the previous name made the purpose of the network unclear. The main focus of this year was the Intersectionality Project, a student curator project highlighting recommendations from Network volunteers, including a visual display, blogs, giveaway, and interactive board. Increasing proactive engagement is the priority for next year, and continuing to involve volunteers in Union campaigns and policy.

The Voice Zone also facilitated students taking part in *Pride in Surrey* alongside the University for the first time this year, and Deni, our part-time officer, led the Zone's contributions to *Neurodiversity Celebration Week*, including social content and a crafternoon event attended by around 40 students.

Decolonising Surrey has been absorbed into the newly created Student Success Committee, a group within the University's governance structure formed to focus on student success at Surrey and support for underrepresented groups to achieve and succeed at university.

The Zone has continued to champion student success by presenting reports on ongoing Equality, Diversity and Inclusion (EDI) activity in the Union, feeding into the group's priorities, and conducting research into the experience of February starting cohorts.

The group is looking to increase student engagement through student-staff partnerships, which the Zone has noted may mean funding opportunities become available for the Union for EDI projects.

University Projects

The Zone has continued to provide student views in the development of several University-led projects this year. *MySurrey Engagement* was launched in September to mixed reviews from students. We have continued to highlight students' interests on the implementation of both this platform and *MySurrey Attendance* through formal committees and working groups, especially focusing on communications to students to ensure clarity on the compulsory nature of attendance tracking and how student data is used.

Having consulted on the opening of the renovated Teaching Block in September to positive responses from students and staff, the Voice Zone has supported this project in the next stages of renovations across campus, including in the Duke of Kent and Rik Medlik buildings. We have sought and presented detailed feedback from students on the project thus far, and actively participated in the selection of new furnishings. Other related projects which the Zone has consulted on have included *Digital Assessments* and the introduction of *Surrey Online University Learning* (SOUL) which will both continue next year.



With the introduction of Chat GPT going viral across the world, the University launched a group focused on updating regulations and establishing a policy stance on the use of artificial intelligence (AI) in assessments.

The Zone has fed into both the main group and a smaller task and finish group, and continue to monitor the progress of this development.

Additionally, we previously ran the *SHOUT Awards* scheme, and hope to re-launch these awards next year to enhance positive staff-student relationships, whilst widening eligibility to PGRs who teach, improving the awarding process, and rebranding to *Staff Excellence Awards*.



Staff Excellence Award

Zone Officers

Kiara's idea, *Speak Week*, successfully produced over 260 pieces of student feedback which led to the creation and presentation of a detailed insight report to both University and Union leadership. Kiara also played a big part in the *Black History Month* campaign.

Deni led the Voice Zone's contributions to the Union's *Neurodiversity Celebration Week* campaign including our Crafternoon event. Deni also assisted with the *Make Your Change* campaign by updating on shortlisted campaigns, and helped by chairing during *Surrey Decides* Question Time.

Harsh contacted the University to see if GGA courses could be more flexible for students abroad and February starters, and also helped plan *International Celebration Day*. With Harsh graduating February, Chelsea started early after being elected this year and has since provided useful insight to the Zone.

Luana contributed significantly to the *Intersectionality Project* reading list, social media content, and the student blog. Luana has promoted Union activity on social media consistently through different channels

(including a *Surrey Decides* takeover) and helped run our Course Rep social and *International Celebration Day*.

Hugo has lobbied senior management on consistency with Panopto recordings and bigger gaps between assessments (particularly coursework). Hugo also helped with the planning of promotion of local elections and met with Disability and Neurodiversity to better communicate disability financial support with accommodation.



Activity Zone

Engagement

This saw great growth for the Activity Zone, with over 8,500 students involved in a form of physical activity and many more engaged in extracurricular ambitions through our societies. This dedication is represented by the 10,725 memberships bought through the Union as well as the hundreds of thousands of volunteering hours committed by our Clubs' committees.

Team Surrey

Team Surrey has had a great year, jumping an impressive eight spaces on the BUCS leader table from 41 last year to 33. Within this overall improvement, we have also had some key club successes...

National Qualifiers

- The Badminton W1 and M1 teams got through to the qualifying rounds and into main draw in three events - one women's singles, one women's doubles, and one mixed doubles.
- The Swim team also qualified for the BUCS Nationals, with eight current swimmers and three alumni qualifying for the British Championships.
- Cheerleading also remained National Champions, with both their Level 1 and Level 2 squads winning gold.

BUCS League Successes

Lacrosse W1 and Badminton W1 made it to playoffs. Badminton won their matches, meaning they will be in the Premiership League next year!

Touch Rugby

The club has shown remarkable improvement in the rankings, climbing 22 places in just two years. The club finished 5th in the country securing 14 Bucs points.

Conference Final Winners

- Basketball M1
- Football M1, Football M4
- Hockey M1
- Rugby M2
- Tennis M4 & W1

Finished First in their league

Volleyball M1	Squash W1
Volleyball W1	Rugby M2
Volleyball W2	Water polo M1
Basketball M1	Hockey M1
Basketball W1	Badminton W1
Football M1	Lacrosse W1
Squash M1	Tennis W1
Squash M2	Cricket M1

Boat Club

Three golds and four silvers at BUCS Regatta. one gold, one silver and one bronze at BUCS Indoor Championships

“Team Surrey has had a great year, jumping an impressive 8 spaces on the BUCS leader from 41 last year to 33”





“Varsity returned home for the first time since 2019, (with) hundreds of students flocking to support their peers as Surrey defeated Royal Holloway to win their 11th consecutive trophy.”





Volleyball

This year the Volleyball club have made tremendous strides, not only in their BUCS games but also recreationally and with the intramural sessions selling out their all of their play sport sessions.

Last year the club fell dormant, however they have come back in full swing. They have had a very successful BUCS season with the Womens 2s achieving promotion this year and the Women's 1 also reached the semi-finals in the Cup Conference. Additionally, they picked up several Individual and Club Awards at Colours Ball.

BUCS Awards

Several members of *Team Surrey* have been shortlisted for the prestigious BUCS National Awards. This list includes Rugby coach Elliot Lewis for Best Coach and Volleyball President Rachael Crawford for the Special Recognition Award. Furthermore, *Team Surrey* Student Sport was also shortlisted for Best Participation Programme of the Year.

Varsity

Varsity returned home for the first time since 2019, and the event did not disappoint - with hundreds of students flocking to Surrey Sports Park to both compete and support their peers as Surrey defeated Royal Holloway to win their 11th consecutive trophy.

Gradsport

Gradsport returned again this summer to Surrey Sports Park for its 9th year as current students competed against alumni as old friends returned and fierce rivalries were rekindled out on the field. The event was a great success with the Grads winning the day which was rounded off with celebration in *Rubix* between the two sides.



Female Takeover

Female Takeover saw Surrey Sports Park closed to the public for Saturday evening as over 100 women came along to enjoy some inclusive fitness session and gym access without the pressure and stress of the everyday gym experience. From self-defence classes to learning to powerlift the event has shown to be a success two years running.

DisABILITY Week

DisABILITY Week gave students an amazing opportunity to try out disability friendly sports for the first time ever at Surrey Sports Park, with the team collaborating with Team Surrey by getting involved and promoting activities such as Blind Football, Goalball and Sitting Volleyball.

WBC Training

Two *Wellbeing Champion* sessions were run across the year with every Club/Society committing at least one member to be fully training by our Support Zone team on a variety of skills including - active listening, boundaries and bystander invention training.

Union Ball and Colours Ball

Union Ball and *Colours Ball* capped off a phenomenal year of success for both the Union and *Team Surrey* with over 700 students present over the two days and numerous awards given out to round off a highly positive year for all those involved in extra curricular activity here at Surrey.

Get Involved Week and Cost of Living Crisis

This year we collaborated with the Voice Zone on the *Make Your Change* campaign, which saw students voting *Cost of Living* as their priority campaign. Through this we highlighted the number of free societies students could join as well as running a week of free sessions for student to once again try out something new, free of charge.

Colour Run

Alongside *Team Surrey* and the *Surrey Moves* campaign, the Activity Zone were involved in two successful Colour runs which saw over 500 students running through the fields of Surrey Sports Park, whilst covered in paint!

Team Surrey and Societies Conference

We collaborated with the Sports Park on the *Team Surrey Conference*, helping Club signatories engage with us and network and develop bonds with their fellow peers. The Activity Zone then ran *Societies Conference*, which saw committees engage with essential sessions to improve their skills in running their Societies.



Manifesto Highlights

Offer Club/Socs further digital media training to improve promotion and communication.

- We ran sessions on how to enhance digital and social media influence at *Team Surrey* and *Societies Conferences* – and have seen a significant increase in personalised and striking Club/Society social media content.

Improved exposure of sporting results and successes across all competitions including IMS

- We worked closely with the Sports Park and the Union Communications team to push out Club/Society successes via social media.
- We also worked closely on encouraging the use of *Team Surrey* stories on Instagram.
- We displayed Wednesday BUCS results in *Rubix*.
- We made significant use of Union and VP Activity Instagram accounts to promote Clubs/Societies.



Extend Active Freshers'

- Our first *Re-Active Freshers* was held in February allowing new starters, alongside those who missed out in October, another chance to try out sports for free. Following the success of *Re-Active Freshers*, we have a booked it for the next academic year.

Provide more aid to Clubs/Societies with transport issues

- A new transport assistant has been hired to aid with BUCS fixtures.
- There will be some rewriting of the Transport Policy over the summer in preparation for the next academic year

Promotion of greater Club/Society collaboration and inter-committee communication.

- We offered networking sessions as part of *Committee Training* and our conferences.
- We provided Signatories free lunch and social sessions to encourage informal meetings with other signatories.

Run a festival with acts from all clubs/socs participating through the weekend

- We worked with the Community Zone on *Free Fest* - which featured a number of acts from Surrey's Clubs and Societies – from DJs to musicians and singers.

Improve communication between clubs, Team Surrey and the Union

- A strong foundation has been built between the two fairly new teams by regular engagement and collaboration on events.
- A positive environment has been created to share both positive feedback and constructive criticism.
- We have a better dialogue with students in order to actively engage with complaints and feedback as well as assisting in clubs successes.

Continue awareness and removal of toxic club culture

- Two *Wellbeing Champions* training sessions held, with the most *Wellbeing Champions* recruited.
- We revamped Tour to a new and safer provider.
- Poor Club/Society behaviour has been troubleshooted effectively.

Support Clubs/Societies with charity events and tournaments

- We have a greater social media presence when it comes to promoting Club/Societies' charity events and tournaments.
- We have been working closely with Surrey Sports Park to secure free courts/pitches for events.



Support Zone

Regulations, Academic and Housing Advice

Our Advice team have had 2,864 students emailing for support this year, with a slight decrease in 2023 compared to 2021-22. We believe this decrease is due to students no longer seeking advice for Academic Integrity cases for Covid online assessments. This number is expected to rise through June to August of 2023 however, due to the increase use of Artificial Intelligence (AI) Technology.

The team has also noticed a decrease in the number of students inquiring about housing advice and we are working on our communications for next year to improve these numbers. However, it is important to note that we now have an in-house agency, Hoods Residential who offer housing advice, so students may just be seeking advice elsewhere.

This year our advice team have also supported the Sabbatical Officers with representative consultations on the University's proposed changes to the regulations, including the exceptional *Force Majeure*, changes to the *Extenuating Circumstances* regulations, and the *Disciplinary Regulations*. We have also continued to work with the University in their response and mitigation to the *UCU Strike Action* and *Marking Boycott*.

Consent Course

We have been working alongside the University on making the *Consent Matters* course mandatory, which was accomplished during Semester 1, alongside the *Zero Tolerance to Hate* course. The courses were introduced halfway through the semester with a number of technical difficulties that hindered the uptake levels. Despite this, we remained committed to providing a consent course and having successfully lobbied the University for a bespoke course, work began in Semester 2.

We have partnered with LimeCulture, a sexual violence charity, who together with the VP Support, prepared the slides and materials for the course. The script, videos and narrations have all been created and we are working on pulling those together into an online course for August 2024.

Until then, we will continue to work with Epigeum. The content from LimeCulture is now owned in partnership with the University, and we have the ability to change our course without any future payments needed.

LimeCulture are also providing *Train the Trainer* training to our staff so that they can deliver the same content in person. The first in-person training will be given to our *Wellbeing Champions* in September 2023 and to students going on *Tour* (from January 2024) to test the content and begin to introduce in-person consent training.



Don't Worry Surrey

The Support Zone has worked on many in-person events. During the two *Don't Worry Surrey: Exam Support* campaigns we provided over 3,500 hot and cold free drinks to students as well as thousands of breakfast bars, hot food and other snacks.

As part of the exam campaign, we also organised Yoga sessions; massage sessions; a self-defence class; Happiness Cafes; gave out goody bags; and organised online and in-person academic advice daily.

Period Poverty Campaign

We have been committed to the continuation of our *Period Poverty* project and we have negotiated the final quote, with the provider of products - Grace and Green, to almost £5k less than originally quoted which has made Grace and Green, not only the sustainable option, but also the most cost-effective. Following approval of the project, dispensers at the *Hideout*, *Wates House*, *MySurrey Hive* and *Hillside* are funded and restocked by the University and the dispensers at *Manor Park Social* and *Rubix* are funded and stocked by the Union. There is also a plan created for any schools or departments who wish to adopt the project so that they can fund their own dispenser in the future.

Wellbeing Weeks

We organised two *Wellbeing Weeks*, with 20 events across all three campuses, including more *Guildford School of Acting (GSA)* outreach. We had two *WellFairs*; *Speed Mate-ings* for students to make friends; a pizza party in collaboration with the Community Zone; themed Crafternoons - for events such as *Neurodiversity Awareness Week*; and provided lots of training, such as *Active Bystander*; *Active Listening*; *Mental Health Awareness Training*; and *Look After Your Mate*.

Housing Awareness Week

We also co-organised a *Housing Awareness Week* with the Community Zone with talks from Tom Hood on *How to Rent*; a *Speed House Mating*; and a "How to Tenant" guide for students moving off-campus.

International Student Survey

The Support Zone has also launched the annual *International Student Survey* to collect data from International and European students about their academic experience, their experience at Surrey with their mental health and support they received and any other issues they may have, such as accommodation. This data is broken down to faculty, course start date, country of origin and other details that help us better understand the experience we provide as a University and a Union.

No More Week

We organised a *No More Week*, with a *Light Up The Night* walk to show solidarity with survivors; a Crafternoon; an information day on support to sexual violence victims; we gave out hundreds of personal safety alarms; and provided more Bystander Training.

LGBT+ History Month


The VP Support co-organised with the VP Voice, the Union's *LGBT+ History Month* Calendar. We held a *Glitterbomb*, an *LGBT+ Shag Day* and an *LGBT+ Crafternoon*.

Disciplinary Outcomes

It has been the work of the 2021-22 and 2022-23 VP Supports to lobby the University to publish disciplinary outcomes for more transparency from OSCAR and as deterrence. This website is now live with the nature of the offense and the action taken by the university [available to view here](#).

SHAG Days

We have organised multiple *Sexual Health Awareness and Guidance Days* (SHAG Days) and gave out thousands of STI tests, condoms, pregnancy tests, lube, cleaning wipes and sex toys. For sexual health, the VP Support organised arranged with the local GP a day where students and staff could have a cervical smear test, skipping the NHS waiting list.

A woman with curly red hair is smiling and looking towards a man in a light blue shirt. They appear to be in an outdoor setting with green foliage in the background. The woman is wearing a dark blue patterned top with floral and butterfly designs. The man's arm is visible in the foreground, resting on a dark surface.

“Our Advice team have had 2,864 students emailing for support this year... This number is expected to rise through June to August of 2023.”

Reporting Sexual Violence

We have been working with OSCAR to implement an amnesty clause for reporting parties of sexual violence. Students who would report experiencing sexual violence to the University will be able to do so without fear of repercussions if at the time of the assault they were breaching specific University regulations around sex work, drug offences (excluding supply) or conditions of residence breaches.

Sex Workers Safety Tool Kit

We are also working with the University on releasing a *Sex Workers Safety Tool Kit*. The tool kit does not promote sex work, but based on statistics we recognise that this happens, and we want to ensure the safety and wellbeing of our students who engage in sex work.

Nightline

We have been working with the Director of Student Life and her team to include the *Nightline* number on student cards. This has been something we have wished to accomplish for years as we want the number to be easily accessible to students in case of a crisis.

After a difficult start to the year, and a cancelled training cycle due to low volunteer numbers, *Nightline* has had a very successful second semester, and they were open every night consistently for three months.

We have recruited a new committee for the 23/24 academic year, and have a strong volunteer base to move into the next year with. We hope that the new academic year will be as successful as Semester two of 2022-23.

Welfare Watch

Due to low numbers of volunteers and challenging committee dynamics, *Welfare Watch* has not been as successful this academic year as it has previously.

We are looking to re-boot *Welfare Watch* for the 2023-24 academic year with a new committee and volunteers who will be recruited and trained in September 2023.

Student Minds

Student Minds have continued their support this academic year for students. *Positive Minds* offered a range of group facilitation sessions for students dealing with low mood and depression at University, as well as providing an *Eating Difficulties Support group*. This year we are happy to announce that by offering face to face sessions in the Union during Semester 1 and Semester 2, we saw increased attendance every week and positive engagement during the sessions, especially for our *Eating Difficulties Support Group* following its launch last year.



The service also ran sessions during exams to help students with exam stress; organised events for *University Mental Health Day*; and is working with University Communications on their wellbeing campaign *Let's Talk*. We are keen to build on this momentum and grow the service, collaborating with the University and Centre for Wellbeing to increase awareness.

Wellbeing Champions

This year we have over 230 *Wellbeing Champions* in nearly 100 Clubs and Societies who have received in-depth training and led the way in promoting wellbeing and inclusion within their groups. *Wellbeing Champions* have been involved in 'first response' matters of wellbeing; supported with interpersonal situations; pioneered wider wellbeing sessions; and supported our initiatives such as *Get Home Safe*.

Manifesto Highlights

Our VP Support was able to successfully accomplish their 10 manifesto aims and even progress on to an 11th. A summary is below:

- 1. Introduce support for addiction:**
 - A *Drug and Alcohol Awareness Day* has been scheduled for October 2023 alongside the Centre for Wellbeing.
 - Misuse support charities will have a presence on campus through *Fresher's/ Refresher's fairs; WellFairs;* and future drop in sessions.
- 2. Introduce Five Ways to Wellbeing:**
 - **Be Active:** Treasure Hunt during Fresher's Week.
 - **Connect:** *Speed Mate-ings* and *House Mate-ings*.
 - **Learn:** *Crafternoons* to learn skills such as painting, crochet etc.
 - **Pay Attention:** Yoga sessions, *Dogs as Therapy*, walks.
 - **Give:** The Community Zone's *Get Giving* campaign was already underway.
- 3. Launch Helping Buddies:**
 - Trained *Buddies* to help disabled and chronically ill students with everyday tasks.
 - We have started to recruit volunteers for next year and a pairing scheme has been created alongside the Disability and Neurodiversity team.
- 4. Expand the target of Meet a Mate to increase friendships:**
 - We have a new website and pairing platform that has increased friendships between international students, PGRs, estranged students and commuters.
- 5. Free and sustainable period and sexual health products:**
 - Both have been accomplished.
- 6. Encourage students and staff to include pronouns in email signatures:**
 - This has been achieved with Union staff.
 - We are working with University staff and the EDI team on inclusive language guidance
- 7. Launch Sexual Health course:**
 - Two non-heteronormative, inclusive seminars are happening in 2023-24. One university-wide and one specific GSA to tackle known issues.
- 8. Launch SurreyCares page**
 - This was found to already be in place partly through *SurreyMoves* and partly through other apps suggested by the Centre for Wellbeing for mindfulness. Instead efforts have gone into working with both to promote them.
- 9. Improve the role of Wellbeing Champions and the support available to them:**
 - The Support and Activity Zones have worked to accomplish this.
- 10. Expand Support events to Manor Park and Hazel Farm:**
 - We have held multiple events outside of Stag Hill.
- 11. Nightline number in email signatures:**
 - All Union staff have this as part of their email signature to make the number easily available in case of crisis.

Zone Officers

The Support Zone Part-Time Officers have accomplished so much this year and here are a few highlights:

Samantha Buss was part of the team that developed the *Get Home Safe Scheme* that enables Clubs and Societies to ensure their members get home safe after their sessions. She also worked on other wellbeing initiatives volunteering for events, as well as running her own as Yoga Society President in collaboration with the Zone.

Liam White focused on support and outreach, and was the part-time officer present at the most events, by providing all of the *Active Listening Training sessions*, and organising a board game night on 30 December 2022 for students still on campus. He also volunteered at University events over the holidays.

Letty Raby worked with OSCAR to improve the reporting process and support available at University. A named support staff member is now helping the reporting party throughout the process; there is more information about the process when reporting; there is the option of in-person or teams reporting instead of just an online form; and other helpful changes for reporting parties. Letty was also a panel member for the *10 Things to Know about Consent* international seminar provided by the University.

Mowi wrote several articles on spiking, sexual violence and the support available to victims/survivors. In addition, she led the Student Curator Project for *One World Week*. She also aimed to spread awareness and normalise conversations around mental health with her monthly posts on the VP Support Instagram account and provided helpful tips to get students through the year.



Community Zone

Freshers' Week

Moving In Weekend

We delivered another successful *Moving-in Weekend* that was supported by 70+ volunteers across all three campuses (Stag Hill, Manor Park, and Hazel Farm). We made sure that we gave our new students a warm welcome as well as providing any help they needed. There were many hand-made signs, funny dances, and lots of glitter from our Angels. We held our annual *Angels' Party* in Hari's Bar for our volunteers with awards presented to recognise their outstanding efforts in welcoming students to Surrey and to show our appreciation for them.

Freshers' Fair

In the Marquee and the surrounding area, we had over 150+ Sports Clubs and Societies in attendance, as well as numerous local businesses, sponsors, charities, and of course, our stand where we gave out 1000+ reusable water bottles; pens; pop sockets; tote bags; fans; and trolley coins for free. We had strong attendance and engagement from our students all day, with a quiet hour at the start for our students who prefer a less overwhelming and busy experience.

The Lake

Our *Student Beer Garden* reopened with our outdoor cinema showing movies every night of *Freshers' Week*. We saw new and returning students enjoy our daytime events such as cupcake/cookie decorating and mini canvas painting (which was attended by 250+ students). As well as our evening events such as *Open Mic Night* and our *Hari's Bar Quiz*.

Rubix

We opened *Rubix* for eight consecutive days over *Freshers' Week* and hosted popular headline acts such as Jonas Blue; Jay 1; Chase and Status; Jack Fowler; and Switch Disco as well as providing *Bingo Lingo* as an evening event. We saw *Rubix* and *The Basement* run at full capacity, with most nights being sold out.



Events

In addition to all our daytime lake events and movie nights, we organised a *Games Night* in *The Basement* with over 200 attendees in collaboration with Surrey Video Gaming Society, and a *Karaoke Night* in *Bench Bar* at Surrey Sports Park with 100+ attendees.



Black History Month

In October 2022 we collaborated with the African and Caribbean Society (ACS) and celebrated *Black History Month* (BHM) through a variety of events ranging from quiz nights; dodgeball charity matches (in collaboration with the dodgeball society); Afro/Hip-Hop dance classes; Sip 'n' Paint event; and movie nights.

We also held a *BHM Panel* with black Sabbatical officers from previous years and they discussed their experiences; the importance of BHM; the impact they made in the Union/University for their community; and what they're to now. Overall, it was a heartfelt and inspiring panel that our students valued from.

In *Rubix*, we held an *Afro-Beats and Afro-Bashment Night* with the famous DJ Cuppy and a '90s & '00s Hip-Hop night with DJ DNA which were both well attended.



“(Manor Park Social) is a modern, stylish, and comfortable space where students can study during the day, socialise with their friends over lunch, or have a drink and wind down in the evening.”

We also held a BHM edition of *Thursday Market* with African and Caribbean food stalls as well as black-owned businesses.

We collaborated with Stag TV to film a *Proud to Be* video with our black student part-time officers and ACS committee members talking about Black representation, culture, equality, diversity, inclusivity, and their own experiences and what BHM means to them.

Throughout the entire month, we released social media posts on the BAME attainment gap at UK universities; closing the economic/ financial gap; supporting black businesses; and podcasts, book & film recommendations to educate and immerse our student body.

Christmas

We held a *Santa's Elf Workshop* with DIY crafts, mince pies, and hot chocolate at *The Hive*, which was attended by 100+ students to start the festive celebrations. We also had a Christmas Edition of our *Thursday Market*, with luxury hot chocolate by The Chocolate Pod and mulled wine and Mince pies on our Patio, and held a Hazel Farm Christmas Party with Christmas lights switch, mince pies, hot chocolate, and cakes. Finally we held movie nights in *Rubix* with free Candy Floss, as well as our *Après ski party Citrus* and *Christmas Flirt!* night with a Santa's grotto to end the last night of the year in *Rubix*.

Chinese/Lunar New Year

The *Lunar New Year (LNY)* campaign consisted of numerous events including a dumpling-making class; a calligraphy session; film nights; and free Chinese meals from *Youngs Kitchen*. We also held a *LNY Thursday Market* with Chinese food vendors; bubble tea vendors; fresh cakes; buns from Chinatown; small Chinese businesses; and we gave away 500+ instant noodles.

One World Week

One World Week is where we celebrate our incredibly diverse students from across the world who bring examples of their traditions, heritages, and cultures for our student body and staff to enjoy, in a space where they can celebrate with them and show how proud they are to be where they're from. We had events such as free yoga classes; sushi-making classes; litter picks; *Hari's Challenge*; and a *Rep your Flag Citrus* night that was well attended by our students. The two showcase events of *One World Week* are the *One World Exhibition* and the *One World Gala*.

One World Exhibition

The *One World Exhibition* was held in *Rubix* and we celebrated Surrey's diversity, cultures and sub-cultures, through food, cultural wear, music, education, and everything in between. We had many societies showcase their culture and country; as well as exotic animals; interactive chalkboards; photo booths; and face painting. This free exhibition aimed to educate students and staff about the beautiful world we live in and how lucky we are to have such a plethora of cultures within our University community.

One World Gala

The *One World Gala* was an extravaganza of performances with elaborate choreography and stunning cultural wear hosted at *G Live*. We had many cultural societies showcasing a range of traditional and contemporary music and dance to students, staff, and the local community. We also had the pleasure of having the attendance of Vice Chancellor Max Lu at both of these amazing events.



Diwali and Holi

In collaboration with the Indian Students Association, we organised a trip to the Neasden

Mandir taking 50 students to celebrate *Diwali*. We also organised a *Holi* event on PATS field with over 400 students in attendance, and Surrey's first *Desi Night* in *Rubix* with Dhol drummers to diversify the events provided in *Rubix*.

Spaces

Manor Park Social

This year we launched our brand-new bar, *Manor Park Social (MPS)*, for students living and working on the Manor Park campus. The aim was to bring them a sense of community and student life away from Stag Hill. We used student input to design the space - picking the colour palette, furniture, and decorations to ensure *MPS* is a modern, stylish, and comfortable space where students can study during the day, socialise with their friends over lunch, or have a drink and wind down in the evening.



We have created an extensive food menu from pizza, wraps, nibbles, hot drinks, and pastries, with dietary requirements such as halal and vegetarian taken into consideration.

Additionally, we have implemented a wide range of alcoholic (cocktails, bottles, wines, beers, ciders, spirits), and non-alcoholic drinks (beers, cocktails, spirits, champagne, wine)

Rubix

Evening Entertainment

We've had open mic nights by Music an Drama Soc and Stag Radio every fortnight, *Hari's Challenge* almost every Tuesday (our weekly pub quiz) and *Bingo Lingo* has returned throughout the year, bringing in a range of entertainment for our students.

Basement

Our second venue has been popular with our societies for hosting their events and club nights as well as on *Citrus* and *Flirt!* nights with No Wave, Presha and our in-house DJs.

Citrus and Flirt!

We have diversified our in-house DJs bringing in Sammy T for *Citrus*, and collaborated with *What the Funk* for *Citrus* and *End of Year Show* following student feedback.

Due to the increased popularity of our RnB and Urban Nights we decided to increase the number of nights offered in a year (six nights for RnB and three for Urban) compared to last year where we provided seven overall.

We also launched a new incentive for students to come to *Hari's Bar* before 22:00 for free entry on Wednesdays and Fridays on non-sold events. We increased live music in *Rubix* and hosted *Massaoke*, *Boomin'*, *Umpah Brass*, *Ellie Sax* and *Sick Trumpet* in *Citrus*.

Sports

We hosted the *Fifa World Cup* In *Rubix* filling up the entire space with students at every England game bringing a huge sense of community. We also showed the *Six Nations*, the *Super Bowl*, the *UEFA Champions League*, *UEFA Europa League*, and the *Premier League* which was met with positive responses from our students.

Safety

We have continued to promote and improve our safety in *Rubix* and showcased this by launching a video explaining and detailing how *Rubix* is a safe venue. We have also continued to invest in staff training by providing the *Ask Angela* service and have continue to offer welfare watch, a 32 camera CCTV system, free water and soft drinks, and our in-house first aid team.

Cost of Living Manifesto

Following the student vote that named the *Cost of Living (CoL)* as our priority campaign for the year, the Community Zone worked hard to contribute, including introducing 200 free entry tickets on Tixtu (last entry 11am); a *Skint Night* (£1 tickets); an increase in *Stock Exchange* nights, and we made *Grad Ball* more financially accessible. We also launched 50% off *Rubix* tickets for the top 100 *Flirt!* buyers and top 200 *Citrus* buyers during *CoL Week*.

As well as a variety of free events across the year (laser tag, mini canvas painting, cookie, and cupcake decorating, DIY Christmas workshops, *One World Exhibition*, PGR free breakfast, *Pizza Party* at Hazel Farm, *Christmas Party* at Hazel Farm, calligraphy sessions, etc.). We have also subsidised all events to make them more affordable (dumpling/sushi making classes, pumpkin carving with craft soc).

Community Hub

We have leased the old *Santander* unit near the library and plan to use this space as a *Community Hub* which will include a swap shop, food Co-operative, book swap, community fridge, and shelf. We have already started collecting donations for our swap shop around campus and plan to open in September 2023 for the incoming students and returners.

Raising and Giving (RAG)

Challenges

We collaborated with *Endeavours Adventures* to do a sky dive, *Choose a Challenge* to do Everest Base Camp, and *Challenge Abroad* to do Elephants and Tribes.

RAG Week

We hosted *RAG Week* from 28 March – 31 March 2023 and hosted events and provided glitter stations at *Citrus* and *Flirt!*

Movember

We had a *Movember* raffle with amazing prizes donated by ourselves, the University and partners, as well as holding a special *Hari's Challenge* and a *Movember* awareness night at *Citrus*.

Kelly's Guildford 10K Run

Kelly's Guildford 10K and 5K run is a collaboration between *Kelly's Storage [Charity Events]* and ourselves. The run supported *Young Lives vs Cancer* and *The Shooting Stars Hospice* (our two partner charities for this year) and saw 200+ runners registered to join. Many were students doing so on behalf of their respective Sports Club or Societies, as well as many runners from the Guildford community. We had a DJ set, breakfast rolls, giveaways, and raffles to make the experience even more enjoyable.

Free Fest

Free Fest came back on 13 and 14 May 2023 at by the lake as our incredible summer-time festival over two days, with live music and DJ sets performed by our talented student body, movies, entertainment and a fun zone with bouncy castles and slides for younger people. This event was a huge success with the local community of Guildford coming to the University as well as our students enjoying Surrey's talent. There were many food stalls from our *Thursday Market*, with the addition of a slushies stall and ice cream vans, as well as our *Lake Bar* being open all weekend.

Union Ball and Colours Ball

Our annual balls were held on 5 and 6 May 2023 at G Live. We awarded numerous societies, clubs, students and staff for all their hard work and dedication with our awards and certificates. These were two really inspiring events to end the year, and celebrating the success of our amazing Surrey community.

Housing Awareness Campaign

In collaboration with the Support Zone, we held a *Housing Fair* in *The Hive* with local letting agencies, accommodation providers, and storage facilities in Guildford. There was also a *Speed-House-mating Event*, and a *Communal Living and Fire Safety* talk. We collaborated with *Hoods Residential* to provide our *How to Rent and Tennant* talks to educate our student body.

Living off Campus Guide

We improved the *Living off Campus Guide* to include a *Go Green* page sharing tips and tricks to help increase sustainability in your household, as well as adding a *Things to do in Guildford* page to help increase local businesses and Guildford economy.

Varsity

In collaboration with the Activity Zone, we hosted *Varsity* at home for the first time since 2019 and won for the 12th consecutive year. It was held on 22 March 2023 at *Surrey Sports Park*, and finished with an after-party at *Citrus* in *Rubix*. We had 32 matches taking place on the day with an amazing *Fan Zone* featuring *Red Bull, Monster*, food stalls. Students wore *Varsity* T-shirts and lanyards to show their Surrey spirit.

Strictly Come Surrey

We brought back this collaboration showcase between Ballroom and Latin Dance Club (BLDC) for the first time in four years. It featured seven couples, with professionals from BLDC and five members of University staff, and two students as our “celebrities”. It was a spectacular event held in the *Ivy Arts Centre* with a live audience and live-streamed online.



#SustainableSurrey

Volunteering

We increased our *Sustainable Volunteering* opportunities to include more litter picks around campus and in the local area; butterfly conservation; tree planting; building nature reserves; and volunteering in our community hub. This has also helped our Sports Clubs and Societies earn their *Community Badge*, as well as increasing volunteering opportunities locally.

Surrey Garden

We are planning to revive this garden near the *Round House* with student input on what they want to see planted and grown in this place. We've started a design brief; gathered volunteers; planted fruit trees in the surrounding areas; and plan to restart Surrey Garden Society to collaborate with us.

Biodiversity

We have partnered with a Surrey researcher to help cultivate a hive of bees on campus through our *Surrey Garden* to help increase biodiversity in Surrey. We also plan to build Hedgehog burrows and bird boxes/feeders to help our animals on campus as well.

Grad Ball

This year we introduced 200 super-advance tickets of £35, and 400 advance tickets of £45 compared to last year when no super-advance tickets were available. This positively impacted *Grad Ball* sales as 60% of tickets were sold within two days which have been the fastest-selling *Grad Ball* tickets in recent years.

Volunteering Awards

We hosted our first *Volunteering Awards* night at *Manor Park Social* this year to recognise and celebrate our students' outstanding volunteering achievements. We presented Bronze, Silver, Gold, and Platinum certificates based on the number of volunteering hours achieved by our graduating students.

We also had a prestigious *Diamond Award* for students who achieved over 1000 volunteering hours of which we handed out six this year which is an amazing accomplishment for our students. Additionally, we introduced a *greatest Impact Award* for one student we believed to have made a huge difference and impact to students and the wider community.

Finally we also gave out awards for our support services (*Nightline*, *Welfare Watch*, *Student Minds*) which were led by our VP Support, and a our *JEDI Award* (Justice, equality, diversity, and inclusion) which was led our VP Voice.





AMM 2024 – Union Policy

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Discontinued Policy

Subsidised Extenuating Circumstances

This Union Notes –

1. To apply for Extenuating Circumstances on the basis of illness or injury, students must provide evidence in the form of a signed and dated letter from a medical practitioner.
2. A ‘sick note’ from The Student Health Centre costs £20.
3. On 1st August 2016 the University stopped subsidising the cost, meaning students are now required to pay the full amount to receive the necessary evidence.

This Union Believes –

1. The charge of £20 to obtain proof of illness/injury is unnecessary and causes financial constraint to students who may not be able to afford the fee.
2. The University of Surrey has a duty of care to its students to support them through illness and injury without forcing financial constraint.

This Union Resolves –

1. To lobby the University into re-instating their subsidisation policy – splitting the charge of the note between the student and the University Under the following conditions:
 - a. Subsidies do not detract from the levels of resource available to the Centre for Wellbeing (as of 2019).

- b. In the first instance, the Union will lobby for subsidies to be drawn from the Hardship Fund, provided additional resource can be made available in full.
 - c. The University should fund 50% or more of the cost of doctors' letters.
 - d. The University should ensure the application process does not present a barrier to access.
2. Request a written response from the University clarifying its position and the circumstances surrounding the changes to the subsidy procedure in 2016. References *Regulations for extenuating circumstances 2018/2019, page 4, point 6. ** Guildowns Group Practice website www.guilddowns.nhs.uk/info.aspx?p=16

Rationale for discontinuation: I recommend that this policy should be discontinued, on account of it being outdated and its aims being achieved through other means. The implementation of self-certifying extenuating circumstances, and the ease of applying through the redesigned portal, means that students can avoid the immediate need for a "sick note" and allow them time to apply for hardship support. – VP Support

Policy to Continue

Raising and Giving Charity Selection Policy

This Union Notes –

1. Charity selection could have been more transparent for the 19/20 year
2. Despite all charities having the chance to apply, different levels of information were sent from different charities making it more confusing
3. The process could have been publicised more around the time to encourage more engagement for students.

This Union Believes –

1. Student's should shape how the Union is run
2. Bye Law 39.4 'The Community zone shall produce a clear and transparent bidding process for charities seeking funds'
3. To encourage more student engagement

This Union Resolves –

1. The process listed below will be the process of selecting the RAG Charities and added to the bylaws for the process to be transparent and simple for years to come.
2. Charity partnerships elected by the student body will be as follows: Every year, one charity will be elected for a 1 year partnership and one for a 2 year partnership, on alternative years, the 2 year partnership will be re-voted. The charity with the most votes will be selected for the 2 year partnership, the charity with the second most votes will be selected for the 1 year partnership.
3. RAG Charities will be selected democratically by a student vote.
4. A description of the charities we support will be included on the RAG USSU website page.

Appendix - Charity Application Process: -

1. Charities fill out application form for a 2-year partnership and send to ussu.ragchair@surrey.ac.uk by deadline (chosen by community zone) including logo attachment
2. All applications are shortlisted down to 5, by Sabbatical and Part Time Officers using a vote.
3. 5 Charities are put forward and voted on by the student body.
4. The top charity will become a partnering charity for 2 years. This process will be repeated every year (Therefore there will always be 2 charities at any given point with student having the choice every year)

Promote healthy drinking at Surrey Policy

This Union Notes –

1. Excessive alcohol consumption has been proven to cause an increase in mental health problems (Chimwemwe Tembo, 2017).

2. Alcohol consumption is not permitted in some faiths, meaning those students feel excluded from events run by USSU or clubs/Societies.

This Union Believes –

1. There has been a great effort in the last few years to introduce more non-alcoholic events, but much more should be done.
2. Social events (in the context of this policy) are defined as events promoted by the club/societies' communication channels

This Union Resolves –

1. Support a drink aware campaign across campus, reminding students the negative implications of alcohol, and that you don't need to drink alcohol to have fun.
2. Increase the requirement for STARS award so that 10%, 25% and 50% of socials must not be alcohol centred to achieve Bronze, Silver or Gold STARS respectively.
3. Continue the free soft drinks Rubix for as long as alcohol is served in the venue.

Team Surrey Equality and Diversity Policy

This Union Notes –

1. Last year, VP activity launched a campaign seeking to encourage women to participate in sporting activities.
2. Sport England produced a report in 2016, detailing the nationwide discrepancy between male and female sporting participation.

This Union Believes –

1. The state of gender equality within Team Surrey should be periodically reviewed as part of an annual report.

This Union Resolves –

1. To have VP Activity lobby the CEO of Surrey Sports Park to commission an annual Team Surrey report.
2. To have the VP Activity lobby the CEO of Surrey Sports Park to create a provision for non-binary and transgender changing facilities.
3. The Team Surrey report will include, but not be limited to: a. Total number of male, female, and mixed teams. b. Allocation of space and equipment provided to male, female and mixed teams.

Surrey Union's Detox on Plastic Policy

This Union Notes –

1. Plastic is having a detrimental impact on the environment.
2. The call for the end of single-use plastics is at an all-time high; a million plastic bottles are bought around the world every minute.
3. Plastic Detox is an initiative taken by UWE, with the aim to ban plastic cups from the bar and ban plastic bags from the shop.
4. University of Sheffield Students' Union, University of Keele Students' Union and University of Manchester Students' Union have all launched Zero Waste Shops. These shops sell a huge range of products free from plastic packaging.
5. Plastic does not biodegrade; it simply breaks down into smaller fragments which ultimately pollute the land and ocean.

This Union Believes –

1. USSU is a dynamic organisation. It is important to strategically integrate sustainability into the lives of students.

2. Students are an important part of the wider population, and it is clear that if plastic usage continues, there could be more plastic in the sea than fish by 2050¹⁹. It is therefore vital to instil sustainability into the lives of students so that this continues as they graduate into the wider world.
3. Food vendors on campus have a responsibility to act environmentally sustainably in all aspects of their business.

This Union Resolves –

1. To actively encourage students to reduce usage and waste of products that are nonrecyclable and educate students regarding how plastic is harming the environment.
2. To provide all first year undergraduate and postgraduate students with a reusable water bottle.
3. To only use and provide biodegradable glitter and confetti at all USSU events.
4. To lobby the University for a water dispenser in each teaching building across all campuses.
5. Food vendors, current or prospective, on campus must use eco-friendly (renewable or biodegradable) packaging, cutlery and napkins.

Students' Union Priorities Policy

This Union Notes –

1. The Union is committed to creating the changes our members want.
2. The Union is a democratic, member led organisation.
3. The earliest opportunity a first-year student has to shape the Students' Union does not come until they receive their Student Life Pulse Survey, or until the annual elections in semester two, whichever is earliest.
4. The Union's Officer team agrees annual priorities at the beginning of their new term to focus on within the University and Students' Union Committee on the basis of officer manifestos and current student concerns.

This Union Believes –

1. You do not have to have an elected position to make a difference.
2. Many students want to get involved in sharing their views and campaigning, but do not necessarily wish to stand in an election.
3. We have more strength as a Union when we work together as a group of active students.
4. Regardless of elected manifesto pledges, Union Officers are elected to represent students.

This Union Resolves –

1. To directly ask the student body for their views on what the Union should prioritise in its representation to the University at least once per year.
2. To review the gathered feedback and produce recommendations for the relevant Union Officer team.
3. To consider these recommendations when deciding key campaigns for the year and when deciding annual Officer priorities.

Financial Resilience Plan Policy

This Union Notes –

1. In January 2024, a report into the financial sustainability of UK Higher Education from PWC commissioned by Universities UK found that 40% of English and Northern Irish universities are likely to operate at a deficit this year, due to constraints on income generation, rising operating costs, and limited access to funding¹.
2. Funding per student has fallen year-on-year to its lowest level in over 25 years, leading to UK universities relying more heavily on fee income from international and postgraduate students².
3. Recruitment of international students has also been impacted due to immigration restrictions introduced in January 2024 and uncertainty around post-study job opportunities in the UK. As a result, the number of

¹ [UK Higher Education Financial Sustainability Report](#), PWC, Jan 2024

² [UK Higher Education Financial Sustainability Report](#), PWC, Jan 2024

issued study visas nationally is down by 33% this year and the number of enrolments to postgraduate taught courses is also down by over 40%³.

4. The impact of financial pressures is being felt across the sector, with over 45 UK universities facing cuts, redundancies or closures as of April 2024, and 9 in 10 post-1992 universities announcing cuts⁴.
5. In early March 2024, the Vice-Chancellor announced that the University of Surrey was facing financial difficulties caused by the pressures of inflation, increased energy costs, and a reduction in income generation from student fees and government funding.
6. The University also announced that it had developed a plan, known as the “Financial Resilience Plan”, aiming to respond to these challenges and reduce the deficit in the University’s funds, including opening an ‘enhanced voluntary severance scheme’ to academic and non-academic staff.
7. Responses received to the Students’ Union’s feedback form following the University’s announcement indicate that students are most concerned about the quality of education, the loss of staff, rising financial burden for students, and uncertainty about the short and long term impact on students different departments and levels of study.

This Union Believes –

1. The Students’ Union occupies a powerful position as the sole representative body for Surrey students, and should utilise this position to lobby⁵ on behalf of students at both a local and national level.
2. The Union’s Officer and staff team work closely in partnership with the University to improve the student experience at Surrey, with the Union representing student interests in a range of senior University committees (including University Education Committee, University Research and Innovation Committee, Senate, University Council, and the University Students’ Union Committee).
3. The Union’s approach to lobbying the University on issues relating to the financial resilience plan will be guided by elected officers and student feedback, focused on minimising the impact on areas of most importance to students and student satisfaction.
4. Any formal policy stance taken by the Union should be applicable to the fast-changing situation at the University through the duration of the financial resilience plan.
5. For the benefit of our members and to inform the Union’s representative work, it is vital that the University is transparent about where the financial resilience plan will impact the student experience.

This Union Resolves –

1. To formally **write to the Universities Minister**, Luke Hall MP, **the Shadow Universities Minister**, Seema Malhotra MP, and **the MP for Guildford**, Angela Richardson MP, to highlight the practical impact on students and universities due to the continued lack of higher education support.
2. To lobby the University to commit to **honour degree awarding** and to protect outcomes for students in any instances of the removal of teaching provision or course delivery, in accordance with the University’s [Student Protection Plan](#), and in line with the Regulatory Framework for higher education in England, set by the Office for Students.
3. To lobby the University to **extend the programme of enhanced voluntary severance** for academic and professional services staff, providing more opportunities for the University to meet the aims of the financial resilience plan without the need to make large numbers of compulsory redundancies.
4. To lobby the University to improve communications with the University community and prioritise the distribution of **transparent and timely information** about the impact of the financial resilience plan.
5. To lobby the University to commit to safeguards that **staff-student ratios will not fall to 1:20**.
6. Throughout the duration of the financial resilience plan, for Union Officers to **prioritise the areas of greatest importance** to our members when representing student interests, including:
 - a. The quality of learning and teaching across all courses;
 - b. Access to high quality, timely, and tailored academic, wellbeing, and administrative support for all students;

³ [The Guardian](#), Feb 2024

⁴ [Times Higher Education](#), April 2024

⁵ “Lobbying” is used in this policy to mean “to seek to influence an individual or body on an issue” (Oxford Languages Dictionary)

- c. The fair treatment of PGR students undertaking paid work for the University;
 - d. The recognition of the equal importance of all academic disciplines and appropriate levels of resourcing and support for students across all Faculties;
 - e. The protection of the academic experience and degree outcomes for any students undertaking courses where cuts to teaching provision or course delivery are announced;
 - f. The protection of an affordable and accessible full student experience including the delivery of inclusive education and the quality and cost of campus services;
 - g. The accuracy and quality of information, advice, and support provided to students across University support services.
7. To agree with the University to **collaboratively review relevant policies or regulations** where necessary in light of any impact to student support, University response times, or appeals and complaints resulting from the financial resilience plan.
 8. To agree with the University on an approach to **monitoring the long-term impact** of the financial resilience plan on students, with feedback being sought from students directly, including reviewing NSS and MEQ feedback.
 9. To share this policy with the University's Executive Board to ensure the stance of the Union and its members are understood and considered in the implementation of the financial resilience plan.
 10. For elected Sabbatical Officers to utilise their positions in relevant University committees and both formal and informal conversations with the University's Executive Board and other management staff to promote the resolutions outlined in this policy.

Policy to Change

Original policy followed by proposed new version of policy with changes. Proposed changes in red.

Existing PREVENT Policy

This Union Notes –

1. Due to recent events around the world terrorism is a real and significant threat to people and societies both domestic and internationally.
2. That PREVENT as part of the wider counter terrorism strategy CONTEST is designed to tackle extremism with in society.
3. That prevents agenda is to:
 - a. Respond to the ideological challenge of terrorism and the threat we face from those who promote it.
 - b. Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support.
 - c. Work with sectors and institutions where there are risks of radicalisation which we need to address.
4. That there is a legal requirement for institutions and public bodies to comply with PREVENT, however this obligation is not applicable to the University of Surrey Students Union.

This Union Believes –

1. That the PREVENT agenda in practice disproportionately affects already marginalised groups of society.
2. The monitoring of students in the manner proposed by PREVENT is an infringement of civil liberties such as freedom of speech and will change the nature of institutions devoted to learning, personal growth and challenging ideas.
3. The prevent agenda reinforces through the language within its documentation islamophobia and its by-product of discrimination and racism.
4. A position of non-compliance does not prevent the students union from participating in discussions with the university on PREVENT or monitoring the effects of prevent on its membership.

This Union Resolves –

1. That the University of Surrey's Student Union will establish a position of noncompliance with the prevent agenda.
2. That the union publicly declares its position on PREVENT and the reasons as to why.
3. The University of Surrey's Student Union will continue working with the University regarding the Prevent agenda.

Rationale for change: Updated to more accurately reflect current national and institutional approach to PREVENT – Union President

Proposed New PREVENT Policy

This Union Notes –

1. The UK Government has five categories of terrorist threat level – low, moderate, substantial, severe and critical. The national threat level changes depending on current events and is used to guide the public on their vigilance and to support the response of local and national police forces.
2. The government published updated PREVENT duty guidance in 2023. PREVENT remains a key part of the government's wider counter terrorism strategy known as CONTEST.
3. That prevents agenda is to:
 - a. tackle the ideological causes of terrorism;
 - b. intervene early to support people susceptible to radicalisation, and;
 - c. enable people who have already engaged in terrorism to disengage and rehabilitate.
4. That there is a legal requirement for institutions and public bodies to comply with PREVENT duty, and the University's compliance with the duty is monitored by the Universities Regulator, the Office for Students.

This Union Believes –

1. That there is a significant risk of the PREVENT agenda disproportionately affecting already under-represented or marginalised student groups.
2. That it is important that any monitoring or reporting activities under the PREVENT agenda take account of the recent changes in the Higher Education Freedom of Speech Act 2023, and remain compatible with this act.
3. A position of non-compliance does not prevent the Union from participating in discussions with the University on PREVENT or monitoring the effects of PREVENT on its membership.

This Union Resolves –

1. That the University of Surrey's Student Union will establish a position of non-compliance with the prevent agenda.
2. That the Union publicly declares its position on PREVENT and the reasons as to why.
3. The University of Surrey's Student Union will continue working with the University regarding the PREVENT agenda, and monitoring its implementation, particularly with regard to freedom of expression.

Access and Participation Plan Policy

This Union Notes –

1. Access and Participation Plans are a requirement of higher education institutions registered with the Office for Students. The Plans must show how the organisation will support access, success, and progression into work of under-represented groups in higher education (e.g. BAME students, carers, care leavers, disabled students, and so on) from the UK.
2. The University currently provides 'Full Surrey Award' bursaries for students under some conditions; as a requirement, they must live in particular postcodes (these are referred to using 'POLAR quintiles').¹
3. Under new guidance from the Office for Students, universities will not be required to ring-fence funding.
4. The Office for Students have set out targets for UK institutions to close gaps in attainment (the proportion of students receiving a 2:1 or first) and non-continuation (withdrawals) between disabled/non-disabled students and BAME/white students.

This Union Believes –

1. The University of Surrey should be more transparent about initiatives to support different sections of the student community, particularly regarding attainment and progression gaps.
2. Home postcodes are not an appropriate bursary requirement.
3. Bursaries provide a valuable means of support for students from lower socio-economic backgrounds; this support should be protected in future years.

This Union Resolves –

1. To lobby the University to implement the following in future Access and Participation Plans: a. Report separate data and actions to improve black students' and Asian students' attainment;³ b. Report separate data and action plans to address black students' and Asian students' noncontinuation;⁴ c. To unlink bursary funding from POLAR quintiles; d. To ring-fence bursary funding for future years; e. To increase the value of the bursaries annually with inflation; f. To include information on how capital planning has been considered in recent building works.
2. To lobby the University to introduce additional student engagement, alongside Liberation Reps, to inform the Access and Participation Plan (through a student panel, for instance).
3. If resolves 1 & 2 are not fulfilled: to release a public response to future Access and Participation Plans.

Rationale for change: Updated to more accurately reflect current national and institutional approach to Access and Participation Plans – Union President

Proposed New Access and Participation Plan Policy

This Union Notes –

1. Access and Participation Plans (APP) are a requirement of higher education institutions registered with the Office for Students (OfS). **The Plans must show how the organisation will improve equality of opportunity for students from disadvantaged backgrounds to access, succeed in, and progress from higher education.**
2. **A provider's access and participation plan must include:**
 - a. **the risks to equality of opportunity that the institution has identified as relevant to their context, informed by the access and participation data dashboard and the Equality of Opportunity Risk Register**
 - b. **'intervention strategies' or the actions providers will take to challenge risks to equality of opportunity and the outcomes they expect to achieve, and how these will be evaluated and resourced**
3. **The OfS invites students or student representatives to submit an accompanying Student Submission to comment on the quality and relevance of the University's identified interventions detailed in their APP submission.**

This Union Believes –

1. **Access and Participation Plans are an important measure to ensure transparency about current issues ongoing at the university and within Higher Education, and ensure a whole-institution approach to addressing awarding, attainment, and progression gaps across the student population.**
2. **National research highlights a clear and causal link between a sense of belonging and academic success for students attending university.**
3. **It is vital that our members can fully access and participate without facing financial, social, cultural, physical, or wellbeing access issues.**
4. **Bursaries, financial support, and hardship funds provide a valuable means of support for students from lower socio-economic backgrounds; this support should be protected in future years.**
5. **Resourcing to support equality, diversity, and inclusion work to benefit students and improve the inclusive nature of education at Surrey is integral to reducing barriers to student engagement and success.**
6. **The Union's role is to represent student interests, and has a vital role to play in the development of the University's APP submissions, as emphasised by the OfS offering the opportunity for a student submission.**

This Union Resolves –

1. To collaborate with the University to coordinate consistent student input in the development and evaluation of the APP, including Sabbatical Officer representation and opportunities for a wider pool of students to be involved.
2. To submit a student submission on behalf of students on each occasion that the University submits an updated Access and Participation Plan to the Office for Students.
3. When writing the student submission to accompany the University's APP, and when consulting on the development of the University's APP, to focus on the following:
 - a. Evaluating how the University's plan will target relevant under-represented student groups and addressing attainment, continuation, or progression gaps;
 - b. Advocating for appropriate long-term measures to evaluate the effectiveness of interventions detailed in the APP;
 - c. Assessing the practical benefits of the University's suggested interventions in addressing barriers to full access and participation in university life, including mental health, cost of living, physical access, and inclusive education.
4. To advocate for the continued appropriate levels of financial and staff resource to develop and implement the interventions detailed in any future APP, including safeguarding the provision of accessible bursaries, financial support, and hardship funding for students.

Appendices

- o Accounts
- o Affiliations
- o Budget
- o Complaints Log
- o Diversity Report

Registered Charity No: 1142479
Registered Company No: 07470232

UNIVERSITY OF SURREY STUDENTS' UNION

**TRUSTEES' REPORT AND CONSOLIDATED FINANCIAL
STATEMENTS**

FOR THE YEAR ENDED 31 JULY 2023

UNIVERSITY OF SURREY STUDENTS' UNION

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UNIVERSITY OF SURREY STUDENTS' UNION

ADMINISTRATIVE INFORMATION

Charitable Status

The University of Surrey Students' Union (USSU) is an incorporated charity (Company Limited by Guarantee) established under the Education Act 1994 and registered with the Charity Commission (No. 1142479) and Companies House (No. 07470232).

Principal Address

Union House, Stag Hill, University of Surrey, Guildford, Surrey, GU2 7XH.

Charity Trustees

	<u>Aug 2022/23</u>	<u>Aug 2023/24</u>
Full-time (Sabbatical) Officers		
President & Chair of Trustees	Diana Dakik	Jo Ting Yau
VP Community	Jo Ting Yau	Oluwakayode David Idowu (resigned 31.08.23)
VP Support	Oriana Savvidi	Liam White
VP Activity	Cameron Tooke	Amy Obi
VP Voice	Megan Simmons	Kiara Lunani
Part-time (Non-sabbatical) Officer		
Union Chair	David Dobrotvorskij	Amel Boukabous
External Trustees		
	Amanda Massie	Amanda Massie
	Matthew Dutton	Matthew Dutton
	Martine Carter	Martine Carter
	Anne Milton	Anne Milton
	Shilpi Sahai (app.11/05/23)	Shilpi Sahai

Part-time Executive Officers (Non trustees)

2022/23

Voice zone officers:

Kiara Kataike-Lunani

Deni Addis

Harsh Sodhani

Luana Vasconcelos

Hugo Montford

Support zone officers:

Samantha Buss

Numa Begum

Liam White

Letty Raby

Mowisha Srikuberan

Activity zone officers:

Team Surrey Chair - Nick Green

Societies chair - Ami Tudorache

Activity zone:

Hannah Mcauley

Izzy Holland

Phoebe Blackmore

Community Zone officers:

Oyinkan Carrena

Tash Jones

Emily O'Grady

Elena Quevedo Santana

RAG Chair - Theodora Plati Loverdou

UNIVERSITY OF SURREY STUDENTS' UNION ADMINISTRATIVE INFORMATION

2023/24

David Dobrotvorskij
Kiara Kataike-Lunani
Deni Addis
Harsh Sodhani
Luana Vasconcelos
Hugo Montford
Samantha Buss
Numa Begum
Liam White
Letty Raby
Mowisha Srikuberan
Hannah Mcauley
Izzy Holland
Phoebe Blackmore
Nick Green
Ami Tudorache
Oyinkan Carrena
Tash Jones
Emily O'Grady
Elena Quevedo Santana
Theodora Plati Loverdou

Auditors

Crowe U.K. LLP
Statutory Auditor
49-51 Blagrove Street
Reading
Berkshire
RG1 1PL

Bankers

National Westminster
Bank Plc
151 High Street
Guildford
Surrey
GU1 3AH

Solicitors

Goodyear Blackie
Herrington Law Limited
7 & 8 Innovation Place
Douglas Drive
Godalming
Surrey
GU7 1JX

USSU employs a Chief Executive Officer to work closely with the Executive Officers and ensure effective management of the charity as head of a senior management team as follows: -

Chief Executive Officer
Deputy CEO
Head of People and Representation

Alex McKee
Debra Rideout
Kath Phillips

UNIVERSITY OF SURREY STUDENTS' UNION

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 JULY 2023

The Board of Trustees present their Annual Report for the year ended 31 July 2023 which includes the administrative information set out on page 1, together with the audited accounts for that year.

Structure, Governance and Management

USSU is constituted under the Education Act 1994 as a charity (see page 1) with internal regulations or Rules approved by the governing body of the University of Surrey. The Union is a Company Limited by Guarantee. The Charitable Company's Memorandum and Articles of Association are the primary governing documents. Each member of the Charitable Company undertakes to contribute to the owners of the Charitable Company in the event of it being wound up, while they are a member, such amount as may be required, and not exceeding £1.

USSU charitable Objects under the Act, to advance the Universities' educational purposes by providing representation and support for the students at the University, are supplemented by the further Object of helping members to develop their own charitable activities as active participants in civil society.

USSU is administered by its Executive Committee of fourteen students elected annually by cross-campus ballot of the USSU membership. The five posts of President, VP Voice, VP Support, VP Community and VP Activity are full-time, or 'sabbatical', posts remunerated as authorised by the Education Acts and cannot exceed two years' duration for each holder. The five full-time Officers, Union Chairperson, University Trustee and four external trustees are regarded as the charity trustees of USSU for the purposes of the Charities Acts.

Arrangements for setting pay and remuneration of key management personnel

Pay and remuneration of key management personnel is determined by a variety of contributory factors, such as, the size of the Students' Union, the pay scales for each role e.g., sabbaticals, CEO etc., and the level of experience of the staff member. In addition to this, levels of pay may be affected by the ability to recruit key management personnel and retain them in post, which all coincides with the student union's appointment and pay policies. All amendments to the pay and remuneration policy for the key management personnel is discussed and agreed by the trustees. The day to day running of the Union is delegated to the Chief Executive Officer and the Deputy CEO.

Risk Management

The Finance Committee has examined the major strategic, business and operational risks faced by USSU in particular those relating to governance, finance, student experience, health and safety, organisation, operations, reputation, HR and ICT. A risk register has been established and is updated at least annually.

The Students' Union prime risks are:

- Failure to manage costs improve efficiency and maintain financial stability. Current mitigation: is Annual budgets detailed monitoring and production of monthly finance reports. Monthly finance meeting with quarterly trustee meetings.
- Loss or reduction in annual subvention. Current mitigation: Continuing cooperation with the university encouragement of positive links from Sabbatical officers to key University personnel. Transparency of the USSU core aims and objectives
- Failure to improve the student experience. Current mitigation: Implementation of the Zone structure enabling VPs to complete their manifestos.

Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Budgetary and internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers and participants on all activities organised by the Union. Staff training and development are in place to ensure staff are aware of the risks and have the necessary skills and ability to complete the designated role. KPI's are regularly reviewed to pick up any early warning signs that issues may be these occurring. These procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

**UNIVERSITY OF SURREY STUDENTS' UNION
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 JULY 2023**

The Union continues to analyse the risk of Covid 19, and its impact is considered on a rolling and future basis. The Union's plans and response to the pandemic were quickly delivered and were adaptable. The Union team continue to give particular attention to Rubix nightclub, and the adaptations needed in order to deliver a Covid secure venue and social experience for the students.

Group structure

The Student Union has a wholly owned subsidiary, Origin Events Limited. See Note 8 for further details.

Aims, Objectives and activities

The Board of Trustees has identified The University of Surrey Students' Union's vision and mission as "To be a leading UK Students' Union that has a positive impact on every University of Surrey student - To enrich students' lives, the community in which they live and the University of Surrey by creating the changes they want and to enable them to achieve their ambitions". During 2016/17, the board of trustees agreed a new strategy for the Students' Union. This strategy was put to members for approval during the annual elections and 1847 members voted, with 89.5% approving the strategy. The key aims from the strategy are as follows

- **The Union will be proactive in learning what our members want:** By talking more to our members, giving them the opportunity to talk to us – easier and quicker, and doing quality research without the burden of endless lengthy surveys, the sabbaticals, and Union executive will have a closer and more relevant understanding of what our students think, and what is important to them.
- **Student leaders will be supported to take action in response to the student voice:** To create change, and enrich the lives of our members, we must react to what we know. Although it is important to acknowledge that we are constrained by our charitable objectives. Student leaders are not just elected to deliver on election promises, but to react to the voice of students.
- **Elected student covid officers will be supported to deliver on key manifesto pledges:** With a solid foundation of student opinion to support elected student officers in their decision making, it is also vital that student officers do not simply become messengers, reporting through committee what the latest survey results are. The diversity of ideas comes from the annual election process and the resultant manifestos. The representative democracy of the Students' Union will be supported by enabling elected officers, not only to develop their election manifestos, but to deliver on them.
- **Students will be well informed on the work of the Union and their representatives:** We will not just listen silently to our membership but will inform them of what their Union has been doing in their name, and what it continues to do following what they have told us. By hearing about the impact their voice has made, and how they have been listened to, the credibility of the Union will be enhanced and continue a virtuous circle of student engagement.
- **Students will recognise the Union as an organisation that is true to their values:** The way the Students' Union collectively operates is important, for the credibility of the organisation and the relationships that exist with external stakeholders as well as with our members. Our values will be rooted in what we do, elected officers, signatories, staff, and all active members will be expected to know what is expected of them in the living realisation of our value.

In pursuit of these aims for public benefit, The University of Surrey Students' Union will ensure the diversity of its membership is recognised, valued and supported and has established services for use by its members and to support its work with the University and other organisations on behalf of students. These include the Students' Union support service, volunteering and training, diverse student activities, and support for student sports clubs and societies, alongside our commercial activities which include our Rubix nightclub. The Executive Officers of the Union sit on the majority of the committees of the University of Surrey and meet regularly with department and central service heads on campus.

The charity trustees have complied with their duty as determined by Section 17(5) of the Charities Act 2011 having due regard to the Charity Commission's published general guidance concerning the operation of the public benefit requirement.

UNIVERSITY OF SURREY STUDENTS' UNION

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2023

Cost Of Living Focus

In October, we held our Make Your Change campaign which asked students what they felt our campaign priority should be for the year. We were unsurprised to see that the winner was Cost of Living and immediately set in motion several projects to support students while they faced this challenge. The Union President co-chaired a Cost-of-Living working group with the Chief Students' Officer, which discussed how students could be supported across the board, from IT equipment provision to discounted food and drink. Early in the next academic year, the Union will be continuing to work with the University on our new Community Hub, which will be housed in the centre of the campus and enable students to collect items that are no longer being used, such as kitchen equipment. We have been gathering used items which students have been helpfully donating and these will serve to stock this hub in its opening weeks. We hope to see this develop as a useful resource that can support students as the cost-of-living crisis continues into the next academic year.

Review of Governing Documents

During the academic year 2021-22, the officer team and staff team worked on a review of the Union's byelaws which was conducted partly in response to the University's Quinquennial Review of our governing documents, and partly due to the need to review these documents to ensure that they reflected the reality of the Union. The byelaw review project was paused when a new Chief Executive was recruited, to enable the Union to review its committee structures. We have now conducted that review and our recommended changes to our committee structure have been passed by our Board of Trustees. We have also worked with the University on a new Memorandum of Understanding and put in place a new Delegation of Authority which better explains how decisions are delegated by the Board of Trustees via the authority of the Union's Chief Executive.

A new Students' Union Brand

Our new Chief Executive, Alex McKee, brings with him experience of leading Communications and Engagement at UCL Students' Union. His timely arrival has given us an opportunity to review our brand and bring this more into line with students' expectations in the sector. We are now rolling out our new brand which will give the Union a more contemporary look and feel as well as a proper tone of voice and framework for how we talk about ourselves to our members. We are excited for members to see and experience our new brand as it begins to take shape across our digital and physical spaces.

Student Life Pulse

We have continued to participate in Student Life Pulse, working with our research partners, Alterline, alongside the University. Every month, a random sample of students is asked to participate in the survey and results are reported to us in three sections over the year. At the time of writing, we have results for Pulse 1 and 2. We have seen overall satisfaction with the Union remaining stable and are pleased to report improvements in statistics on students feeling welcome and a sense of belonging at Surrey. An area for improvement and focus next year is student awareness of their elected officer team and their activities. We hope to improve this in the next academic year by diversifying our approach to social media, ensuring that we are communicating with students at their level and providing content that they want to see and share. Increasing the presence of the elected officer team across Union communications should also support our democratic activities and student engagement with these processes.

Union Complaints Summary

Following the University's Quinquennial Review of the Union's governing documents, several recommendations were made. One recommendation was that we review our complaints and disciplinary procedures in line with the OIA best practice guidelines, and this review concluded in August 2021. This year to date, we have received nine complaints, one concerning an incident in our traded venue Rubix, one relating to the University, which was referred accordingly, and six concerning club and society involvement. Out of these six club and society complaints, two were referred into the Union's Disciplinary Process while the other issues were resolved locally under the early resolution stage of our new Complaints Procedure. We have concluded one complaint appeal under our complaints procedure, but this did not result in a panel hearing due to lack of grounds.

**UNIVERSITY OF SURREY STUDENTS' UNION
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 JULY 2023**

ZONE ACTIVITY

The work of the Union is presented in four zones, Voice, Activity, Support and Community. Each zone is led by a VP with the President in overall leadership of the Union.

VOICE ZONE

Course Representatives

This year, the improvements we have made to the Course Representative (Course Reps) scheme have focused on improving support and communication for Reps. A notable achievement was the successful launch of the Head Rep Scheme, with 26 trained Head Reps now actively serving their schools. As student voice ambassadors, Reps played a crucial role in promoting the use of MySurrey Engagement by encouraging sign-ups through outreach to students, and assisted in promoting Surrey Decides, local elections, and Speak Week. We wanted to make sure we had better communication with both students and Reps, so we organised a Course Rep social event in semester one. It was a great success with over 40 volunteers in attendance, and we're grateful for the support from the Voice Zone part-time officers and Head Reps. This event showed our commitment to fostering better interactions and engagement with Reps. Our focus for next year will be continuing to develop the Head Rep Scheme, increasing our proactive contact with Head Reps and ensuring robust processes and systems to support the scheme.

Student Voice Forum

We continued to run our Student Voice Forum events this year, both online in November and February, averaging 165 attendees, and 45 attendees in-person to celebrate our Course Rep Awards in May. We were joined by a panel of representatives from senior University management throughout the year, including the Vice-Chancellor at our Forum in May. Topics discussed over the year at our Forums have included: Assessment and Feedback, Artificial Intelligence, Cost of Living, and the student voice.

Surrey Decides Surrey

Decides this year saw some significant increases in engagement, whilst also balanced against a challenging year in other respects. After 1,304 recommendations were sent to potential nominees, we received 75 nominations across our available officer positions, with nominations for full-time roles significantly stronger than last year. Nominations for Part-Time Officer positions, however, struggled more, continuing a wider trend across the Union with regards to volunteer engagement. 44 candidates continued in the process and were listed on the ballot. 3,009 unique voters took part in Surrey Decides, with 21,227 votes cast across all contests. The statistics highlight that this year, we had better informed and engaged voters who took part in multiple contests, but fewer one-time voters. We saw a 31% increase from last year in turnout across the contests for our full-time positions, most likely motivated by the high number of candidates for these roles, giving our incoming Sabbatical Officer team a very strong mandate to start their year on. 100% of candidates who completed our follow-up survey after the election agreed they were glad they stood for election. For next year, the aim will be to develop the user interface of the voting platform to allow students to vote in multiple contests separately, rather than requiring all votes to be cast at one time, and to increase whole officer team involvement in promoting voting to students.

AGMS and EGMS

This year, the Voice Zone facilitated 63 EGMS for dormant and new societies and clubs, and to replace resigned signatories. During AGM season in semester two, 159 AGMs were booked, and of this number, 146 took place as valid AGMs. 75 of these AGMs were self-officiated by outgoing signatories, an increase from 40 self-officiated AGMs in 2021-22. The priority for next year is to update the AGM and EGM election system to reduce technological issues and to improve the reliability of this democratic process.

Make Your Change and Cost of Living

The Union's priority campaign was decided again this year during Make Your Change in semester one. 26 campaign ideas were submitted by students, which were shortlisted for the final student vote. 478 students took part by casting their vote, 329 of whom voted for Cost of Living as the key issue they would like to see the Union campaign on this year. Cost of Living had been identified by the Union as a priority ahead of Make Your Change, meaning that we were able launch the priority campaign with significant effort having already been undertaken by the Voice Zone to research this issue and the potential impact on students. We launched our Cost-of-Living Manifesto, a set of 40 actions for the Union and University to take in partnership to address the impact of the rising costs of living for students. These included addressing the costs of living on campus, tackling hidden course costs, and improving financial support to students in hardship. The vast majority of these actions have been completed via the combined efforts of the Union and University in our Cost-of-Living working group, and the continued efforts to support students through this crisis will continue next year.

UNIVERSITY OF SURREY STUDENTS' UNION TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 JULY 2023

Speak Week

The Voice Zone ran Speak Week in May to provide students with the opportunity to provide feedback about their experiences at Surrey, and to provide Union officers with insight into the current priorities for students. We gathered a broad range of feedback including 264 responses to our two core Speak Week questions and insight from 23 focus group attendees. We also took the opportunity to promote the student voice by holding a Student Voice Forum and by promoting local elections, encouraging students to engage in sharing their views and engaging in local democracy in partnership with Guildford Borough Council. After reviewing the gathered feedback, the key priorities for students are the affordability and accessibility of campus facilities, improvements to the academic experience and social experience Surrey, enhanced student communication and support, and continued attention towards the impact of the cost-of-living crisis. We have recommended that these findings are considered when setting the priorities for the work of the Union in the 2023/24 academic year.

Teaching Excellence Framework

The Union and University were required to complete submissions to the Teaching Excellence Framework (TEF), a national scheme run by the Office for Students to assess universities on their excellence in student experience and student outcomes. The Voice Zone undertook the research and authorship of the independent student submission, providing the student voice on the academic experience from the past four years at Surrey. We chose to use this opportunity to highlight good practice at Surrey but also encourage the University to address some areas for improvement, including assessment and feedback. The Zone also contributed to the University's governance panel to compose their own submission, and following both submissions this year, we look forward to seeing the rating achieved at Surrey.

Equality, Diversity and Inclusion Projects

The Liberation Network was rebranded to the Student Equality Network in response to feedback that the previous name made the purpose of the network unclear. The main focus of this year was the Intersectionality Project, a student curator project highlighting recommendations from Network volunteers, including a visual display, blogs, giveaway, and interactive board. Increasing proactive engagement is the priority for next year and continuing to involve volunteers in Union campaigns and policy. The Voice Zone also facilitated students taking part in Pride in Surrey alongside the University for the first time this year, and Deni, our parttime officer, led the Zone's contributions to Neurodiversity Celebration Week, including social content and a 'crafternoon' event attended by around 40 students. Decolonising Surrey has been absorbed into the newly created Student Success Committee, a group within the University's governance structure formed to focus on student success at Surrey and support for underrepresented groups to achieve and succeed at university. The Zone has continued to champion student success by presenting reports on ongoing Equality, Diversity and Inclusion (EDI) activity in the Union, feeding into the group's priorities, and conducting research into the experience of February starting cohorts. The group is looking to increase student engagement through student-staff partnerships, which the Zone has noted may mean funding opportunities become available for the Union for EDI projects.

University Projects

The Zone has continued to provide student views in the development of several University led projects this year. MySurrey Engagement was launched in September to mixed reviews from students. We have continued to highlight students' interests on the implementation of both this platform and MySurrey Attendance through formal committees and working groups, especially focusing on communications to students to ensure clarity on the compulsory nature of attendance tracking and how student data is used. Having consulted on the opening of the renovated Teaching Block in September to positive responses from students and staff, the Voice Zone has supported this project in the next stages of renovations across campus, including in the Duke of Kent and Rik Medlik buildings. We have sought and presented detailed feedback from students on the project thus far, and actively participated in the selection of new furnishings. Other related projects which the Zone has consulted on have included Digital Assessments and the introduction of Surrey Online University Learning (SOUL) which will both continue next year. With the introduction of Chat GPT going viral across the world, the University launched a group focused on updating regulations and establishing a policy stance on the use of artificial intelligence (AI) in assessments. The Zone has fed into both the main group and a smaller task and finish group and continue to monitor the progress of this development. Additionally, we previously ran the SHOUT Awards scheme, and hope to re-launch these awards next year to enhance positive staff student relationships, whilst widening eligibility to PGRs who teach, improving the awarding process, and rebranding to Staff Excellence Awards.

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ACTIVITY ZONE

Engagement

This saw great growth for the Activity Zone, with over 8,500 students involved in a form of physical activity and many more engaged in extracurricular ambitions through our societies. This dedication is represented by the 10,725 memberships bought through the Union as well as the hundreds of thousands of volunteering hours committed by our Clubs' committees.

Team Surrey

Team Surrey has had a great year, jumping an impressive eight spaces on the BUCS leader table from 41 last year to 33. Within this overall improvement, we have also had some key club successes...

National Qualifiers

The Badminton W1 and M1 teams got through to the qualifying rounds and into main draw in three events - one women's singles, one women's double, and one mixed doubles. The Swim team also qualified for the BUCS Nationals, with eight current swimmers and three alumni qualifying for the British Championships. Cheerleading also remained as National Champion with both their Level 1 and Level 2 squads winning gold.

BUCS League Successes

Lacrosse W1 and Badminton W1 made it to playoffs. Badminton won their matches, meaning they will be in the Premiership League next year.

Touch Rugby

The club has shown remarkable improvement in the rankings, climbing 22 places in just two years. The club finished 5th in the country securing 14 Bucs points.

Boat Club

Three golds and four silvers at BUCS Regatta. one gold, one silver and one bronze at BUCS Indoor Championships.

Volleyball

This year the Volleyball club have made tremendous strides, not only in their BUCS games but also recreationally and with the in intramural sessions selling out their all of their play sport sessions. Last year the club fell dormant, however they have come back in full swing. They have had a very successful BUCS season with the Women's 2s achieving promotion this year and the Women's 1 also reached the semi-finals in the Cup Conference. Additionally, they picked up several Individual and Club Awards at Colours Ball

BUCS Awards

Several members of Team Surrey have been shortlisted for the prestigious BUCS National Awards. This list includes Rugby coach Elliot Lewis for Best Coach and Volleyball President Rachael Crawford for the Special Recognition Award. Furthermore, Team Surrey Student Sport was also shortlisted for Best Participation Programme of the Year.

Varsity

Varsity returned home for the first time since 2019, and the event did not disappoint - with hundreds of students flocking to Surrey Sports Park to both compete and support their peers as Surrey crushed Royal Holloway to win their 11th consecutive trophy.

Gradsport

Gradsport returned again this summer to Surrey Sports Park for its 9th year as current students competed against alumni as old friends returned and fierce rivalries were rekindled out on the field. The event was a great success with the Grads winning the day which was rounded off with celebration in Rubix between the two sides.

Female Takeover

Female Takeover saw Surrey Sports Park closed to the public for Saturday evening as over 100 girls came along to enjoy some inclusive fitness session and gym access without the pressure and stress of the everyday gym experience. From self-defence classes to learning to powerlift the event has shown to be a success two years running.

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DisABILITY Week

DisABILITY Week gave students an amazing opportunity to try out disability friendly sports for the first time ever at Surrey Sports Park, with the team collaborating with Team Surrey by getting involved and promoting activities such as Blind Football, Goalball and Sitting Volleyball.

WBC Training

Two Wellbeing Champion sessions were run across the year with every Club/Society committing at least one member to be fully training by our Support Zone team on a variety of skills including - active listening, boundaries and bystander intervention training.

Union Ball & Colours Ball

Union Ball and Colours Ball capped off a phenomenal year of success for both the Union and Team Surrey with over 700 students present over the two days and numerous awards given out to round off a highly positive year for all those involved in extracurricular activity here at Surrey.

Get Involved Week X Cost of Living Crisis

This year we collaborated with the Voice Zone on the Make Your Change campaign, which saw students voting Cost of Living as their priority campaign. Through this we highlighted the number of free societies students could join as well as running a week of free sessions for student to once again try out something new, free of charge.

Colour Run

Alongside Team Surrey and the Surrey Moves campaign, the Activity Zone were involved in two successful Colour runs which saw over 500 students running through the fields of Surrey Sports Park, whilst covered in paint.

Team Surrey and Societies

Conference We collaborated with the Sports Park on the Team Surrey Conference, helping Club signatories engage with us and network and develop bonds with their fellow peers. The Activity Zone then ran Societies Conference, which saw committees engage with essential sessions to improve their skills in running their Societies.

SUPPORT ZONE

Regulations, Academic and Housing Advice

Our Advice team have had 2,864 students emailing for support this year, with a slight decrease in 2023 compared to 2021-22. We believe this decrease is due to students no longer seeking advice for Academic Integrity cases for Covid online assessments. This number is expected to rise through June to August of 2023 however, due to the increased use of Artificial Intelligence (AI) Technology. The team has also noticed a decrease in the number of students inquiring about housing advice and we are working on our communications for next year to improve these numbers. However, it is important to note that we now have an in-house agency, Hoods Residential who offer housing advice, so students may just be seeking advice elsewhere. This year our advice team have also supported the Sabbatical Officers with representative consultations on the University's proposed changes to the regulations, including the exceptional Force Majeure, changes to the Extenuating Circumstances regulations, and the Disciplinary Regulations. We have also continued to work with the University in their response and mitigation to the UCU Strike Action and Marking Boycott.

Consent Course

We have been working alongside the University on making the Consent Matters course mandatory, which was accomplished during Semester 1, alongside the Zero Tolerance to Hate course. The courses were introduced halfway through the semester with a number of technical difficulties that hindered the uptake levels. Despite this, we remained committed to providing a consent course and having successfully lobbied the University for a bespoke course, work began in Semester 2. We have partnered with LimeCulture, a sexual violence charity, who together with the VP Support, prepared the slides and materials for the course. The script, videos and narrations have all been created and we are working on pulling those together into an online course for August 2024. Until then, we will continue to work with Epigeum. The content from LimeCulture is now owned by the University and us, and we have the ability to change our course without any future payments needed. LimeCulture are also providing Train the Trainer training to our staff so that they can deliver the same content in person. The first in-person training will be given to our Wellbeing Champions in September 2023 and to students going on Tour (from January 2024) to test the content and begin to introduce in-person consent training.

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Don't Worry Surrey

The Support Zone has worked on many in person events. During the two Don't Worry Surrey: Exam Support campaigns we provided over 3,500 hot and cold free drinks to students as well as thousands of breakfast bars, hot food and other snacks. Support Zone As part of the exam campaign, we also organised Yoga sessions; massage sessions; a self-defence class; Happiness Cafes; gave out goody bags; and organised online and in-person academic advice daily.

Period Poverty Campaign

We have been committed to the continuation of our Period Poverty project and we have negotiated the final quote, with the provider of products -Grace and Green, to almost £5k less than originally quoted which has made Grace and Green, not only the sustainable option, but also the most cost-effective. Following approval of the project, dispensers at the Hideout, Wates House, MySurrey Hive and Hillside are funded and restocked by the University and the dispensers at Manor Park Social and Rubix are funded and stocked by the Union. There is also a plan created for any schools or departments who wish to adopt the project so that they can fund their own dispenser in the future. Wellbeing Weeks We organised two Wellbeing Weeks, with 20 events across all three campuses, including more Guildford School of Acting (GSA) outreach. We had two WellFairs; Speed Mate-ings for students to make friends; a pizza party in collaboration with the Community Zone; themed Crafternoons - for events such as Neurodiversity Awareness Week; and provided lots of training, such as Active Bystander; Active Listening; Mental Health Awareness Training; and Look After Your Mate.

Housing Awareness Week

We also co-organised a Housing Awareness Week with the Community Zone with talks from Tom Hood on How to Rent; a Speed House Mating; and a "How to Tennant" guide for students moving off-campus.

International Student Survey

The Support Zone has also launched the annual International Student Survey to collect data from International and European students about their academic experience, their experience at Surrey with their mental health and support they received and any other issues they may have, such as accommodation. This data is broken down to faculty, course start date, country of origin and other details that help us better understand the experience we provide as a University and a Union.

No More Week

We organised a No More Week, with a Light Up The Night walk to show solidarity with victims; a Crafternoon; an information day on support to sexual violence victims; we gave out hundreds of personal safety alarms; and provided more Bystander Training.

LGBT+ History Month

The VP Support co-organised with the VP Voice, the Union's LGBT+ History Month Calendar. We held a Glitterbomb, an LGBT+ Shag Day and an LGBT+ Crafternoon. Disciplinary Outcomes It has been the work of the 2021-22 and 2022-23 VP Supports to lobby the University to publish disciplinary outcomes for more transparency from OSCAR and as deterrence. This website is now live with the nature of the offense and the action taken by the university available to view [here](#).

SHAG Days

We have organised multiple Sexual Health Awareness and Guidance Days (SHAG Days) and gave out thousands of STI tests, condoms, pregnancy tests, lube, cleaning wipes and sex toys. For sexual health, the VP Support organised arranged with the local GP a day where students and staff could have a cervical smear test, skipping the NHS waiting list.

Reporting Sexual Violence

We have been working with OSCAR to implement an amnesty clause for reporting parties of sexual violence. Students who would report experiencing sexual violence to the University will be able to do so without fear of repercussions if at the time of the assault they were breaching specific University regulations around sex work, drug offences (excluding supply) or conditions of residence breaches.

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Sex Workers Safety Tool Kit

We are also working with the University on releasing a Sex Workers Safety Tool Kit. The tool kit does not promote sex work, but based on statistics we recognise that this happens, and we want to ensure the safety and wellbeing of our students who engage in sex work.

Nightline

We have been working with the Director of Student Life and her team to include the Nightline number on student cards. This has been something we have wished to accomplish for years as we want the number to be easily accessible to students in case of a crisis. After a difficult start to the year, and a cancelled training cycle due to low volunteer numbers, Nightline has had a very successful second semester, and they were open every night consistently for three months. We have recruited a new committee for the 23/24 academic year and have a strong volunteer base to move into the next year with. We hope that the new academic year will be as successful as Semester two of 2022-23.

Welfare Watch

Due to low numbers of volunteers and challenging committee dynamics, Welfare Watch has not been as successful this academic year as it has previously. We are looking to re-boot Welfare Watch for the 2023-24 academic year with a new committee and volunteers who will be recruited and trained in September 2023.

Student Minds

Student Minds have continued their support this academic year for students. Positive Minds offered a range of group facilitation sessions for students dealing with low mood and depression at university, as well as providing an Eating Difficulties Support group. This year we are happy to announce that by offering face to face sessions in the Union during Semester 1 and Semester 2, we saw increased attendance every week and positive engagement during the sessions, especially for our Eating Difficulties Support Group following its launch last year. The service also ran sessions during exams to help students with exam stress; organised events for University Mental Health Day; and is working with University Communications on their wellbeing campaign Let's Talk. We are keen to build on this momentum and grow the service, collaborating with the University and Centre for Wellbeing to increase awareness.

Wellbeing Champions

This year we have over 230 Wellbeing Champions in nearly 100 Clubs and Societies who have received in-depth training and led the way in promoting wellbeing and inclusion within their groups. Wellbeing Champions have been involved in 'first response' matters of wellbeing; supported with interpersonal situations; pioneered wider wellbeing sessions; and supported our initiatives such as Get Home Safe.

COMMUNITY ZONE

Freshers' Week

Moving In Weekend

We delivered another successful Moving-in Weekend that was supported by 70+ volunteers across all three campuses (Stag Hill, Manor Park, and Hazel Farm). We made sure that we gave our new students a warm welcome as well as providing any help they needed. There were many hand-made signs, funny dances, and lots of glitter from our Angels. We held our annual Angels' Party in Hari's Bar for our volunteers with awards presented to recognise their outstanding efforts in welcoming students to Surrey and to show our appreciation for them.

Freshers' Fair

In the Marquee and the surrounding area, we had over 150+ Sports Clubs and Societies in attendance, as well as numerous local businesses, sponsors, charities, and of course, our stand where we gave out 1000+ reusable water bottles; pens; pop sockets; tote bags; fans; and trolley coins for free. We had strong attendance and engagement from our students all day, with a quiet hour at the start for our students who prefer a less overwhelming and busy experience.

The Lake Our

Student Beer Garden reopened with our outdoor cinema showing movies every night of Freshers' Week. We saw new and returning students enjoy our daytime events such as cupcake/cookie decorating and mini canvas painting (which was attended by 250+ students). As well as our evening events such as Open Mic Night and our Hari's Bar Quiz.

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Rubix

We opened Rubix for eight consecutive days over Freshers' Week and hosted popular headline acts such as Jonas Blue; Jay 1; Chase and Status; Jack Fowler; and Switch Disco as well as providing Bingo Lingo as an evening event. We saw Rubix and The Basement run at full capacity, with most nights being sold out.

Events

In addition to all our daytime lake events and movie nights, we organised a Games Night in The Basement with over 200 attendees in collaboration with Surrey Video Gaming Society, and a Karaoke Night in Bench Bar at Surrey Sports Park with 100+ attendees.

Black History Month

In October 2022 we collaborated with the African and Caribbean Society (ACS) and celebrated Black History Month (BHM) through a variety of events ranging from quiz nights; dodgeball charity matches (in collaboration with the dodgeball society); Afro/Hip-Hop dance classes; Sip 'n' Paint event; and movie nights. We also held a BHM Panel with black Sabbatical officers from previous years and they discussed their experiences; the importance of BHM; the impact they made in the Union/University for their community; and what they're to now. Overall, it was a heartfelt and inspiring panel that our students valued from. In Rubix, we held an Afro-Beats and Afro-Bashment Night with the famous DJ Cuppy and a '90s & '00s Hip-Hop night with DJ DNA which were both well attended.

We also held a BHM edition of Thursday Market with African and Caribbean food stalls as well as black-owned businesses. We collaborated with Stag TV to film a Proud to Be video with our black student part-time officers and ACS committee members talking about Black representation, culture, equality, diversity, inclusivity, and their own experiences and what BHM means to them. Throughout the entire month, we released social media posts on the BAME attainment gap at UK universities; closing the economic/ financial gap; supporting black businesses; and podcasts, book & film recommendations to educate and immerse our student body.

Christmas

We held a Santa's Elf Workshop with DIY crafts, mince pies, and hot chocolate at The Hive, which was attended by 100+ students to start the festive celebrations. We also had a Christmas Edition of our Thursday Market, with luxury hot chocolate by The Chocolate Pod and mulled wine and Mince pies on our Patio and held a Hazel Farm Christmas Party with Christmas lights switch, mince pies, hot chocolate, and cakes. Finally, we held movie nights in Rubix with free Candy Floss, as well as our Après ski party Citrus and Christmas Flirt! night with a Santa's grotto to end the last night of the year in Rubix. Chinese/Lunar New Year the Lunar New Year (LNY) campaign consisted of numerous events including a dumpling-making class; a calligraphy session; film nights; and free Chinese meals from Youngs Kitchen. We also held a LNY Thursday Market with Chinese food vendors; bubble tea vendors; fresh cakes; buns from Chinatown; small Chinese businesses; and we gave away 500+ instant noodles.

One World Week

One World Week is where we celebrate our incredibly diverse students from across the world who bring examples of their traditions, heritages, and cultures for our student body and staff to enjoy, in a space where they can celebrate with them and show how proud they are to be where they're from. We had events such as free yoga classes; sushi-making classes; litter picks; Hari's Challenge; and a Rep your Flag Citrus night that was well attended by our students. The two showcase events of One World Week are the One World Exhibition and the One World Gala.

One World Exhibition

The One World Exhibition was held in Rubix, and we celebrated Surrey's diversity, cultures and sub-cultures, through food, cultural wear, music, education, and everything in between. We had many societies showcase their culture and country; as well as exotic animals; interactive chalkboards; photo booths; and face painting. This free exhibition aimed to educate students and staff about the beautiful world we live in and how lucky we are to have such a plethora of cultures within our university community.

UNIVERSITY OF SURREY STUDENTS' UNION

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2023

One World Gala

The One World Gala was an extravaganza of performances with elaborate choreography and stunning cultural wear hosted at G Live. We had many cultural societies showcasing a range of traditional and contemporary music and dance to students, staff, and the local community. We also had the pleasure of having the attendance of Vice Chancellor Max Lu at both of these amazing events.

Diwali and Holi

In collaboration with the Indian Students Association, we organised a trip to the Neasden Mandir taking 50 students to celebrate Diwali. We also organised a Holi event on PATS field with over 400 students in attendance, and Surrey's first Desi Night in Rubix with Dhol drummers to diversify the events provided in Rubix.

Spaces

Manor Park Social

This year we launched our brand-new bar, Manor Park Social (MPS), for students living and working on the Manor Park campus. The aim was to bring them a sense of community and student life away from Stag Hill. We used student input to design the space - picking the colour palette, furniture, and decorations to ensure MPS is a modern, stylish, and comfortable space where students can study during the day, socialise with their friends over lunch, or have a drink and wind down in the evening. We have created an extensive food menu from pizza, wraps, nibbles, hot drinks, and pastries, with dietary requirements such as halal and vegetarian taken into consideration. Additionally, we have implemented a wide range of alcoholic (cocktails, bottles, wines, beers, ciders, spirits), and non-alcoholic drinks (beers, cocktails, spirits, champagne, wine)

Rubix

- **EVENING ENTERTAINMENT** We've had open mic nights by Music and Drama Soc and Stag Radio every fortnight, Hari's Challenge almost every Tuesday (our weekly pub quiz) and Bingo Lingo has returned throughout the year, bringing in a range of entertainment for our students.
- **BASEMENT**
Our second venue has been popular with our societies for hosting their events and club nights as well as on Citrus and Flirt! nights with No Wave, Presha and our in-house DJs.
- **CITRUS AND FLIRT!** We have diversified our in-house DJs bringing in Sammy T for Citrus and collaborated with What the Funk for Citrus and End of Year Show following student feedback. Due to the increased popularity of our RnB and Urban Nights we decided to increase the number of nights offered in a year (six nights for RnB and three for Urban) compared to last year where we provided seven overall. We also launched a new incentive for students to come to Hari's Bar before 22:00 for free entry on Wednesdays and Fridays on non-sold events. We increased live music in Rubix and hosted Massaoke, Boomin', Umpah Brass, Ellie Sax and Sick Trumpet in Citrus.
- **SPORTS** We hosted the FIFA World Cup in Rubix filling up the entire space with students at every England game bringing a huge sense of community. We also showed the Six Nations, the Super Bowl, the UEFA Champions League, UEFA Europa League, and the Premier League which was met with positive responses from our students.
- **SAFETY** We have continued to promote and improve our safety in Rubix and showcased this by launching a video explaining and detailing how Rubix is a safe venue. We have also continued to invest in staff training by providing the Ask Angela service and have continue to offer welfare watch, a 32 camera CCTV system, free water, and soft drinks, and our in-house first aid team.

Cost of Living Manifesto

Following the student vote that named the Cost of Living (COL) as our priority campaign for the year, the Community Zone worked hard to contribute, including introducing 200 free entry tickets on Tixtu (last entry 11am); a Skint Night (£1 tickets); an increase in Stock Exchange nights, and we made Grad Ball more financially accessible. We also launched 50% off Rubix tickets for the top 100 Flirt! buyers and top 200 Citrus buyers during COL Week. As well as a variety of free events across the year (laser tag, mini canvas painting, cookie, and cupcake decorating, DIY Christmas workshops, One World Exhibition, PGR free breakfast, Pizza Party at Hazel Farm, Christmas Party at Hazel Farm, calligraphy sessions, etc.). We have also subsidised all events to make them more affordable (dumpling/sushi making classes, pumpkin carving with craft soc).

UNIVERSITY OF SURREY STUDENTS' UNION
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Community Hub

We have leased the old Santander unit near the library and plan to use this space as a Community Hub which will include a swap shop, food Co-operative, book swap, community fridge, and shelf. We have already started collecting donations for our swap shop around campus and plan to open in September 2023 for the incoming students and returners.

Raising and Giving (RAG)

Challenges

We collaborated with Endeavours Adventures to do a sky dive, choose a Challenge to do Everest Base Camp, and Challenge Abroad to do Elephants and Tribes.

RAG Week

We hosted RAG Week from 28 March – 31 March 2023 and hosted events and provided glitter stations at Citrus and Flirt!

Movember

We had a Movember raffle with amazing prizes donated by ourselves, the University, and partners, as well as holding a special Hari's Challenge and a Movember awareness night at Citrus.

Kelly's Guildford 10K Run

Kelly's Guildford 10K and 5K run is a collaboration between Kelly's Storage [Charity Events] and us. The run supported Young Lives vs Cancer and The Shooting Stars Hospice (our two partner charities for this year) and saw 200+ runners registered to join. Many were students doing so on behalf of their respective Sports Club or Societies, as well as many runners from the Guildford community. We had a DJ set, breakfast rolls, giveaways, and raffles to make the experience even more enjoyable.

Free Fest

Free Fest came back on 13 and 14 May 2023 at by the lake as our incredible summer-time festival over two days, with live music and DJ sets performed by our talented student body, movies, entertainment and a fun zone with bouncy castles and slides for younger people. This event was a huge success with the local community of Guildford coming to the University as well as our students enjoying Surrey's talent. There were many food stalls from our Thursday Market, with the addition of a slushies stall and ice cream vans, as well as our Lake Bar being open all weekend.

Union Ball and Colours Ball

Our annual balls were held on 5 and 6 May 2023 at G Live. We awarded numerous societies, clubs, students and staff for all their hard work and dedication with our awards and certificates. These were two really inspiring events to end the year and celebrating the success of our amazing Surrey community.

Housing Awareness Campaign

In collaboration with the Support Zone, we held a Housing Fair in The Hive with local letting agencies, accommodation providers, and storage facilities in Guildford. There was also a Speed-House-mating Event, and a Communal Living and Fire Safety talk. We collaborated with Hoods Residential to provide our How to Rent and Tennant talks to educate our student body.

Living off Campus Guide

We improved the Living off Campus Guide to include a Go Green page sharing tips and tricks to help increase sustainability in your household, as well as adding a Things to do in Guildford page to help increase local businesses and Guildford economy.

Varsity

In collaboration with the Activity Zone, we hosted Varsity at home for the first time since 2019 and won for the 12th consecutive year. It was held on 22 March 2023 at Surrey Sports Park and finished with an after-party at Citrus in Rubix. We had 32 matches taking place on the day with an amazing Fan Zone featuring Red Bull, Monster, food stalls. Students wore Varsity T-shirts and lanyards to show their Surrey spirit.

**UNIVERSITY OF SURREY STUDENTS' UNION
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Strictly Come Surrey

We brought back this collaboration showcase between Ballroom and Latin Dance Club (BLDC) for the first time in four years. It featured seven couples, with professionals from BLDC and five members of university staff, and two students as our “celebrities”. It was a spectacular event held in the Ivy Arts Centre with a live audience and live streamed online.

#SustainableSurrey

Volunteering

We increased our Sustainable Volunteering opportunities to include more litter picks around campus and in the local area; butterfly conservation; tree planting; building nature reserves; and volunteering in our community hub. This has also helped our Sports Clubs and Societies earn their Community Badge, as well as increasing volunteering opportunities locally.

Surrey Garden

We are planning to revive this garden near the Round House with student input on what they want to see planted and grown in this place. We've started a design brief; gathered volunteers; planted fruit trees in the surrounding areas; and plan to restart Surrey Garden Society to collaborate with us.

Biodiversity

We have partnered with a Surrey researcher to help cultivate a hive of bees on campus through our Surrey Garden to help increase biodiversity in Surrey. We also plan to build Hedgehog burrows and bird boxes/feeders to help our animals on campus as well.

Grad Ball

This year we introduced 200 super-advance tickets of £35, and 400 advance tickets of £45 compared to last year when no super-advance tickets were available. This positively impacted Grad Ball sales as 60% of tickets were sold within two days which have been the fastest selling Grad Ball tickets in recent years.

Volunteering Awards

We hosted our first Volunteering Awards night at Manor Park Social this year to recognise and celebrate our students' outstanding volunteering achievements. We presented Bronze, Silver, Gold, and Platinum certificates based on the number of volunteering hours achieved by our graduating students. We also had a prestigious Diamond Award for students who achieved over 1000 volunteering hours of which we handed out six this year which is an amazing accomplishment for our students. Additionally, we introduced a greatest Impact Award for one student we believed to have made a huge difference and impact to students and the wider community. Finally, we also gave out awards for our support services (Nightline, Welfare Watch, Student Minds) which were led by our VP Support, and our JEDI Award (Justice, equality, diversity, and inclusion) which was led our VP Voice.

Fundraising

The Union itself had no fundraising activities requiring disclosure under S162A of the Charities Act 2011.

Future Plans

The strategy agreed by members in February 2017 was successfully embedded within the Union structure. With the introduction of a new CEO to the Union; Alex McKee is looking at future plans and a new strategy which will be implemented in 2024.

Financial review

USSU has continued to benefit from the recognition and support of the University, and this year received an annual Block Grant of £1,272,096. See page 21 for results for the year.

Reserves Policy

The Board of Trustees reviews the Student Unions' Reserve Policy annually. The Board of Trustees have determined that the appropriate level of reserves should be £300,000 cash (which is approximately 3 months salaries), however this will face further ongoing review. The reason for this reserve is to provide enough working capital and to deal with unexpected emergencies. In future years capital maintenance and development projects may be considered in the reserves policy review.

**UNIVERSITY OF SURREY STUDENTS' UNION
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 JULY 2023**

After deducting the carrying value of tangible fixed assets held for the Student Union's own use there were free reserves as defined by the Charity Commission of £409,983 (2022: £401,939).

The Students' Union cash reserves as of 31 July 2022 were £744,823. The cash reserve as at the 31 July 2023 is £585,714 (a reduction of £159,109).

The key management personnel understand that the Students' Union needs to maintain an appropriate level of reserves, in order to provide sufficient capital to cover delays which can occur between spending and receipt of income.

Custodian Activities: Clubs' & Societies' Funds

USSU acts as custodian for funds raised by the students' amounting to £187,604 on 31 July 2023. £757,396 paid in and £768,053 paid out of the clubs and societies own funds; made up of a total of 24,962 transactions for the year. These funds are represented in the financial accounts system under separate Restricted Income Fund cost codes, so Clubs' & Societies balances are known at all times.

In addition to the grant-support funds it disburses to them, as shown in the accounts, USSU is also custodian of the annual RAG proceeds from fundraising events organised by the students under USSU auspices for distribution to the intended charities.

Future Funding

The Board of Trustees remain in consultation of evaluating sufficient funding for USSU to meet all its obligations.

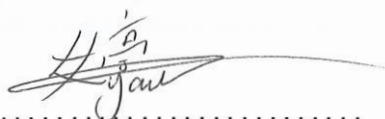
Trustees' Responsibilities

Charity law require us as the charity Trustees to prepare annual financial statements giving a true and fair view of the Students' Union and of the surplus or deficit for that year.

In preparing those financial statements we are required to: -

- select the most suitable accounting policies and apply them consistently.
- make judgements and estimates that are reasonable and prudent.
- prepare the financial statements on a going concern basis unless it is not appropriate to presume that the Union will continue in business.
- State if the trustees were not entitled to take advantage of the small companies' exemption from the requirement to prepare a strategic report.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable us to ensure that the financial statements comply with charity law and the requirements of Surrey Students' Union under the Education Act 1994. The Trustees are also responsible for safeguarding the assets of the charity and ensuring their proper application in accordance with charity law, and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.



.....
Trustee On Behalf of the Board – Jo Ting Yau

Date:

11-12-23

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE UNIVERSITY OF SURREY STUDENTS' UNION

Opinion

We have audited the financial statements of University of Surrey Students' Union for the year ended 31 July 2023 which comprise the Group Statement of Financial Activities, the Group and Company Balance Sheets, the Group Cash Flow Statement and the notes to the financial statements, 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, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 July 2023 and of the group's incoming resources 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. We are independent of the group and 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE UNIVERSITY OF SURREY STUDENTS' UNION (CONTINUED)

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; 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 group and charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

- adequate and proper accounting records have not been kept; 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 trustees' responsibilities statement on page 16 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE UNIVERSITY OF SURREY STUDENTS' UNION (CONTINUED)

In preparing the financial statements, the trustees are responsible for assessing the group's or 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 the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the group and the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 and the Charities Act 2011 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the group or charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the group or charitable company for fraud. The laws and regulations we considered in this context were General Data Protecting Regulations, Health and Safety and Safeguarding of students.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

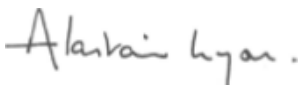
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE UNIVERSITY OF SURREY STUDENTS' UNION (CONTINUED)

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of certain income streams and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Trustee Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals and the certain income streams, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

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 and trustees 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 charitable company, the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Alastair Lyon

Senior Statutory Auditor

For and on behalf of

Crowe U.K. LLP

Statutory Auditor

Reading

Dated : 14 December 2023

UNIVERSITY OF SURREY STUDENTS' UNION
STATEMENT OF CONSOLIDATED FINANCIAL ACTIVITIES FOR THE YEAR
(INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 JULY 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Gross Income					
Donations:					
- Donations, University Grant, etc.	3	1,303,770	-	1,303,770	1,235,690
Income from other trading activities					
- Activity		36,108	-	36,108	26,420
- Central		66,005	-	66,005	35,166
- Community		112,919	-	112,919	111,535
Charitable activities for students:					
- Activity		10,239	757,396	767,635	670,446
- Community		1,096,594	-	1,096,594	1,476,414
		<u>2,625,635</u>	<u>757,396</u>	<u>3,383,031</u>	<u>3,555,671</u>
Expenditure on:					
Charitable activities for students:					
- Activity		417,448	768,053	1,185,501	1,005,261
- Central		283,115	-	283,115	354,962
- Community		1,397,400	-	1,397,400	1,611,442
- Support		299,310	-	299,310	326,398
- Voice		267,822	-	267,822	238,548
	4	<u>2,665,095</u>	<u>768,053</u>	<u>3,433,148</u>	<u>3,536,611</u>
Net Movement in funds		(39,460)	(10,657)	(50,117)	19,060
Fund balances brought forward		648,565	198,261	846,826	827,766
Fund balances carried forward	13	<u>609,105</u>	<u>187,604</u>	<u>796,709</u>	<u>846,826</u>

The notes on pages 25 to 34 form part of these accounts.

UNIVERSITY OF SURREY STUDENTS' UNION
CONSOLIDATED BALANCE SHEET
AS AT 31 JULY 2023

	Notes	2023		2022	
		£	£	£	£
Fixed Assets					
Tangible fixed assets	7		<u>199,122</u>		<u>246,626</u>
Current Assets					
Stocks	9	38,229		37,821	
Debtors	10	283,025		159,919	
Cash at bank & in hand		<u>585,714</u>		<u>744,823</u>	
		906,968		942,563	
Current Liabilities					
Creditors: Amounts due within one year	11	<u>(309,381)</u>		<u>(342,363)</u>	
Net Current Assets			<u>597,587</u>		<u>600,200</u>
Total Assets less Current Liabilities			<u>796,709</u>		<u>846,826</u>
Representing Charitable Funds:-					
Restricted Income Funds					
Students' Societies & Club Funds	12	187,604		198,261	
Unrestricted Income Funds					
Undesignated		<u>609,105</u>		<u>648,565</u>	
Total Funds	13		<u>796,709</u>		<u>846,826</u>

The financial statements were approved by the Trustees on behalf, by:

11-12-23

and signed on their

President

Trustee: Jo Ting Yau



The notes on pages 25 to 34 form part of these accounts.

UNIVERSITY OF SURREY STUDENTS' UNION
UNION BALANCE SHEET
AS AT 31 JULY 2023
REGISTERED COMPANY NUMBER: 07470232

	Notes	2023		2022	
		£	£	£	£
Fixed Assets					
Tangible fixed assets	7		199,122		246,626
Investments	8		1		1
			<u>199,123</u>		<u>246,627</u>
Current Assets					
Debtors	10	282,261		260,875	
Cash at bank & in hand		<u>422,367</u>		<u>516,247</u>	
		704,628		777,122	
Current Liabilities					
Creditors: Amounts due within one year	11	<u>(251,192)</u>		<u>(235,521)</u>	
Net Current Assets			<u>453,436</u>		<u>541,601</u>
Total Assets less Current Liabilities			<u>652,559</u>		<u>788,228</u>
Representing Charitable Funds:-					
Restricted Income Funds					
Students' Societies & Club Funds	12	187,604		198,261	
Unrestricted Income Funds					
Free reserves (Undesignated)		<u>464,955</u>		<u>589,967</u>	
Total Funds	13		<u>652,559</u>		<u>788,228</u>

The result for the financial year dealt with in the financial statements of the parent company was a loss of £135,673 (2022: loss £247,883).

The financial statements were approved by the Trustees on 11-12-23 and signed on their behalf, by:

President and Chair of Trustees- Jo Ting Yau



The notes on pages 25 to 34 form part of these accounts

UNIVERSITY OF SURREY STUDENTS' UNION
CONSOLIDATED CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 JULY 2023

	2023 £	2022 £
Cash flows from operating activities:		
Net incoming resources	(50,117)	19,060
Depreciation	61,439	46,250
Interest paid	13,034	12,196
Interest received	(4,983)	(218)
(Increase)/decrease in stock	(408)	19,072
(Decrease)/increase in debtors	(123,106)	28,204
(Decrease)/Increase in creditors	<u>(32,982)</u>	<u>81,412</u>
Net cash used in operating activities	<u>(137,123)</u>	<u>205,976</u>
Cash flows from investing activities		
Interest receivable	4,983	218
Interest payable	(13,034)	(12,196)
Purchase of tangible fixed assets	<u>(13,935)</u>	<u>(131,658)</u>
Net cash used in investing activities	<u>21,986</u>	<u>(143,636)</u>
Change in cash and cash equivalents in the year	<u>£ (159,109)</u>	<u>£ 62,340</u>
Net debt reconciliation of net cash flow to movement in net debt		
Net funds at 1 st August	744,823	682,483
Increase/(Decrease) in cash in the year	<u>(159,109)</u>	<u>62,340</u>
Net funds at 31st July	<u>£ 585,714</u>	<u>£ 744,823</u>
Analysis of cash and cash equivalents		
Cash in hand	<u>£ 585,714</u>	<u>£ 744,823</u>

The notes on pages 25 to 34 form part of these accounts

UNIVERSITY OF SURREY STUDENTS' UNION
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2023

1 Accounting Policies

The University of Surrey Students' Union is an incorporated charity registered in the UK (Charity Number 1142479. Company Number: 07470232) with its registered office at Union House, Guildford, Surrey, GU2 7XH.

The Principal activities are campaigning, representation, provision of social activities and the organisation of sporting and recreational activities and opportunities.

(a) Accounting convention

The financial statements have been 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 (FRS 102) (effective January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Union meets the definition of a public benefit entity under FRS 102. Assets and Liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

Consolidated financial statements ('group accounts') have been prepared in respect of the charity and its wholly owned subsidiary, Origin Events Limited. The parent has taken exemption from presenting its unconsolidated profit and loss account under section 408 of the Companies Act 2006 and as permitted by FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

(b) Going concern

The charity has cash resources and is supported by the University of Surrey. Having reviewed budgets, forecasts and cash-flows, the trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. They continue to believe the going concern basis of accounting appropriate in preparing the annual financial statements.

(c) Incoming resources

All income including grants and capital resources are recognised in the accounts when the Charity is legally entitled to the income and the amount can be quantified with reasonable certainty, and on an accruals basis.

During the year the Union received £Nil (2022: £18k) from the UK Government under the Coronavirus Job Retention Scheme.

(d) Resources expended

Expenditure is accrued as soon as a liability is considered probable, discounted to present value for longer term liabilities. Expenditure includes irrecoverable VAT. Charitable expenditure comprises the direct and indirect costs of delivering public benefit. Other central overhead costs are apportioned to charitable and other projects/activities on a usage basis, pro rata to the amount of staff hours attributable to each project or activity undertaken.

UNIVERSITY OF SURREY STUDENTS' UNION
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2023

1 Accounting Policies (continued)

(e) **Tangible fixed assets**

Fixed assets are stated at cost less accumulated depreciation. Equipment, fixtures and fittings are included at cost. Depreciation is provided at the following annual rates in order to write the cost of assets off over their estimated useful lives.

Fixtures and Fittings	-	10%	per annum straight line
Equipment	-	10-33%	per annum straight line
Computer Hardware	-	20-50%	per annum straight line
Computer Software	-	20-33%	per annum straight line

(f) **Cash and cash equivalents**

Cash at bank and cash equivalents includes cash and short term highly liquid investments with a short maturity of 3 months or less from the date of acquisition or opening of the deposit or similar account.

(g) **Pension costs**

The Union now operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year. Differences between contributions payable in the year and paid are shown as accruals or prepayments in the balance sheet.

(h) **Leased assets**

Rentals payable under operating leases are charged as expenditure on a straight line basis over the period of the lease

(i) **Stock**

Stock is valued at the lower of the cost and its net realisable value.

(j) **Fund accounting**

(i) **Unrestricted Funds** representing unspent income which may be used for any activity/purpose at the Executive Committee's own discretion;

(ii) **Capital Grant Funds** are released annually in line with the depreciation policy on the capital spend;

(iii) **Restricted funds** raised and administered by USSU for specific purposes, such as Club and Societies Accounts, as well as revenue received for purposes specified by the donor. The costs of raising and administering such funds are charged against the specific fund.

(k) **Taxation**

The Union meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Union is potentially exempt from taxation in respect of income or capital gains received within categories covered by part 11, chapter 3 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

(l) **Financial instruments**

Basic financial instruments include debtors and creditors. Debtors and creditors are initially recognised at transaction value and subsequently measured at amortised cost. Note 14 provides more information on financial instruments where future cash flows are anticipated, with financial assets referring to trade debtors, amount owed by group undertakings, other debtors and cash equivalents, and financial liabilities referring to all creditor balances excluding deferred income and payments on account.

UNIVERSITY OF SURREY STUDENTS' UNION
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2023

2 Critical Accounting Judgements and Key Sources of Estimation Uncertainty

Preparation of the financial statements requires management to make judgements and estimates. The directors consider that there are no material judgements in applying accounting policies or key sources of estimation uncertainty.

3 Grants Receivable and Donations

	2023 £	2022 £
University Block Grant (Subvention)	1,272,096	1,217,650
CJRS Grant	-	18,040
Additional University Grant	<u>31,674</u>	<u>-</u>
Total	<u>1,303,770</u>	<u>1,235,690</u>

4a) Charitable and Other Activity Costs- 2023

	Cost of sales £	Staff costs £	Rent £	Other costs £	Total £
Charitable activities					
Activity	-	190,984	20,004	974,513	1,185,501
Central	-	133,597	10,515	139,003	283,115
Community	454,904	503,034	40,003	399,459	1,397,400
Support	-	241,213	20,004	38,093	299,310
Voice	<u>-</u>	<u>203,503</u>	<u>20,004</u>	<u>44,315</u>	<u>267,822</u>
Total costs	<u>454,904</u>	<u>1,272,331</u>	<u>110,530</u>	<u>1,595,383</u>	<u>3,433,148</u>

Included in the above costs is the annual audit fee of £21,000 (2022: £18,250).

Affiliation fees included in the above amounts to £nil (2022: £nil)

2022 Comparative Information- Charitable and Other Activity Costs

	Cost of sales £	Staff costs £	Rent £	Other costs £	Total £
<i>Charitable activities</i>					
<i>Activity</i>	-	188,429	20,004	796,828	1,005,261
<i>Central</i>	-	107,278	10,518	237,166	354,962
<i>Community</i>	582,788	448,872	40,000	539,782	1,611,442
<i>Support</i>	-	266,121	20,004	40,273	326,398
<i>Voice</i>	<u>-</u>	<u>178,462</u>	<u>20,004</u>	<u>40,082</u>	<u>238,548</u>
Total costs	<u>582,788</u>	<u>1,189,162</u>	<u>110,530</u>	<u>1,654,131</u>	<u>3,536,611</u>

Included in the above costs is the annual audit fee of £18,250 (2021: £15,875).

Affiliation fees included in the above amounts to £nil (2021: £nil)

UNIVERSITY OF SURREY STUDENTS' UNION
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2023

4b) Central Overhead Costs Included in Note 4a

All central overhead costs have been apportioned on a usage basis, pro rata to the total costs of each project or activity undertaken as per the below breakdown.

Overheads used evenly by all zones represent the following cost:

2023	Usage	Staff £	Other £	Total £
Charitable activities				
Central	20%	14,583	50,153	64,736
Voice	20%	14,583	50,153	64,736
Activity	20%	14,583	50,153	64,736
Support	20%	14,583	50,153	64,736
Community	20%	14,583	50,153	64,736
	-----	-----	-----	-----
Total costs	<u>100%</u>	<u>72,915</u>	<u>250,765</u>	<u>323,680</u>
<i>2022 Comparative information</i>				
	<i>Usage</i>	<i>Staff £</i>	<i>Other £</i>	<i>Total £</i>
Charitable activities				
Central	20%	47,719	24,660	72,379
Voice	20%	47,719	24,660	72,379
Activity	20%	47,719	24,660	72,379
Support	20%	47,719	24,660	72,379
Community	20%	47,719	24,660	72,379
	-----	-----	-----	-----
Total costs	<u>100%</u>	<u>238,595</u>	<u>123,300</u>	<u>361,895</u>

5 Staff Costs

	2023 £	2022 £
Wages and salaries	1,106,231	1,037,417
Social security	92,452	87,330
Pension costs	<u>73,648</u>	<u>64,415</u>
	<u>1,272,331</u>	<u>1,189,162</u>

One (2022: one £60,000 - £70,000) employee earned between £70,000 - £80,000 per annum. Defined contribution pension scheme costs for this employee amounted to £5,205 for the year to 31 July 2022 (2022: £9,694). It should be noted that the current year and prior year employees involved were two different members of staff.

The key management personnel of the Union comprise the Trustees, the Chief Executive Officer, the Deputy CEO and the Head of People and Representation.

The aggregate employee benefits of key management personnel were £ 352,981 (2022: £343,261).

The average staffing was as follows:-

Full time	26	27
Students – term time only	<u>91</u>	<u>92</u>
	<u>117</u>	<u>119</u>

Settlement payments of £12.5k (2022: £nil) were made during the year.

UNIVERSITY OF SURREY STUDENTS' UNION
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2023

6 Trustees' Remuneration and Expenses

The Union's sabbatical officers received the following amounts in accordance with the Union's articles of association in respect of qualifying services:

	Total remuneration £
Diana Dakik	19,525
Oriana Savvidi	24,513
Jo Yau	24,013
Cameron Tooke	24,590
Megan Simmonds	<u>25,563</u>
Total	<u><u>118,294</u></u>

Reimbursed expenses to Trustees totalled £nil (2022: £nil).

7 Tangible Fixed Assets – Group and Union

	Fixtures & Fittings £	Equipment £	Computer Hardware £	Computer Software £	Total £
COST					
At 1 August 2022	896,352	211,137	135,307	91,804	1,334,600
Additions	<u>-</u>	<u>13,935</u>	<u>-</u>	<u>-</u>	<u>13,935</u>
At 31 July 2023	<u>896,352</u>	<u>225,072</u>	<u>135,307</u>	<u>91,804</u>	<u>1,348,535</u>
DEPRECIATION					
At 1 August 2022	804,556	62,587	129,027	91,804	1,087,974
Charge for the year	<u>21,230</u>	<u>33,929</u>	<u>6,280</u>	<u>-</u>	<u>61,439</u>
At 31 July 2023	<u>825,786</u>	<u>96,516</u>	<u>135,307</u>	<u>91,804</u>	<u>1,149,413</u>
NET BOOK VALUE					
At 31 July 2023	<u>70,566</u>	<u>128,556</u>	<u>-</u>	<u>-</u>	<u>199,122</u>
At 1 August 2022	<u>91,796</u>	<u>148,550</u>	<u>6,280</u>	<u>-</u>	<u>246,626</u>

8 Investments

	Group £	Union £
COST:		
1 August 2022	-	1
Disposals	<u>-</u>	<u>-</u>
At 31 July 2023	<u>-</u>	<u>1</u>

During the year the Union held investments in the following companies which are incorporated in the United Kingdom.

Name of Company	Main Trading Activity	Equity Held
Origin Events Limited	Bar and shop trading	100.00%

Origin Events Limited (Company Number: 05048518) a fully owned subsidiary has net assets as at 31 July 2023 of £144,153 (2022: £58,601). Income of £1,237,566 (2022: £1,662,897) and expenditure of £1,093,414 (2022: 1,355,954) and a profit/(loss) of £144,152 (2022: £266,943).

UNIVERSITY OF SURREY STUDENTS' UNION
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2023

9	Stock		2023		2022
		Group	Union	Group	Union
		£	£	£	£
	Finished Goods	<u>38,229</u>	<u>-</u>	<u>37,821</u>	<u>-</u>

10	Debtors		2023		2022
		Group	Union	Group	Union
		£	£	£	£
	Trade debtors	144,637	41,701	41,669	2,862
	Amounts owed by group undertakings	-	114,583	-	185,714
	Other debtors	2,965	2,965	14,100	47
	Prepayments and accrued income	<u>135,423</u>	<u>123,012</u>	<u>105,809</u>	<u>73,911</u>
		<u>283,025</u>	<u>282,261</u>	<u>161,578</u>	<u>262,534</u>

11	Creditors: Amounts falling due within one year		2023		2023
		Group	Union	Group	Union
		£	£	£	£
	Trade creditors	207,935	162,981	195,380	96,538
	Social security & other taxes	15,219	15,219	8,873	8,873
	Other creditors	27,755	25,406	16,452	16,452
	Accruals	<u>58,472</u>	<u>47,586</u>	<u>121,658</u>	<u>113,658</u>
		<u>309,381</u>	<u>251,192</u>	<u>342,363</u>	<u>235,521</u>

12	Restricted Funds held for Student Societies & Clubs – Group and Union	£
	Funds held at 1 August 2022	198,261
	Income	757,396
	Expenditure	<u>(768,053)</u>
	Funds held at 31 July 2023	<u>187,604</u>

Restricted funds represent amounts raised by the Student Societies and Clubs of the Union for their own use.

UNIVERSITY OF SURREY STUDENTS' UNION
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2023

13 Analysis of Net Assets between Funds 2023

Group	Unrestricted Funds £	Restricted Income Funds £	Total £
Fixed assets	199,122	-	199,122
Net current assets	<u>409,983</u>	<u>187,604</u>	<u>597,587</u>
	<u>609,105</u>	<u>187,604</u>	<u>796,709</u>

Union	Unrestricted Funds £	Restricted Income Funds £	Total £
Fixed assets	199,123	-	199,123
Net current assets	<u>265,832</u>	<u>187,604</u>	<u>453,436</u>
	<u>464,955</u>	<u>187,604</u>	<u>652,559</u>

Prior Year Comparative Analysis of Net Assets between Funds 2022

<i>Group</i>	<i>Unrestricted Funds £</i>	<i>Restricted Income Funds £</i>	<i>Total £</i>
<i>Fixed assets</i>	244,967	-	244,967
<i>Net current assets</i>	<u>403,598</u>	<u>198,261</u>	<u>601,859</u>
	<u><i>648,565</i></u>	<u><i>198,261</i></u>	<u><i>846,826</i></u>

<i>Union</i>	<i>Unrestricted Funds £</i>	<i>Restricted Income Funds £</i>	<i>Total £</i>
<i>Fixed assets</i>	244,968	-	244,968
<i>Net current assets</i>	<u>344,999</u>	<u>198,261</u>	<u>543,260</u>
	<u><i>589,967</i></u>	<u><i>198,261</i></u>	<u><i>788,228</i></u>

UNIVERSITY OF SURREY STUDENTS' UNION
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2023

14 Financial Instruments

	2023	2022
Group	£	£
Financial assets measured at amortised cost	733,316	800,592
Financial liabilities measured at amortised cost	<u>(294,162)</u>	<u>(333,490)</u>

The group's income, expense, gains and losses in respect of financial instruments are summarised below:

	2023	2022
	£	£
Interest income and expense:		
Total interest income for financial assets held at amortised costs	(4,983)	(218)
Total interest expense for financial liabilities held at amortised cost	<u>13,034</u>	<u>12,196</u>

	2023	2022
Charity	£	£
Financial assets measured at amortised cost	581,616	704,870
Financial liabilities measured at amortised cost	<u>(235,973)</u>	<u>(226,648)</u>

The charity's income, expense, gains and losses in respect of financial instruments are summarised below:

	2023	2022
	£	£
Interest income and expense:		
Total interest income for financial assets held at amortised costs	(4,983)	(218)
Total interest expense for financial liabilities held at amortised cost	<u>13,034</u>	<u>12,196</u>

Financial instruments held at amortised cost are trade debtors, intercompany, other debtors, cash at bank, trade creditors, accruals and other creditors. They exclude prepayments and other taxes and social security.

UNIVERSITY OF SURREY STUDENTS' UNION
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2023

15 Leasing Commitments – Group and Union

At 31 July 2023 the Union had annual commitments under non-cancellable operating leases as detailed below:

	2023	2022
	£	£
Plant and machinery		
Operating leases expiring within one year	121,832	126,837
Operating leases expiring within one to two years	55,261	119,717
Operating leases expiring within two to five years	-	54,403
Operating leases expiring greater than five years	<u>-</u>	<u>-</u>

Lease payments during the year were £126,837 (2022: £109,438)

16 Control Relationship

Ultimate control of the University of Surrey Students' Union rests with its membership, represented by the Union Trustee board.

17 Related Parties

The Union is in receipt of a recurrent grant from the University of Surrey of £1,272,096 (2022: £1,217,650), as well as an additional grant of £31,674 (2022: £nil). The year end net balance owed to the University was £31,942 (2022: £2,086 owed from). The sabbatical members of the executive committee receive remuneration for their services as provided for within the Constitution. The aggregate amount payable under such contracts in the year was £118,294 (2022: £120,394).

Origin Events Limited is considered to be a related party of the Union as it is a wholly owned subsidiary. The company made a payment under gift aid to the Union of £nil during the year (2022: £nil). A recharge of £18,463 (2022: £38,528) to Origin Events Limited for use of fixed assets is included within these figures. The intercompany balance due from the company to the Union at the year-end was £114,583 (2022: £185,714). The year end net balance owed by the University to Origin Events Limited was £87,994 (2022: nil).

18 Pension Costs

In 2011 the Union moved from a defined benefit to a defined contribution retirements benefit scheme. As part of the arrangement, the liability for deficits relating to past service of TUPE employees remained with the University. The Union pays contributions for TUPE employees at a rate of 16% of pensionable salary for former members of USS and 16.4% for former members of LGPS. The pension contribution rate for staff commencing employment after 1st August 2011 is 4% and the rate for those on the auto enrolment scheme is 3%. However, from January 2023 employer contributions for all staff who were not TUPE employees was 8%. The total pension cost for the year was £73,648 (2022: £64,415).

UNIVERSITY OF SURREY STUDENTS' UNION
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 JULY 2023

19 Prior Year Comparatives

	<i>Unrestricted Funds £</i>	<i>Restricted Funds £</i>	<i>Total 2022 £</i>
<i>Gross Income</i>			
<i>Donations:</i>			
- Donations, University Grant, etc.	1,235,690	-	1,235,690
<i>Income from other trading activities</i>			
- Activity	26,420	-	26,420
- Central	35,166	-	35,166
- Community	111,535	-	111,535
<i>Charitable activities for students:</i>			
- Activity	-	670,446	670,446
- Community	1,476,414	-	1,476,414
	<u>2,885,225</u>	<u>670,446</u>	<u>3,555,671</u>
<i>Expenditure on:</i>			
<i>Charitable activities for students:</i>			
- Activity	361,972	643,289	1,005,261
- Central	354,962	-	354,962
- Community	1,611,442	-	1,611,442
- Support	326,398	-	326,398
- Voice	238,548	-	238,548
	<u>2,893,322</u>	<u>643,289</u>	<u>3,536,611</u>
<i>Net Movement in funds</i>	(8,097)	27,157	19,060
<i>Fund balances brought forward</i>	656,662	171,104	827,766
<i>Fund balances carried forward</i>	<u>648,565</u>	<u>198,261</u>	<u>846,826</u>



Affiliations listed in 2024 AMM papers

External Affiliations Clubs/Societies Hold

Societies

- AntiSoc – The National Autistic Society
- Chemistry Society are affiliated with the Royal Society of Chemistry
- Chinese Society – Chinese Students and Scholars Association in the United Kingdom
- Christian Union Society – UCCF (Universities and Colleges Christian Fellowship)
- The Cube Society - the cube society do communicate often with the UK Cube Association (UKCA)
- Dodgeball Soc – British Dodgeball
- EARs – RSGB
- Enactus Society – Enactus UK
- The Hindu society is affiliated with NHSF (National Hindu Students Forum)
- Islamic Society – The Federation of Student Islamic Societies
- MidSoc – Royal College of Midwives (RCM)
- Model United Nations – United Nations Association UK
- Nigerian Society - currently partner and join meetings with these organisations (alongside other UK university Nigerian societies just to support our society members, though there's no formal affiliation agreement in place) Nigerian Students Union UK o Nigerian High Commission C/O Nigerian Students Union UK
- PhySoc – Institute of Physics
- Scuba Soc - associated with the British Sub-Aqua Club (BSAC)
- Stag Radio – Student Radio Association
- Stag TV – National Student Television Association (NaSTA)
- Singapore Society – United Kingdom Singapore Students' High Commission (SHC) & Singapore Global Network (SGN)
- TedX Society – TedX

Clubs

Boat	British Rowing	£1,055.00
Fencing	British Fencing	£90.00
Jiu Jitsu	The Jitsu Foundation	£300.00
Lacrosse	England Lacrosse	£185.00
Mountaineering	British Mountaineering Council	£150.75
Rifle	Surrey Rifle Association	£365.00
Sailing	British Universities Sailing Association	£230.00
Trampolineing	Southern Universities Trampolineing League	£90.00
Triathlon	British Cycling & Cycling Time Trials	£104.00

Surrey Students' Union Zones

Voice		Activity		Support		Community		Central		2024/25	2023/24	
Subvention	287,124	Subvention	372,124	Subvention	316,096	Subvention	314,015	Subvention	191,886	1,481,245	1,481,245	-
								Bank Interest	2,500	2,500	2,500	-
		Minibus income	20,000							20,000	20,000	-
								Utilities	10,510	10,510	10,000	510
										-	-	-
	287,124		392,124		316,096		314,015		204,896	1,514,255	1,513,745	510

		Minibus	100,000							100,000	100,000	-
Elections	10,000									10,000	10,000	-
								Ext Trustee Exp	100	100	200	100
						One World Week	2,000			2,000	3,500	1,500
						Strictly come surrey	1,500			1,500	-	1,500
						Community Events	10,000			10,000	-	10,000
Academic Rep	7,000									7,000	7,000	-
						Varsity (Home)	5,000			5,000	9,000	4,000
		Employability	1,000							1,000	5,000	4,000
						Community Hub Shop	5,000			5,000	-	-
								Legal fees	2,000	2,000	2,000	-
				Welfare watch	1,000					1,000	1,000	-
						Volunteering /Rag	4,000			4,000	4,000	-
						Freshers' Week	30,000			30,000	50,000	20,000
				Nightline	2,000					2,000	2,000	-
						Free Fest	-			-	10,000	10,000
				Student Minds	1,000					1,000	1,000	-
						Colours Ball	5,000			5,000	5,000	-
		Societies	20,000							20,000	20,000	-
						Student Awards	5,000			5,000	5,000	-
		Committee Training	2,000							2,000	2,000	-
						Street Marshalls	-			-	1,000	1,000
								conferences	500	500	500	-
								Subscriptions	5,000	5,000	5,000	-
Zone	5,000	Zone	5,000	Zone	5,000	Zone	5,000	Zone	5,000	25,000	50,000	25,000
	22,000		128,000		9,000		72,500		12,600	244,100	293,200	49,100

Sabb training	1,000	Sabb training	1,000	Sabb training	1,000	Sabb training	1,000	HR/Payroll/Staff Dev	35,000	39,000	39,000	-
Marketing/Comms	3,000	Marketing/Comms	3,000	Marketing/Comms	3,000	Marketing/Comms	3,000	Marketing/Comms	3,000	15,000	15,000	-
								Bank Charges	5,000	5,000	5,000	-
Sabb Clothing	100	Sabb Clothing	100	Sabb Clothing	100	Sabb Clothing	100	Sabb Clothing	100	500	500	-
								Alterline Pulse	7,000	7,000	7,000	-
Insurance	10,000	Insurance	10,000	Insurance	10,500	Insurance	10,000	Insurance	25,000	65,500	63,000	2,500
Utility	10,000	Utility	10,000	Utility	10,000	Utility	10,000	Utility	10,000	50,000	50,000	-
Staff Expenses	300	Staff Expenses	300	Staff Expenses	300	Staff Expenses	300	Staff Expenses	300	1,500	1,500	-
								Depreciation	12,000	12,000	5,000	7,000
Telephone	500	Telephone	500	Telephone	500	Telephone	500	Telephones	500	2,500	6,000	3,500
Rent	20,000	Rent	20,000	Rent	20,000	Rent	20,000	Rent	10,530	70,530	70,530	-
Audit fees	3,000	Audit fees	3,000	Audit fees	3,000	Audit fees	3,000	Audit fees	4,000	13,000	13,000	-
IT	3,500	IT	3,500	IT	3,500	IT	3,500	IT	3,500	17,500	20,000	2,500
								Staff Uniforms	500	500	500	-
								Stage crew club/soc	8,000	8,000	8,000	-
								Operational front room	2,000	2,000	5,000	3,000
	51,400		51,400		51,900		36,400		118,430	309,530	309,030	500

President/VP	26,342	President/VP	26,342	President/VP	26,342	President/VP	26,342	President/VP	26,340	131,708	128,300	3,408
Management/Central	76,403	Management/Central	76,403	Management/Central	76,403	Management/Central	76,403	Management/Central	76,403	382,015	369,950	12,065
Staff /Zone	107,979	Staff /Zone	107,979	Staff /Zone	146,451	Staff /Zone	98,370	Staff /Zone	26,519	487,298	516,100	28,802
P/T Staff Students Zone	3,000	P/T Staff Students Zone	2,000	P/T Staff Students Zone	6,000	P/T Staff Students Zone	3,000	P/T Staff Students Zone	40,604	54,604	48,000	6,604
	213,724		212,724		255,196		204,115		169,866	1,055,625	1,062,350	6,725

ORIGIN - 1,000 Origin 96,000 95,000
- 150,835 55,835

Complaints Log

Complaints log for the academic year 2023-24.

Students are directed via our website to submit complaints via a specific page: Complaints - Surrey Students' Union (surreyunion.org). This page encourages students to resolve their concerns informally with the relevant Union department. However, students can use a central online form, stored on this page, to trigger the Union's formal complaints process should they remain dissatisfied with our informal response.

All complaints submitted using this form are automatically sent to the Senior Management Team, and directed from there to relevant managers (where an informal approach has not been made), or investigated through the formal process (where a student has already exhausted formal approaches). Complaint form submissions are also automatically stored as tickets in Fresh Desk tagged 'complaints'.

In the last 12 months we have received 4 complaints via the form.

In November 2023, we received a complaint from a student concerned about the security of a financial transaction. This was submitted to the relevant management team and resolved.

In March 2024, we received a complaint regarding Rubix security. The complaint was referred to the Rubix management team and was not upheld.

In March 2024, we received a complaint regarding a Sports Club tour, which has been referred to our formal process and remains open in the investigation stages.

In March 2024, we received a complaint regarding a Sports Club kit, which remains open and in the investigation stages.

Students' Union Diversity Report 2024

Introduction

The Students' Union has published a diversity report of its staff team since 2018. The Equality Act 2010 (Gender Pay Gap Information) Regulations came into force on 1 October 2018 and the requirement to publish information does not currently apply to the Students' Union as we employ less than 250 employees. This report sets out the Union's gender pay gap information for the benefit of our members' information and understanding.

Report methodology:

To ensure this report is as accurate as possible, we have indicated where the numbers below are taken from our part-time wages staff or our salaried staff, or both. For reporting purposes of the gender pay gap, following the government guidelines, staff who are not recorded as male or female have not been included in the gender pay results. Data in this report was collected on 5 April 2024.

Gender breakdown:

Full-time Staff and Officer Gender Split

Female: 65% (74% in 2023)
Male: 35% (26% in 2023)
Non-binary: 0% (0% in 2023)

Part-time staff gender split*:

Female – 75% (69% in 2023)
Male – 25% (31% in 2023)
Staff who identify differently to their gender assigned at birth: 3% (0% in 2023)

*based on volunteered gender information

Senior Management Team:

Female – 67% (67% in 2023)
Male - 33% (33% in 2024)

Board of Trustees:

Female – 75% (70% in 2023)

Male – 25% (30% in 2023)

Ethnicity:

White 56% (55% in 2023)

Black Minority Ethnic 32% (23% in 2023)

Unknown or prefer not to say 10% (22% in 2023)*

*Based on volunteered ethnicity information from part-time and full-time staff.

Gender pay-gap calculations:

Staff total (full and part-time):

223 (222 in 2023)

Mean Gender Pay Gap = 8.2% (13% in 2023)

Median Gender Pay Gap = 0% (0% in 2023)

Quartiles:

Pay Quartile	Female % 2024	Female % 2023	Male % 2024	Male % 2023
Upper	50%	67%	50%	33%
Upper Middle	86%	60%	14%	40%
Lower Middle	57%	78%	43%	22%
Lower	71%	78%	29%	28%

What does this data mean?

We have seen an increase in male employees joining the organisation, meaning there is a slight re-balancing in our workforce gender breakdown. We have seen a lowering in our gender pay gap based on average hourly earnings in our salaried staff by 4.8% but there remains no gap in our median gender pay hourly rate, and we have continued to see an increase in percentages of women in our upper and upper middle pay quartiles. Other changes in the percentage distribution across our pay quartiles can be explained by a review of salaries which has slightly altered the boundaries of the quartiles and how these are calculated.

The results compared to 2023 show a 9% increase in the staff who identify as Black Minority Ethnic, and a reduction in the percentage of staff who have not provided this information or preferred not to. This is as a result of changes made to the information we invite staff to provide (voluntarily) while onboarding.

Further context and background:

In November 2023, we began the process of a full-scale review of all the Union's staff processes and procedures. We have employed the services of a legal firm, Warner Goodman, who work specifically with Students' Unions to support them with employment legislation. The team at Warner Goodman are now in the final stages of their review and we aim to publish all the new staff procedures over the summer. The goal of doing this work is to improve the way we communicate our people management and working culture – the terms and conditions of our existing staff will either remain the same or be improved. The work we have commissioned from Warner Goodman will create several new staff policies and procedures relevant to diversity in the workplace, including EDI, and family friendly workplace practices.

With specific regard to EDI, we take our responsibilities under the Equality Act 2010 seriously and believe that we have a crucial role to play in our members' understanding of the application of the act at work. We have introduced annual bespoke training, led by the University's EDI team, for all our staff with line management responsibilities. Training provides staff with the opportunity to actively participate in discussions about EDI, the Equality Act, and its application in our working lives. To further enhance our staff training, we are working with Blue Edge Training, an Institute of Leadership and Management training provider, and have made resources available for 5 of our current salaried staff to undertake ILM courses this year. ILM courses are nationally accredited and provide staff with skills in managing a team, leading others, and understanding how organisations should approach strategic planning.

In the academic year 2023-24, we have also created and will soon launch our new Strategic Plan which will lead our work as a Union for the next three years. This plan sets the objective of developing and implementing a new People Strategy. This work will go into further detail around our commitment to diversity in our staff team, and our approach to ensuring that our staff team reflect the diversity of our student body.

Key terms:

Mean: The difference between average hourly earnings of men and women

Median: The difference between the midpoints in the ranges of hourly earnings of men and women

Quartiles: Percentage of male and female staff in each hourly pay quartile