

Reading University Students' Union

# Annual Report 2010

# Our Values

## Democracy

We are a student led and student focused organisation with strong democratic structures.

## Diversity

We are committed to promoting equality of opportunity and celebrating the diversity of our membership

## Learning

We are committed to realising the full potential of our trustees, staff and volunteers.

## Openness

We will ensure that the way we operate is open and transparent to our members.

## Responsible

We recognise our wider role in society and actively promote ethical and environmental best practice.

## Innovative

We are a flexible and dynamic organisation focused on providing the best possible student experience.

## Responsive

We are constantly reviewing our services to ensure that they reflect the expectations of our members.

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# Strategic Operating Plan

**OUR VISION** (What we aspire to)  
We aspire to be the leading Union in actively representing, engaging & empowering every student



**OUR MISSION** (What we exist for)  
RUSU is a democratic student led organisation. We provide high quality representation, opportunities for personal development and excellent services and facilities to all our members



**OUR VALUES** (Underpinning everything we do)  
Democracy, Diversity, Learning, Openness, Responsible, Innovative, Responsive



**Representing the views of our members**  
Representation  
Campaigning  
Governance  
University  
National Representation  
Community

**Engaging effectively with our members**  
Market Research  
Communications  
Online voting  
Web & IT  
Feedback  
Satellite Campus

**Enhancing the experience for our members**  
Participation  
Volunteering  
Sports & Societies  
Involvement  
Employability

**Providing quality facilities and services for our members**  
Venues  
Retail  
The Hub  
Nursery  
Advice & Welfare  
Student Focused Services

**Working on behalf of our members**  
Partnerships  
Staff Development  
Initiatives  
Benchmarking  
Financial Stability



## Chief Executive's Report

The past year has produced a variety of new challenges and has also seen the successful realisation of many on-going projects.

RUSU was awarded Silver accreditation with the Student Union Evaluation Initiative (SUEI), following three years of hard work. SUEI is a unique quality assessment model which aims to make a positive difference to the lives of students by improving the outcomes from their Students' Unions.

The Trustee Board has been addressing its response to the implications of the Charities Act 2006. This legislation means that student unions lose their exempt charitable status and are required to register with the Charity Commission. A new constitution has been approved and we are on target to register as an Unincorporated Association by the end of 2010.

A number of changes have been made to our staffing structure to ensure that it accurately reflects the aims of the organisation. These changes resulted in specialised support for Student Activities, Liberation & Representation groups as well as increased academic support at course and faculty level.

The new 'Little Learners' nursery is proving to be a great success with the occupancy levels and waiting list increasing throughout the year.

RUSU purchased the original nursery building and with the help of contributions from University Annual Fund, has created the only unlicensed social space on campus. 'The Lounge' also provides much needed additional space for student groups including our student media.

This has been a difficult trading year for RUSU and this is reflected in the wider student union movement. As a result the income generated by our bars and catering outlets has been dramatically reduced. However our retail outlets have had more success and as a result of these factors, this is an area that we are hoping to expand in the coming year.

The year ahead will also include a number of other new opportunities and challenges including the development of a new website, registering as a charity and starting work towards the next stage of SUEI.

A blue ink handwritten signature, appearing to read 'Richard Silcock', written in a cursive style.

**Richard Silcock**  
Chief Executive

### RUSU Snapshot

- Representing the views of 22,000 students
- Silver accreditation in the Student Union Evaluation Initiative (SUEI)
- New Community Rep Volunteer Scheme
- Little Learners Nursery accommodating 106 children
- 5,609 contacts with students using our Advice Team last year
- Over 3,000 students engaged in sports and societies
- 14,628 coffees sold in Café Mondial
- Nursery holds Eco School Silver status
- 1,010 students attended Housing Talks in Halls
- Winner: BUCS Most Improved University 2009/10
- 39,541 people attended the nightclub in last academic year

# Trustee Board 2009/2010

## Student Officers

S. Brennan	- President
E. Bell	- VP Democracy & Campaigns
T. Gilchrist	- VP Education
A. Barnes	- VP Student Activities
M. Pennyfather	- VP Student Rights & Diversity

## Student Trustees

D. Dennis-Betts
J. Mellor
L. Bohme

## External Trustees

J. Guest	
T. Levell Clarke	- Resigned 5 <sup>th</sup> February 2010
R. Elliott	- Resigned 8 <sup>th</sup> January 2010

# Representing The Views Of Our Members

## Highlights & Achievements

### Change in the format of the Student Fora

The Student Voice and Student Feedback Forum have been amalgamated into a single evening event, resulting in a considerable increase in attendance. Student Officers are now giving feedback on key University meetings as part of the new style Student Voice.

### Highest number in attendance at the AGM

Over 200 members attended the Annual General Meeting in 2010.

### First Impact Report produced

An Impact Report was produced highlighting the key achievements of the Student Officer Team to our stakeholders.

### Increase in number of Education Rep candidates

Education Rep candidates increased from 8 in 2009 to 20 standing for 10 positions in 2010. RUSU currently supports around 383 Student Academic Representatives (StARs).

### Town Takeover Campaign

The success of the Town Takeover campaign prompted the local MP (Rob Wilson) to call a debate on higher education funding in the House of Commons on 1st December.

### General Election Campaign

The campaign to raise awareness of the General Election led to positive coverage on local, national and international TV.

### Student Chosen Campaigns

The Better Lighting on Campus and 24hr Library campaigns were voted as the Student Chosen Campaigns to be supported.

### Charity Commission Registration on Target

RUSU is on target to register with the Charity Commission as an Unincorporated Association by the end of 2010.

### New External Trustee appointed

A new External Trustee was appointed for an initial term of June 2010 to June 2012.

### JCR training a success

There was a great turnout to our JCR training sessions. Childs Hall and Reading Student Village are now using the RUSU model JCR Constitution. A working group has been established to progress this area. RUSU is liaising closely with the JCR Committees offering support and guidance throughout the halls redevelopment project.

### RUSU representatives continue to play a key role in the local community

RUSU continued to be involved with the Neighbourhood Action Group. The Silent Students Happy Homes (SSHH) campaign was very well received by the local residents, local media and key University staff.

### RUSU currently supports 12 Community Rep volunteers

The Community Reps initiative received funding for next year from the January Students' Union Liaison Committee and aims to increase Rep numbers to 30.

*The points above are linked to the 2009 Annual Report*

Representing  
the views of our  
members

Representation

Campaigning

Governance

University

National  
Representation

Community

# Engaging Effectively With Our Members

## Engaging effectively with our members

Market Research

Communications

Online Voting

Web & IT

Feedback

Satellite Campus

## Highlights & Achievements

### Website focus groups undertaken

Findings from students who attended the focus groups on the provision of online information as well as the accessibility and suitability of the current website will result in RUSU launching a new membership based website in August 2010.

### Fresher's passes and Summer Ball tickets were both sold online

The new website will have the potential to provide an enhanced online facility in the future.

### Increase in RUSU Election candidates and voting

The 2010 Elections involved 39 candidates over 7 elections with 8 candidates for Student Activities and 10 candidates for Student Trustee. This is a significant rise compared to the 28 candidates involved in the 2009 elections. 2,201 votes were cast which represents 15.4% of eligible members. This compares favourably to other students unions and represents our highest turnout for a number of years.

### Continued provision of quality services

RUSU's aim has been to continue to provide quality services (to include ticket sales) at Bulmershe and to work towards securing a RUSU presence on the London Road campus. The retail offering has increased with the introduction of hot food and drinks; however the use of the bar has reduced significantly resulting in very limited opening.

### London Road space secured

Having secured a joint London Road space with the Student Services department we now need to secure funding to convert the space to a shared facility by October 2012.

### Additional services to Henley Business School

RUSU has investigated the options for providing services to students studying at the Henley Business School at the Greenlands Campus (e.g. NUS Extra, Student Activities, Student Advice, Course Representation). Student Advisors have also delivered visa and immigration workshops to International students based there.

# Enhancing The Experience For Our Members

## Highlights & Achievements

### **‘Give it a go’ continues to grow in popularity**

Over 200 students signed up to the sessions provided by the sports clubs. This year marked the inclusion of SportsPark in the scheme offering free sessions to participating clubs.

### **Development of Volunteering Strategy**

Following our market research exercise and discussions with University staff we are now investigating options for developing a volunteering strategy to include national accreditation. The results of the market research have also informed our plans to develop volunteering at RUSU as a separate program to the Reading Experience & Development (RED) Award, the University’s employability scheme.

### **University Sport Service Level Agreement (SLA)**

A fees benchmarking exercise was carried out during the Spring term for the SLA. The development of a new Agreement was led by the VP Student Activities and involved input from sports teams, RUSU staff, SportsPark staff and the Director of Sport.

### **New funding structure for student societies**

RUSU’s societies have a new funding structure which involved the introduction of three bands of membership with various levels of funding and support. Student Activities staff have met with all societies to discuss any issues and development opportunities for the future.

### **Sports Development**

The Student Activities Manager now sits on the Sports Management, Focus Sports and Intramural Committees. The recruitment for the new role of Sports Development Coordinator was undertaken and introductions were made to the teams as part of the handover process to discuss any issues and development opportunities for the future.

### **‘Internationalising Students’ Unions’**

We are taking on this NUS project as part of our strategy to support under represented groups. Additionally, as part of that strategy we have set up an International Working Group to develop the strategy which includes RUSU Officers and staff, University staff and members of the International Students at Reading University (ISRU) representation group.

### **Skills Development**

Attendance levels at the sixteen RUSU skills development sessions was lower than anticipated but feedback from attendees was very positive.

Enhancing the  
experience for  
our members

Participation

Volunteering

Sports & Societies

Involvement

Employability

# Providing Quality Facilities & Services For Our Members

## Highlights & Achievements

Providing quality facilities and services for our members

Venues

Retail

The HUB

Nursery

Advice & Welfare

Student Focused Services

### Little Learners Nursery opening

In conjunction with the University, a new 94 place nursery offering extended hours and increased places for the children of students and staff opened at the start of the Autumn term. The feedback from children, parents, staff and local authorities has been very positive. The new nursery, Little Learners, has recently been awarded the Eco Schools Bronze and Silver accreditation for its work on green initiatives. The nursery currently offers work based placements for students from the Speech and Language department. The nursery will be seeking further accreditation from the most relevant awarding bodies.

### New unlicensed social space made available

RUSU secured the continued use of the 'old' nursery building, which is now called 'The Lounge', for use as an unlicensed social space. The layout of the rooms has been changed including the development of a relaxation space, funded by a successful application to the Annual Fund.

### Change in retail outlet

In terms of generating retail income, the space occupied by the Juice Bar became the 'Proper Pasty Company' and started trading at the start of the Autumn term.

### Student Advice accreditation

The Student Advice service has reviewed the accreditation schemes and is currently working towards the Community Legal Services Quality Mark. The accreditation process will take approximately two years. The demand for the Student Advice service continues to increase.

### Membership Services restructure

The restructure of the Membership Services department was completed with the introduction of new roles (Student Activities Manager and Representation & Democracy Manager) being filled by internal candidates.

### Alcohol free events

A number of non-alcohol events have been trialled during the academic year. Services & Entertainments Forum provided positive feedback on the majority of the trials. This is an area for further development with a focus on the International Welcome Programme in the Autumn term.

# Working On Behalf Of Our Members

## Highlights & Achievements

### **RUSU continues to work in partnership with the University through the 'synergies' project**

The project has been reviewed to reflect the changing economic environment. Agenda items included a review of charitable status, approval of 2010 - 2011 budgets and SUEI accreditation.

### **Annual fund opportunities**

RUSU continues to promote the development opportunities made possible by the Annual Fund to key stakeholder groups. Alumni training sessions for Sports Federation & Societies Convention members were well attended. RUSU submitted 17 bids to the Annual Fund including 13 from Sports, Societies and Student Media.

### **Staff development**

RUSU continues to develop its staff team and is working towards achieving Investors in People accreditation.

### **Responsible licensing commitment**

RUSU maintained its accreditation under the National Union of Students Services Limited (NUSSL) Best Bar None scheme and received a Bronze award.

### **Environmental best practice**

In recognition of our commitment to environment best practice RUSU was awarded Silver Accreditation at the 2010 NUSSL Conference. RUSU is currently ranked 12<sup>th</sup> in the country (83 Students Unions were involved in the scheme.)

### **Students Union Evaluation Initiative (SUEI) accreditation**

RUSU achieved Silver in the Students Union Evaluation Initiative (SUEI) and rates 4<sup>th</sup> in the SUEI Students' Unions in the country (along with Leeds, Bath and Hull).

### **Finance provision back in house**

RUSU implemented the decisions of the Trustee Board regarding the future provision of financial services and the finance function has been successfully moved back in-house.

### **Additional funding**

RUSU offered a GradSEED opportunity via the University Careers Service to investigate alternative sources of funding available once we achieve charity status.

Working on behalf of our members

Partnerships

Staff Development

Initiatives

Benchmarking

Financial Stability

## Sports Clubs & Societies

With 119 student run sport clubs and societies, students have a huge array of choice when it comes to pursuing an active and interesting pastime.

RUSU runs over 50 sports clubs ranging from competitive sports to special interest clubs.

- 38 teams compete in leagues and competitions run by British Universities & Colleges Sport (BUCS), the governing body of university sport
- 9 teams compete in the South East Student Sport Association (SESSA) and associated regional leagues
- Winner of the BUCS Most Improved University 2009/10
- 1,879 members in the RUSU Sports Federation

The large range of societies available to students includes common interest, course based, cultural, hobbies and political groups.

- Three different membership fee bands introduced to better support the needs of individual societies
- Fundraising fund introduced to help put on events such as Reading University Drama Society (RUDS) productions and Malaysian night
- The Bellydance society hosted the first ever RUSU Dance Show showcasing a variety of student talent
- Additional facility made available in 'The Lounge' comprising of lockers and shelving for society equipment storage



## Student Media

Spark\* is written by student volunteers and is committed to providing students with a regular source of news, reviews and advice.

- The newspaper recently celebrated its 75th year in publication. Last year's editor was invited on a two week trip to Australia in recognition of its reputation.

Junction11 radio station is run by students airing the latest news and tunes to the University of Reading student community.

- The station has been broadcasting for eleven years and plans for new shows and features are always developing.

RU:ON television station produces live and pre-recorded shows including news, chat, weather updates as well as covering the RUSU democracy meetings and filming the RUSU election candidate videos.

- A new addition to our student media groups this year, RU:ON is located in The Lounge. The station has already won recognition at the National Student Television Association (NaSTA).

## Liberation & Representation Groups

Our Liberation and Representation (Lib and Rep) groups exist to represent minority groups and celebrate their diversity across campus.

### Liberation & Representation Groups:

- BAME (Black, Asian & Minority Ethnic)
- LGBT (Lesbian, Gay, Bisexual & Trans)
- SWD (Students with Disabilities)
- Women's Campaign
- ISRU (International Students at Reading University)
- PGRG (Post Graduate Representation Group)
- MSRG (Mature Student Representation Group)
- Bulmershe Student Representation Group

LGBT ran a successful 'Religion and Sexuality' discussion evening and sent four delegates to the NUS LGBT Conference in Liverpool. The group also hosted several popular Spectrum nights in Café Mondial as well as attending the National Student Pride march in Brighton.

The Women's Campaign attended the 'Reclaim the Night' in London, a women-only march against sexual violence and for gender equality. They also organised a variety of events during Women's Week (February 2010) including a talk with guest speaker Judith Orr addressing sexism and gender issues in modern society.

## Volunteering

A large amount of student volunteers take part in a range of organised projects in and around the local community.

RUSU continues to have links with the Prospect Park psychiatric hospital, re3 recycling, Go Local on a Better Environment, The Ridgeline Project, Me2Club, The Living Rainforest, RSPB, Red Cross. A Community Rep Scheme was also set up attracting more student volunteers.

The 'New Year, New You' event at the beginning of the year saw 80 students sign up to different volunteer opportunities.

RUSU has played a key role in helping develop the new volunteering strategy with the University including the introduction of the new Reading Experience and Development (RED) Award.

RAG (Raising & Giving) was rebranded and given a fresh image. The group raised £4,279 through their fundraising efforts last year which was donated to Daisy's Dream, British Red Cross, Alzheimer's Society and the NSPCC



# Campaigns

Campaigning is the most visible way that RUSU represents its members. Campaigning on issues that are important to students, we aim to bring about positive change at a local and national level.

## Last Year's Campaigns

### Student Chosen Campaigns

One campaign was voted in during the Student Voice meetings to be the campaign to be promoted during that particular term.

- |             |  |
|-------------|--|
| Autumn Term | Lighting - improved lighting on campus   |
| Spring Term | Bus Pass Campaign - persuading Reading Buses to introduce a student term-time bus pass   |
| Summer Term | 24 Hour Library - Worked in collaboration with the Library to propose that opening be extended to 24 hours during the exam period. |

### Moving In

Worked with the University to distribute information packs to students living in the local community.

### One World Week

Uniting as one student body regardless of faith, ethnicity or background to tackle global issues of injustice and inequality.

### Personal Safety & Responsible Drinking

Issued taxi numbers and anti-spiking stickers as well as produced posters with responsible drinking messages from the Student Officers.

### 'The Wave'

Assembled a contingent of student volunteers to represent Reading students at the march in London to protest about climate issues ahead of the Copenhagen Climate Talks.

### HE Funding

Lobbied University management and local Government to introduce a fairer way of funding higher education with a week of campaigning events.

### World AIDS Day

Organised talks, film screenings and stunts to increase the awareness of the devastating effects of HIV/AIDS.

### Go Green Week

A debate with local prospective party candidates, a community spring clean and the promotion of low-carbon diets.

### Fairtrade Festival

A talk from a Fairtrade tea producer and an opportunity to taste new Fairtrade products.

### General Election Voter Registration

A big push on students registering to vote as well as an opportunity to sign up to the NUS pledge not to raise tuition fees.

### General Election: Get the Vote Out

Organised a Husting event with local prospective party candidates as well as screening the political leader's debates and providing 'walking buses' to the polling stations.

### Silent Students Happy Homes (SSHH)

Teamed up with a local school to produce 'Keep It Quiet' posters creating positive media attention.

### Moving Out

Liaised with the University in delivering information packs. Organised a collection of unwanted items for the British Heart Foundation at the end of the academic year.



# Environmental Report

Over the past year, RUSU has been working to reduce its impact on the environment through a number of projects

## 10:10

Signed up to the 10:10 campaign, pledging to reduce our carbon footprint by 10% in 2010. We also successfully lobbied the University to sign up and are on our way to hitting the 10:10 target.

## Carnego Project

Worked closely with the University particularly on the Carnego Project. Energy monitoring devices have been installed around RUSU to gauge energy usage. These results are displayed on a plasma screen in the retail mall.

## Higher Education Carbon Management Programme

We are part of the Higher Education Carbon Management Programme which aids the University in reaching its target of cutting carbon emissions by 35% by 2015/16.

## Environment & Sustainability Committee

Student Officers and staff sit on the University's Environment & Sustainability Committee.

## Green Team workforce

Introduction of a Green Team workforce to oversee and improve student directed 'greening' on campus and increased dialogue with the University on improving environmental issues.

## Student Switch Off

Supported the Student Switch Off project which has achieved 7.4% electricity savings in Halls.

## Sound Impact (Students' Unions)

Gained Silver Accreditation in the NUSSL Sound Impact Awards.

## Green Impact Universities

RUSU was awarded a Silver Award by the University as part of the NUSSL's Green Impact Universities scheme, which recognises departmental environmental achievement.

## Eco Nursery Awards

Little Learners Nursery gained a Silver Accreditation in the Eco Nursery Awards for its green initiatives including the growing of fruit and vegetables.

## Composting

Installed food waste bins in the catering areas for composting.

## Go Green Week

Organised a successful Go Green Week in February which included a debate on where we go next after the Copenhagen Climate Talks.

## Fairtrade Fortnight

Held a talk by a Fairtrade tea producer during Fairtrade Fortnight.



## Accreditations



The Students' Union Evaluation Initiative (SUEI) is an assessment model that assists in improving the services and activities delivered to members of the Union by indicating areas for continuous improvement.

*Reading University Students' Union is one of only three students' unions with a SUEI Silver Award.*



The Sound Impact Environmental Awards is an accreditation scheme for environmental best-practice in students' unions. The purpose of the programme is to: encourage, nurture, reward and celebrate environmental best practice in students' unions.

*RUSU have been involved in the scheme for the last five years and this year received a Silver Accreditation.*



Students' unions have always considered the welfare of their students and the Best Bar None Awards aims to reward, promote and recognise the efforts that students' unions place on Corporate Social Responsibility.

*RUSU has achieved Best Bar None accreditation for the fifth year running (April 2010) for its 3sixty nightclub. 3sixty is proud to have been first awarded Best Bar None accreditation in 2005.*



The Fairtrade Foundation seeks to tackle the exploitation of workers in developing countries by giving consumers the opportunity to buy products that guarantee a better deal to the producers.

*The University of Reading, with the support of the Students' Union, has renewed its Fairtrade status in 2010. In continuation of its commitment, RUSU has introduced Fairtrade Vending machines into its unlicensed social space as well as selling Fairtrade coffee in all its outlets and other Fairtrade produce through the Students Union shops.*

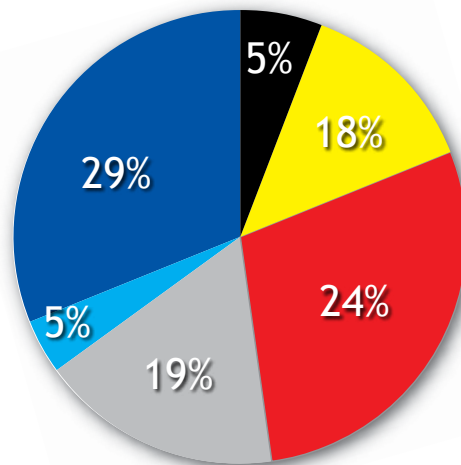


The NUS Green Impact Universities scheme aims to encourage environmental achievement within University departments. It recognises the efforts of environmental champions across the University.

*This was the first year the scheme was run at the University of Reading with 14 departments in total taking part. RUSU was one of three departments awarded a Silver Award.*

# Where Does The Money Go?

The Students' Union receives income from two main sources; the block grant provided by the University and also the profit we make from our trading activities.



**Democracy & Elected Committees**

*E.g. Elections, Student Meetings, Student Officer Salaries.*

**Membership Services**

*E.g. Student Advisors, Support for Volunteer Groups and Welfare Initiatives.*

**Sports & Societies**

*E.g. Money for equipment, travel, training and development of our 119 groups.*

**Support Services**

*E.g. Ongoing operating costs of the organisation.*

**Affiliations**

*E.g. Affiliations fees for National Union of Students and British Universities & Colleges Sport. Through these we benefit from national representation, support and resources.*

**Surplus**

*This money is retained by the organisation to ensure its financial stability. This can be used for a variety of purposes including the funding of future development and allowing the Students' Union to continue to provide a service to its membership in line with our reserves policy.*

All the money we receive goes back into the organisation to provide, improve and develop services to our members.

This means that unlike town centre competitors the money that is spent over the counter is recycled back into the organisation rather than going towards shareholder dividends or directors' bonuses.

Extracts from the Financial Statement for Reading University Students' Union and RUSU Services Ltd. for year ending 31st July 2010. These are presented for acceptance at the Annual General Meeting.

## Reading University Students' Union Balance Sheet

As at 31st July 2010

	2010		2009	
	£	£	£	£
<b>Fixed Assets</b>				
Tangible Assets		782,745		754,065
Investments		1,862		1,862
		784,607		755,927
<b>Current Assets</b>				
Stocks	91,956		86,912	
Debtors	243,426		180,843	
Cash at Bank & In Hand	67,403		90,225	
	402,785		357,980	
<b>Creditors:</b>				
Amounts falling due within one year	(428,184)		(551,797)	
<b>Net Current Assets</b>		(25,399)		(193,817)
<b>Total Assets Less Current Liabilities</b>		759,208		562,110
<b>Creditors:</b>				
Amounts falling due more than one year		(400,375)		(262,216)
		£358,833		£299,894
<b>Reserves</b>				
Accumulated Fund		£358,833		£299,894

# Reading University Students' Union Income and Expenditure Account

For the year ended 31st July 2010

	2010 £	2009 £
<b>INCOME</b>		
Block Grant	886,611	886,611
Net Trading Income	211,285	262,971
Interest Receivable	804	4,117
Profit on Disposal of Fixed Assets	648	-
	1,099,348	1,153,699
<b>EXPENDITURE</b>		
Support Services Activities	319,255	351,019
Membership Services	263,691	353,022
Affiliations	52,492	51,305
Democracy and Elected Committees	195,330	157,417
Sports and Societies	209,641	181,342
	1,040,409	1,094,105
<b>SURPLUS FOR THE YEAR TO ACCUMULATED FUND</b>	<b>£58,939</b>	<b>£59,594</b>

## NET TRADING INCOME

	2010		2009	
	Turnover £	Surplus £	Turnover £	Surplus £
Venues	1,410,486	53,352	1,573,291	161,673
Shops	981,160	49,802	1,037,061	49,191
Other Trading Activities	210,603	108,131	171,899	52,107
	£2,602,249	£211,285	£2,782,251	£262,971

# RUSU Services Ltd.

## trading as 'Little Learners' Nursery

### Balance Sheet

As at 31st July 2010

	2010		2009	
	£	£	£	£
<b>CURRENT ASSETS</b>				
Debtors	44,540		8,991	
Cash at Bank	14,682		10,601	
Stock	1,230			
	60,452		19,592	
<b>CREDITORS</b>				
Amounts falling due within one year	(159,330)		(114,530)	
<b>NET CURRENT LIABILITIES</b>		(98,878)		(94,938)
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		£(98,878)		£(94,938)
<b>CAPITAL AND RESERVES</b>				
Called up Share Capital		2		2
Profit and Loss Account		(98,880)		(94,940)
<b>SHAREHOLDERS' FUNDS</b>		£(98,878)		£(94,938)

#### Going Concern

As at 31st July 2010 the company had negative reserves of £98,880 and is dependent upon the continued support of its parent undertakings, Reading University Students' Union, to whom it owed £112,213 at that date.

# RUSU Services Ltd.

## trading as 'Little Learners' Nursery

### Income and Expenditure Account

For the year ended 31st July 2010

	2010 £	2009 £
<b>TURNOVER</b>	454,086	235,647
<b>Cost of Sales</b>	(442,630)	(212,178)
<b>GROSS PROFIT</b>	11,456	23,469
Grant from Union	14,000	14,000
Administrative Expenses	(29,396)	(17,936)
<b>(LOSS) PROFIT FOR THE YEAR</b>	£(3,940)	£19,533

Additional detail is available online at [www.rusu.co.uk](http://www.rusu.co.uk).



## President's Welcome

Welcome to the Reading University Students' Union (RUSU) Annual Report which has been written to explain what we as an organisation have been up to and what we plan for the future! RUSU is a not-for-profit organisation: every penny made, goes straight back to the Union - straight back to you, the students!

We are a democratic organisation. The Student Officers are elected in by the student body and so it is important that we are easily accessible to you, so that you can hold us to account. We ensure this accessibility and transparency through holding several democracy meetings such as the Annual General Meeting, Student Voice and the Services & Entertainments Forum. These occur throughout the year and all students are invited and encouraged to attend. For more information about our Student Voice and Services & Entertainments Forum, please take a look at our new website ([www.rusu.co.uk](http://www.rusu.co.uk)). Make sure you come along to the next meeting so that you can play a huge part in leading the direction of your Union.

Student involvement greatly increased over the last year. The changes made to our democracy meetings (merging Student Voice and Student Feedback Forum and holding the meeting in the evening) saw a huge increase in attendance. Our biggest and most successful Silent Student Happy Homes (SSHH) campaign was launched in the summer term, raising awareness about respecting the Reading community, keeping noise down and keeping student houses clean. Our Student Officer, Student Trustee and NUS Delegate elections also resulted in a record breaking number of students voting this year!

We've already had a very successful start to the 2010/11 academic year with a record breaking number of students getting involved in our 'Fund Our Future: Stop the Cuts' campaign and attending the first Autumn term Student Voice meeting. We would like these successes to continue throughout the year by having you attending our meetings, getting involved in our activities, engaging in student issues and maintaining such excellent student activism.

As a team of five Officers, we can make a lot of noise, but it is nothing in comparison to the support of our 22,000 strong membership!

A handwritten signature in black ink that reads "Lazarczyk". The signature is written in a cursive, flowing style.

Jess Lazarczyk

RUSU President &  
Chair of Trustee Board 2010-2011

## Our Mission Statement

RUSU is a democratic student led organisation. We provide high quality representation, opportunities for personal development and excellent services and facilities to all our members.

## R U The Next Student Officer?

The Union is run by five full time elected Student Officers.

Elections are held each year during the Spring Term and are open to all students. You can take a year out from your course or be a Student Officer at the end of your degree.

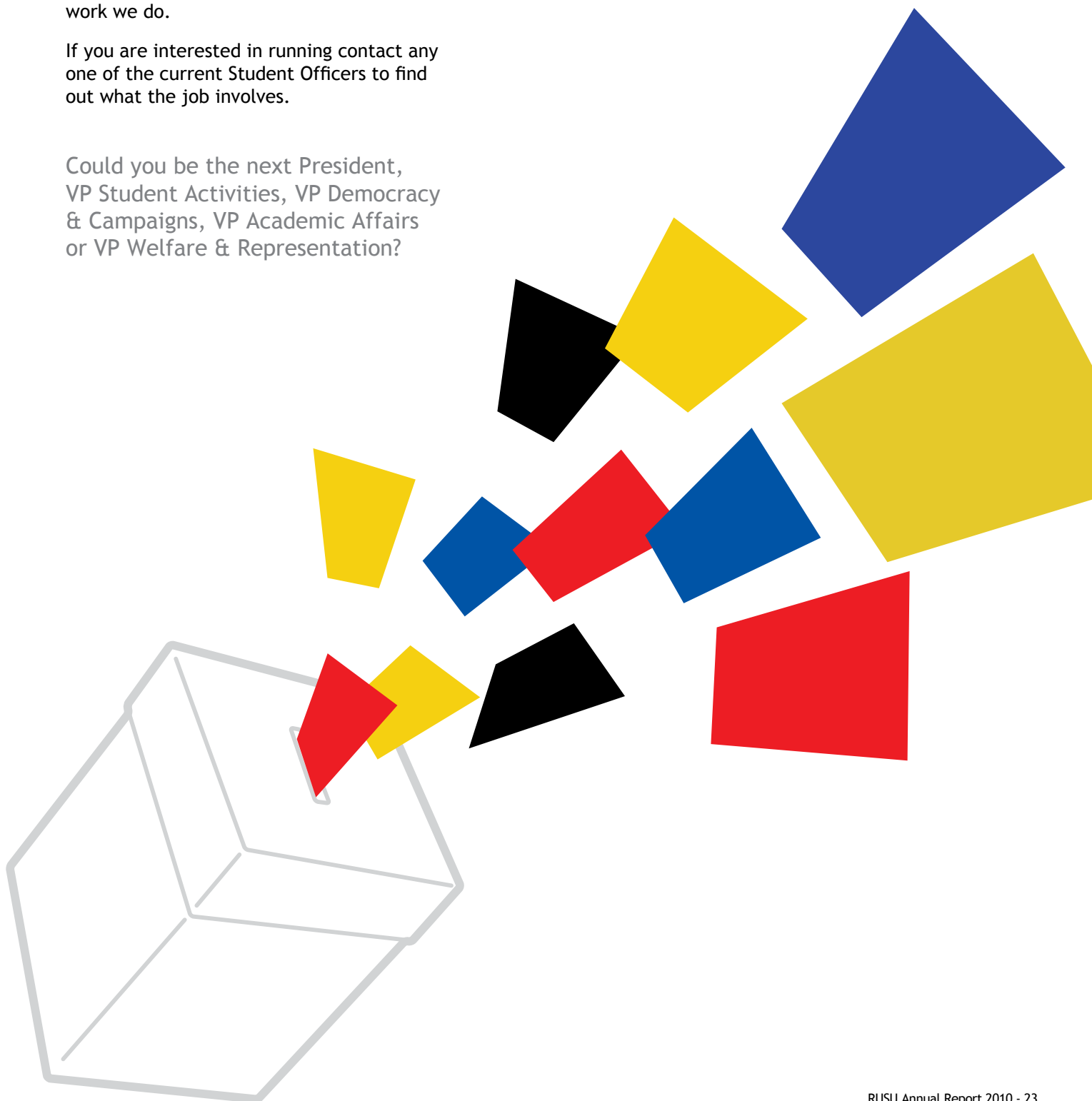
There are five different roles covering different aspects of the representation work we do.

If you are interested in running contact any one of the current Student Officers to find out what the job involves.

Could you be the next President, VP Student Activities, VP Democracy & Campaigns, VP Academic Affairs or VP Welfare & Representation?

## Key Election Dates 2011

<b>Nominations Open:</b>	<b>Monday 24<sup>th</sup> January</b>
<b>Nominations Closed:</b>	<b>Friday 11<sup>th</sup> February</b>
<b>Hustings:</b>	<b>Tuesday 22<sup>nd</sup> February &amp; Tuesday 1<sup>st</sup> March</b>
<b>Voting:</b>	<b>Friday 25<sup>th</sup> February - Friday 4<sup>th</sup> March</b>
<b>Election Results:</b>	<b>Friday 4<sup>th</sup> March</b>



# Trustee Board 2010/2011

The Trustee Board is made up of the five officer trustees, three student trustees and two to four external trustees. All Trustees are responsible for the leadership and strategic direction of the Students' Union.

## Officer Trustees



**Jess Lazarczyk**

**President**

Drawing together all areas of RUSU to inform the strategic direction of the organisation. Chairs Trustee Board and line manages the Chief Executive whilst supporting the Student Officer team.



**Eve Nicol**

**VP Student Activities**

Responsible for the development of sports, societies and student media as well as leading the development of the volunteer experience to develop students outside of their degree.



**Nes Cazimoglu**

**VP Democracy & Campaigns**

Leading individual Union campaigns as well as the overall campaigns' direction as well as promoting democracy meetings such as Student Voice, Services and Entertainments forum and the AGM.



**Tommy Gilchrist**

**VP Academic Affairs**

Promoting input into the University academic strategy, overseeing the Student Academic Representation structure and promoting participation as appropriate.



**Steph Johnson**

**VP Welfare & Representation**

Ensuring equality of opportunity via the Liberation and Representation groups as well as taking a lead in welfare based campaigns and liaising with JCR committees.

## Student Trustees

The Trustee Board includes three Student Trustees who are elected by cross campus ballot during the Student Officer Elections in the Spring Term.

Student Trustees are current students who take time out from their academic commitments to attend the Trustee Board and other democratic meetings as required.

The role of the Student Trustees is to ensure that any strategic decisions taken by the Trustee Board take into account the views of our current membership.

Many Student Trustees also hold other positions within the University and Students' Union and also go on to become Student Officers

## External Trustees

The constitution has the provision for between two and four External Trustees to sit on the Trustee Board. These positions are filled through an application and interview process involving the Trustee Board.

The role of the External Trustees is to give a wider perspective to the decisions made by the Trustee Board and to ensure that any strategic plans take account of external influences.

The current External Trustees come from very different backgrounds and have experience in areas such as the charitable sector, local Government and corporate finance.



Chris  
Campbell



John  
Cryne



Ben  
Haines



Julia  
Guest



James  
Lloyd

# Representing The Views Of Our Members

## Representing the views of our members

Representation

Campaigning

Governance

University

National Representation

Community

## This Year We Plan To

- Implement and review the changes made to the student forums in 2009/10
- Review how RUSU supports its Liberation & Representation groups and implement the findings
- Measure the effectiveness of Student Officer representation on University Committees
- Support RUSU trained Course Representatives operating within each University department
- Provide professional support to Student Officers in their campaigning roles
- Register RUSU as an Unincorporated Association with the Charity Commission
- Review the performance of the Trustee Board in line with best practice in the charitable sector and produce recommendations for improvements
- Consult with the appropriate stakeholder groups in the development of the Strategic Operating Plan
- Ensure that Student Officers effectively lobby the University through their committee work
- Review the level of support RUSU offers to JCRs and continue to develop the JCR Working Group
- Support JCR Committees within the new halls structures
- Highlight the benefits and achievements of the National Union of Students to Reading students and to facilitate involvement where possible
- Establish links with local schools to promote the positive impact of the Students' Union
- Further develop the Community Reps scheme using the additional University funding

*The points above are linked to the Strategic Operating Plan*

# Engaging Effectively With Our Members

## This Year We Plan To

- Undertake market research on the provision of services for International students
- Benchmark the effectiveness of our communications strategy against other student unions that have achieved SUEI accreditation
- Increase the election turnout with a target of 3,000 votes based on the review of the previous year and highlighting underrepresented groups
- Trial e-newsletters to specific stakeholder groups
- Launch the new RUSU website
- Implement the online booking of RUSU facilities
- Continue to provide quality representation and services at the Bulmershe Campus
- Provide appropriate representation and services at Henley Business School Greenlands Campus

*The points above are linked to the Strategic Operating Plan*

Engaging  
effectively with  
our members

Market Research

Communications

Online Voting

Web & IT

Feedback

Satellite Campus

# Enhancing The Experience For Our Members

## Enhancing the experience for our members

Participation

Volunteering

Sports & Societies

Involvement

Employability

## This Year We Plan To

- Re-launch the 'Give it a Go' Scheme with a focus on increasing participation throughout the academic year
- Re-launch RUSU volunteering
- Set targets for volunteering from the key demographic groups based on our current membership
- Investigate the feasibility of achieving the Investing in Volunteers accreditation
- Monitor University performance against the new Service Level Agreement
- Benchmark our support for Societies with other SUEI accredited Students Unions
- Produce a strategy for the development of RUSU sports clubs including a review of the funding arrangements and the role of the Sports Federation
- Develop an involvement strategy to encompass at least two groups of underrepresented students
- Include employability skills workshops in the calendar of RUSU events

*The points above are linked to the Strategic Operating Plan*

# Providing Quality Facilities & Services For Our Members

## This Year We Plan To

- Continue to develop a programme of non-alcohol focused events in partnership with key student groups
- Review the Café Mondial space and produce plans for refurbishment/finance options for review by the Trustee Board
- Develop plans/financial projections for future retail opportunities on campus
- Review the new Nursery provision and highlight areas for change and development
- Ensure that key nursery staff have completed the first year of their Early Years Professional Status (EYPS) course
- Gain accreditation for the Nursery from the Pre-School Learning Alliance
- Have a scheme in place to enable students to access work based training within the Nursery
- Work towards accreditation with the Community Legal Services scheme for our Student Advice service
- Develop the role of an accommodation advice specialist within the existing Advice Team
- Trial the online provision of key advice services
- Further develop The Lounge facility using feedback from key student groups
- Develop a RUSU mystery shopper scheme to benchmark our services with our competitors
- Carry out a full review of opening times to ensure they reflect the demands of our members
- Develop a strategy to provide low cost or sponsored events for key student groups

*The points above are linked to the Strategic Operating Plan*

Providing  
quality facilities  
and services for  
our members

Venues

Retail

The HUB

Nursery

Advice & Welfare

Student Focused  
Services

# Working On Behalf Of Our Members

Working on  
behalf of our  
members

Partnerships

Staff Development

Initiatives

Benchmarking

Financial Stability

## This Year We Plan To

- Work with the University to ensure that RUSU is actively contributing towards the University's recruitment and retention goals
- Create a database of RUSU alumni (volunteers, trustees etc.)
- Ensure RUSU achieves Investors in People status by the end of the academic year
- Achieve Gold standard at the NUSSL Best Bar None accreditation scheme
- Achieve Gold standard in the NUSSL Green Impact Students Union accreditation scheme
- Continue to improve the areas highlighted by the SUEI assessment
- Tender the provision of our audit services
- Continue to submit bids for additional funding and investigate the options for employing or contracting a dedicated fundraiser
- Review the provision of our banking arrangements

*The points above are linked to the Strategic Operating Plan*

**This is your  
Student' Union  
Led by Students  
for Students**



**Reading University Students' Union**



**Could you lead RUSU?**

[www.rusu.co.uk/elections](http://www.rusu.co.uk/elections)

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