A decorative horizontal bar at the top of the page is composed of four colored segments: pink, orange, yellow, and light green.

NTSU Impact Report 2019





Introduction

It has been an exciting year in the life of Nottingham Trent Students' Union. In 2018/19, we opened our newly refurbished and extended Clifton SU Building, which is the result of a £1.6million Union investment. We have engaged 4,000 of our members in research to determine our new strategic plan and influence the strategy of our University. Our officers and others have also played a critical role in representing the interests of our members at NTU and more widely. We have continued to deliver a diverse range of heavily used student services and opportunities.

This report outlines the positive impacts that Nottingham Trent Students' Union (NTSU) has made on the experiences of our members at Nottingham Trent University during the academic year 2018/19. It tells the story of the services that we deliver and the scale on which they operate, including a selection of case studies that highlight the impact these services have had on our members' lives.

The University, and the higher education sector more broadly, have undergone significant developments during recent years and more change is expected imminently. The Union needs to ensure that our plans for the future reflect this context. We are pleased to report that, through collaborative working with the University, we have been able to align our strategic cycles. This has enabled the development of a Union plan that complements the strategic intentions of the University where this is to our mutual advantage and in the interests of our members, yet ensures the Union maintains an autonomous, authentic student voice in other areas.

The Union is grateful for the generous grant funding it receives from the University, which supports the membership services delivered by the Union and enables their further development. The University also supports the Union through the provision of services in areas such as information services

and payroll that are appreciated greatly. The Union values the strong relationships that it enjoys with University staff in general and with University senior managers and senior academics in particular. These relationships benefit both our membership activities and our trading activities. However, most importantly, they enable our elected officers and representatives to negotiate positive changes to our members' academic and broader student experiences.

NTSU is in a strong position to continue to grow, develop and strengthen both our organisation and the services we offer to our members. The re-election of four of the union's officers for a further term in office, and our engaged, valued external trustees and effective governance procedures underpin a students' union that has a renewed strategic focus and is in a strong position to improve the lives of our students.



“NTSU is in a strong position to continue to grow, develop and strengthen both our organisation and the services we offer for our members.”

BEST BAR NONE

Our brilliant Venue team achieved Gold Standard in the Best Bar None awards. This is the highest level of award, and the team achieved 100% (our best and highest score). Best Bar None is an Accreditation Scheme with National Awards supported by the Home Office and the drinks industry which is aimed primarily at promoting responsible management and operation of alcohol licensed premises. This accreditation shows the team's commitment to ensuring our customers enjoy their night out safely and responsibly.



TOP TEN NSS RANKING

NTSU continues to be one of the leading students' unions in the UK. We ranked 7th in the 2018 National Student Survey, which asks students to rate how well we represent their academic interests.

NTSU Named 6th Best SU In Country At WhatUni 2019 Awards

WhatUni ranks universities and students' unions in the UK based on student feedback and this year we climbed 6 places ranking in the top 10 alongside unions including Sheffield, Loughborough and Cardiff.



A confident voice for our members

NTSU STUDENT CASE STUDY

Emily Askew

Second year School Representative

When did you get involved in NTSU?

The beginning of my second year.

What impact has your involvement in NTSU had on your time at university?

It has enabled me to create and run a water sustainability campaign on my campus. Being a School Representative helped me to engage in projects outside of my timetabled studies and share my passion for the environment with others.

Do you feel it has helped with your personal development?

It has certainly made me a more rounded and skilled individual. I have increased my confidence through speaking to unfamiliar people around campus about water sustainability and other important issues. I have also built upon my existing leadership and organisation skills by running a

campaign and attending regular meetings.

Do you feel it has helped with your studies?

My sustainability campaign was related to my course, so the time I spent researching it was useful for my studies and educational development.

Do you think being involved in NTSU is helping you prepare for life after uni?

Yes. As a function of my role at NTSU, I attend regular meetings and events, which is representative of many jobs in the real world. Running my water sustainability campaign has been an opportunity to apply the leadership skills and initiative that many employers find desirable, strengthening my CV in preparation for life after university.

What is the best thing you

have got out of it?

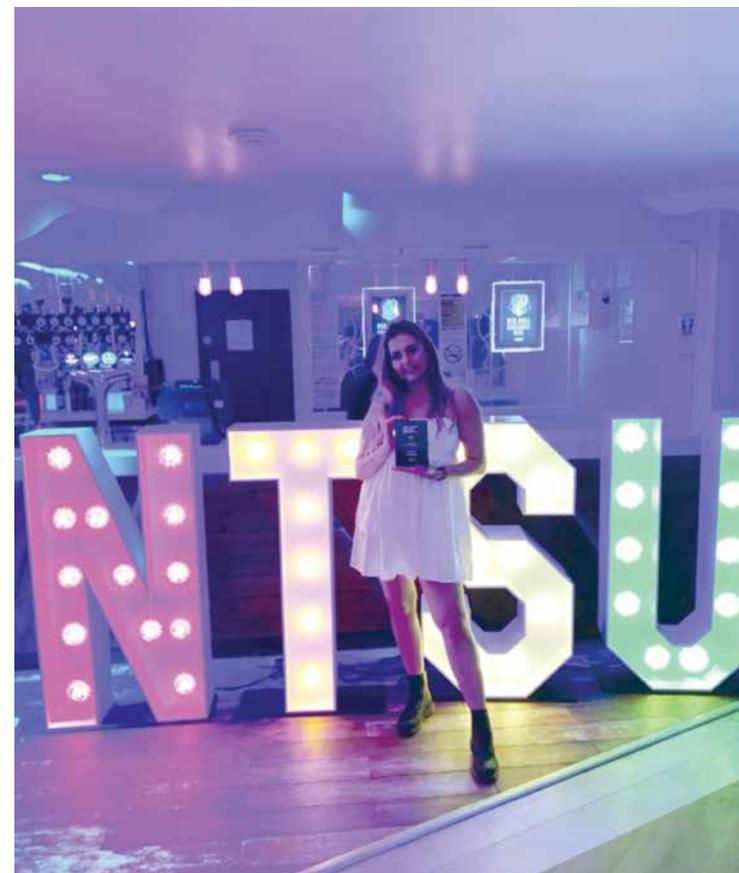
The experience of working with new people and the opportunity to run and lead my own project. I have enjoyed attending meetings with high level staff members at the University who all gave me the opportunity to voice my opinions on important issues.

What has been your favourite memory of being involved in NTSU?

Winning the School Representative of the Year award at the NTSU Awards, 2019. This night proved that all of my hard work and dedication paid off.

Would you recommend that other students get involved in what NTSU has to offer?

Yes. Involvement in the NTSU is a fantastic opportunity for personal development and a great way to expand your CV for future employers.



“I have enjoyed attending meetings with high level staff members at the University who all gave me the opportunity to voice my opinions on important issues.”

STUDENT VOICE



ANNUAL ELECTIONS

25
candidates

6,838
individual voters
(24% increase on previous year)

59,169
votes cast

NTU 2025 Strategy Research

We played an integral role in supporting the development of NTU's forthcoming strategy via a series of activities including exploratory research, surveys, focus groups and collaborative workshops. This research culminated in a report reflecting the student voice, which was submitted to the University Executive Team to inform the University's strategic development over the next five years.

“This conference was one of the most supportive and friendly I've been to. It was a great opportunity to meet other postgraduate students and get honest feedback about my work.”

Hannah Loret-Howick, NTU PhD student

Changes Based On Student Feedback



- The Dryden Suite, featuring brand-new teaching and study facilities along with a student kitchen, was launched at City Campus based on feedback submitted through our Academic Reps.
- **NTU's Online Workspace, NOW, was updated based on student feedback through our Academic Reps and strategic research**
- Card readers have been installed in vending machines at Boots Library thanks to a Big Idea submitted through the Students' Union in December
- **We worked in partnership with NTU and Nottinghamshire County Council to install a new bus shelter outside Brackenhurst Campus**
- A cash machine has been fitted at Brackenhurst library to provide round the clock access for students needing cash.
- **Communal charging points that enable students to charge personal devices in a secure locker on campus will be installed in Boots library due to student feedback provided by NTSU.**
- The University is trialling a scheme over summer where they act as a guarantor for international students from around the world who need a local guarantor to secure their accommodation.



A confident voice for our members

ACADEMIC REPS

725 reps

481 of them attended
face-to-face training
(6% increase on previous year)

159 Postgraduate reps
(16 of which are PhD)

52 Brackenhurst reps

BIG IDEAS

55

44 of which
have been
accepted and
sent to Council.



13 have been
passed.



Sexual Violence Awareness Week

We collaborated with NTU on a programme of events to raise awareness of sexual violence, including workshops and self-defence classes.



NTSU STUDENT CASE STUDY

Owoyemi Bankole Odukale

Academic Representative / VP Postgraduate elect

When did you get involved in NTSU?

I got involved with NTSU in term one when I decided to run for the post of Academic Representative for my course (MA Public Health). In March, I was also elected VP Postgraduate for the 2018/2019 academic year.

What impact has your involvement in NTSU had on your time at university?

My involvement with NTSU has positively impacted my time at NTU in a number of ways. It has provided me the platform to affect change on my course, which I would not have otherwise had. Also, it has helped me with settling into Nottingham. As a foreign student, the cultural change was initially uncomfortable for me, but through the numerous opportunities and activities organised by NTSU, I have been able to quickly adapt to my new environment.

Do you feel it has helped with your personal development?

Definitely. My confidence has significantly improved. As an academic representative, I participate in high level meetings with senior members of staff where I negotiate on behalf of my fellow students. The week-long campaign for the NTSU Elections was also a great experience for me. I had to assemble a campaign team and decide how to convey my message whilst remaining within budget and effectively managing my time and wellbeing. This helped develop my leadership, time management, and communication skills.

Do you feel it has helped with your studies?

Yes. Some of the changes on my course that have improved my academic experience, such as an increase in the number of contact hours with supervisors and

detailed feedback from module leaders, have resulted from the Academic Representative scheme. The social events and trips organised by the Students' Union have been a good way to unwind from my studies too.

Do you think being involved in NTSU is helping you prepare for life after uni?

As someone who would be working in the healthcare sector, teamwork, leadership, effective communication and advocacy are all important skills and NTSU has helped me develop in all these areas. The roles I have held also help make my CV a lot better.

What is the best thing you have got out of it?

I would say the opportunity to showcase and pursue my passion.

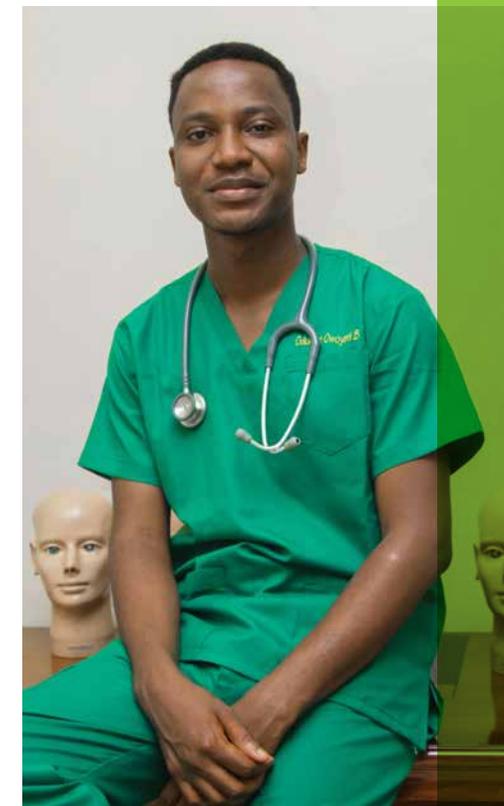
What has been your favourite memory of being involved in NTSU?

Being elected NTSU VP Postgraduate. For a week, I kept re-watching the result night video to be sure I was not dreaming.

Would you recommend that other students get involved in what NTSU has to offer?

Absolutely. NTSU has something to offer everyone, irrespective of your background or personality. Getting involved with NTSU has been the highlight of my NTU experience in the past year and I encourage everyone to get involved.

“As a foreign student, the cultural change was initially uncomfortable for me, but through NTSU, I have been able to quickly adapt to my new environment.”



NTSU STUDENT CASE STUDY

Emily Binks

Society President / E&D Officer / Freshers' Team / Elections Committee



When did you get involved in NTSU?

Towards the end of my second year, so about two years ago.

How have you been involved with NTSU?

I started off helping to set up a society (which I am president of) and then became an Equality and Diversity Officer. I have also been a Freshers' Team member in the past and sat on the Elections Committee this year.

What impact has your involvement in NTSU had on your time at university?

It has given me great experience to

put on my CV and develop a wide range of skills that will be useful for the rest of my life and career. I have met some amazing people and had some really fantastic experiences whilst I have been involved in the SU. It has also made me feel like I am part of a team and that I have been able to improve the experience of other students.

Do you feel it has helped with your personal development?

I have improved my interpersonal skills and I feel a lot more confident and capable in new situations. I am also more willing to take risks in my personal and professional life.

Do you feel it has helped with your studies?

Yes. Being involved in the SU has helped me learn how to negotiate in group situations and be able to have constructive conversations

that form positive outcomes. I have also learnt how to manage my time more effectively.

Do you think being involved in NTSU is helping you prepare for life after uni?

Being involved in the SU has helped me decide what I want to do with my life once I have finished uni and encouraged me to take risks with the career goals I want to pursue. I have decided to go on and do my Masters at NTU and intend to continue my involvement with the SU.

What is the best thing you have got out of it?

It's hard to pick one specific thing, but working with the staff, Exec and other students has been a great experience. I feel privileged to be able to represent mature, non-traditional and postgraduate students within the SU.

What has been your

favourite memory of being involved in NTSU?

There are so many, but I really enjoyed being involved in the Elections Committee. It was really interesting to be involved in the other side of the elections process and learn more about how the SU works. I have also been lucky enough to be invited to a variety of celebration and awards nights which have been great fun.

Would you recommend that other students get involved in what NTSU has to offer?

Absolutely. There are so many different experiences that you can get involved in, from volunteering for the Freshers' Team to becoming a representative for minority groups within the SU. You can choose how much involvement you want to have and how much time you want to commit. You can also learn a wide variety of skills, have rewarding experiences and get to meet some amazing people.

“Being involved in the SU has helped me decide what I want to do with my life once I have finished uni.”

INFORMATION & ADVICE



Academic Case Study

THE ISSUE

Student A contacted our Information and Advice Service (IAS) after their studies at NTU were terminated.

They submitted an appeal, having been forbidden to continue with their PhD due to failure to complete one element of a probation period, but this was rejected. They provided us with copies of their previous appeal application and outcome letter, stating that they were unable to fulfil the probation due to lack of communication with their supervisory team. They had raised this as a concern in the first stage of the appeal but not heard back on it.

The rejection left them at risk of losing their work and course fees if the final stage of the appeal procedure was unsuccessful.

THE SOLUTION

After reviewing student A's case, the IAS advised them to submit their final stage appeal, highlighting that the procedures associated with the probation had not been

followed correctly. The supervisory team had not set targets or review meetings during the probation period, resulting in failure to meet the grounds set out within the required timeframes.

We provided copies of the all the appropriate research degree regulations, highlighting the specific sections for the student to appeal on and advised them to make it clear where the University had failed to follow its own procedures. The IAS, as with any case, agreed to review the student's application before the final submission and provided additional clarity to the written statement.

THE OUTCOME

The appeal application was deemed to meet the grounds for appeal and was upheld. This meant that student A had their studies reinstated, giving them the opportunity to complete the outstanding element of their probation with the appropriate support, as per NTU's guidelines. This in turn gave the student the chance to continue with and successfully complete their studies.

Information & Advice Service



Times IAS provided students with advice:

3,286

(29% increase on previous year)



Money saved for students:

£101,747

(66% increase on previous year)

100% resolution rate
based on student perception.



Housing Case Study

THE ISSUE

Student B is an international refugee who came to the UK with her 6-year-old son.

Despite having a sponsor who agreed to pay for her studies and rent at NTU, she was struggling to find accommodation in Clifton near her campus. Some landlords would not accept her as she had a child and others, because she was a student. The student and her son were staying with a friend but had to leave in a matter of days.

THE SOLUTION

The IAS contacted several landlords of properties that the student was interested in and explained her situation. We provided evidence that the student's sponsor would be paying the rent as well as her deposit and eventually managed to convince the landlord of the property she really wanted to reside in, to rent it to her.

We then contacted a national humanitarian charity who were able to grant the student money to purchase essentials such as beds and kitchen utensils.

By liaising with the local authority, we also assisted the student in applying for a school for her son and ensured she received the support she needed from NTU's counselling team on account of the traumas she witnessed in her home country.

Finally, we worked with the University to put in place reasonable adjustments for her studies, allowing her to request extensions on her work without having to submit NECs.

THE OUTCOME

Student A has settled into her new home and is now making progress with her studies alongside her son who is enjoying his new school.



Wellbeing Case Study

THE ISSUE

Student C is a mature student. She rents her flat from the local authority and has been a council tenant for over 20 years.

She came to see the Information and Advice service after the local authority started possession proceedings when her learning difficulties and diagnosed mental health condition left her overwhelmed and unable to pay rent.

THE SOLUTION

We contacted the local authority to see what support they had provided Student C in order to sustain her tenancy. The local authority was aware that the student had learning difficulties and a mental health condition, but they had not provided her with any support.

We explained that social landlords have a responsibility to take into consideration the Equality Act 2010. They could have contacted

the student to ascertain why arrears were accruing and to see whether they could offer the student any support but, as they had failed to do this as an alternative means of action, possession proceedings were not justified.

THE OUTCOME

Based on our input, the local authority agreed to cancel the proceedings and to waive the cost of the court fee and solicitors' costs.

We then worked alongside them to provide the student with a Housing Officer to set up a standing order for the student's rent payment and support her with any paperwork she needed to fill out moving forward.

We also contacted NTU Student Finance, who agreed to a Hardship Payment to help clear her outstanding debts, as well as the NTU Disability Team, who put in place learning support that allowed the student to excel in her studies.

A group of students, including a man in a blue turban and a woman in a blue top and orange skirt, are performing a traditional Indian dance. They are in a dimly lit room with colorful lighting (red, blue, yellow). The text "An inclusive student community" is overlaid on the right side of the image, underlined.

An inclusive student community

COMMUNICATIONS

39,400

followers across our 3 main social media platforms

(12% annual growth rate)



Facebook:
17,500



Twitter:
17,700



Instagram:
4,200

2.8 million

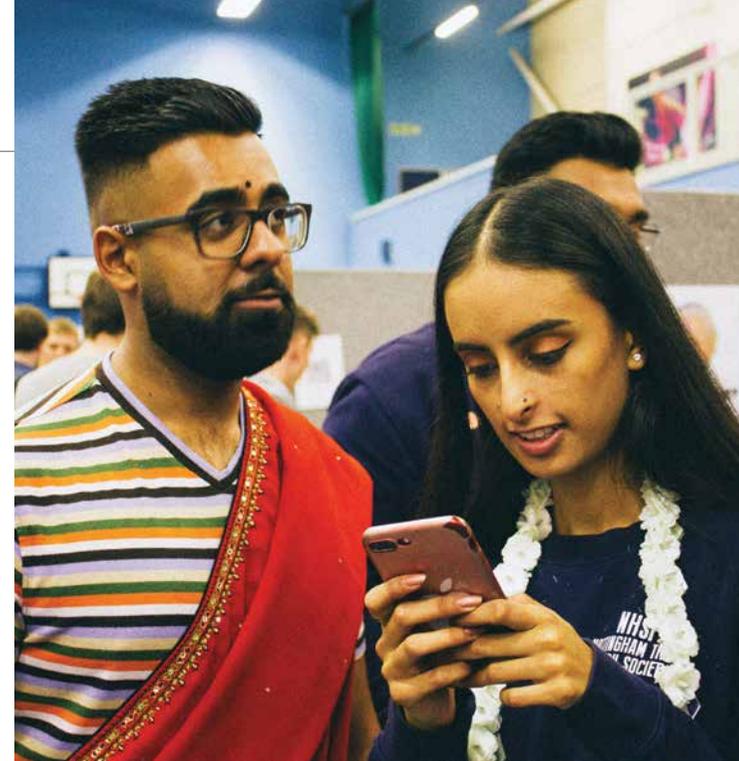
pageviews have been created on our website

by over

245,000

unique users

(15% increase on previous year)



LGBT+ History Month



We ran a series of events throughout February to celebrate the LGBT+ community as part of LGBT+ History Month. Our Brackenhurst Pride event had 85 students attend, with their photo competition entries receiving 810 votes.



STUDENT-LED TEACHING AWARDS

Our Teaching Awards gave students the opportunity to recognise the achievements and contributions of NTU staff members who go above and beyond to improve the student experience at Nottingham Trent, with 44 nominees being shortlisted and 12 NTU staff members winning awards on the night.



We have expanded the scope of our Club of the Week, rewarding off-pitch activity as well as on-pitch, as a way to more fully recognise the achievements of NTU sports clubs. Twenty clubs have received the awards so far, along with their share of prize money to be reinvested in their club.

BLACK HISTORY MONTH

15 events
delivered to
209 attendees



Supporting Postgraduate Students

Based on student feedback, we held our first ever Postgraduate Interdisciplinary Conference. It brought together PhD and Masters students, giving seven PG students the opportunity to present their research to over 50 attendees.

Our VP Postgraduate, Shakeel John-Lewis, opened a new PGT study space at Clifton Campus. The space was developed in collaboration with the library as a result of student feedback provided by NTSU.



Accessible opportunities and entertainment

NTSU STUDENT CASE STUDY

Eve Smallman

Platform magazine Editor

When did you get involved in NTSU?

I first got involved in June 2017, as the Editor-in-Chief of NTSU's Platform magazine.

How have you been involved with NTSU?

I was the Editor-in-Chief of Platform for two years. Before I came into the role, the magazine was close to disaffiliation. Since I took over, the magazine has had five print editions, gained over 5,000 views a month, and has been shortlisted for Society of the Year two years in a row.

What impact has your involvement in NTSU had on your time at university?

My experience at university would have been completely different if I hadn't been a part of Platform. I've gained new friends and more confidence, as well as improving my leadership abilities. It has been a really rewarding experience,

and helping to create a fantastic team of writers, designers and marketers is something I'm incredibly proud of.

Do you feel it has helped with your personal development?

I used to be quite shy and struggled with my self-confidence. However, by putting myself in the role of Editor-in-Chief and having to recruit and communicate with lots of new people, I have definitely overcome that.

Do you feel it has helped with your studies?

I study Journalism, so running the magazine has helped me apply skills I have learnt in lectures, such as sourcing stories and using Adobe software. Equally, skills I have picked up running Platform, such as having an eye for detail and keeping on top of work, have helped me in terms of managing my course.

Do you think being involved in NTSU is helping you prepare for life after uni?

The employability skills I have gained from being a part of Platform are enormous. I feel that I could go into any job with confidence in my abilities, having put them into practice time and time again. I have already been offered a summer internship and after that the sky is the limit!

What is the best thing you have got out of it?

As cheesy as it sounds, the pride of seeing the Platform stand in the SU, seeing articles go up on the website, and seeing our members' enthusiasm are the best things. Platform has accomplished so much in the past few years and being largely responsible for that is really special to me.

What has been your favourite memory of being involved in NTSU?



“I feel that I could go into any job with confidence in my abilities, having put them into practice time and time again.”

I won the Outstanding Commitment award at the Student Publication Awards in 2018. Being nationally recognised for my work was amazing, and it's opened so many doors for me. I was also awarded Committee Member of the Year at the NTSU Awards this year. Being recognised by my peers was lovely and a great way

to end my time as Editor-in-Chief.

Would you recommend that other students get involved in what NTSU has to offer?

Definitely! It will add a whole dimension to your time at Trent, and even if you're unsure about something, the SU staff will give you lots of support.

SOCIETIES

128 societies total, including:

40 new societies started

34 cultural & faith societies

30 academic societies

6504 society members

592 committee members

681 Activities facilitated by student groups

322 Leaders complete online training

235 Leaders attended face-to-face training

52 External speakers approved



NTSU's Knitting Society joined forces with the NTU Big Knitters staff group on a charity project organised by drinks brand Innocent, making 1,000 hats to raise money for Age UK.

Society Achievements



- Platform magazine Editor Eve Smallman

was nominated for Best News Story and won Outstanding Commitment at the Student Publication Awards in 2018, as well as picking up Society committee Member of

the Year at NTSU's own Students' Union Awards in 2019.

- NTU student Bradley Connor won Best On Screen Talent at the 2019 National Student Television Association (NASTA) Awards for his work with our Trent TV society.

NTSU STUDENT CASE STUDY

Chelsea Sowden

Volunteer and E&D Officer

When did you get involved in NTSU?

In my first year at Nottingham Trent, 2017-18.

How have you been involved with NTSU?

I regularly take part in volunteering opportunities, including working with Nottingham Marrow, writing letters to children with serious illnesses and volunteering with NTSU at Nottinghamshire Pride. I'm also the current Equality and Diversity Officer for Accessibility and Disability and have been elected as the Equality and Diversity Officer for Gender next year.

Since November I have contributed to the new strategy for 2025 too, attending the Collaborative Strategy Workshop and hosting a table focussed on wellbeing at a University Leadership Team meeting to discuss how the university can work to implement the changes

students want to see.

What impact has your involvement in NTSU had on your time at university?

My involvement in NTSU has been the defining part of my time at university, and my favourite. I'm a first-generation scholar from a widening participation background and never expected that getting involved with NTSU would help me achieve in so many ways.

Do you feel it has helped with your personal development?

I've gained confidence in myself and my abilities, and it's given me so many opportunities to meet new people, learn new skills and do things that I never thought I would be doing at 21.

Do you feel it has helped with your studies?

Absolutely. I've learned a lot about myself and my strengths

and weaknesses, which has really helped me on my course. I've been encouraged to look into studying a PhD in the future, which is never something I previously considered accessible to me. But all the things I'm doing and learning with NTSU are really opening doors.

Do you think being involved in NTSU is helping you prepare for life after uni?

I definitely feel more prepared for life after university, but I'm enjoying myself so much that I don't want to leave! I have developed confidence in myself and I know that I have the skills I need to do great things after university thanks to working with NTSU. It's really boosted my CV too.

What is the best thing you have got out of it?

The most valuable thing I've got out of it is the relationships that I've developed. I've made some

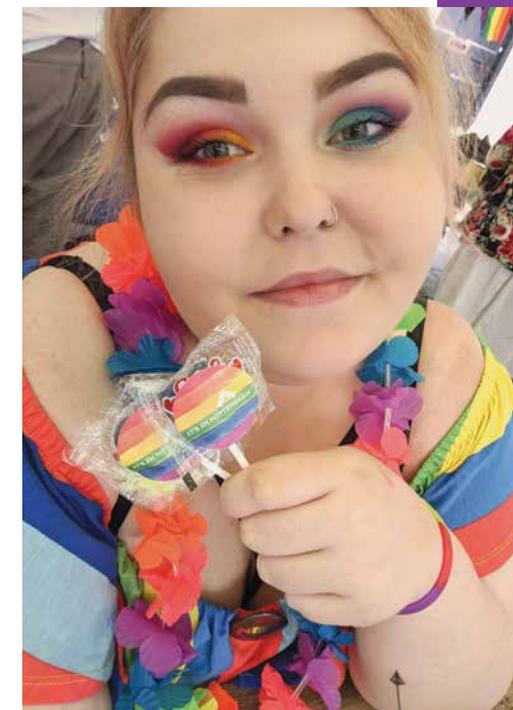
amazing friends through NTSU and I feel like I have my own second family here. I wouldn't trade that for the world.

What has been your favourite memory of being involved in NTSU?

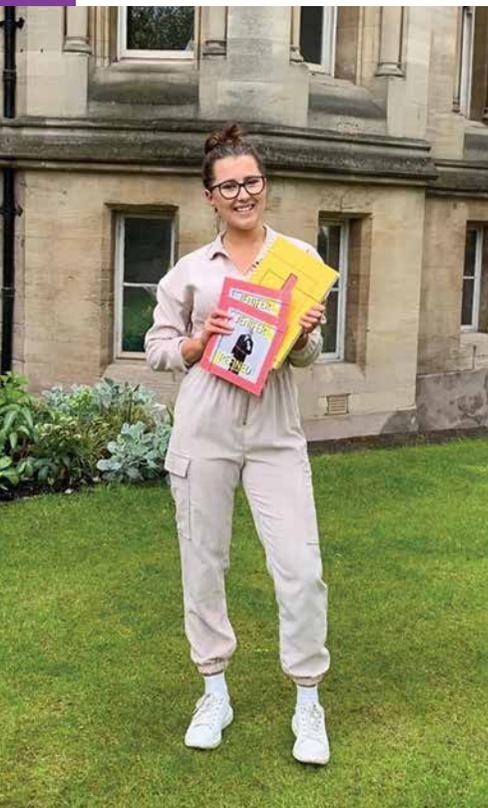
My favourite memory of being involved in NTSU is the Students' Union Awards where I received both the Outstanding Volunteering Contribution and Ian King awards this year. Being recognised for my efforts while surrounded by some of the most supportive and encouraging people I've ever met is something that I'll never forget.

Would you recommend that other students get involved in what NTSU has to offer?

I recommend that all students get involved with NTSU. They have so much to offer and you can get involved as much or as little as you like. There's everything to gain and nothing to lose.



“My involvement in NTSU has been the defining part of my time at university, and my favourite.”



NTSU STUDENT CASE STUDY

Rebecca Cliff

Student staff member

When did you get involved in NTSU?

I was employed as a Welcome Assistant in my first year at NTU.

What is/was your role/ involvement with NTSU?

Since starting my journey as a Welcome Assistant (WA), I've progressed to a supervisor position, responsible for the rostering, training and support of other WAs.

I have also been involved in the events side of the Students' Union, dealing with venue bookings and supervising events in my role as Events Assistant.

What impact has your involvement at NTSU had on your time at university?

Working at NTSU has allowed me to develop important transferrable skills which have benefited my university studies as well as wider work. The Students' Union has also become a second family

for me here in Nottingham. I've been incredibly lucky to have the support of friends and colleagues throughout the organisation who have helped me learn and grow as a person.

Do you feel it has helped with your personal development?

Yes, my confidence has grown massively. Through communicating with clients, students and staff, and taking on leadership responsibilities, I've developed the mindset I need to take on new opportunities, including finding an internship at a local marketing agency and becoming the Dance Captain for the Trent Tigers.

Do you feel it has helped with your studies?

The skills and knowledge I have acquired through working at NTSU have benefited various areas of my studies. My presentation and group work skills have developed

significantly, having built the confidence to speak to a range of people and lead a team.

Do you think being involved in NTSU is helping you prepare for life after uni?

Yes - it's given me the experience I need to get involved in a number of opportunities after university. I have acquired strong customer service skills through my time working as a Welcome Assistant, which will set me in good stead to enter a job within this field. Likewise, the admin experience I have gained as the Events Assistant has taught me how to communicate on a professional level.

What is the best thing you have got out of it?

The highlight of my experience working at NTSU would have to be receiving the Student Staff Member of the Year Award, at the Students' Union Awards 2019. This was an incredibly proud moment

for me, proving that the dedication and effort I have put into the organisation over the years has been recognised and appreciated.

What has been your favourite memory of being involved in NTSU?

One of my favourite memories is the end of Freshers' Week 2018. After working 100 hours over the week, it was amazing to step back and appreciate the success of all the events and hard work of everyone involved.

Would you recommend that other students get involved in what NTSU has to offer?

I would 100% recommend getting involved in NTSU, be that through part-time employment, societies or anything else the Students' Union has to offer. There are so many opportunities on offer that can enhance your university experience, provide a supportive community and enjoyment for all.

“The Students' Union has become a second family for me here in Nottingham.”

Student Staff



526

student staff worked



95,184

hours, earning



£786,500

88 supervisors have been trained over the last 12 months

(57% increase on previous year)



GIVE IT A GO PROGRAMME

We ran **54 different activities** across City, Clifton & Brackenhurst Campus

451 students participated in activities over the week



DAYTRIPS

137
students travelled

1,957
miles with us to

12
daytrip destinations
around the UK.



Enterprise Week



A weeklong programme of entrepreneurial workshops gave students the opportunity to develop potential business idea and learn about sustainability for start-up companies. 26 students entered our Dragon's Den style competition with seven students winning a share of the £4000 prize pool.



ENTERTAINMENTS

470

events held in NTSU venues

213

City

130

Brackenhurst

127

Clifton



142,884

event tickets sold since
September 2018



83 live acts performed
to **10,285** people



£240,000
income from Freshers'
event ticket sales



**FASTEST
SELLING
EVENT**

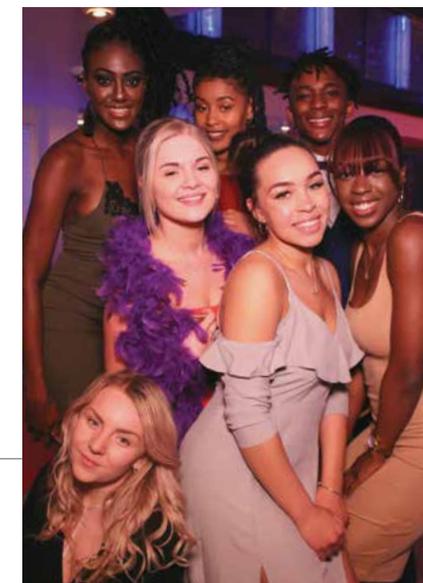
TRENTIVAL

(City event
sold out in
4 hours)



2860 attendees at our
three main balls (Freshers'
Ball, Grad Ball & Brack Ball)

8187 LDOT tickets sold





Trading activity



RETAIL ACTIVITY

over **950,000** units
of stock sold, including:

7093

items of NTU branded clothing
(18% increase on previous year)

Over **100,000** sandwiches
Over **240,000** soft drinks

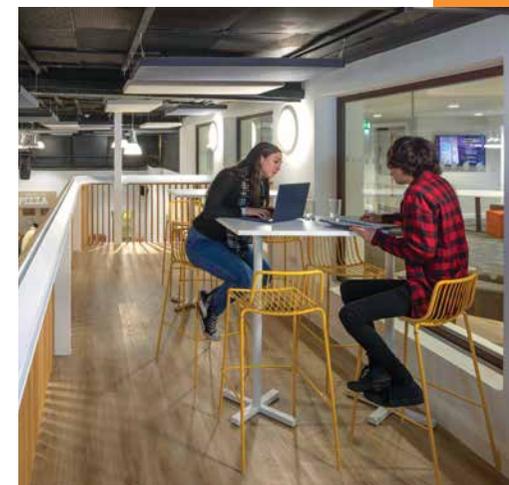
£1.3m
revenue (ex. VAT)



VENUES ACTIVITY

Over **860,000**
beverages sold

Over **113,000**
hot meals sold



£1.3m revenue
from drinks sales



Best sellers



14,000
burgers sold



22,000
breakfasts sold



BUSINESS DEVELOPMENT ACTIVITY

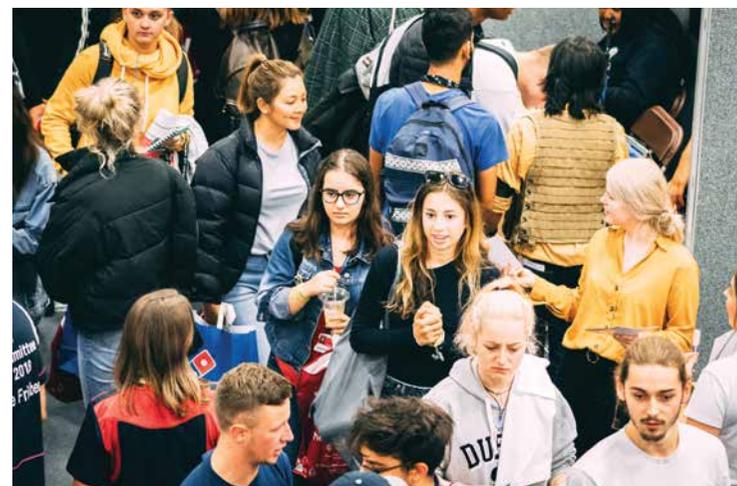
**Over 2,800 Totum cards
sold, generating
£20,000 income**

**25 Fairs held in our venues,
generating over
£80,000 income**

**Over 13,000 people
attended our Freshers' Fairs
over 4 days**

**Over 800 people attended
our Housing Fair**

**Over 1,100 venue and
room bookings made
in NTSU venues**



Priorities for 2019-20



Strategic Plan

NTSU will launch its new strategic plan at the start of the 2019/20 academic year. It will focus our efforts in three key areas:

- Advocate for the best educational experience for NTU students;
- Encourage healthy communities;
- Represent and celebrate our diverse membership.

While NTSU expects to continue the delivery of its core services, the plan will necessitate a reallocation of resources to prioritise these themes, reflecting the feedback of our members.

To help make the plan a success we have undertaken to train all of our student-facing membership services staff with new skills to support the delivery of the plan.

In addition, the Union's Board will approve changes to the meeting cycle and strategic reporting to improve the pace of strategic implementation and make cross departmental working easier.

The new plan is underpinned by a commitment to maintaining our robust and efficient infrastructure services. This will include a renewed prioritisation of sustainability within the Union's operations.

Trading Changes

Alongside the development of our strategic plan, we have had the opportunity this year to restructure our Trading operations, a process which will be complete for the start of the 2019/20 academic year.

It is expected that the changes will provide fresh thinking and renewed energy to this important area of NTSU work. To help inform changes to the Union's commercial activities, we have also engaged NUS Services Limited to undertake a 'health check' of our trading operations, so that we can prioritise areas for development.

Our outlets and entertainments programme make a unique and popular contribution to the experience of our members and we are keen to maintain both the highest standards and contemporary nature of these services.



It has been indicated that NTSU is likely to receive a block grant of £1.725million in 2019/20



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