



Love what
you do

Our Year

2016/17



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OUR MISSION

To better student life and enrich student experiences

OUR VISION

To empower, encourage and embrace every student

OUR VALUES

Student-Led & Democratic; Inclusive; Dependable & Professional; Supportive; Respect; Fun

OUR AMBITION

To play a central role in the lives of students and do this through facilitating activities which are student-led; both to improve student experiences as well as ensure graduates are highly employable and equipped for future success.



Elected Officers

2016/17

Hello Everybody,

As Chair of the Students' Union Board of Trustees and a member of the Sabbatical Team 2016/17, it's an absolute pleasure to be able to share with you all the Impact Report (2016/17) which highlights the amazing work that we and our members have undertaken over the past academic year.

Our student-led democratic organisation enables students

to be at the heart of everything that we do. We are proud of our vision to 'empower, encourage and embrace every Canterbury Christ Church University student.'

This report will show you the journey that we've been on to achieve our goals and the impact that we have had on students lives enhancing their experiences at University. Throughout our Impact Report you will go on to see how we have delivered the first year of our strategy 'Your

Ideas, Our Plan 2016-19' and you will also discover the fantastic community that we have within our Union and the values that we uphold.

It has been a wonderful year for us so read on to find out more.

Biba Chuta,
President (Sports) & Chair of
the Board of Trustees.

Biba



Achievements as you will see, were not made by us as the Students' Union, but by you as a student of Christ Church

Women's Rugby

Highlights.



24hr Library opening



8000 young people registered to vote



#TeamChristChurch and Unified rebrand



Secured a peer-to-peer student led listening service - Nightline

nus

green

CHRIST CHURCH
STUDENTS'
UNION



Our Impact

Our activity in 2016/17 was the first under the new strategy, one that was entirely designed by students, for students, to further our mission and get even closer to our vision.

I am incredibly proud of the individual and collective achievements of all my colleagues in the Students' Union and partners in the University and beyond who made the great things within this report possible.

However, we are most proud of the work of hundreds of student volunteers organised under the Students' Union

- be they elected officers representing their peers on issues big and small that affect their daily lives; the committee members who give up their time to manage and develop their club or society for the benefit of others; or the students who give up their time to offer a fresher a warm welcome and carry their belongings into their new home. You all truly represent the best of Christ Church.

Ben MacPhee,
Managing Director




Union of the Year
(Non-Commercial)

Impact

Excellent

NUS Green Impact
Students' Unions

Student Voice

This year our Sabbatical Officers reached out to members, having more direct contact and interaction than ever before. With newly created professional social media profiles, the Officers engaged students on the issues that mattered to them in the digital environment enabling easier access for groups of students not always around on campus.

Officers spent time gaining feedback on campus at 'Union on Tour' events where our members had the opportunity to engage face-to-face, helping give the Officers a sense of the struggles or successes members face week by week. The Officers also delivered targeted 'Lecture Shout-Outs' to new and returning students at the start of the academic year, building relationships with students, staff and departments across the institution, where our members were directly able to influence our campaigns and policy work.

Collecting grassroots feedback has informed the Officers decision making, enabled them to deliver fitting campaigns and challenge issues when working with our partners. With record breaking numbers in the Leadership Elections, the Officers do this with the full authority and backing of the Christ Church student body.

2016/17 saw the Students' Union stand up for our members and students nationally, opposing

cuts to grants and rejecting mechanisms to raise tuition fees that would increase the financial burdens and strain, on the wellbeing and mental health of our members. We played a major part in the Canterbury HE/FE Impact Review with the local Council, residents associations and other interested organisations, leading on focus groups, inputting ideas and developing ways of collaborative working to defend and extend the rights of our members to live, study and work as a full part of the community. Our Officers were also highly engaged with the General Election and offered local students and residents a lift in the minibus to and from polling stations.





Representing members is at the core of what the Students' Union does

Union Council 2016/17



01

OPPOSED FEES & CUTS

60 students attended national demonstrations - NUS national demo 'United For Education' and #OurNHS march



02

RECORD BREAKING ELECTIONS

2,307 voters casted 8,337 votes, an increase of 18% on 2015/16



03

NUS INTERNATIONAL CAMPAIGN OF THE YEAR

'One Day Without US'
Coming together to celebrate the contributions that migrants make to Christ Church and the UK



Student Wellbeing is fundamental to the values and ethos of the Students' Union.



Puppy Day



Find a Housemate Day



Find a Housemate
Helped over 175 students find good quality housing

4 Ne
More e
for a w



SU Advice Centre
Supported over 400 students with academic issues, securing over £42k in compensation

Stres
Over 8
from P
giveaw

Support

£793
raised over
two puppy
days!

Our research shows student wellbeing is the biggest concern of our members. By putting our members' happiness and wellbeing at the forefront of our thinking, we are able to broaden and deepen the supportive and inclusive environment we provide for our membership community.

Students rightly expect us to live up to our values of being professional and dependable, and able to meet expectations to help or signpost them with almost any problem they may face. In Medway, we successfully introduced 'welcome dinners' as a retention strategy to ensure our students felt supported, had a chance to give feedback on their experience and to provide an opportunity for them to ask questions and get the help and advice they needed.

Phil Semmens, President (Education & Wellbeing), led and widened our work with a number of external agencies. These include the NHS and Kent Police, providing drop-in advice sessions on Sexual Health, Relationships, Hate Crime and Pyschosexual Health for a wider group of students, as well as staff, who previously weren't always able to access these services.

Campus Network

Housing Support

Medway



Medway Housing Support event saw 75 students attend for advice and freebies!

Welcome Dinners

Medway



Retention strategy introduced at Medway catered for 43 students at two events



World Mental Health Day

Raised awareness of mental health within the student population and building resilience within day to day life.



Nightline

Christ Church Student Minds established a student led listening service with funding secured from the University

Volunteering

Broadstairs



Broadstairs Welcome Crew students contributed to over 170 volunteering hours in Freshers' Week alone!



Health Advice Clinics

Easily and readily accessible
wider range of our members



Stress Relief

100 students benefited
Puppy Days and
Puppy Days!

Opportunities

As important as it is, University is so much more than just a degree - the Union is here to create and enhance opportunities for students to fulfil their huge potential. Whether this is through activities and events, or through influencing the University and other partners to deliver life enriching opportunities that are fun, engaging and memorable.

Recognition of the Union's role in the recruitment and retention of Christ Church students isn't always apparent. Our role is often one behind the scenes, developing our members and volunteers, creating communities of like-minded individuals, shaping University activities such as Open Days, LGBT+ History Month, Life After Uni and encouraging student participation in these opportunities.

Our Clubs and Societies are the lifeblood of providing opportunities for students to try things they'd previously never thought of and challenging

themselves to strive and fulfil their potential through Union volunteering. The Union leads and facilitates skills workshops to enable our committee members to learn beyond the lecture theatre, such as teamwork, marketing, organisation and communication, all transferable skills valued by employers, and complement our members academic achievements.

In March we celebrated the 10th anniversary of our student radio station CSRfm, the first student FM station in the country. The volunteers in charge are develop a huge range of skills to take them forward in their careers, running activities such as a 24 hour radio marathon and a national radio Chart Show, co-ordinating with 21 universities and engaging over 1,000 students across the country.



Dance Society

Won 21 national trophies in just three weeks!



Christ Church Student Minds

Awarded #1 Best New Society by national Student Minds charity



Midwifery Society

Largest society with 125 members in only their second year of running



Unified Society

Successfully relaunched with over 80k views and 40+ contributors



Men's Cricket

Won four titles across indoor and outdoor leagues



Men's Football

Both 2's and 3's sides won their leagues, gaining promotion



Trampolining

Finished 7th in BUCS nationals with four medals



Men's Hockey

1's team won their league and gained promotion to the BUCS premiership

Dance Society



University is more than just a degree. The Union is here to create and enhance opportunities for all students

Men's Football 3's



Belonging

We, Christ Church Students' Union, believe we are in a unique position to understand our role in providing a sense of community and belonging for our members. Our aim is to always be there, encouraging them to get involved from the start of their Christ Church journey, through to ensuring they're prepared and supported for when they leave.



One World Week.

300 students came to six events across the week celebrating our culture and diversity



1,077 Sports Members.

Brought together under a new #TeamChristChurch brand, made up of over 30 sports clubs



Events.

The Lounge visits were up with a 51% increase in Freshers' Week alone. 1,600 students attended the annual Summer Ball in the former HMP Canterbury and a record breaking Freshers Fayre with 5,500 students

CHRIST CHURCH
SUMMER BALL

We have loved supporting our members and joining their journey, centering our activity around our members, presenting Student Life talks at Open Days, and welcoming new students during Freshers' Week 2016/17. We developed and ran campaigns such as One World Week, to celebrate and showcase the diversity of our members. We were also on their side during their studies; celebrating a wide range of achievements during members time with us at our Awards ceremonies and seeing them move beyond graduations by creating a Graduate Guide.

Developing our members sense of belonging at Christ Church is important to helping students settle in. Biba Chuta, President (Sports), bought our sporting community under the brand #TeamChristChurch giving members a stronger sense of identity than just their sports kit.

Students have truly made our commercial spaces their own this year, with visitor numbers and spending, in The Lounge seeing significant increases, demonstrating our work with the Facilities

Management contractors which ensured they are meeting the needs of our members.

Our dedicated Union campus staff have continued to make a real impact in the lives of our members studying in Broadstairs and Medway, working to give a tailored student experience across the campus locations.

David Hannaway, Union President, secured and opened a dedicated student space in Broadstairs for our members, providing a home of their own. We introduced a Summer Fun event for our musical society members to showcase their skills and to celebrate the end of the year. Work at Medway continues with multiple partners ensuring our members can enjoy all the facilities, including the new Student Hub. Ambitions are still ongoing for a dedicated student space at the Canterbury campus.



Sports Federation Awards



Broadstairs Student Lounge

The very description of a
Union is to bring people together

Communications and Transparency

As a membership organisation it is important to maintain two-way communication with all our members.

Implementing our Communications Strategy has helped more students than ever visiting our website, swiftly finding what they need and our social media continues to grow with a 19% increase in traffic.

Being open and transparent with our members membership

fees was achieved this year with 'Benefit Statements' for all of our Club members.

We had more members than ever attend the Union's Annual Members Meeting. This is so they could clearly understand and interrogate every aspect of the Union, from who we are affiliated with, to the work being done on their behalf by the elected officers, both full-time Sabbaticals and part-time Union Council. From investing our resources in improving our website and social media

output, to our Sabbatical Officers outreach across the campuses, we have furthered our reach not just to our members but into our local and national communities.

We are incredibly proud of our achievements last year in helping get students registered to vote and ensuring our students had their say in the General Election. We involved the local community in our efforts, publicly offering lifts to Polling Stations so everyone could take part in the democracy of our country.



Annual Members Meeting



It's no good being good
if nobody knows it

Officer Accountability

18,710

Degree Calculator.

We helped keep 18,710 on track with their studies with our simple Degree Calculator

140,000

Website.

140k pages viewed during Freshers' alone, this is an increase of 26% on the previous year

200

Life After Uni.

Over 200 students attended over eight workshops relating to their 'Life After Uni' future

88

Annual Members Meeting

A record breaking 88 members attended the 'Annual Members Meeting' where Union finances, sabbatical officers and trustee reports were scrutinised

Our enablers -

314

Score in the NUS Green Impact Awards - 49% above the national average

374

Respondents to our Green Impact survey

To ensure we are able to deliver our strategy and build progressive growth to make a bigger impact for our members, we need to be effectively run as an independent charity.

Sustainable.

We have strived to act in an environmentally responsible way in everything we do.

This has been recognised through our NUS Green Impact Union of the Year award judged on characteristics such as reducing our energy consumption and increasing our ethical policies, to engaging students in Green volunteering activities.

We have been invited to the House of Commons to celebrate our work engaging with our members in environmental volunteering activity, including culture sharing events, litter picks and helping the local Council and charities with community projects.



NATIONAL WINNERS!



Excellent
NUS Green Impact
Students' Unions

Nick Beard, President (Student Activities), receiving the #1NUS Green Impact Award



To be the legit
students,
we need to kn



Insight

To be the legitimate voice of students we need to know our members almost as well as they know themselves.

To do this we have to continually conduct high-quality research and use the findings to drive our future direction.

The feedback engagement work our Officers do on a continual basis, combined with the Union's own student research, allows us to identify the issues and concerns of our members at the University, locally in the community, and nationally via NUS.



Campaigns

students gave us feedback on what campaigns the Union should focus upon



Survey

increase completion of the University Travel Survey by 138%



legitimate voice of

know them almost as

Men's Rugby litter pick

Technology

The vast majority of our members are digital natives, and technology is changing the way we live our lives.

The pace of change is unrelenting and we must embrace digital change to remain relevant in our members lives. It is core to everything we do, from communications and campaigning, through to supporting the commercial operations.

In 2016/17 we further utilised the power of our CRM website, creating a true 'digital democracy'. We reached out to our members in the digital spaces they occupy, staying aware of the latest technology platforms, which enabled us to meet the expectations of our members with the aim to exceed them.

2016/17 also saw the introduction of our very own App. This allowed our members to purchase sports and society memberships, keep up to date with events and vote in elections from mobile devices.



Our enablers -

Great organisations are made by great people, be it elected Officers, our members and volunteers, or staff - our people are at the heart of Christ Church Students' Union. Great people deserve reward, recognition, development and celebration.

People and Culture

Our members commitment is outstanding and we love to celebrate with them during our awards season. We're committed to providing training workshops for Officers, committee members and staff to provide the tools to have a positive impact in their communities and environments.

Celebrating with our members during One World Week brought hundreds of students together for a range of cultural events such as our International Food and Culture Fayre and marking Earth Hour with an international candlelit feast in Parham Student Village.

Partnership

Working together in partnership with the University, local students' unions, other not-for-profits and other organisations helps us ensure our success and better outcomes and impacts for our members.

Our work with the NUS has attracted a number of high profile visitors including the NUS President, as a keynote speaker at our Race and Religious Discrimination debate, and the NUS President elect attending our Summer Ball.

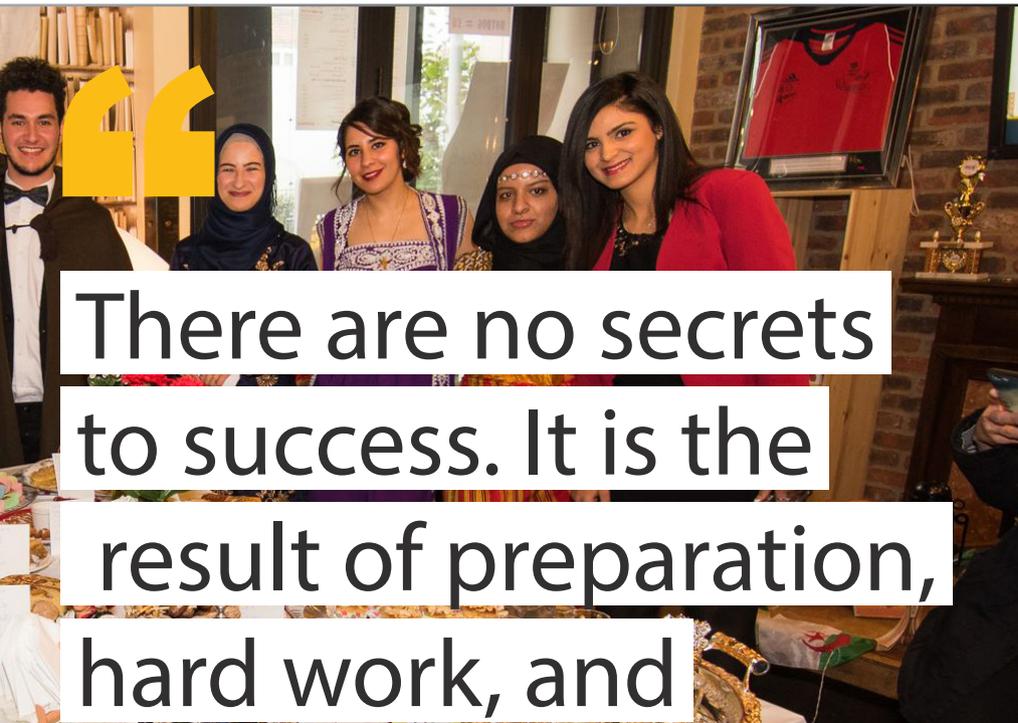
The University are our significant partners in many campaigns and projects, with Expect Respect top of the agenda this year, addressing issues of violence against women and lad culture.



Algerian Society

Expect Respect Campaign

addressing issues of violence against women and lad



There are no secrets to success. It is the result of preparation, hard work, and learning from failure



Finances

WE RECEIVED
£ 979,646



CCCU Grant

£696,755 - 71%

Direct grant income from Canterbury Christ Church University to support our work



Commercial Activity & other income

£95,396 - 10%

Income generated from sponsorship contracts, the NUS Extra Card, and clothing sales



Events

£109,206 - 11%

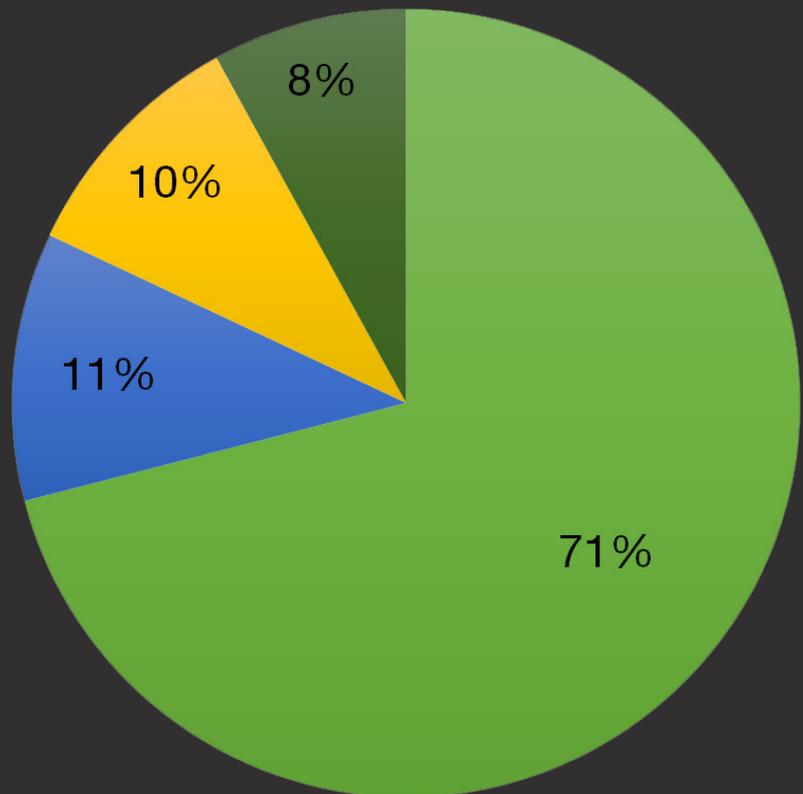
Income from events like the Summer Ball, Sports Federation Dinner and Freshers' Week



Membership Activity

£78,289 - 8%

Income from membership fees



Additional Support

In addition to the direct grant funding, the University also supported the Students' Union and Union activity by:

- Not charging the Union rent on the St. George's Centre, which would otherwise be £214,000.
- Subsidising activity in The Lounge.
- Supporting Club Sport activity with facilities and coaching.
- Supporting student events like Summer Ball and Varsity with staff, security and equipment.

WE SPENT £1,028,189



Staff Pay
£399,685 - 39%
Staff salaries, including employer contributions to pensions and National Insurance



Representation & Democracy
£120,624 - 12%
This includes advice, elections, campaigning, NUS affiliation, sabbatical pay, and officer training



Central & Facilities
£208,077 - 20%
This includes all central costs like H&S, insurance, IT, running offices, travel etc.



Events
£112,720 - 11%
Money spent on the Summer Ball, Sports Federation Dinner, Student Activities Awards and events in The Lounge and Dwell



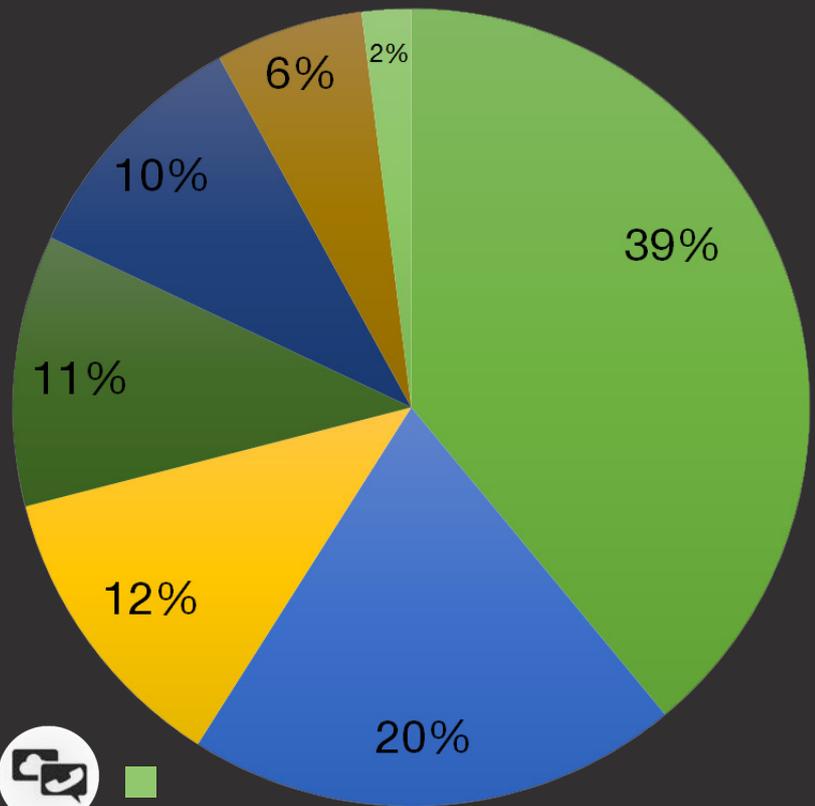
Activities
£103,539 - 10%
Money spent on all sports activity, societies and student media.



Depreciation
£64,228 - 6%
Funds to paydown fixed assets like improvements to the St. George's Centre and equipment for student groups



Communications
£19,316 - 2%
Money spent on all digital and print communications, including the cost of running our website



Annual Deficit
-£48,543

Where next?

Here at Christ Church Students' Union, everything we do will forever be run by students, for students. We endeavor to continue in providing the best possible student voice and student facing services as this is crucial for our future development and success.

We aim to create a platform for every single student at Canterbury Christ Church University, irrespective of age, campus location, race, sexuality or mode of study. We put student representation and liberation at the heart of everything we do, aiming to inspire and empower all students.

As a student led organisation we want to be a driver for change, not only in the University but also on a national and international level. We aim to be a sustainable, progressive and transparent Students' Union, which positively impacts all of our members as well as the wider community.

The Union continues to enhance a sense of community and belonging through our student led services such as sports clubs, societies, volunteering, democracy and much more. A home away from home for students of all backgrounds and interests.

I am very excited about our shared future and we are all eager to make a bigger and better impact.

Krum Tashev,
(Union President, 2017/18)





Union Team.

(L to R)

Biba Chuta, Antonia Dyson, Adem Djemil,
Phil Semmens, Silvia Rasca,
Adam Roche, Nick Beard, Krum Tashev,
Ben MacPhee, David Hannaway,
Jordan Howard, Tom Ritchie, Ellie Martin,
Helen Kirk



Thanks for
being you

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