

# KCLSU Big Plan

2014-19

For KCLSU Members  
July 2014



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## A bit about KCLSU

We're here to make sure that every student at King's has the best student experience possible. We're run by students, for students. Our decisions, policies and what we do are decided by our 25,000 student members. You elect the Student Officers, Student Councillors and Student Reps you want representing you. As a democratic charity and membership organisation students lead us at every level.

As well as empowering you to share and use your voice, there's loads of other ways you can get involved with your Students' Union including:

- Impartial and confidential support from our Advice Service
- Joining one or more of the 300+ student-led activity groups, societies and sports clubs
- Visiting a KCLSU Student Centre, available on every campus
- Discovering the Capital with our Unlocking London events
- Socialising in our two Students' Union bars
- Making a difference through volunteering and fundraising
- Shaping your experience through Student Reps, Student Council and Student Officers
- Working for us as part of our Student Staff Team

### What we do



Advice



Food & Drink



Jobs



Shops



Sports



Student Activities



Student Media



Student Voice



Volunteering



Unlocking London





# How we work: Our Democratic Structure

## 1 Students

**25,000+** Student Members

Make up

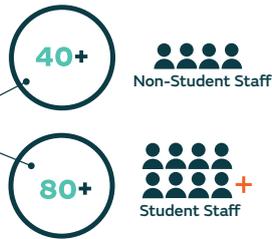


All King's students are automatically members unless they opt out.

## 2 Staff

Deliver services and support for our students

**126** Staff Team



Led by a Chief Executive who reports to the Trustee Board.

= 10

## 3 Democratic Representatives

Decide our campaigns and inform our direction

**45+** Student Councillors

**5** Student Officers

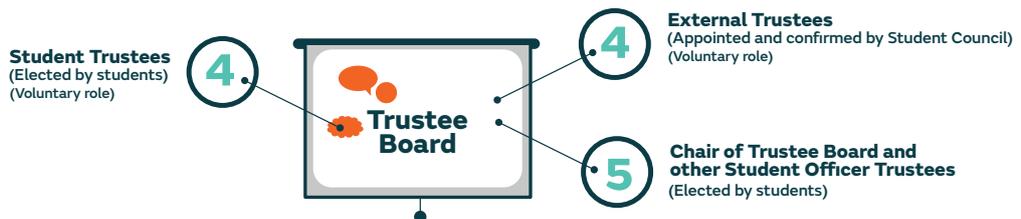
Full time representatives and Trustees, elected by students

1 x President  
+  
4 x Vice President



## 4 Charity Trustees

Ultimate decision making body directing all that we do



**Fig.1** Our Democratic Structure

# KCLSU Big Plan

It's called our Big Plan because we've thought big! It sets out what we'll be focussing on over the next five years so that every student at King's (and valued KCLSU member) gets the most out of university life. It's about working together with our student members, not just for them. It's what being a democratic charity and membership organisation is all about.

how we work

## OUR VALUES



Student-led



People-orientated



Innovative



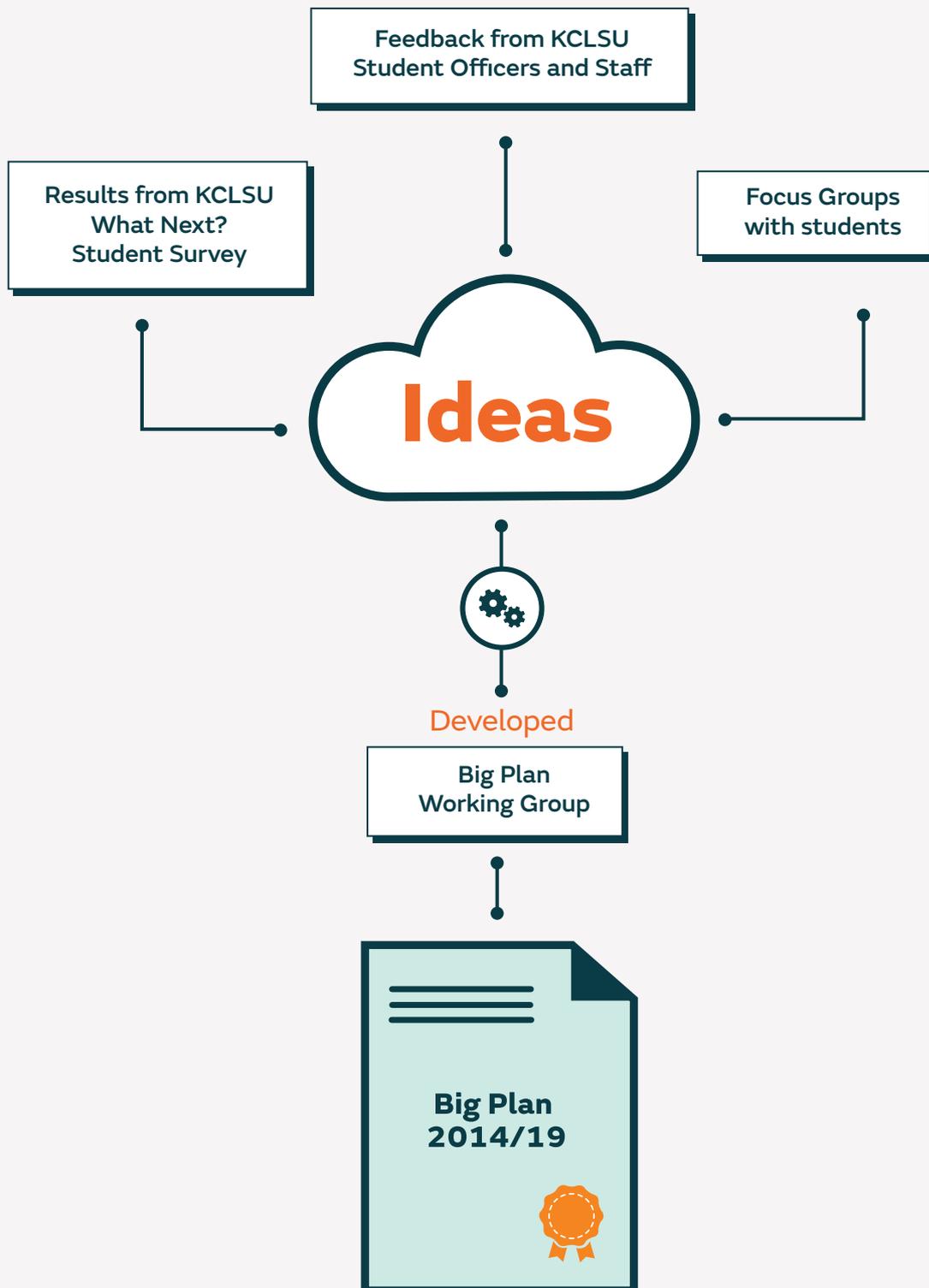
Straightforward



Sustainable



# How we work : How we got to our Big Plan



**Fig.2**

Shows the process behind building the Big Plan



# How we work : Big Plan



## OUR VISION

What we want:

For every member to reach their potential, making the most of their time at King's so that they leave ready and able to shape the future.



## OUR MISSION

What we do to realise our vision:

Together with our members we are a union of students where individuals connect, have fun, build communities, share experiences and make change.

## OUR FOCUS FOR THE NEXT 5 YEARS

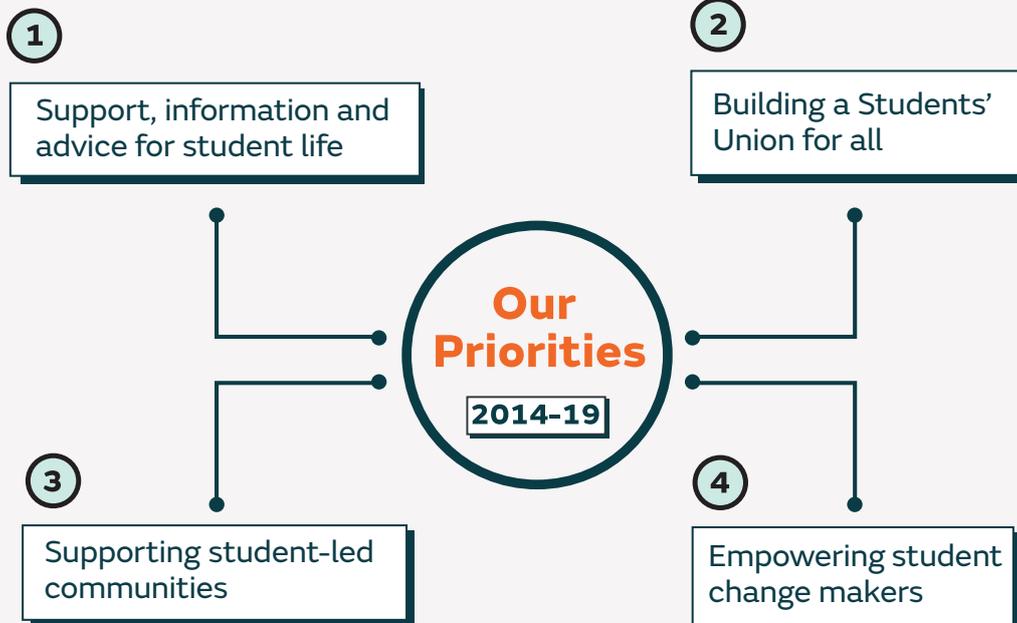


Fig.3 Shows our Big Plan for 2014-19



## Our Vision is...

For every member to reach their potential, making the most of their time at King’s so that they leave ready and able to shape the future.



## Our Mission is that...

Together with our members we are a union of students where individuals connect, have fun, build communities, share experiences and make change.



## Our Values

Our Values are the words that we use to describe how we are as people within an organisation. It’s how we go about our work.

We're...	This means...
 Student-led	We're run by students for students. As an organisation we're led by Student Officers as both our colleagues and Trustees. Every student has a voice. We're here to listen and act.
 People-orientated	We value our people for the skills and passion they bring as individuals and together. We champion equality, celebrate diversity and applaud success.
 Innovative	We solve problems, use our imagination and get creative. We encourage thinking and welcome new ideas.
 Straightforward	We're open, honest and consistent in everything we do. We make getting involved as easy as possible for everyone.
 Sustainable	We secure our future by taking care of our resources – our people, our money and our surroundings.

# Our Priorities

Our Priorities are the big things we'll be focussing on, both for and together with our members, over the next five years.

## Priority 1: Support, information and advice for student life

### It's about...

every member being in control of their own experience with access to the support, information and advice they need, when they need it. By knowing what to expect and understanding their rights and responsibilities, members can avoid many of the problems that can come up in student life. If things do go wrong, members are empowered to solve problems for themselves or seek out help. Together with members, we use knowledge and direct experience to back campaigns championing change on the issues affecting students nationally.

### By 2019 we'll have...

- 1.1** tailored programmes of information and services for every part of our membership community at each step of university life - from choosing King's, to settling in, studying, getting involved and graduating. We do this so that members feel supported by their Students' Union and ready for university life.
- 1.2** an Advice Service that members know they can turn to for impartial advice, practical guidance and representation so that members use their rights and responsibilities to avoid or solve many of the problems that can get in the way of student life.
- 1.3** made connections, built partnerships and established networks with the College and external organisations so that members have access to the support and information they need to make the most of their time at King's.
- 1.4** used our knowledge and direct experience of the issues affecting students to back local and national campaigns so that together with members we're making a difference to student life beyond King's.

## Priority 2: Building a Students' Union for all

### It's about...

every member having the chance to feel part of the student community at King's. Members have the physical and virtual spaces they need to connect. A programme of academic and social events facilitated by the Students' Union brings together members from different Schools of Study, campus locations and levels; uniting them over common interests. We lay the foundations for members to create a sense of ownership and pride in their Students' Union and the King's community.

## **By 2019 we'll have...**

- 2.1** physical spaces and virtual technologies so members can connect with their Students' Union in the ways that suit them.
- 2.2** used our influence and resources for better student spaces in campus redevelopments so that members have places they can be proud of and get together in.
- 2.3** brought members together across King's and the wider student community in London through an academic and social events programme so members have a more enriched student experience.
- 2.4** worked with volunteering, student activity groups, societies and sports clubs to offer a programme of one-off activities so every member has the opportunity to get involved without having to make a regular commitment.
- 2.5** brought members together in community spaces they feel are theirs.
- 2.6** made sure that as a Students' Union we act, look and sound in a way that everyone understands who we are and what we do so that members feel a greater sense of belonging to the organisation they lead.

## **Priority 3: Supporting student-led communities**

### **It's about...**

a community of communities led by members themselves. With specialist support, funding, training and inspiration the Students' Union prepares members to develop their own communities, share their interests with each other and lead the activities and initiatives they want to enrich their student experience. Together with members we celebrate culture, faith and liberation as part of what makes King's a diverse and inclusive society.

## **By 2019 we'll have...**

- 3.1** focused our efforts on helping student communities to grow themselves so that more members discover and share interests with each other in their own way.
- 3.2** provided specialist support for student-led activities so that more members feel their Students' Union is there for them, facilitating the initiatives they want to see.
- 3.3** made it easier for members to access the money, skills and expertise they need to create their own communities and connect with others for a stronger King's community.
- 3.4** supported explorations of culture, faith and liberation led by the students of those communities but shared by all, so that members feel part of a diverse and inclusive King's community.

**3.5** student media equipped to reach every part of the King's community so that members have media outlets owned by students, for students, where they can showcase their experiences, develop skills and learn more about what else is happening at King's.

#### **Priority 4: Empowering student change makers**

##### **It's about...**

every member realising the power of their voice. It can shape an individual student experience, be combined with others to strengthen a campaign, or be part of decisions made at Students' Union, College, London or national level. Members are empowered by the Students' Union through an exchange of knowledge, skills and direct experience to work to improve learning and teaching quality at King's, develop the university experience and remove barriers to Higher Education. Members will develop as leaders connecting with external organisations and inspiring individuals so that they can take forward their experience of shaping their university community to make a difference to the wider world once they leave us.

##### **By 2019 we'll have...**

- 4.1** a unified and effective approach to campaigning so that members can influence change to improve learning and teaching quality at King's, develop the university experience and remove barriers to Higher Education for a better student experience for all.
- 4.2** actively shared knowledge, expertise and practical guidance on effecting change so that members are readied to act on the issues affecting student life.
- 4.3** created clear and effective ways of student decision making within the Students' Union and College so that more members feel empowered to share their views and influence decision making on the issues that matter to students.
- 4.4** increased opportunities for community volunteering and fundraising so members can make a difference to the wider world during their time at King's.
- 4.5** built a network of partners inside and outside of King's so that members can make connections that continue beyond their time at King's.

## Values in Action: Valuing values for a better world

### It's about...

how we bring our ideals to life in all we do. As a Students' Union we're student-led, people-orientated, innovative, straightforward and sustainable. What connects all of these values is ethics. Ethics are in our heart, but they need to be in our practices too. It's what members expect. We need to lead by example and inspire others.

### By 2019 we'll have...

- V.1** put diversity and inclusion at the heart of the Students' Union so that members and staff are proud to represent and be represented by us.
- V.2** delivered value for money for our members so that we're living by our commitment to our charitable cause.
- V.3** fair pay and conditions so that all our staff feel valued and happy.
- V.4** a policy and ways of working that mean we only use products and suppliers that meet our ethical standards so that we lead by example.
- V.5** taken action to do our bit to protect the planet so we can campaign and encourage others to do the same.
- V.6** made sure the way we control and report on where our money comes from and goes to is clear to all.
- V.7** clear systems and processes for everything we do so that we're a well-run and sustainable Students' Union.

# Our Measures of Success

	Priority 1	Priority 2	Priority 3	Priority 4
<b>Usage</b>	<p>Number of introductions, referrals and signposts made to external support and information services from our Advice Service</p> <p>Number of student formally supported through our Advice Service</p>	<p>Footfall in KCLSU Venues</p> <p>Number of Followers on KCLSU social media channels</p> <p>Number of visitors to KCLSU website</p>	<p>Number of individual memberships to student activity groups, societies, and sports clubs</p> <p>Percentage of KCLSU members who are actively engaged with their Students' Union</p>	<p>Percentage of KCLSU members voting in elections</p> <p>Number of KCLSU members taking part in volunteering, fundraising or Widening Participation activities</p>
<b>Satisfaction</b>	<p>Helpfulness rating of Advice Service</p>	<p>Percentage of KCLSU members who agree that KCLSU has made a positive impact on their time at King's</p>	<p>Percentage of student activity group, society, sports club and student community leaders who are satisfied with the support they get from KCLSU</p>	<p>Number of KCLSU members who are satisfied with how they can influence decisions at KCLSU</p>
<b>Impact</b>	<p>Percentage of KCLSU members feeling their basic needs are met</p>	<p>Percentage of KCLSU members who know they are members of their Students' Union</p>	<p>Percentage of KCLSU members who feel they are part of the King's community</p>	<p>Percentage of KCLSU members who believe they can shape their King's experience and/or lead change</p>

## Putting our Values in Action

- Retain NUS Gold Impact Award Gold Standard
- Achieve the Investors in People Award
- Achieve the Investors in Diversity Award
- Improved level of employee engagement
- Trading services that reach their budget contribution
- Achieve London Living Wage Accreditation
- Retain NUS Best Bar None Awards for KCLSU Venues
- Achieve Quality Students' Union Award



## Contacting KCLSU

If you'd like to know more about our Big Plan 2014-2019, get in touch with your KCLSU President directly:



**Sebastiaan Debrouwere**

KCLSU President

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Your KCLSU Student Centres are your first point of call for anything you might want or need from your Students' Union.

Wherever you're based, there's one nearby with Student Centres at Denmark Hill, Guy's, Strand and Waterloo. Take a look at [kclsu.org/studentcentres](http://kclsu.org/studentcentres) for current opening times.

**Denmark Hill (IoP)**

Location: Institute of Psychiatry,  
16 De Crespigny Park, SE5 8AF  
E: [denmarkhillcentre@kclsu.org](mailto:denmarkhillcentre@kclsu.org)

**Denmark Hill (WEC)**

Location: Weston Education  
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SE5 9RJ  
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**Guy's**

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Location: Franklin-Wilkins Building,  
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