

UNIVERSITY OF PLYMOUTH STUDENTS' UNION

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 JULY 2016

UNIVERSITY OF PLYMOUTH STUDENTS' UNION

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UNIVERSITY OF PLYMOUTH STUDENTS' UNION

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 JULY 2016

The University of Plymouth Students' Union is an unincorporated charity established under the Education Act 1994 and registered with the Charity Commission (No 1143614) since 31st August 2011, when Students' Unions connected with the exempt/higher education institutions were removed by section 11(9), Charities Act 2006, from the list of exempt charities in Schedule 2 to the Charities Act 1993.

Trustees

Executive Officers

2016/17 (From June 2016)

Lowri Jones, President

Steph Wearne, VP Education and Deputy President

Davide Bertelli, VP International and Outreach

Chloe Mills, VP Welfare

Philippa Williams, VP Sports

Jess Vagg, VP Activities

2015/16 (From June 2015)

Ruth Titmuss, President

Matthew Dark, VP Sports

Jessica Small, VP Welfare (June 2015-November 2015)

Davide Bertelli, VP International and Outreach

Steph Wearne, VP Education

James Stoner, VP Activities

Independent Student Trustees

Nuria Bonet Filella

Kieren Perry

Independent External Trustees

Adrian Bratt

Matthew Horton

Jane Hopkinson

Graham Stirling

Charity registered number

1143614

Principal office

Students' Union Building

University of Plymouth

Drake Circus

Plymouth

PL4 8AA

The Trustees delegate the day to day management of the charity to the Executive Directors and the Senior Management Team. During 2015/2016 the Directors and Senior managers were as follows:

Director Team

Gina Connelly, Chief Executive

Sarah Davey, Director of Membership Development & Senior Director

Oliver Horne, Director of Marketing & Communications

Velu Balasubramanian, Director of Commercial Services & Development

Senior Management Team

Susan Cannon, Head of Finance

Daniel Matthews, HR & Development Manager

Ian Short, Facilities Manager

UNIVERSITY OF PLYMOUTH STUDENTS' UNION

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 JULY 2016**

Advisers (continued)

Independent auditors Bishop Fleming LLP
Chartered Accountants
Salt Quay House
4 North East Quay
Sutton Harbour
Plymouth
PL4 0BN

Bankers HSBC Bank Plc
PO Box 26
4 Old Town Street
Plymouth
PL1 1DD

Solicitors Bond Dickinson LLP
Ballard House
West Hoe Road
Plymouth
PL1 3AE

UNIVERSITY OF PLYMOUTH STUDENTS' UNION

TRUSTEES' REPORT FOR THE YEAR ENDED 31 JULY 2016

The Trustees present their annual report together with the audited financial statements of for the year 1 August 2015 to 31 July 2016.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The University of Plymouth Students' Union is constituted under the Education Act 1994 as a charity with internal regulations or Rules approved by the governing body of Plymouth University. UPSU's charitable Objects under the Act, to advance the University's educational purposes by providing representation and support for the students of the University, are supplemented by the further Object of helping members to develop their own charitable activities as active participants in civil society.

Executive Officers

The Trustees of the Union are our six Executive Officer Trustees (President, VP Sports, VP Welfare, VP International & Outreach, VP Education and VP Activities) along with two selected student Trustees and four selected, independent, external Trustees. The Executive Officer Trustees are elected annually by a cross campus ballot of all student members and are full time remunerated officers, as authorised by the Education Act. The Executive Officers are only permitted to remain in post for a maximum of two years and receive comprehensive training on appointment. This is organised by a designated staff member with the help of the Union's Chief Executive, Directors and the Senior Management team, the National Union of Students and Plymouth University. Each officer has specific responsibility for aspects of the Union's activities and is supported by permanent staff who are organised in four departments Membership Development, Commercial Services, Marketing and Communications and Central Services.

Union Executive Committee

The Union Executive Committee (UEC) is the political governing body of the Union and meets on average eight times per year. The membership of the UEC consists of the Executive Officers, elected Forum Chairs and the UEC Chair. The elected Chair of the Accountability Board also attends the meeting as an observer. Discussions around student experiences take place at the UEC and ideas and feedback from the Forums can be progressed. Policies can be proposed by any one of the Forum Chairs and, depending on the issue, can be voted on by the membership of the UEC or deferred to Referendum or the Annual General Meeting. The UEC meeting is also the place where the Executive Officers and Forum Chairs can be held to account by the Accountability Board.

Accountability Board

The Union Executive Committee and each individual Forum is scrutinised by the Accountability Board at least once per month, this may include but is not limited to

- questioning the attendance and outcomes of any meetings attended by members, where appropriate
- questioning the work of the elected representatives and if that work is representative of the student body that are eligible to vote for that position
- scrutinising any decisions made by the Union Executive Committee

The Accountability Board will have the power to decide whether an issue is debated or voted on at the UEC or should be taken to the whole student body for Referendum. It also has the power to strongly recommend if an issue or policy decision raised at a Forum, the Union Executive Committee or by a student needs further consultation or should be deferred to the next meeting for further debate. This is dependent on the quoracy of the meeting and the significance of the issue.

Forums

We have sixteen Forums in total which include four Liberation Forums and one Partner Institution Forum. All Forum Chairs are full members of the Union elected in a secret cross-campus ballot.

Trustee Board and sub-committees

The Trustee Board meets on average four times each year and is responsible for maintaining legal, financial and reputational integrity and for setting the strategic direction of UPSU. The Chair and a designated External Trustee from the Trustee Board has delegated responsibility from the Board to monitor the performance of the

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

Chief Executive and make recommendations to the Board relating to the Chief Executive's annual performance review.

The Board of Trustees is supported by four sub-committees:

1. Finance and Staffing Committee

This committee meets monthly and is attended by two Executive Officer Trustees and an External Trustee. The Directors and Senior Management Teams attend the meetings but are not members of the committee. The committee is responsible to the Board of Trustees for monitoring the Union's financial and human resources, the development of its business and services and also any staffing related issues. The finances of the Union are also reported to the University via the UEG Students' Union Advisory Committee which meets termly.

2. Audit and Risk Committee

This committee ensures that the Union is compliant with all relevant legislation and regulations and that the Union remains solvent and in robust financial health. It also has delegated responsibility to manage the Unions overall risk profile.

3. Governance and Appointments Committee

This committee has responsibility to carry out the appointment, induction and development of the Chief Executive and Student and External Trustees. Ensuring that the Charity is well governed is also the responsibility of this committee.

4. Health and Safety Committee

The Board of Trustees is responsible for safety in the Union but responsibility is not restricted to the Board members but delegated to UPSU managers who have operational responsibility.

The Executive Officer Trustees and the Director Team meet weekly to discuss ongoing operational issues and to provide effective oversight of Union activities. UPSU also employs a number of non student full time staff to ensure effective management of its many activities and to implement the policy decisions made by the Trustees. There is delegated authority through the Chief Executive for operational decision making and accountability within the departments of the Students' Union in accordance with its organisational structure. When reviewing our objectives and planning our activities, we have given due consideration to the Charity Commission's general and relevant supplementary guidance on public benefit.

Relationship with University of Plymouth

The Students' Union receives a block grant from the University and part occupies a building owned by the University, which also pays for utilities and any structural maintenance. This support is intrinsic to the relationship between the University and the Students' Union and has not been valued. Although the Students' Union continues to generate supplementary funding from various mutual trading activities it will always be dependent on the support of the University.

There is no reason to believe that this support will not continue for the foreseeable future, as the Education Act 1994 imposes a duty on the University to ensure the financial viability of its student representative body. The University therefore requires notification of any changes in the governance of the Union and regular reports on the Union's activities, management and financial situation.

OBJECTIVES AND ACTIVITIES

STRATEGIES FOR ACHIEVING OBJECTIVES

The University of Plymouth Students' Union vision is "to transform lives through experience" with the following long term mission "to make a positive impact on the lives of all our members, through understanding, empowering and delivering on their needs".

Its objectives are the advancement of education of the students of Plymouth University for the public benefit by:

- to promote for the public benefit the interests and welfare of students at the University during their course of study and to represent, support and advise UPSU members.
- to provide appropriate social, cultural and recreational activities and forums for discussion and debate for the personal development of UPSU members.
- to provide services and facilities for members, including provision of licensed facilities and mutual trading for its members.
- to be the recognised representative channel between students and the University and also in relation to external bodies.

The Trustees confirm that, in exercising their powers and duties, they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission.

How UPSU achieves public benefit

In pursuit of these aims for the public benefit, UPSU will ensure the diversity of its membership is recognised, valued and supported and has established departments and services for use by its members and to support its work with the University and other organisations on behalf of students. These include the UPSU Advice Centre, the UPSU Sports Development Department, Societies & Activities, Volunteering Department, Student Voice, Sport & Recreation and UPSU Bars, Shop, Catering and Nightclub. The Executive Officers of UPSU sit on all relevant committees of the University and meet regularly with the Local Authority, local Primary Care Trusts and other providers of public services affecting students.

UPSU continues to represent the students of this University on relevant local, national and international issues by maintaining a high proportion of student representatives. Student representatives now sit and contribute on many University committees and academic programme forums which allow the Union to cater effectively to the needs of students.

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016

ACHIEVEMENTS AND PERFORMANCE

Performance

UPSU measures its performance against its organisational wide annual objectives; these are listed within this Trustee Report for both 2015/16 and 2016/17. Further to this, each department works to its own annual operating plan which lists key operational objectives and these are monitored through monthly 1-1's. In addition to this, individual departments and staff have a number of set KPI's which are monitored as part of the day to day operation within the department.

The Students' Union performance against its published objectives for 2015/16:

	Strategic Ambition	Objective	Outline how we have achieved this – the Impact we have made
1	Support and Wellbeing	<p>To work towards achieving the wellbeing criteria in the Livewell Wellbeing Charter and IIP Framework. Success factors will be:</p> <ul style="list-style-type: none"> • Achievement level awarded by Livewell • Improve on the score of 65 for Wellbeing in the Staff Survey • Maintain IIP status 	<p>We are working towards our IIP Gold re-accreditation with the assessment due in May 2017</p> <p>We are also working towards the Livewell Wellbeing Charter. We have an action plan in place and plan to be accredited at the second level: Achievement, by the end of the 2016/17 academic year.</p> <p>In the 2016 Staff Survey our score for Wellbeing was 73%, up by 8% compared to the previous year.</p> <p>Wellbeing has also been approached at UPSU holistically. Based on government research, we have looked at developing:</p> <ul style="list-style-type: none"> • supportive relationships (e.g. return-to-work interviews, staff feature, supportive performance management), mental health and resilience training. • a culture of equality and diversity (training and leading by example.) • health advice and campaigns, including employee assistance, occupational health and presentations to staff • rewarding employment roles, engaging staff in decisions that affect them and designing interesting jobs. • improving financial security by minimising temporary contracts

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016

2	Support and Wellbeing	We aim to support our students financially by delivering value for money in all that we do.	<p>Various initiatives were introduced this year to ensure our services are competitive, relevant and affordable to our student needs as follows:</p> <ul style="list-style-type: none"> • Cheap meal deals at £2.49 in our SU Shop • We rolled out a substantial £2 hot meal lunch time offer for our students • We introduced value added £1 breakfast options in The Lounge • All our main meals in our food outlet are priced less than £5 • We have held our Costa coffee pricing for the second year in a row making it the cheapest on campus • We introduced an international food and drink offer for under £5 which was well received by our students and we look to extend this into next year • We have introduced PU hoodies at an affordable price of £7.99 • We offered 10% discount to certain student groups within retail and catering.
3	Participation and Engagement	To focus upon developing our student led societies and activities.	<ul style="list-style-type: none"> • This year we made structural changes within the Union to disaggregate Societies and Activities from Sport to create a new 'Societies and Activities' Department. • We redeveloped our main student activity area to create a new distinct area for this team, with refreshed branding and increased visibility. • Developmental action plans have been implemented with the aim of increasing engagement with student led societies and activities; this included the introduction of the Duke of Edinburgh scheme plus embedding a 'can do' culture. This has led to an 11.7% increase in the number of students involved in Societies.

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016

4	Participation and Engagement	Seek to improve our engagement with students no matter where they are by actively delivering our services outside of the union building.	<p>There has been a focus upon engaging with students studying at various locations; including other parts of the City as well as within the region.</p> <ul style="list-style-type: none"> • We have improved our ability to connect directly with students within our Outreach locations whilst not losing the positive relationships that we have with key staff members. • We have also purchased a 'Mobile SU'; this is a customised VW Converter Van which is fully equipped for teams to utilise away from the Union building both on and off campus taking an 'On Tour' approach.
5	Communities	To investigate new and innovative ways to increase engagement with our harder to reach student communities.	<p>This year UPSU aimed to further enhance our student experience by reaching out to all student communities:</p> <ul style="list-style-type: none"> • We worked closely with International student services to provide a bespoke entertainment package allowing International students to feel welcome. • We had also organised week long non-alcoholic events during Freshers to reach out to students with alternative needs. • We also worked closely with our executive officers to support Post Graduate events in our venue this year. • This year has seen the first ever pride on campus event, which we worked closely with the LGBT society to organise. This was a very successful event and engaged many students. • We also arranged a Bollywood dance evening in our venue for our students to experience and enjoy attracting international students.

TRUSTEES' REPORT (continued)
 FOR THE YEAR ENDED 31 JULY 2016

6	Communities	We will celebrate the successes of all our communities.	<ul style="list-style-type: none"> • We have reviewed our approach to the UPSU Awards to develop a more consistent approach across our 4 key awards to allow a wider range of student communities to celebrate their successes whilst receiving reward and recognition. • We have also developed our approach to 'Pop Up' awards with student successes celebrated throughout the year. • A refreshed approach to communications of success has included sharing successes with relevant Academic University staff to facilitate further recognition and celebration of student success within courses / with tutors etc.
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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016

7	Representation and Democracy	<p>The Executive officers will carry out the following campaigns</p> <ul style="list-style-type: none"> • “Know the Line” tackling sexual harassment • Increasing postgraduate representation within the SU and University • “Out in Sport” tackling homophobia in sport • “#CuttheCosts” looking at the student cost of living 	<ul style="list-style-type: none"> • Know the Line was included in the ICONS Scheme for Sports and Societies through sessions which saw an increase in the number of signatures on the pledge. Looking to develop the campaign further by engaging with course reps, forum chairs and the wider student body. Sessions were delivered to all UPSU student staff and KnowtheLine t-shirts were distributed to bar staff. • In the first year of the campaign, our focus was on increasing engagement and we have done this through electing a postgrad forum chair, holding two postgrad tea breaks and a bespoke Stress Less campaign activity in July. This was done as a response to feedback that the SU focussed a lot of attention on undergraduate students and postgraduates often felt forgotten about during the summer whilst they were still studying. Throughout the year we consulted with many other students unions who have postgraduate representation and with a new Head of the Graduate School we are hoping to have this system in place by January 2017. • We ran a successful Out in Sport campaign, working collaboratively with Marjon SU. We sold rainbow laces, created a video and raised awareness around these issues. • Cut the Costs was an NUS campaign which was eventually rebranded and direction changed, therefore we did not pursue this throughout the whole year. However, our President created the Access Granted Access Denied postcards that we encouraged students to fill out and send to their local MP detailing their thoughts about the cuts to maintenance grants.
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TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016

8	Representation and Democracy	Improve collaborative working between our Executive Officer and Advice teams to ensure that the individual help our members receive is the best it can be.	<ul style="list-style-type: none"> • A review task and finish group has met during the year within the Union to explore and develop collaborative working and refresh roles and responsibilities. This led to the creation of a simple 5 point action plan which has been progressed and reviewed over the year. The outcome of this has been increased understanding, contact and use of expertise between the Advice and Officer Team. This has led to greater collaborative working with regards to key decisions and developments within the University (e.g. review of Extenuating Circumstances) and thereby strengthened the ability for the Union to input for the benefit of members.
9	Employability	We will work to ensure that the relevant, extracurricular activities undertaken by our students are formally recognised through the HEAR report.	<ul style="list-style-type: none"> • This year we have worked in partnership with University of Plymouth to provide accredited Higher Education Achievement Report (HEAR) activities from UPSU to support our members employability prospects. Our contribution to HEAR has covered all core committee positions within clubs and societies, volunteering hour records and roles, representative roles and UPSU Awards. We have recorded 1,484 activities for 1,107 students.
10	Employability	We will work in partnership with the University to ensure that the relevant extracurricular activities can enhance and improve their employability prospects.	<p>This year we have worked with the University regarding the Employability agenda through participation in strategic to working party level.</p> <ul style="list-style-type: none"> • Most significantly we have been involved in the development of a cross campus extra – curricular project; ensuring that the core membership activities available to students within the Union have been mapped against a developing graduate attributes framework and will feature within the digital publication of all cross campus extra-curricular activities.
11	Sustainability	We will review our name and branding during 2015/16 to ensure that we stay relevant to our membership.	<ul style="list-style-type: none"> • This year we reviewed our name with our members between March and April through an all member's online survey and meetings with key student groups. We received 1,030 survey responses, with the results being 75% not to change our name, 20% to change, 5% didn't care. The findings were presented to the UPSU board on April 29th where the Board decided for UPSU to retain its name for the foreseeable future.

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016

12	Sustainability	We will continue to review our financial processes to drive efficiencies and to reduce our reliance on paper. This will include an online casual pay system, emailing payslips and remittance advices.	<p>2015/16 has seen a number of system improvements including:</p> <ul style="list-style-type: none"> • The introduction of an online casual staff rota system, which results in an upload to the payroll system saving time in manual data input, initial teething problems caused some issues but these are gradually being overcome. • We have also used our systems to generate electronic payslips which are emailed to all staff and we now automatically email our purchase ledger remittances advice notes to suppliers. • All of these new processes have resulted in less manual intervention and as a result of this a restructured Finance Department will be in place from next year where we will continue to maximise the use of our systems.
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**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

REVIEW OF ACTIVITIES 2015/16

Volunteering

The Volunteering Department have been proud to support student volunteers who have dedicated an incredible 23,093 voluntary hours to the local and wider community, and raised an amazing £327,849 for local and national charities. An increase in volunteering hours of 29.7%, and in charity fundraising of 49.7%, demonstrates the dedication and commitment of our student volunteers. 128 students achieved the 50 hour award, 53 the 100 hour award and 19 the 200 hour award, with one outstanding student logging an incredible 708 hours volunteering with the Army Cadet Force. The department also supported 41 students in leadership roles with Raise and Give, Student Led Volunteering and the UPSU Volunteering Forum. In January we achieved the Investing in Volunteers benchmark which demonstrates the organisation's commitment to good practice in volunteer management and providing quality voluntary opportunities for students across Membership Development. This year saw the start of UPSU's involvement in the University's Higher Education Achievement Record; the Volunteering Department was proud to be able to register 167 students across 25 categories. Our annual Volunteer Survey attracted 268 responses and produced feedback on a range of subjects which will be of great value moving forward. Highlights from the survey include:

- 90% of student volunteering survey respondents said volunteering had increased their confidence/self-worth.
- 79% said volunteering had increased their employability.
- 66% said it had benefited their academic studies.

Our work with community partners remains at the forefront of our offer and this year we have had 76 partners registered on the MSL Volunteering Toolkit with 114 volunteering activities on offer. We had 61 partners on campus for our Volunteering Fair during Welcome Week and 17 at our annual Volunteering Awards evening.

The Volunteering in Plymouth (ViP) group has gone from strength to strength. At the end of the previous academic year it went through a rebranding and reorganisation and the group became simply "Student Led Volunteering" with four projects, overseen by 11 student project leaders. These students engaged 234 students who contributed 2,831 hours to local charitable causes including The Barn Owl Trust, Special Olympics and the Devon and Cornwall Rail Partnership. The group recruited project leaders for this year in April and, after initial training, they were each invited to submit a project plan for 2016/17. Funding for the year was awarded to projects based on these plans.

This year two of our students, Jess Vagg and Jo Devall, received national recognition for their volunteering efforts by being two of the ten student's longlisted for the NUS Student Volunteer of the Year Award. At our own UPSU Volunteering Awards, Kieren Perry was awarded the Outstanding Contribution to Volunteering Award for his significant contribution to RAG this year.

Student Fundraising

Student Fundraising exceeded all expectations this year, raising a staggering £327,849, the most ever raised in a single year by University of Plymouth students. The growth of Raise and Give (RAG) Adventures over the past few years is outstanding. From its introduction in 2013/14 it has this year accounted for £285,283 (87%) of the total fundraised. The six RAG Adventures also provide 15 leadership opportunities and each culminated in the adventure of a lifetime. 188 students (an increase of 213% from 2014/15) engaged in these RAG Adventures and fundraised through a variety of events including street collections; pamper evenings, wine tasting, quiz nights and a 24-hour cycle ride. Three Volunteer Department staff joined the students fundraising for Breast Cancer NOW and completed the London to Paris cycle with them.

RAG received 33 applications for their Nominated Charities of 2016/17, following a shortlist of 6, the Charities CoppaFeel, Brain Tumour SW and Dementia UK were selected via a student-wide vote. RAG has run a series of successful events this year, including the Winter Ball, an Alice in Wonderland themed event which raised £3.3k for the nominated charities.

RAG has ambitious plans for 2016/17 with new student led events and adventures set to increase the range of opportunities available. To ensure that RAG are responding to the tremendous growth the Committee has been

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

reviewed and new leadership positions introduced; bringing the total number of committee opportunities to 33!

Relays @UPSU:

The Relays @UPSU project has continued to provide a range of creative outreach activities in the community, focused around sport, culture and education, whilst continuing to deliver volunteering and training opportunities for Plymouth University students.

This year (Sept 2015 – July 2016) Relays @UPSU has engaged with 1,392 young people from 28 primary schools, 14 secondary schools and from two community events. A total of 199 University of Plymouth students have volunteered through Relays activities, contributing 849 volunteering hours across 45 Relays events and coaching programmes.

Relays@UPSU continues to support partners in events across Devon. This year it was decided to continue our support of the Active Devon School Games Programme by recruiting student volunteers from University of Plymouth to help at its events in and around Plymouth, rather than to continue to receive the small amount of funding from Active Devon to help with planning and delivery. Through the funding received by the University, Relays@UPSU has been able to continue to deliver events and activities in Plymouth for local schools and community youth groups, such as the Plymouth Festival of School Sport, the Relays@UPSU Urbanise Festivals on campus and Change 4 Life Clubs.

Relays@UPSU will continue to deliver events to increase the profile of higher education and raise the aspirations of young people by showcasing the extra-curricular activities that are available at University. This will continue to complement the work carried out by University of Plymouth in supporting under-represented groups to successfully progress to higher education.

We will continue to support student volunteers by providing training and diverse volunteering opportunities through links to regional and national events and programmes, enabling students to reach their potential and to support the provision of sport and activities.

Through continued funding Relays@UPSU will be able to continue its programme of events, including the following: Urbanise Festivals on the University of Plymouth Campus; the Sports Leadership programme working in partnership with the Plymouth School Sports Partnership; the Plymouth Festival of School Sport; Health and Wellbeing Sessions in schools; Change 4 Life Clubs; extra curricular school sports clubs including choir sessions and sports coaching sessions.

All these events will provide opportunities for student volunteers to deliver sessions themselves, assist in cultural and sports sessions, support event co ordination and work in media roles.

In total Relays@UPSU aims to deliver 45 events to approximately 2,000 young people, whilst providing 250 quality volunteering opportunities to University of Plymouth students.

Future Developments

- Broaden use of marketing tools to increase our reach into the student body.
- Develop the relationship with our community partners and support them to recruit and retain student volunteers.
- Raise the profile of the benefits of volunteering on individual's employability.
- Increase outreach to partner colleges to raise awareness of the benefits of volunteering, identifying pathways and publicising our recognition scheme.
- Diversify events and our student volunteers supported by Relays@UPSU.
- Continue to develop the Leadership Programme for our student volunteers in partnership with Plymouth Schools Sports Partnership.
- Consolidation of systems surrounding Student Fundraising to ensure they are efficient, effective and fit for purpose. To include finance systems, monthly and yearly reporting and reporting on Societies and Sport Clubs' fundraising

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

Executive Officer Campaigns

Throughout 2015/16 our Executive Officers took the lead on the following campaigns:

- #RightToPray – Lobbying the University to provide students of faith with adequate, clean and safe praying spaces on campus. A temporary solution was identified and put in place for 2016/17 by a joint working partnership between the Director of Student Services, the Faith and Belief Forum and the Officers Team.
- “Know the Line” – a continuation of the campaign that started in 2014 aimed at tackling sexual harassment and abuse on campus and to educate the students around the issue. Training sessions were provided for clubs’ and societies’ committees as part of the ICONS recognition scheme.
- Climate Change conference – UPSU was one of the regional hosts of a conference aiming at educating and mobilising students in the run up to the Paris UN Climate Change conference. UPSU hosted panels, workshops and seminars with guest speakers and academics, all facilitated by the Environment and Sustainability Forum and the Officers Team.
- Voter Registration – In the run up to the EU referendum, the Executive Officers organised two panel discussions (one with a cross-party panel open to the local community; one with a student panel). They also organised students to register to vote through a variety of activities and channels.
- Stress Less – Started in 2014, the campaign aims at helping the students to cope with stress and to identify key services provided by the University and the Union around mental health and stress. Activities included: pet therapy, collaboration with student societies and joint ventures with the Advice Centre.
- Out in Sport - The campaign was launched to raise the profile of LGBT+ students in sport and to encourage sport clubs to become more inclusive of this particular group of students who are often discriminated against.

The full time Executive Officers ran a number of campaigns during the year, helped and supported by UPSU staff and the University. A lot of the initiatives, projects and campaigns included partnership working with the forums, displaying collaborative and progressive approach to facilitating student voice. Some of the campaigns focused on the continuation of ongoing projects (e.g. “Know the Line; “Stress Less”; and voting registration), whereas others were brought about by issues identified in student feedback.

Three motions were presented by UPSU to NUS National conference, all of which were voted through and approved. The motion calling for the extension of the right to vote to EU residents living in the UK also passed at NUS International Students conference, making it national policy for the next three years.

Sports Development

The Sports and Societies Fair in September had 164 stalls with 56 different sports clubs who over the year engaged and signed up a total of 3,824 students.

There were 39 teams entered into BUCS Weekly Leagues and 350 students taking part in 20 different sports in individual national competitions with some great results resulting in 3 teams being promoted in their BUCS leagues and Gold medals. Successes included the surf men’s team, and some personal bests with Trampoline receiving their first ever BUCS points and a BUCS record broken in the 100m Butterfly at the Long Course Swimming championships. In the BUCS Western Conference Cup 4 teams progressed through to the finals with Men’s Squash first team winning Gold.

UPSU hosted the BUCS Regional Swimming Team Championship at the Life Centre, with over 200 competitors and the Plymouth team qualifying for the Team Championship finals in Sheffield.

In the overall BUCS championships 2015/2016 University of Plymouth came 51st out of 160 institutions.

Outside of BUCS competitions there were also successes in Ladies Lacrosse and Underwater Hockey who became national University Champions and in Local League Ladies Hockey were League winners in the Devon Hockey League and Men’s Hockey and Ladies Squash were Devon Local League Trophy/Cup winners. Intramural sport participation grew by 50% with 995 students taking part in 5 leagues and 8 different one off tournaments with 3 new sports introduced over the year, the program was also supported by 9 student volunteers.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

Give it a Go sport engaged 565 participants taking part in 13 different pay and play activities, 8 student volunteers supported the timetable and 2 gained coaching qualifications. There were good links with National Governing Bodies and the Give it a Go program was supported by six different initiatives which bought in funding and opportunities to upskill student volunteers.

There was funding received through Sportivate which enabled 36 students to complete a Learn 2 Sail course and 8 of them gained an RYA Level 1 qualification.

Motivate, Activate, Generate entered its second year offering a range of unique sports activities, all participation targets were exceeded there was a total of 1484 students who took part of which 906 were female, 132 with a disability and 58 students referred by Counselling/Disability support services. The project also enabled 8 students to complete coaching qualifications who in turn led various activities.

The annual Varsity event took place in March with 12 different sports and involved over 500 students competing from University of Plymouth and University of St Mark & St John. The event also raised money for charity and this year £12,654 was donated to the Teenage Cancer Trust and Broadreach House. The overall Varsity Cup was awarded to University of Plymouth who beat University of St Mark & St John 22 points to 18.

Over the year the department supported six campaigns including Out in Sport which linked with Varsity where the teams wore rainbow laces and This Girl Can. Throughout the year there were a number of events including a full day of activities where 75 students took part and diver Sarah Barrow delivered an inspirational talk.

ICONS is the internal accreditation scheme which recognises those clubs and societies who have gone above and beyond to offer an excellent level of service opportunity and experience for their members. This year 11 sports clubs received a Gold award an increase of 5 on last year.

Training to student committees was delivered in a 2 day conference format with 19 different workshops available each day with 150 sports club committee members attending the sessions on offer.

To round off the year the Sports Awards celebrated the achievements of students involved in sport, 208 students attended where 8 Full Colours and 58 Half Colours were given out as well as 11 main awards one of which now recognises students who support social sport activities.

Some key areas for development in next year include:

Funding

- To look at potential funding streams linking to the Sport England strategy that could support additional social sport opportunities.
- Review impact and outcomes of the MGA Sport England project and how the project can be sustained post year 3.
- Regular communication with Active Devon for training/funding opportunities.

Marketing & Promotion

- Promote and showcase sport by utilising SU media to support key events as well as the use of student volunteers to blog, take photographs and film student activity.
- Review use of the website and social media to ensure there is parity throughout the department.

Participation

- To increase participation in recreational water sports including Learn 2 Sail courses and rowing.
- To refresh the Give it a Go timetable and implement less traditional opportunities of taking part in sport and activities
- Review and refresh the ICONS accreditation providing clear criteria for the sports clubs.

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Societies & Activities

2015/16 has been an excellent and engaging year for the new Societies and Activities department. Online memberships reached 4,357 (the largest number of society members) compared to 3,901 in 2014/2015. Societies organised and offered their members numerous opportunities to take part in over 150 events and activities on and off campus, in addition 85 external speakers hosted talks and discussions. Cross department working within the Union strengthened this year; UPSU hosted their first Bollywood night in conjunction with the Asian Society, 7 societies played a vital part in the success of the Summer Ball and LGBT+ supported the first Pride on campus.

121 societies increased their engagement with the department in the last 12 months with 9 new societies forming, 2 reforming and at least 75% of societies attending the majority of society forums. Societies provided valuable feedback to help drive the delivery of the department throughout the year and provided great ideas for the future. The feedback also confirmed the great experience that students have had when liaising with the new department. More visible and eye catching areas on the website were introduced with banners promoting information such as forums and society events. Success stories were also used to share good practice with members; more than 8 success stories were shown online to highlight society achievements and raise the profile of Societies and Activities.

Committee members recorded 3,874 hours of volunteering through the volunteering toolkit and their fundraising efforts totalled £9,682. This year the department worked in partnership with 5 local communities to increase the opportunities available for society members.

158 students were able to reflect the time that they had dedicated to running Societies within their Higher Education Achievement Record (HEAR); this will mean that students are able to demonstrate the development of skills gained through leading Societies which in turn will assist when moving on post-graduation. Give it a Go proved a successful tool for societies to increase their memberships throughout the year. The programme continued to improve and increase the number of taster activities available within the year to:

- 9 different Give it a Go activities,
- 4 were delivered by societies.
- 25 sessions. and
- 114 participants attending

ICONS (accreditation scheme) was re launched with an additional checklist resource making it easier for societies to submit documents, the scheme continued to be successful and societies who went above and beyond their service could be identified. This year there were:

- 2 Bronze (Marine Biology and The Shelo Orphanage Foundation),
- 3 Silver (Environmental Society, Scuba Society, Geological) and
- 4 Gold (Knit Fast Die Warm, GeogSoc, MedSoc, Marrow)

The year ended with a fantastic Society and Activity awards, 14 awards were presented, 3 Full colours and 27 half colours. In addition to the nominees and winners, 119 students attended the awards from 26 societies. To highlight the high standard of work and importance of the society committee members 4 new awards were introduced.

Earlier in the year, UPSU became a directly licensed centre of the Duke of Edinburgh (DofE) Award in October 2015. Alongside a new department DofE has done particularly well with 33 students showing interest, 8 registering and one student completing Silver and one completing the Gold awards. We are fortunate to offer students who have previously registered but not completed their Gold (or other) award to continue their DofE at Plymouth and students who have no experience of DofE the opportunity to embrace the experience.

Future developments –

- Larger GIAG programme for activities
- More societies utilising the MSL system to sell products and trips online and making the processes easier
- Increase twitter usage for DofE and GIAG
- Review and update the societies section of the website

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- Understand and investigate the needs of different societies to increase engagement and change our approach accordingly
- Use the society forums to understand and communicate with societies
- Information sheet to host events in UPSU

Advice Centre

The introduction of Semesters and the immersive four week Plymouth Plus module has led to a change in the pattern of student engagement with the Advice Service over the academic year. This has coincided with an increase in e-mail advice as students have been less able to drop-in due to academic commitments.

This year the Advice team have contributed to a growing number of 'task and finish' groups with key University personnel where the role of 'critical friend' has helped to influence changes in regulations. As part of an intense working group the Advice team helped to rewrite the notes that accompany end of results transcripts in a matter of weeks resulting in a more user friendly set of notes. This has also raised the profile of the Advice Centre with a group of hard to reach University staff. As a result of this a new working relationship with Faculty Administrators has emerged with increased understanding of the role of upsu:advice which is extremely beneficial to all involved.

One example of this positive working relationship is the Faculty of Science and Environment recognising that the Appeals information produced by upsu:advice is able to succinctly answer many of the questions that students ask. Students in this Faculty are now referred to Advice Centre or web pages for independent advice on Appeals.

The top three issues for student engagement with Advice remain student finance (41%), academic advice (15%) and housing (15%). An upgrade to the case recording system and the way in which the centre now records cases has made it difficult to make statistical comparisons with the previous years.

The number of students trying to qualify for Student Finance England funding based on migrant worker status has increased. Currently EU students have to be resident in the UK on the first day of their course and demonstrate that they are in genuine and effective employment in the UK and continue to work throughout their period of study to be entitled to receive full SFE funding i.e. tuition fee and maintenance loan. Post Brexit EU students including migrant workers are only guaranteed funding for courses already started or starting September 2016.

We continue to support and represent students at a variety of disciplinary and fitness to practice meetings. These can be very resource intensive; for example, within a recent fitness to practice case two students were supported through all three stages before being expelled from University. The support for these students remains on-going as they appeal against the decision of the disciplinary panel.

Advice on Tour has continued and we have utilised a new space on campus in the campus library which has been very successful. In conjunction with the Vice President Education, the space was used to publicise the Appeals and Extenuating Circumstances procedures during the examination period.

The team have built upon the successful competitions that have brought a fun element to Advice. The numbers of students taking part in the "Guess the cost of a Basket of Groceries" competition increased by 100% to 586. Entries were submitted to the Advice Centre, ensuring that students know where the service is located.

Student Voice & Partner Institutions

The department continues to build upon last years' aim to fully embed the concept of student representation across both UPSU and within decision making at the University.

Throughout the last year we have supported 859 course representatives across 19 schools within the University, 37% of these representatives received training from the Student Voice team. We have also continued to train and support 17 school representatives.

The department has helped the school representatives to achieve some tremendous wins for the student

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population; these include enabling students to find out more information about placements, improved communication and use of Moodle between lecturers and students, assisted with arranging extra training before an exam and changing coursework deadlines that clashed. The team meets with representatives on a monthly basis to provide support and guidance.

The team delivered 4 separate training conferences with dates that fitted in with the students and in total 267 course representatives attended, although numbers were slightly down on the previous year, with this style of training we are confident that by condensing the training dates planned for the new academic year this figure will increase.

The UPSU SSTAR (Student Staff Teaching and Representation) Awards is in its 6th Year. The awards aim to recognise the contribution that University staff and representatives make to the student experience. The written nominations are analysed using a form of qualitative analysis developed by NUS, and the results are used to produce 'good teaching' guides for staff working at the University.

Over the last few years, the awards have grown massively with the number of nominations increasing each year. In 2011, its first year of running there were just 46 nominations whereas this year we saw 941 nominations. This year, however, the number of nominations fell by 8% from 1020 in 2015 to 940 in 2016.

When reviewing nominations by Faculty, there has been a large drop in the number of nominations from Partner Institutions and Science and Engineering. However, there was an increase in nominations from the Faculty of Health and Human Sciences, which may be due to support from University staff in the Faculty in raising awareness of the Awards and nominations process.

The breakdown of nominations for the SSTAR Awards is as follows:

- Arts & Humanities (19%)
- Businesses (14%)
- Health & Human Sciences (32%)
- Medicine & Dentistry (6%)
- Partner Institutions (18%)
- Science & Engineering (10%)

Once again, in March this year Student Voice, working with the Deputy Returning Officer and Marketing and Communications team, ran the full time, and part time Officer Elections. The Student Voice Team supported 88 candidates across 12 elections. All candidates were offered a range of support, including group training sessions, motivational breakfast meetings throughout the campaign period, and one-to-one support, so that they could confidently engage with students. There were 42 candidates standing for the Executive Officer positions, an increase on previous years.

12,162 votes were cast by 2,663 students this year. An in-depth review of the elections process has been carried out by the Student Voice Team, and we are looking forward to a refreshed training programme, increasing turnout, promotion of elections and student engagement next year!

Numerous visits have been made to Partner Institutions with over 55 campus visits contributing to engagement with over 1,697 students. A Termly networking meeting has been held at UPSU with all Partner Institution HE Leads, a representative from the University Academic Partners team along with the Union staff support, Chief Executive and the Director of Membership Development. This meeting has proved useful; providing a space for key updates to be shared.

Existing engagement opportunities including academic representation showed continued growth with 300+ trained course representatives within the Partner Institutions. Following the success of the on campus Course Rep Conference, the Outreach Team replicated the approach.

Over the year the Union Executive Committee has held 7 meetings and during these meetings 12 motions were passed becoming UPSU Policy for the next 2 years.

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The department has continued to progress the ongoing development of the Student Voice reward and recognition scheme. This enables student representatives to record the hours that they dedicate to their role on line. 1,969 hours were logged in total by 147 students. The team is looking to build on this success for the coming academic year with representatives logged hours being reflected within the University HEAR. During the year our 15 Forum chairs have also been busy with various events and campaigns. Over 50 meetings have been held with students discussing / debating issues such as adequate prayer space, green space on campus, disabled student allowance to supporting the Executive Officers with hosting 2 separate EU referendum debates on encouraging students to vote.

The Student Voice team has also been supporting the Executive Officer with the QAA Student written submission and is working with the Officer to work with the 25 recommendations that have been included in this report.

The department continued to provide support to each of the six democratically elected full-time Executive Officers. This has involved delivering in-depth briefings on key issues affecting students, assistance with meeting preparation, the provision of project support, a range of training, and also impact reporting. This support allows the officers to make informed decisions when they are running campaigns, or contributing to the University's decision-making processes.

Finally, the team has supported the delivery of the incoming Executive Officer Induction programme and training schedule. Assistance with planning Executive Officer campaigns and activities will continue over the course of the year alongside support for their role specific duties. The Team is also preparing for the new academic year; prioritising the implementation of a web based approach to student engagement, a review of all training updating the Student Voice pages of the website.

Employability

Our strategic ambition regarding employability has been an area of focus over the past year with an internal working group tasked with reviewing the feedback from members alongside current practices. Visits to other Students' Unions have taken place to review best practice, allied with a full review and development of our website to create a new employability page. This will form the basis of digital development and provides the opportunity to link participation and engagement with Union activities to the development of employability skills.

Over the past year UPSU has also been working in partnership with the University at both strategic and developmental levels to contribute to an ongoing review of Employability as well as campus wide developments. We have worked with the University to ensure that students are provided with a fully rounded Higher Education Achievement Report that encompasses not only their academic achievement but also their extra-curricular activities and awards. Our contribution to the HEAR was launched in May; this included over 700 different leadership roles and numerous awards that students partake in as a part of the Students' Union. Alongside this UPSU has also contributed to the development of the University 'co-curricular' project which has culminated in the creation of the 'Plymouth Extra'; a web based catalogue of campus wide extra-curricular activities. With employability in UPSU's 2015-18 Strategic Plan as a key driver, the contributions made to the 'Plymouth Extra' and HEAR projects are a significant first step in officially acknowledging the amazing activities that students partake in alongside their studies. The HEAR module on upsu.com received almost 3,000 unique visits last year and we recognised over 1,000 students for their roles and awards at UPSU.

This will continue to be an area of focus during the year ahead, with plans in place to implement a new online training portal for student staff to enhance the development of transferable skills and product knowledge, increase the number of students receiving training and well as provide a certificate of learning for their C.V. Future plans also include the creation of a new Student Development role which will add capacity to this key aspect of the Union; it is envisaged that this role will help to grow the training offer available to students through programmes such as 'Peer to Peer' training opportunities and support the overall development of the employability agenda and contributions that UPSU can make to projects within the University.

The Sports Centre

2015/16 has seen increased competition from external gym providers and a decrease in revenue at the Nancy Astor Sports Centre; this has been proactively monitored and managed during the year to ensure that investment

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in new equipment continues to be achievable.

The existing membership offer to Sports Centre users has continued into a third year providing flexible membership options as well as competitive pay-as-you-go prices on all activities. The offer of the Active, Class or Gym membership continued to provide good flexibility for those wanting to use certain aspects of the Sports Centre. The addition of new fixed weights equipment in the Gym was warmly welcomed by users providing additional facilities within a confined area. Further improvements within the Sports Hall, Squash Courts and Exercise Studio ensure that our facilities are incredibly well maintained.

Although usage has been generally down in all areas this year, the Sports Centre has concentrated on providing the best service possible to its members. Support services such as Fitness Programmes, Staff Weigh In's, Health MOT's, Nutrition Plans and strength and conditioning sessions have helped the Sports Centre engage with its users. This is a vital part for us in competing against budget gyms within Plymouth.

The variety and number of exercise classes available continues to be monitored and reviewed in line with sales revenue. Over 40 different exercise classes have been taught this year ranging from Pilates to Rock Solid Circuits. The instructor base continues also to grow with a good network of external instructors now complementing the Sports Centre Staff Instructors.

Demand for Sports Hall space still outweighs supply with often limited time available for casual use of the Sports Hall for students. That said the variety of Intramural and MGA sessions administered by the Sports Centre is expanding with several out of hours sessions running as well as the continued use of facilities by UPSU Clubs & Societies.

In comparison to 2014/15 memberships declined with 5.95% less Active members, 27.09% less Gym members and 21.79% less class members. As a result of this the attendance statistics show a decline in comparison to 2015/16. However the use of the Sports Injury clinic has increased by 38% and Squash Court usage has increased by 3.5%.

Despite stiff external competition this year, the Sports Centre has achieved significant student engagement and met its significantly revised financial targets, and the team is on course to continue to deliver a highly valued and effective service going forward. In the coming year we will continue to invest in our equipment with the purchase of 23 new spin bikes.

Mobile Students' Union

To further our strategic ambition regarding participation and engagement; to improve our engagement with students no matter where they are and to actively deliver our services outside of the Union building we have been able to invest in a new 'Mobile Student Union'. This has been an aspiration for several years following the success of a pilot project in 2012 and we are extremely pleased to have reached the financial position of affording this exciting investment this year. Plans are in place to develop usage of the 'Mobile Student Union' across all aspects of delivery. The focus will be upon engaging with students studying in local Partner Institutions, however we aim for the reach to develop further with the 'Mobile SU' being used to support initiatives such as our Advice and Student Voice teams being 'on tour', our Executive Officer Team getting 'out and about' and creating opportunities for the 'Mobile SU' to develop revenue generation through sale of goods.

Communications and Marketing department

The Communication and Marketing department have continued to deliver a key central service this year to all departments of UPSU, despite a reduction in the team size.. The introduction of a new design request system has enabled effective job creation for our departments and improved planning for the team. The focus this year has been to continue to develop our digital strengths through the SU App and upsu.com and to increase our external marketing reach.

Website

This year upsu.com has continued to develop its function as a key hub for our members and staff to utilise as an effective tool for information consumption and distribution. The site was used 595,000 times for the year, up 17%

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on the previous year. The site had 305,000 unique visitors, up 34% on last year. The page views have decreased on last year by 4% to 2,255,000. This decrease in page views is down to the improved navigation of the site, allowing users quick access to the info they need. The site has been viewed in 182 countries across the world, which is consistent with the world reach of the previous year.

We have invested in mobile development of the site this year, creating improved navigation and improved ease of access through mobile platforms. This has resulted in a 24% increase in mobile traffic to 215,500 sessions. Mobile traffic now makes up 37% of traffic to the site, with desktops at 56% and tablets at 7%.

This year we have focused on developing the Elections section of the website improving mobile navigation and voting on the site, this year pulling in live statistics from the demographic data of voters, including voters within each sports club or society. The election section of the website received 24,000 hits (+21% on 2015) within the voting period.

We also invested in the development of a new Varsity mini site that was used as a central hub for information and results during the competition. This development resulted in a 200% increase in traffic to the Varsity site, with 30,000 visits in a 1-week period. The Summer Ball website was brought into upsu.com instead of being hosted on a satellite site, with the day tickets launched online achieving the highest traffic in a single day to the website with 10,500 visitors.

We have begun to focus on distributing rich content in the news section of the site, with key contributions from the Advice service using the tool to share tips and key bits of advice and guidance. This combined with social media campaigns has resulted in 52,000 views of the news articles from upsu.com.

The site continues to operate effectively as a secure place for our members to offer clubs and society memberships, purchase products and tickets. For the first time the site has processed over half a million pounds, with £543,000 going through the site, a 17% increase on the previous year.

The SU App

In the summer of 2015 the SU App went through a redevelopment to refresh the product and ensure that we still had a relevant tool that members wanted to use. Over the year there have been 7,000 people using the app, up 1% on last year, resulting in 63,000 sessions. There were over 4,000 new downloads of the app and the app has been used in 107 different countries worldwide. The investment in push notifications from the SU App has created an effective tool to allow us to instantly message all users, this has been invaluable in promotion and news distribution within our tight deadline environment.

Social Media

We continue to utilise social media as an effective platform for engaging with our members. Our Facebook page remains one of the top SU pages in the country with over 27,000 likes by the end of the year. The challenges of the changing landscape of social media has resulted in investment in paid Facebook posts, these are proving a viable marketing platform, with campaigns investing money in paying for content to be seen. Our Twitter account has over 10,400 followers is working well as a key platform for engagement, with good interaction with Officers, students, University and staff. Our Instagram page has grown to over 1,600 followers.

Media sales

With the second year of delivering Freshers in house instead of using an external agency we have had another positive period, generating £12k of advertising revenue. Advertising through our media channels has generated £32k in advertising revenue throughout the year.

We continue to deliver successful Campus Markets throughout the year and tried to increase engagement by opening it to clubs, societies and student groups to attend. This had mixed success and has created a foundation to build on for next year. We have connected with new local businesses that wish to engage with the student market, this connection with the local traders has created a great introduction to West Country products for our members.

There has been positive engagement with print media in the venue with exciting new ad campaigns utilising our tables in the venue to deliver engaging table media advertising.

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We have seen continued positive partnership working with our key advertising partners through the year. This year we have started to develop stronger working relationships with student focused brands in the city, bringing Theatre Royal, Plymouth Pavilions and Hubbox on board as long-term advertising partners.

With our focus on digital development we have invested in introducing Google AdSense advertising into upsu.com. With a slow start after only being launched in February, we have seen a small revenue stream created from traffic to the site.

NUS Extra

We still remain the country leader in NUS Extra card sales but are starting to see a decline. We have seen a 7% decline in sales of cards to 8,947 cards, but revenue has held strong with £54k generated. This decrease in sales is down to the positive impact of 3 year card sales and increased competition from other student discount providers.

We have also introduced a Click and Collect system onsite in line with NUS's card developments, allowing for easier access to purchasing a card. We have built relationships with Alumni and Careers and Employability to help promote the card to final year leavers.

Research

We are now in the fourth year of our Pre-Freshers survey, conducted in the weeks between A Level results and joining University. With 897 respondents, this year's was the highest response rate we have received, a 186% increase on the previous year.

Key findings:

- 61% choose to come to University to build self-confidence and independence.
- 84% chose the University of Plymouth because of the course, 67% because of location.
- 72% are concerned with managing money when at University
- 42% are concerned with making friends.
- 66% want Freshers Week to include social events with drinking, 25% non-drinking.

After the Freshers period we conducted the Freshers Feedback survey, to find out what our new members thought of starting University. Now in its third year also we had a 14% increase on respondents with 621 first year students completing the survey.

Key findings:

- 48% were made to feel welcome by the SU on arriving at University.
- 75% felt that Freshers Week either met or exceeded their expectations.
- 84% (+4% on previous year) felt that UPSU had positively contributed to their experience of starting University.
- The highest rated event during Freshers Week was the Sports and Societies fair with an 83% positive satisfaction rating.

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The Big 10 Survey was launched in 2014 to inform the direction of UPSU's Strategic Plan 2015-18. It is carried out in order for us to gain valuable feedback from our members on how we are delivering for them and how we should in the future. With 10 key areas of questions, the survey draws in feedback on our members concerns and issues with their experiences whilst at the University of Plymouth. The information provided by our members helps to inform our decision making and planning for the future year and guides us to ensure we are meeting our strategic aims. The results are also used to inform election candidates on their manifesto points for the Executive Officer elections held in March.

This year we received 1,595 completed responses, a 17% decrease on the previous year when the Big 10 was first launched.

Key findings:

- 98% feel that the most important function of UPSU is representing student opinions to the University.
- 70% (+4%) of our members are either concerned or very concerned about money.
- 68% of our members would seek support with employability through the SU.
- 65% feel that a high priority for UPSU next year should be to provide advice and support to students.
- 65% (+1%) of students feel that UPSU has a positive impact on their time at the University of Plymouth.

Despite our satisfaction scores in the National Student Survey (NSS) going down very slightly, by 1% in both tables, we still have an extremely high, well above average, satisfaction score. With an 81% satisfaction score out of 138 unions in the taught league tables, we are now in 13th position (sector average is 68%). In the registered table we are in 24th position with a satisfaction score of 77% (sector average 66%). We are in the top quartile on both tables which further highlights what a strong, successful Students' Union we are here at University of Plymouth. We will analyse the data from the survey, focusing on key areas of the student body where there is need for improved delivery from UPSU.

Commercial Services

Commercial services employ on average over 250 student staff across our commercial departments providing our students with valuable employability skills while they are studying at the University of Plymouth. Over 70% of our students said money was their number one concern and this plays a key factor in our pricing strategy where we benchmark our prices against our competitors and constantly review our offers to meet the needs of our students. This year brought challenges in the shape of the Curriculum Enrichment Project (CEP) resulting in fewer students on campus at particular times of the year which significantly impacted on sales. As a department we focused on quality of service, enhanced customer experience and responding to student needs. Each department's section below summarises the activities undertaken to deliver a service that reflects our commitment to our students. All surpluses generated within Commercial departments are reinvested back into the Students' Union and supplements the income we receive from the University's block grant.

Catering

Quarterdeck:

The QD has had numerous themed events throughout the year to keep students engaged. A new menu with old favourites remaining and the introduction of new lines – particularly Build a Breakfast and Healthy Choices (salad rather than chips for example) has proved very popular. The front of house staffing was re-structured, employing a permanent supervisor to maintain consistent service standards.

Despite all our efforts, QD continues to struggle to convert its success to a bottom line surplus with a net loss of £12k. A robust sales improvement and surplus protection action plan is being put in place by the catering manager to ensure this outlet remains a success in the coming years, however providing an affordable catering service will continue to be our priority.

The Quarterdeck will review the menu for 2016/17 and streamline the contents in order to maintain production efficiency – the outlet has built its success on a freshly prepared, quality affordable food offer and wants to maintain its current service delivery from order to plate being 5-6 minutes. Everything will remain at £5 or less reflecting value for money. We are also prepared to move the service times to facilitate demand if appropriate. The introduction of a Deli Bar Meal Deal offer as standard as well as an ice cream Sundae bar and milkshakes will be brought in for 2016/17.

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Lounge:

The Lounge generated sales revenue of £191k producing a surplus of £35k. The lounge has benefited from a much better customer flow since the refurbishment two years ago, service is a lot quicker and due to the counter layout, customer engagement has been enhanced. The lounge has been awarded 'Proud to Serve' status by Costa so it is now able to offer the same offers as on the high street. The menu will be revamped in the summer to include a new range of sandwiches and paninis, cakes and healthy options. There was no tariff increase and this will remain the case for 2016/17.

A new supervisor is to be recruited in the summer – as with QD, this will help to maintain and enhance the customer experience with a consistent approach to service standard.

Chunk:

Chunk continues to be a popular outlet despite drop in footfall producing a surplus of just over £10k. Its location on the roof captures plenty of passing trade. This year we extended opening hours to capitalise on evening trade with little success. 2016/17 will see the introduction of additional choices such as chips, curry and desserts to increase revenue.

Food Cabin:

The food cabin has struggled to maintain sales this year despite the introduction of a £2 meal which was well received by the students. This outlet has been very inconsistent in terms of customer numbers using the outlet. A weekend club night barbeque initiative was introduced to help sales, although popular this has been hampered by poor weather. A new menu offer is being developed and the outlet will continue to offer menu items at £2 or less. A student survey will also take place to understand student perception and need. We remain passionate about this outlet and will be implementing a robust marketing campaign along with a new brand appearance for the new term.

Events & entertainment

With the appointment of the new Events & Entertainment manager this year has been a year of learning, experiencing and evaluating the department, in order to seek to improve the current events and departmental operations.

Freshers week was very successful this year with a vast amount of students engaged. One of the most successful nights was when we invited the Chuckle Brothers to meet the students. We also had a variety of non-drinking events which engaged a large number of students.

Our regular music nights continue to grow and now UPSU hosts the biggest open mic event in the South West. Each week around 350-400 students come and enjoy music from the students, local bands and sometimes up and coming famous acts. This year we had BBC introducing come to our SU, which supports undiscovered, unsigned and under the radar artists. They took over our open mic night and our students were able to showcase their talent which was broadcast on local BBC radio, which is great publicity for the students union and our students. The night attracted 500-600 students showing great engagement with the students and was a commercially successful night.

This year our focus has been to work with more Events students to give them the opportunity of exposure to this field of work. We worked with four different groups of Event Management students to help fulfil a number of modules from their courses. We have also been working with the Design Society to create our Summer Ball signs and next year we will be working closely with the Event Management lecturers in the Business School to organise more student led events on campus and in our venue.

We also held the first ever pride on campus event, which we worked closely with the LGBT society to organise. This was a very successful event and engaged many students from around the campus. We also sponsored the Asian Society who participated in Battle of the Bollywood this year in London.

Unfortunately, for the first time in 3 years, our Summer Ball ticket sales were less than expected and the total revenue generated was £172k against a budget of £193k producing a surplus of just over £7k. Despite this, we put on a great show with Craig David headlining and students enjoyed the event. The drop in revenue is attributed to CEP as students finished exams early and went home mid-May and were less inclined to return for

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this one off event.

Accommodation

With the recent increase in accommodation developments in Plymouth, the market has become extremely competitive and our Lettings agency had a slightly difficult start to the year with bookings dropping by 62 rooms for the year compared to budget. This resulted in the need for an internal working budget to reflect the drop in rooms and to control costs wherever possible. Despite the reduction in the number rooms let and the challenging trading conditions, we managed to provide an improved student focused service and achieve a surplus of £16k for the year,

We are pleased to now have established strong networks with Residence Life, the Student Information Gateway and ISAS, who agreed to present our services to students', this resulted in an increased reach within the student community.

To improve the visibility of our accommodation office we launched a marketing campaign in November 2015, and coincided this with a Landlord Networking Event. The event was very successful, giving our current landlords a better insight into the Students' Union, enabling us to update them on changes to current legislation and providing them with an opportunity to network with their peers. We also held a 'find a flatmate' event in February 2016, to assist those students' that wanted to live within a group, but were not yet part of a group. Out of the session, three students were successfully housed.

We are very proud that we were successful in supporting our students who wished to leave their accommodation earlier than contracted, by back filling 6 out of 7 rooms this year releasing students from over £25k of contractual rent obligation.

For next year we have taken over a small private lettings agency with 36 rooms to add to our profile allowing us to grow our inventory to 290 rooms.

SU:Shop

During summer 2015 the Shop had a well-needed investment and underwent a major refurbishment to give it a face lift and new identity. This allowed us to increase our shelving space by 30% allowing space for new products. Despite this investment and the relaunch, sales were down on budget by £36k and £47k on last year. The drop in revenue is attributed to local competition and Boots being on campus which has seen a drop of £34k on our meal deal offer. This is a major concern for us.

Despite the drop in sales, our gross profit percentage remains strong. To address the decrease in sales and to increase footfall, we introduced several offers including £1 offers, a bakery selection, fruits as part of the meal deal, hoodie sales etc. Clothing continues to generate a healthy gross margin for us so we have once again introduced new lines, a bigger range and an updated logo to keep things fresh and exciting for our students for this academic year.

We have requested support from NUS to help address this decline in sales and in 2016/17 we will be looking at a new strategy to move the shop forward by introducing a range of measures including improving the layout, the variety of lines sold and speed of service along with a robust sales and marketing plan.

Bar

2015/2016 was a very successful year for our Bar. With the recruitment of a brand new management team close to Freshers fortnight, there were the inevitable challenges, however the team quickly bonded and generated new ideas and goals for the forthcoming year.

The engagement and commitment from the team resulted in fantastic financial performance with sales revenue exceeding budget by £63k and the previous year by £14k, producing a surplus of £351k for the year. This is was an exceptional result considering the impact of CEP that other outlets experienced through the year.

This year we were once again awarded the NUS Best Bar None Gold award, putting us in the top 12 Students'

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

Unions to achieve this award in the country. We were awarded "Plymouth Best Bar None Best Overall Venue". Both of these Best Bar None programmes are designed to recognise venues that follow best practice and have excellent customer service skills.

This year we were invited to participate in a Drinkaware club host pilot programme which aims to reduce and, where possible, prevent harmful behaviours and incidents related to drunkenness among young people inside bars and clubs in the night time economy by:

- Reducing incidents of low level sexual harassment and other negative experiences (theft etc.)
- Providing support for victims of sexual harassment and other customers who are already experiencing distress or trouble

This is achieved by focusing on four different behavioural objectives:

- Creating a positive social norm
- Identifying and dealing with problems before they escalate
- Protecting vulnerable people
- Helping victims

The 6 month pilot was a great success with the club host crew helping around 800 students while they were in our venue further enhancing our safe space policy. Following the successful pilot, we are delighted that the university has agreed to support the Drinkaware programme going forward. We have also engaged a new security company called Axien to provide door staff in our venue. Axien are a well-established company and their appointment has significantly improved our security provision.

Sustainability

Our excellent work in this area has again been recognised with attainment of the pinnacle award: Green Impact Excellence.

The Excellence project meant that we maintained our focus upon the Gold standard as well as develop a project; adding a layer of additionality to our usual approach. The Excellence project ran for the whole year and provided the opportunity to work with the University on a bigger picture sustainability initiative. UPSU hosted a student Climate Change Conference in Plymouth in preparation for the COP21 that was held in Paris. Student delegates from Plymouth attended the conference in Paris, ensuring that the voice of Plymouth students contributed to discussion and the Treaty that emerged from it. The project also focused upon the medium and long term impact of these key events.

The Union has continued to deepen the partnership approach with the University, embedding practice into our operation and engaging with students regarding sustainability and environmental issues.

This year, UPSU and Plymouth University have deepened the collaborative approach of partnership working through the Centre for Sustainable Futures work. In the year ahead the Executive Officer team aim to develop this further with exciting plans to deliver a Global Citizenship programme.

HR and Governance

We have made many changes within HR and Governance over the last year to develop our central support and ensure our reputation as a sustainable, well-governed charity. We have built some responsibility for governance administration into the job description for the Governance Administrator and have developed an HR and Governance Team (also including the HR Administrator), run by the Head of HR and Governance. The Head role now also supports the Facilities Manager with the documentation and governance of Health and Safety. We have seen a significant impact from this new structure. We have been able to plan and deliver significant organisational development projects, such as rolling ILM-accredited management training and a number of other OD projects which are having a significant outcome on the quality of service delivery, as reported by Directors.

We continue to operate at the Investors in People Gold standard, and have seen an increase in staff perceptions of Learning and Development from 71 to 74% (Source: 2015 and 2016 Staff Engagement Surveys). We have

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

also seen an increase in staff perceptions of their Wellbeing from 65% to 73% (Source: 2015 and 2016 Staff Engagement Surveys) and have an action plan in place to be accredited at the second level on Livewell's Wellbeing Charter by the 2016/17 of this academic year. This commitment assists with retention of talent, which has an obvious direct link to business outcomes.

We recruited 26 new staff during 2015/16 (mostly as replacements due to turnover). We are driving significant cultural change and our % turnover figure is a manifestation of our drive to dramatically increase performance expectations with a modern, change-tolerant workforce. With such excellent new staff joining the team, we view this turnover as positive, but do now seek to balance this change with stability.

We are also able to deal with staffing issues more confidently than even before, dealing with complex organisational change, performance, conduct, absence and other issues with minimal risk and with maximum consideration of UPSU as a business. We have provided formal training to Directors as well as extensive informal advice, and in-house training to middle managers. Directors now report consistent success when dealing with staffing issues. We consulted on and amended some major staffing policies (e.g. disciplinary policy) as well as the standard staff contract to align with these practices.

We continue to develop governance systems at UPSU to ensure we are operating in a safe and sustainable way, as an organisation that will support the needs of students for many years to come. We are progressing a governance action plan, including reviewing trustee training, developing the terms of reference of committees and developing a more robust conflict of interest monitoring tool. We are developing the most thorough system we have ever had of H&S documentation, to demonstrate our actions and to provide reassurance and security to the trustees and our members. With ongoing investment in the department, we will continue to develop this support and compliance department to the highest levels.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

FINANCIAL REVIEW

2015/16 saw the introduction of Financial reporting Standards FRS102 and the Charities SORP 2015, which has significantly altered the representation of our financial position in our financial statements. The changes are entirely due to the new accounting requirements in respect of the SUSS pension liability and the employee leave accrual, e.g. the requirement to account for the estimated pension liability within the balance sheet has impacted on the overall balance of reserves shown in the balance sheet. Wherever possible the financial statements include appropriate narrative to enable the changes to be understood.

The Union's financial strategy is to finance its current range of activities and also generate a sufficient accumulated surplus to finance expenditure required to enable expansion and improvement of our existing facilities and services. We also aim to provide for the future depreciation of fixed assets at the time the Union becomes committed to acquiring them. To improve our financial sustainability we are currently building our reserves to cover a number of possible contingencies and we remain on target to achieve this.

We continue to benefit from the recognition and excellent support from the University and received a Block Grant in 2015/16 of £1,765,270. This was an increase on the previous year of £56k which represented a contribution to increased costs linked to the growth of the students union as well as some uncontrollable cost increases including pensions, minimum wage and living wage costs.

2015/16 saw the creation of UPSU Trading Ltd, a wholly owned subsidiary of UPSU. The company was set up to enable the charity to generate additional income streams e.g. by hiring out our venue and facilities when not in use by students to the wider community, any profit generated from these activities are returned from UPSU Trading Ltd to the charity by way of a gift aid donation. In 2015/16 UPSU Trading Ltd generated £27k of income and made a gift aid donation of £5k to UPSU charity at the end of the year.

Following the creation of UPSU Trading Ltd, we have for the first time drawn up consolidated group accounts, encompassing the financial position of both the charity and the trading subsidiary. Our consolidated gross income from all sources this year totalled £5,592,610. Total expenditure of £5,465,110 on the wide ranging student benefits we provide as well as our other revenue generating activities. After a net transfer of £147,168 into designated and restricted reserves an unrestricted surplus of £134,061 was generated. A number of significant transfers to reserves were made in order to purchase and enhance a range of operational assets over the summer including the redesign of the Illusion stage area, replacement pool tables and the purchase of a second coffee machine for the Lounge to meet demand. We have also invested again this year in sport with the purchase of new spin bikes, speakers and various sports equipment. We have also added to our facilities development and staffing reserve in line with our reserves policy.

Our liquidity remained healthy throughout the year and despite long term low interest rates, the investment income earned £8,906 this year and we benefited from a gain on investment assets of £6,530. We regularly review the return on our investments and spread our cash over several institutions to maximise our return and reduce risk.

Our income and expenditure reserves now stand at £122,693 free reserves which have increased from £33,280 since July 2009. This is an exceptional achievement for the Union in the current economic climate and has ensured that we are on track to achieve our target level of reserves and an improved, more secure financial position.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

RESERVES POLICY

The Union has long believed that it would be prudent to build reserves to cover a number of possible contingencies, and intend to build up the following:

- to cover the acquisition of new fixed assets, estimated at £50,000.
- to cover the Union's overheads should there be an unexpected downturn in funding or additional calls on our resources without immediately curtailing activities, estimated at between 1 and 3 months overhead costs of between £300,000 and £500,000.
- to cover staff redundancies and exceptional staff related costs, estimated at £100,000.
- to cover the unexpected cost of the upkeep of the fabric of the building estimated at £150,000
- to continue our investment in our Sports facilities with a new Sports Development Fund currently at £51,576
- This year we succeeded in our long term ambition of being able to afford to purchase our Mobile SU.

Therefore the aim is to build up designated reserves of between £705,000 and £905,000, at today's prices from available free reserves generated by the Union. It is our intention to build our designated free reserves up to the desired levels within the next five years. Our free unrestricted reserves are currently £122,693. In addition to this there are designated revenue reserves of £185,927 (designated funds less fixed assets and capital commitments) that are available for use in the charity and could be re-designated should they be required. Total funds available for the use of the charity are therefore £308,620.

FUTURE FUNDING

The Executive Committee confirms that the Union has sufficient funds to meet all of its obligations. The Block Grant was agreed earlier for 2016/17 in April rather than June which is a huge help in our budget setting process. The block grant has been agreed at £1,840,270 (inclusive of rent) and our commercial activities are expected to generate significant funds. Our 2016/17 budget is set to generate a surplus of £20k and has been approved by our Board of Trustees and the University. We will deliver on this approved budget and closely monitor it throughout the year, reporting and taking action on any variances.

Discussions continue regularly with the University with regards to future funding requirements and we aim to continue to update our 3 year capital programme for discussions with the University, which will result in a more planned and strategic approach to our repairs and replacement programme.

INVESTMENTS POLICY

The Executive Committee has implemented an Investment Policy in February 2011, which is reviewed annually by the Trustee Board.

PAY POLICY FOR SENIOR STAFF

Senior managers are paid in accordance with UPSU's salary pay scales as approved by the Trustee Board, these are allocated to each senior position in line with the level of responsibility of each post.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

RISK MANAGEMENT

The Union's Trustee Board has ultimate responsibility for the management of the risks faced by the Union but detailed considerations of risk are delegated to the heads of each department. Risks are identified, assessed and controls established throughout the year. The Trustees and Senior Management Team have examined the major strategic, business and operational risks faced by UPSU. A comprehensive Risk Register has been established and is currently reviewed and updated annually. Following the Governance review in 2014 a new Trustee Board sub-committee, Audit and Risk committee, was formed with the delegated responsibility of reviewing the Business and Departmental Risk Registers on a termly basis and reporting back to the Trustee Board.

Budgetary and internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers and participants on all activities organised by the Union. These procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

Through the risk management processes established by the Union, the Union's Trustee Board is satisfied that the major risks identified and reported by the Chief Executive have been adequately mitigated where necessary. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

PLANS FOR FUTURE PERIODS

UPSU plans to continue to build on the fantastic achievements we made in 2015/16 ensuring that we deliver the highest student experience for our members here at Plymouth University and continue to grow and strengthen as an effective Charity. We will continue to build on our strong financial position with an aim to continue to build reserves in line with our reserves policy and supply services to students and their community at the very best level of quality that can be afforded. Following the improvements to our student space (the Hive) and the Shop last summer we are developing our maintenance and repairs plan alongside a 3 year capital plan to ensure that we maintain our building to a high standard and plan for future developments and refurbishments. We hope to work in partnership with the university to ensure the success of the new campus strategy and are hopeful that the growing needs of the Students Union are taken into consideration in these plans.

Objectives for 2016/17

The Students' Union will be seeking to achieve the following objectives in 2016/17

	Strategic Ambition	Objective
1	Support and Wellbeing	Ensure that the welfare of our students and staff team is a priority and invest resources to provide information and guidance to improve their holistic wellbeing. Undertake relevant wellbeing campaigns as identified by our students or staff.
2	Support and Wellbeing	Improve collaborative working between our Executive Officers and Advice teams to ensure that the individual help our members receive is the best it can be.
3	Participation and Engagement	Undertake continual research and provide opportunities for feedback in order to further improve our understanding of our students' needs and to tailor our offering.
4	Participation and Engagement	Provide a diverse range of events, activities and services to meet the needs of all of our members.
5	Communities	Provide the best services we can to ensure our student communities flourish.
6	Communities	Proactively build maintain relationships in the local community, ensuring students' issues are a priority and their successes are celebrated, so they feel a sense of belonging.
7	Representation and Democracy	Continue to evaluate the effectiveness of our democratic processes and work in partnership with the University on the QAA SWS action plan.
8	Representation and Democracy	Carry out the following student led campaigns: <ul style="list-style-type: none"> • Liberate My SU • Engage the Non-Engaged • Execs Out and About • Alcohol Impact
9	Employability	Implement an online e-learning platform, enabling us to deliver effective training whilst allowing students and staff to record skills and experience gained through working at the Union.
10	Employability	Actively raise awareness of how our students' participation in extra-curricular activities can enhance and improve their employability prospects.
11	Sustainability	Continue to review the effectiveness of our governance structure and finance sustainability in line with best practice in order to be an effective charity.
12	Sustainability	Continue to invest and develop our infrastructure so that the Union and its staff remain efficient, up to date and able to deliver high quality services both now and in the future. Build and maintain a well-trained engaged, passionate and committed staff team so that they have the tools and confidence to innovate and continually improve.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 JULY 2016**

FUNDS HELD AS CUSTODIAN

The Union administers funds on behalf of the Raising and Giving Society, who support clubs and societies and other groups in charitable fundraising activities. These funds are identified as belonging to the Raising and Giving Society and not the Union. The balance held at the year-end was £16,723 (2015: £8,261) which is included in other creditors.

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and the group and of the incoming resources and application of resources of the group for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the group will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the charity and the group's transactions and disclose with reasonable accuracy at any time the financial position of the group and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Trustees on _____ and signed on their behalf by:

Lowri Jones, President

UNIVERSITY OF PLYMOUTH STUDENTS' UNION

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF UNIVERSITY OF PLYMOUTH STUDENTS' UNION

We have audited the financial statements of University of Plymouth Students' Union for the year ended 31 July 2016 which comprise the group Statement of financial activities, the group and charity Balance sheets, the group Cash flow statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's trustees, as a body, in accordance with section 151 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and its trustees, as a body, for our audit work, for this report, or for the opinion we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of financial statements which give a true and fair view.

We have been appointed as auditors under section 151 of the Charities Act 2011 and report to you in accordance with regulations made under section 154 of that Act. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the group's and the parent charity's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charity's affairs as at 31 July 2016 and of the group's incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF UNIVERSITY OF PLYMOUTH STUDENTS' UNION

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records; or
- the parent charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Bishop Fleming LLP
Chartered Accountants
Statutory Auditors
Salt Quay House
4 North East Quay
Sutton Harbour
Plymouth
PL4 0BN
Date:

Bishop Fleming LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

UNIVERSITY OF PLYMOUTH STUDENTS' UNION

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 JULY 2016

	Note	Unrestricted - pension liability 2016 £	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
INCOME AND ENDOWMENTS FROM:						
Donations and legacies	2	-	-	1,765,270	1,765,270	1,709,270
Charitable activities	5	-	748,953	2,869,568	3,618,521	3,729,585
Other trading activities	3	-	-	199,913	199,913	216,803
Investments	4	-	-	8,906	8,906	7,544
Other income		-	-	-	-	1,464
TOTAL INCOME AND ENDOWMENTS		-	748,953	4,843,657	5,592,610	5,664,666
EXPENDITURE ON:						
Raising funds	3	-	-	187,051	187,051	165,957
Charitable activities	6,7	-	745,149	4,533,502	5,278,651	5,595,549
Other expenditure	8	-	-	(592)	(592)	-
TOTAL EXPENDITURE		-	745,149	4,719,961	5,465,110	5,761,506
NET INCOME / (EXPENDITURE) BEFORE INVESTMENT GAINS						
Net gains on investments	15	-	3,804	123,696	127,500	(96,840)
NET INCOME / (EXPENDITURE) BEFORE TRANSFERS		-	3,804	130,226	134,030	(91,894)
Transfers between Funds	20	-	7,704	(7,704)	-	-
NET INCOME / (EXPENDITURE) BEFORE OTHER GAINS AND LOSSES		-	11,508	122,522	134,030	(91,894)
Interest expense on amortised cost		(30,791)	-	-	(30,791)	(26,688)
NET MOVEMENT IN FUNDS		(30,791)	11,508	122,522	103,239	(118,582)
RECONCILIATION OF FUNDS:						
Total funds brought forward	30	(962,218)	202,901	749,512	(9,805)	108,777
TOTAL FUNDS CARRIED FORWARD		(993,009)	214,409	872,034	93,434	(9,805)

All activities relate to continuing operations.

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 40 to 62 form part of these financial statements.

UNIVERSITY OF PLYMOUTH STUDENTS' UNION

CONSOLIDATED BALANCE SHEET
AS AT 31 JULY 2016

	Note	£	2016 £	£	2015 £
FIXED ASSETS					
Tangible assets	14		487,548		405,579
Investments	15		261,469		262,893
			<u>749,017</u>		<u>668,472</u>
CURRENT ASSETS					
Stocks	16	83,306		82,791	
Debtors	17	62,630		114,257	
Cash at bank and in hand		393,911		367,304	
		<u>539,847</u>		<u>564,352</u>	
CREDITORS: amounts falling due within one year	18	(202,421)		(280,411)	
NET CURRENT ASSETS			<u>337,426</u>		<u>283,941</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>1,086,443</u>		<u>952,413</u>
CREDITORS: amounts falling due after more than one year	19		(993,009)		(962,218)
NET ASSETS/(LIABILITIES)			<u>93,434</u>		<u>(9,805)</u>
CHARITY FUNDS					
Unrestricted - pension liability	20		(993,009)		(962,218)
Restricted funds	20		214,409		202,901
Unrestricted funds	20		872,034		749,512
TOTAL FUNDS/(DEFICIT)			<u>93,434</u>		<u>(9,805)</u>

The financial statements were approved by the Trustees on

and signed on their behalf, by:

Lowri Jones, President

The notes on 40 to 62 form part of these financial statements.

UNIVERSITY OF PLYMOUTH STUDENTS' UNION

CHARITY BALANCE SHEET
AS AT 31 JULY 2016

	Note	£	2016 £	£	2015 £
FIXED ASSETS					
Tangible assets	14		487,548		405,579
Investments	15		261,470		262,893
			<u>749,018</u>		<u>668,472</u>
CURRENT ASSETS					
Stocks	16	83,306		82,791	
Debtors	17	80,392		114,257	
Cash at bank and in hand		377,201		367,304	
		<u>540,899</u>		<u>564,352</u>	
CREDITORS: amounts falling due within one year	18	(203,474)		(280,411)	
NET CURRENT ASSETS			<u>337,425</u>		<u>283,941</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>1,086,443</u>		<u>952,413</u>
CREDITORS: amounts falling due after more than one year	19		(993,009)		(962,218)
NET ASSETS/(LIABILITIES)			<u><u>93,434</u></u>		<u><u>(9,805)</u></u>
CHARITY FUNDS					
Unrestricted - pension liability	20		(993,009)		(962,218)
Restricted funds	20		214,409		202,901
Unrestricted funds	20		872,034		749,512
TOTAL FUNDS/(DEFICIT)			<u><u>93,434</u></u>		<u><u>(9,805)</u></u>

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

and signed on their

Lowri Jones, President

The notes on 40 to 62 form part of these financial statements.

UNIVERSITY OF PLYMOUTH STUDENTS' UNION

CONSOLIDATED CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 JULY 2016

	Note	2016 £	2015 £
Cash flows from operating activities			
Net cash provided by/(used in) operating activities	22	<u>197,531</u>	<u>(41,365)</u>
Cash flows from investing activities:			
Proceeds from the sale of tangible fixed assets		592	-
Purchase of tangible fixed assets		(229,017)	(184,843)
Proceeds from sale of investments		10,000	84,801
Purchase of investments		-	(85,000)
Net cash used in investing activities		<u>(218,425)</u>	<u>(185,042)</u>
Cash flows from financing activities:			
Repayments of borrowings		<u>30,791</u>	<u>128,183</u>
Net cash provided by financing activities		<u>30,791</u>	<u>128,183</u>
Change in cash and cash equivalents in the year		9,897	(98,224)
Cash and cash equivalents brought forward		<u>367,304</u>	<u>465,528</u>
Cash and cash equivalents carried forward	23	<u><u>377,201</u></u>	<u><u>367,304</u></u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**

1. ACCOUNTING POLICIES

1.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Charities Act 2011.

University of Plymouth Students' Union constitutes a public benefit entity as defined by FRS 102.

The Statement of financial activities (SOFA) and Balance sheet consolidate the financial statements of the charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the charity alone as permitted by the Charities SORP 2015.

First time adoption of FRS 102

These financial statements are the first financial statements of University of Plymouth Students' Union prepared in accordance with Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102) and the Charities SORP 2015 (SORP 2015). The financial statements of University of Plymouth Students' Union for the year ended 31 July 2015 were prepared in accordance with previous Generally Accepted Accounting Practice ('UK GAAP') and SORP 2005.

Some of the FRS 102 recognition, measurement, presentation and disclosure requirements and accounting policy choices differ from previous UK GAAP. Consequently, the Trustees have amended certain accounting policies to comply with FRS 102 and SORP 2015.

Reconciliations to previous UK GAAP for the comparative figures are included in note 30.

1.2 FUND ACCOUNTING

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**

1. ACCOUNTING POLICIES (continued)

1.3 INCOME

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

As a charity the Union receives grants from the University of Plymouth; income under the provision of charitable services; public donations and sponsorship; contributions from members; income from trading activity closely associated with its charitable purposes. The Union is satisfied that all funding received from the University in the year, apart from RELAYS, was unrestricted within the definition of the SORP 2015.

Income from investments is included in the year in which it is receivable.

1.4 EXPENDITURE

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

All resources expended are inclusive of irrecoverable VAT.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**

1. ACCOUNTING POLICIES (continued)

1.5 BASIS OF CONSOLIDATION

The financial statements consolidate the accounts of University of Plymouth Students' Union and all of its subsidiary undertakings ('subsidiaries').

The results of subsidiaries acquired during the year are included from the effective date of acquisition.

The income and expenditure account for the year dealt with in the accounts of the charity was £173,094 (2015: £216,803).

1.6 TANGIBLE FIXED ASSETS AND DEPRECIATION

All assets costing more than £500 are capitalised.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Student union refurbishment	-	5-10 years straight line
Furniture and equipment	-	3-5 years straight line

1.7 INVESTMENTS

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless fair value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading 'Gains/(losses) on investments' in the Statement of financial activities.

- (i) Subsidiary undertakings
Investments in subsidiaries are valued at cost less provision for impairment.

1.8 OPERATING LEASES

Rentals under operating leases are charged to the Statement of Financial Activities on a straight line basis over the lease term.

1.9 STOCKS

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

1.10 INTEREST RECEIVABLE

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.11 DEBTORS

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**

1. ACCOUNTING POLICIES (continued)

1.12 CASH AT BANK AND IN HAND

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

1.13 PENSIONS

The Union participates in the Students' Union Superannuation Scheme, a defined benefit scheme which is externally funded and contracted out of the State Second Pension. The fund is valued at least every three years by a professionally qualified independent actuary with the rates of contribution payable being determined by the trustees on the advice of the actuary. The scheme operates as a pooled arrangement, with contributions paid at a centrally agreed rate. As a consequence, no share of the underlying assets and liabilities can be directly attributed to the Union. Under the terms of FRS102 only the agreed future deficit contributions are included as a liability at their amortised cost.

1.14 LIABILITIES AND PROVISIONS

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1.15 CUSTODIAN FUNDS

Custodian funds entrusted to the Union for safekeeping, but not under its management control, i.e. those of the Raising and Giving Society. Such custodian activities are disclosed in the Annual Report, but as the funds are not managed by the Union they cannot be included in the accounts.

1.16 FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016

1.17 CRITICAL ACCOUNTING ESTIMATES AND AREAS OF JUDGEMENT

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgement:

Discount rates applied for the defined benefit pension liability are a key area of judgement and a change in the discount rate could have a material impact on the accounts.

2. VOLUNTARY INCOME

	Unrestricted - pension liability 2016 £	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
University Block Grant	-	-	1,765,270	1,765,270	1,709,270

3. ACTIVITIES FOR GENERATING FUNDS

	Unrestricted - pension liability 2016 £	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Fundraising income	-	-	173,094	173,094	216,803
UPSU Trading Limited income	-	-	26,819	26,819	-
	-	-	199,913	199,913	216,803
UPSU Trading Limited expenses	-	-	21,547	21,547	-
Fundraising other costs	-	-	161,795	161,795	162,881
Fundraising student wages	-	-	3,709	3,709	3,076
	-	-	187,051	187,051	165,957
Net income from activities for generating funds	-	-	12,862	12,862	50,846

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016

4. INVESTMENT INCOME

	Unrestricted - pension liability 2016 £	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Investment income	-	-	8,906	8,906	7,544

5. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted - pension liability 2016 £	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Retail and other trade	-	5,727	2,539,038	2,544,765	2,629,594
Volunteering and community, RELAYS and Active Devon	-	143	200	343	8,500
External funding grants sponsorship	-	-	292	292	-
Representation and representation sponsorship	-	-	26,352	26,352	67,100
Sports and recreation members contributions	-	-	276,687	276,687	348,885
Sports and active leisure sponsorship	-	-	23,574	23,574	4,909
External funding grants	-	-	3,425	3,425	1,500
Active Universities - Sport England	-	63,610	-	63,610	63,943
Clubs and societies	-	679,473	-	679,473	605,154
	-	748,953	2,869,568	3,618,521	3,729,585

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016

6. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted - pension liability 2016 £	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Retail and other trade	-	-	2,313,022	2,313,022	2,503,380
Welfare	-	-	164,105	164,105	171,792
Volunteering and community, RELAYS and Active Devon	-	67,425	113,181	180,606	216,578
Representation and representation sponsorship	-	-	892,709	892,709	1,018,143
Sports and recreation members contributions and sponsorship	-	-	939,982	939,982	1,002,533
Active Universities - Sport England	-	-	67,424	67,424	55,016
Clubs and societies	-	677,724	-	677,724	583,340
	-	745,149	4,490,423	5,235,572	5,550,782

Retail and other trade

	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Retail trade stock	-	906,778	906,778	963,228
Retail staff wages	-	295,114	295,114	280,633
Retail staff student wages	-	366,106	366,106	385,619
Retail trade other costs	-	174,869	174,869	181,246
Retail trade depreciation	-	61,852	61,852	43,038
Other trade stock	-	70,152	70,152	69,514
Other trade staff wages	-	63,107	63,107	61,365
Other trade student wages	-	7,820	7,820	11,561
Other trade other costs	-	29,725	29,725	77,981
Trading support staff costs	-	173,307	173,307	175,623
Trading support facilities costs	-	164,192	164,192	164,146
Trading support FRS102 pension liability	-	-	-	89,426
Total	-	2,313,022	2,313,022	2,503,380

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**Welfare**

	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Welfare staff wages	-	98,139	98,139	88,930
Welfare staff training	-	2,042	2,042	2,153
Welfare office	-	1,061	1,061	2,838
Other costs	-	6,613	6,613	6,338
Welfare support staff costs	-	28,885	28,885	29,270
Welfare support facilities costs	-	27,365	27,365	27,359
Welfare support FRS102 pension liability	-	-	-	14,904
	<u>-</u>	<u>164,105</u>	<u>164,105</u>	<u>171,792</u>
Total	<u>-</u>	<u>164,105</u>	<u>164,105</u>	<u>171,792</u>

Volunteering and community, RELAYS and Active Devon

	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Volunteering staff wages	-	102,460	102,460	110,475
Volunteering student wages	-	1,081	1,081	787
Volunteering travel	-	6,026	6,026	7,780
Volunteering office	-	554	554	1,439
Volunteering other costs	-	14,235	14,235	24,564
Volunteering support staff costs	-	28,885	28,885	29,270
Volunteering support facilities costs	-	27,365	27,365	27,359
Volunteering support FRS102 pension liability	-	-	-	14,904
	<u>-</u>	<u>180,606</u>	<u>180,606</u>	<u>216,578</u>
Total	<u>-</u>	<u>180,606</u>	<u>180,606</u>	<u>216,578</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**
Representation and representation sponsorship

	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Staff wages	-	278,980	278,980	259,144
Other student wages	-	5,119	5,119	12,074
Affiliations	-	54,032	54,032	54,412
Campaigns	-	5,597	5,597	5,180
Conferences and training	-	11,119	11,119	13,292
Inter site travel	-	3,334	3,334	4,631
Publications and web site	-	16,948	16,948	19,289
Other	-	33,832	33,832	34,942
Representation support staff costs	-	248,407	248,407	251,726
Representation support facilities costs	-	235,341	235,341	235,276
Representation support FRS102 pension liability	-	-	-	128,177
Total	-	892,709	892,709	1,018,143

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**Sport & recreation memberships and sponsorships**

	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Direct grants to clubs	-	40,000	40,000	40,100
Pitches and venues	-	50,972	50,972	50,822
Sports staff wages	-	83,769	83,769	110,984
Student staff wages	-	265	265	5,655
Transport wages	-	4,653	4,653	-
Transport total	-	114,177	114,177	114,077
Transport recharge total	-	(65,160)	(65,160)	(65,369)
BUSA	-	15,257	15,257	17,211
Sports office	-	1,778	1,778	3,320
Other	-	85,374	85,374	100,787
Sport and active leisure	-	45,763	45,763	53,904
Watersport	-	53,604	53,604	58,371
External funding	-	9,341	9,341	11,754
Partnerships and scholarships	-	12,000	12,000	12,005
Societies and activities	-	16,725	16,725	-
Societies and activities - D of E	-	239	239	-
Sport and active leisure wages	-	194,928	194,928	196,274
Watersport wages	-	10,736	10,736	15,313
Sport and active leisure student wages	-	31,162	31,162	45,142
External funding wages	-	1,768	1,768	326
Watersport student wages	-	460	460	1,621
External funding student wages	-	919	919	3,200
Societies and activities wages	-	42,792	42,792	-
Depreciation (sports complex)	-	19,710	19,710	12,440
Sports support staff costs	-	86,654	86,654	87,811
Sports support facilities costs	-	82,096	82,096	82,072
Sports Support FRS102 pension liability	-	-	-	44,713
Total	-	939,982	939,982	1,002,533

Sport England (Active Universities)

	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Sport England	22,736	-	22,736	18,111
Sport England wages	44,008	-	44,008	36,760
Sport England student wages	680	-	680	145
Total	67,424	-	67,424	55,016

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**7. GOVERNANCE COSTS**

	Unrestricted - pension liability 2016 £	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Governance Auditors' remuneration	-	-	8,700	8,700	6,635
Trustee board expenses	-	-	1,329	1,329	1,281
Executive travel expenses	-	-	10,554	10,554	5,497
Legal expenses	-	-	-	-	2,740
Governance FRS102 pension liability	-	-	-	-	5,962
Governance support costs	-	-	10,943	10,943	10,944
Governance expense - wages and salaries	-	-	11,553	11,553	11,708
	<u>-</u>	<u>-</u>	<u>43,079</u>	<u>43,079</u>	<u>44,767</u>

8. OTHER EXPENDITURE

	Unrestricted - pension liability 2016 £	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Gain on disposal of fixed assets	-	-	(592)	(592)	-
	<u>-</u>	<u>-</u>	<u>(592)</u>	<u>(592)</u>	<u>-</u>

9. STAFF & FACILITIES COSTS

	2016 £	2015 £
Staff costs	577,691	585,411
Training costs	13,368	17,971
General administration costs	134,964	129,324
Legal and professional fees	13,332	19,507
Depreciation	61,903	51,318
Rent	317,647	317,647
Other expenses	6,092	7,384
FRS102 pension liability	-	298,086
Total	<u>1,124,997</u>	<u>1,426,648</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016

Support costs detailed above are apportioned to projects as below:

	Basis of Apportionment	Support Staff 2016 £	Facilities Costs 2016 £	Total Costs 2016 £	Total Costs 2015 £
Volunteering	5%	28,885	27,365	56,250	71,532
Trading	30%	173,307	164,192	337,499	429,195
Sports & recreation	15%	86,654	82,096	168,750	210,596
Welfare	5%	28,885	27,365	56,250	71,532
Representation	43%	248,407	235,341	483,748	615,180
Governance	2%	11,554	10,946	22,500	28,613
Total Costs Apportioned		<u>577,692</u>	<u>547,305</u>	<u>1,124,997</u>	<u>1,426,648</u>

10. NET INCOMING RESOURCES/(RESOURCES EXPENDED)

This is stated after charging:

	2016 £	2015 £
Depreciation of tangible fixed assets: - owned by the charitable group	123,179	93,877
Auditors' remuneration - audit	6,700	5,135
Auditors' remuneration - other services	2,000	1,500
	<u>131,879</u>	<u>100,512</u>

During the year, no Trustees received any benefits in kind (2015: £NIL).

7 Trustees received reimbursement of expenses amounting to £10,184 in the current year, (2015: 7 Trustees - £5,381).

11. STAFF COSTS

	2016 £	2015 £
Wages and salaries	1,950,251	1,990,314
Social security	126,263	121,968
Pension costs	53,273	45,287
FRS 102 defined liability pension	-	298,086
	<u>2,129,787</u>	<u>2,455,655</u>

No employee received remuneration amounting to more than £60,000 in either year.

Redundancy and compromise agreement payments totalling £22,508 were made to four employees during the year.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**

The average monthly number of employees during the year was as follows:

	2016	2015
Trustees	6	6
Permanent staff	71	81
Student staff	111	148
	<hr/>	<hr/>
Total	188	235
	<hr/> <hr/>	<hr/> <hr/>

Due to the nature of control by the board, it is deemed there are no staff who meet the definition of key management personnel.

12. TRUSTEES REMUNERATION AND EXPENSES

Four of the 2015/16 Executive Officers received salary of £19,694 (2015: £18,648) and one received £6,564 (2015: £15,515) for the year, as authorised in the Union's governing document, for the representation, campaigning and support work they undertake as distinct from their trustee responsibilities. This work includes voicing student opinion with the institution and local community, defending and extending the rights of students through petitions, discussions with MPs and also organising and supporting student volunteers and service provision for them. The total salary, NI and pension cost for the sabbatical officers amounted to £119,417 (2015: £104,379).

Two External members of the Unions' Trustee Board were reimbursed for hotel and/or travel expenses, totaling £710 (2015: £598) within the year. This expenditure is reported within Governance costs, shown in note 7.

In addition, the five executive officers who are also trustees were reimbursed a total of £9,474 (2015: £4,783) for the year, in respect of travel and subsistence expenses, in accordance with their role as elected Executive Officers. These costs are included recorded within Governance costs, shown in note 7.

13. TAXATION

The Union's activities fall within the exemptions afforded by the provisions of the Income and Corporation Taxes Act 1988. Accordingly, there is no taxation charge in these accounts.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016

14. TANGIBLE FIXED ASSETS

GROUP	Student union refurbish- ment £	Furniture and equipment £	Total £
COST			
At 1 August 2015	493,583	691,571	1,185,154
Additions	144,007	85,010	229,017
Disposals	-	(37,681)	(37,681)
At 31 July 2016	<u>637,590</u>	<u>738,900</u>	<u>1,376,490</u>
DEPRECIATION			
At 1 August 2015	301,670	477,905	779,575
Charge for the year	57,372	89,676	147,048
On disposals	-	(37,681)	(37,681)
At 31 July 2016	<u>359,042</u>	<u>529,900</u>	<u>888,942</u>
NET BOOK VALUE			
At 31 July 2016	<u>278,548</u>	<u>209,000</u>	<u>487,548</u>
At 31 July 2015	<u>191,913</u>	<u>213,666</u>	<u>405,579</u>
	Student union refurbish- ment £	Fixtures and fittings £	Total £
CHARITY			
COST			
At 1 August 2015	493,583	691,571	1,185,154
Additions	144,007	85,010	229,017
Disposals	-	(37,681)	(37,681)
At 31 July 2016	<u>637,590</u>	<u>738,900</u>	<u>1,376,490</u>
DEPRECIATION			
At 1 August 2015	301,670	477,905	779,575
Charge for the year	57,372	89,676	147,048
On disposals	-	(37,681)	(37,681)
At 31 July 2016	<u>359,042</u>	<u>529,900</u>	<u>888,942</u>
NET BOOK VALUE			
At 31 July 2016	<u>278,548</u>	<u>209,000</u>	<u>487,548</u>
At 31 July 2015	<u>191,913</u>	<u>213,666</u>	<u>405,579</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016

15. FIXED ASSET INVESTMENTS

GROUP	Unlisted securities
MARKET VALUE	
At 1 August 2015	262,893
Disposals	(10,000)
Market value movement	8,576
	<hr/>
At 31 July 2016	261,469
	<hr/> <hr/>

SUBSIDIARY UNDERTAKINGS

The following were subsidiary undertakings of the company:

Name	Holding	2016 £	2015 £
UPSU Trading Limited	100%	<hr/> 1	<hr/> 1

Name	Business	Registered office
UPSU Trading Limited	Trading subsidiary running events	University of Plymouth Students Union, University of Plymouth, Drake Circus, Plymouth, Devon, PL4 8AA

	Listed securities	Unlisted securities	Total
CHARITY			
MARKET VALUE			
At 1 August 2015	262,893	-	262,893
Additions	-	1	1
Disposals	(10,000)	-	(10,000)
Revaluations	8,576	-	8,576
	<hr/>	<hr/>	<hr/>
At 31 July 2016	261,469	1	261,470
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

16. STOCKS

	GROUP		CHARITY	
	2016 £	2015 £	2016 £	2015 £
Finished goods and goods for resale	<hr/> 83,306	<hr/> 82,791	<hr/> 83,306	<hr/> 82,791
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016

17. DEBTORS

	GROUP		CHARITY	
	2016	2015	2016	2015
	£	£	£	£
DUE AFTER MORE THAN ONE YEAR				
Amounts owed by group undertakings	-	-	5,000	-
DUE WITHIN ONE YEAR				
Trade debtors	12,186	65,331	4,726	65,331
Amounts owed by group undertakings	-	-	20,222	-
Other debtors	8,956	8,544	8,956	8,544
Prepayments and accrued income	41,488	40,382	41,488	40,382
	62,630	114,257	80,392	114,257

18. CREDITORS:
AMOUNTS FALLING DUE WITHIN ONE YEAR

	GROUP		CHARITY	
	2016	2015	2016	2015
	£	£	£	£
Trade creditors	49,205	117,721	48,142	117,721
Amounts owed to group undertakings	-	725	2,116	725
Other taxation and social security	37,465	56,720	37,465	56,720
Other creditors	20,777	13,235	20,777	13,235
Accruals and deferred income	94,974	92,010	94,974	92,010
	202,421	280,411	203,474	280,411

19. CREDITORS:
AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	GROUP		CHARITY	
	2016	2015	2016	2015
	£	£	£	£
Other creditors	993,009	962,218	993,009	962,218

Creditors include amounts not wholly repayable within 5 years as follows:

	GROUP		CHARITY	
	2016	2015	2016	2015
	£	£	£	£
Repayable by instalments	993,009	962,218	993,009	962,218

Creditors due in more than 1 year is the net present value of the agreed deficit recovery plan for the defined benefit pension scheme operated by the Group.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016

20. STATEMENT OF FUNDS

	Brought Forward £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Carried Forward £
DESIGNATED FUNDS						
Capital Reserves	405,760	-	(147,048)	229,109	-	487,821
Capital						
Commitments	188,603	-	-	(113,010)	-	75,593
Staffing Reserve	20,685	-	-	5,000	-	25,685
External/Matched						
Funding	36,370	8,343	(12,028)	-	-	32,685
Vehicle Reserve	30,000	-	-	(30,000)	-	-
Sports						
Development						
Fund	75,000	-	-	(23,424)	-	51,576
Buildings repair						
fund	2,500	-	-	10,000	-	12,500
Gym Equipment						
Reserves	1,692	-	-	11,789	-	13,481
Facilities						
Development						
Reserve	-	-	-	50,000	-	50,000
	<u>760,610</u>	<u>8,343</u>	<u>(159,076)</u>	<u>139,464</u>	<u>-</u>	<u>749,341</u>
UNRESTRICTED FUNDS						
Free reserves						
(undesignated)	(11,098)	4,808,495	(4,534,066)	(147,168)	6,530	122,693
Trading subsidiary	-	26,819	(26,819)	-	-	-
	<u>(11,098)</u>	<u>4,835,314</u>	<u>(4,560,885)</u>	<u>(147,168)</u>	<u>6,530</u>	<u>122,693</u>
Total Unrestricted funds	<u>749,512</u>	<u>4,843,657</u>	<u>(4,719,961)</u>	<u>(7,704)</u>	<u>6,530</u>	<u>872,034</u>
UNRESTRICTED - PENSION LIABILITY						
Pension liability	<u>(962,218)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(30,791)</u>	<u>(993,009)</u>
RESTRICTED FUNDS						
Clubs and Societies	182,365	679,473	(677,724)	-	-	184,114
Active						
Universities/Sport						
England	20,536	69,480	(67,425)	7,704	-	30,295
	<u>202,901</u>	<u>748,953</u>	<u>(745,149)</u>	<u>7,704</u>	<u>-</u>	<u>214,409</u>
Total of funds	<u>(9,805)</u>	<u>5,592,610</u>	<u>(5,465,110)</u>	<u>-</u>	<u>(24,261)</u>	<u>93,434</u>

Unrestricted Funds

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**

20. STATEMENT OF FUNDS (continued)

The Free reserves (undesignated) are to provide working capital.

Facilities Development Reserves

To fund major capital projects within the facility in the future (as opposed to general repairs to the fabric of the building covered within designated funds). The aim is to build a fund of £150,000 for this purpose.

Staffing Reserve

To cover staff training costs that will arise in future periods.

External/Matched Funding

Matched funding to cover the cost of the Active Universities programme in the 4th year. The aim is to build a fund of £50,000 for this purpose.

Sports Development Fund

Towards the development of the sports facilities.

Building Repair Fund

This fund is to meet future repair costs.

Gym Equipment

Towards the purchase of gym equipment.

Capital Reserves

The Trustees policy is to provide, as far as possible for the future depreciation of fixed assets at the time the Union becomes committed to acquiring them. The Trustees may allow exceptions to this policy when an asset will generate increased net income. The Capital Reserve is a designated unrestricted fund. Transfers represent the increase or decrease in net book value of fixed assets covered.

Pension Liability

This reserve represents the present value of the agreed future contributions towards the SUSS pension scheme as required under FRS102. Prior year reserves have been reclassified as a result of bringing this liability in meaning that sufficient reserves were no longer available to designate.

RELAYS

The RELAYS (Regional Educational Legacy in Arts and Youth Sport) project is a programme of linked cultural and sporting opportunities grounded in education and community engagement that aims to generate a positive legacy beyond 2012. Further details are in the Trustees Report.

Clubs and Societies

Clubs and societies funds consist of the monies belonging to individual clubs and societies raised from things such as membership fees, sponsorship and fundraising. Each club manages its own affairs by committee and are financially and constitutionally separate from the Union. The Union does however have overall control over the money and must approve all expenditure. On this basis the income and expenditure has been included within the accounts.

Active Universities - Sport England

Active universities is a three year project funded by Sport England with the overall aim of increasing participation in physical activities.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016

SUMMARY OF FUNDS

	Brought Forward £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Carried Forward £
Designated funds	760,610	8,343	(159,076)	139,464	-	749,341
General funds	(11,098)	4,835,314	(4,560,885)	(147,168)	6,530	122,693
	<u>749,512</u>	<u>4,843,657</u>	<u>(4,719,961)</u>	<u>(7,704)</u>	<u>6,530</u>	<u>872,034</u>
Unrestricted - pension liability	(962,218)	-	-	-	(30,791)	(993,009)
Restricted funds	202,901	748,953	(745,149)	7,704	-	214,409
	<u>(9,805)</u>	<u>5,592,610</u>	<u>(5,465,110)</u>	<u>-</u>	<u>(24,261)</u>	<u>93,434</u>

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted - pension liability 2016 £	Restricted funds 2016 £	Unrestricted funds 2016 £	Total funds 2016 £	Total funds 2015 £
Tangible fixed assets	-	-	487,548	487,548	405,579
Fixed asset investments	-	-	261,469	261,469	262,893
Current assets	-	214,409	325,438	539,847	564,352
Creditors due within one year	-	-	(202,421)	(202,421)	(280,411)
Creditors due in more than one year	(993,009)	-	-	(993,009)	(962,218)
	<u>(993,009)</u>	<u>214,409</u>	<u>872,034</u>	<u>93,434</u>	<u>(9,805)</u>

22. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW
FROM OPERATING ACTIVITIES

	2016 £	2015 £
Net income/(expenditure) for the year (as per Statement of financial activities)	134,030	(91,894)
Adjustment for:		
Depreciation charges	147,048	109,980
Gains on investments	(39,367)	(31,634)
Profit on the sale of fixed assets	(592)	-
Increase in stocks	(516)	(12,173)
Decrease in debtors	33,865	117,724
Decrease in creditors	(76,937)	(133,368)
Net cash provided by/(used in) operating activities	<u>197,531</u>	<u>(41,365)</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016

23. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2016 £	2015 £
Cash in hand	377,201	367,304
Total	377,201	367,304

24. CAPITAL COMMITMENTS

At 31 July 2016 the charity had capital commitments as follows:

	2016 £	2015 £
Contracted for but not provided in these financial statements	75,593	188,603

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**

25. PENSION COMMITMENTS

UPSU participates in the Students' Union Superannuation Scheme, which is a defined benefit scheme whose membership consists of employees of students' unions and related bodies throughout the country. Benefits in respect of service up to 30 September 2003 are accrued on a "final salary" basis, with benefits in respect of service from 1 October 2003 accruing on a Career Average Revalued Earnings (CARE) basis. With effect from 30 September 2011 the Scheme closed to future accrual.

The most recent Valuation of the Scheme was carried out as at 30 June 2013 and showed that the market value of the Scheme's assets was £80,910,623 with these assets representing 52% of the value of benefits that had accrued to members after allowing for expected future increases in earnings. The deficit on an ongoing funding basis amounted to £73,849,000.

The assumptions which have the most significant effect upon the results of the Valuation are those relating to the rate of return on investments and the rates of increase in salaries and pensions.

The following assumptions applied at 30 June 2013:-

- The investment return would be 6.1% per annum before retirement and 4.1% per annum after retirement
- Pensions accruing on the CARE basis would revalue at 3.6% per annum.
- Present and future pensions would increase at rates specified by Scheme rules with appropriate assumptions where these are dependent on inflation.

The 2013 Valuation recommended a monthly contribution requirement by each Participating Employer expressed in monetary terms intended to clear the ongoing funding deficit over a period of 17 years and will increase by at least 5% each year. These contributions also include an allowance for the cost of the ongoing administrative and operational expenses of running the Scheme. These rates applied with effect from 1 October 2014 and will be formally reviewed following completion of the next Valuation due with an effective date of 30 June 2016. Surpluses or deficits which arise at future valuations will also impact on UPSU's future contribution commitment. In addition to the above contributions, UPSU also pays its share of the Scheme's levy to the Pension Protection Fund.

The accounts include a liability for the agreed future deficit recovery payments included at their net present value as required by FRS102. The total liability at 31 July 2016 is £993,009.

26. OPERATING LEASE COMMITMENTS

At 31 July 2016 the total of the group's future minimum lease payments under non-cancellable operating leases was:

	Land and buildings	
	2016	2015
GROUP	£	£
AMOUNTS PAYABLE:		
Within 1 year	-	317,647
	<u> </u>	<u> </u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**

27. RELATED PARTY TRANSACTIONS

The Union is in receipt of a recurrent grant from Plymouth University of £1,765,270 (2015: £1,709,270).

The Union occupies its buildings under a formal lease agreement and paid rent to Plymouth University of £317,647 (2015: £317,647). The Union shares the costs of decoration and maintenance with the University.

28. CONTROLLING PARTY

The ultimate control of the Union is vested under the Constitution in the members in the General Meeting. As such no single person or entity controls the Union.

29. AFFILIATIONS

The Union, on behalf of the generality of the students, is currently affiliated to, and paid affiliation fees and memberships during the year to the following external organisations:

	2016
	£
National Union of Students	51,913
NUS Services Membership	472
Advice UK	1,265
British Universities and Colleges Sports	15,733
NASMA membership	330
UKCISA UK subscription	338

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JULY 2016**
30. FIRST TIME ADOPTION OF FRS 102

It is the first year that the charity has presented its financial statements under SORP 2015 and FRS 102. The following disclosures are required in the year of transition. The last financial statements prepared under previous UK GAAP were for the year ended 31 July 2015 and the date of transition to FRS 102 and SORP 2015 was therefore 1 August 2014. As a consequence of adopting FRS 102 and SORP 2015, a number of accounting policies have changed to comply with those standards.

Reconciliations and descriptions of the effect of the transition to FRS 102 and SORP 2015 on total funds and net income/(expenditure) for the comparative period reported under previous UK GAAP and SORP 2005 are given below.

RECONCILIATION OF TOTAL FUNDS	Notes	1 August 2014 £	31 July 2015 £
Total funds under previous UK GAAP		1,002,812	1,153,616
Opening defined pension liability	A	(834,035)	(834,035)
Defined pension liability movement	A	-	(128,183)
Previously prepaid deficit payments	A	-	(139,238)
Opening employee benefit accrual	B	(60,000)	(60,000)
Employee benefit accrual movement		-	(1,965)
Total funds reported under FRS 102		<u>108,777</u>	<u>(9,805)</u>

Under FRS102 the charity has included a liability where there is an agreed deficit recovery plan for the USS pension scheme. In the year ended 31 July 2015 the deficit was reassessed and the contributions were increased, increasing the liability at 31 July 2015.

An accrual has also been included for employee benefits as required under FRS102.

Reconciliation of net (expenditure)	Notes	31 July 2015 £
Net income previously reported under UK GAAP		150,804
Unwinding of pension liability	A	(26,689)
Reclassification of pension deficit payments	A	57,354
Increase in pension deficit liability	B	(298,086)
Movement in employee pay accrual	C	(1,965)
Net movement in funds reported under FRS 102		<u>(118,582)</u>

Explanation of changes to previously reported funds and net income/expenditure:

- A The pension liability is being unwound to its present value, as well as pension deficit repayments being reallocated from expenditure to be recorded against the liability.
- B This amounts to the increase in the liability as a result of the increased contributions agreed during the year ended 31 July 2015.
- C This relates to the change in the employee benefit accrual at the year ended 31 July 2015.