



### **QMSU President's Report**

<b>Outcome requested:</b>	Council is asked to <b>note</b> the QMSU President's report.
<b>Executive Summary:</b>	<p>The report is an update from March until the beginning of May on activity within the Students' Union. Appended papers include:</p> <p>Appendix A: QMSU Returning officer's election report Appendix B: QMSU Impact report 2020-21 Appendix C: QMSU financial statements 2020-21</p>
<b>Author:</b>	Adi Sawalha, Students' Union President
<b>Date:</b>	May 2022

# President's University Council Report

May 2022

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# President's Report

## Key Updates

### Strategy Data Collection

The data collection for the Students' Union's new strategic plan has now been completed. In March and April, we invited all students to take part in an online survey, and almost 4000 students took part and told us about their Queen Mary experience. Following pre-liminary analysis of the survey data, we have conducted follow-up interviews with students from different areas, including postgraduates.

When the full analysis has been completed, the findings will be validated in workshops with staff and elected reps.

### Education Awards

This year's Education Awards took place in Drapers' Hall on 6 April. After two years of online ceremonies (due to coronavirus), staff and students were excited to return to an in-person event at Drapers' Hall. The event was hosted by Stephanie Marshall (Vice Principal Education), Saynab Sharif (Vice President Humanities and Social Sciences), Adi Sawalha (President) and Bilge Kacmaz (Vice President Science & Engineering).

The awards celebrated the achievements of staff members, Course Reps and Part-Time Officers that have made an outstanding contribution this academic year, and the winners were selected by a panel of student representatives. 18 Awards were given out at the ceremony, including Course Rep of the Year (Maria Zareef Kahloon), Student Councillor of the Year (James Tavner) and Teacher of the Year (Professor Lutao Ning). The full list of nominees and winners is available on [our website](#).

### Society Awards

On 24<sup>th</sup> March we held our annual Societies Awards where we celebrate societies and individual committee members for their hard work over the past year. 33 groups across Mile End and Whitechapel nominated themselves for a trophy award. 76 groups nominated themselves for society awards with a further 44 students being nominated for an individual award. We awarded nine society awards and seven individual awards on the night. This year 11 societies received a silver award and the other 21 societies received gold trophy awards.

### Study Well

The Study Well campaign is running throughout the exam season to promote healthy studying habits, and provide opportunities for students to de-stress and take revision breaks. The campaign is running from 11<sup>th</sup> April to 22<sup>nd</sup> July, with an emphasis on SMD students from June onwards due to their exam period running later than other faculties. Muneer Hussain (Vice President Welfare) chaired a meeting with different teams across the University, including Student Life and Library Services, to co-ordinate everyone's contributions and identify areas of collaboration. Many events have been organised by the Students' Union, including wellbeing workshops, free tea with the Exec, distributing goodie bags, and engaging on social media through study tips, advice and competitions.

### International Students

Radhika Thiagarajan (Vice President Communities) and Bilge are working to understand students' concerns and issues relating to international tuition fees. Radhika is continuing to work on improving loans and bursaries offered to international students in UGT, PGT and PGR. Radhika recently met with other Students' Union officers who are currently working on similar projects at the NUS Liberation Conference. She is currently compiling a survey and presentation of opinions about international tuition fees and the hardships students face in order to discuss ways in which Queen Mary can help international students.

Furthermore, there have been continuing issues with international students who failed their January assessments. Their resits did not happen soon enough, and by the time results for resits had been released, these students could have lost their student permission, which means they would then not have been eligible to apply for the 2-year post-study work visa. Many students have made the commitment to financing their education in London based on the availability of the 2-year post-study work visa. Accordingly, Radhika is raising the issue in the global engagement meeting and with the international advice team to help make sustainable

arrangements so students do not lose their opportunity to access the 2-year post-study work visa. Radhika will also attend ESAT to raise awareness of the issue and to ensure a sustainable solution is found.

## Student Opportunities

### Community Volunteering

Student Volunteering Awards took place on 7<sup>th</sup> April celebrating individual student volunteers and student volunteering groups. The event was attended by student volunteers and representatives from charity partner organisations.

We sent a group of volunteer marshals to the Vitality 10k event on Monday 2<sup>nd</sup> May and will send a group to the Breast Cancer Research Moonwalk Event on Saturday 14<sup>th</sup> May through the Give Volunteering a Go programme.

Community partner outreach continues, supported by the Westfield Fund, and as a result the volunteering offering is growing significantly, with 14 new community organisations starting the registration process with QMSU Volunteering since March.

### Performance Sport

It has been a positive two semesters in performance sport after the pandemic. There has been a total of five student athletes on the Talented Athlete programme, three returning and two new athletes. The programme has received great feedback from the students involved, with 100% saying they have enjoyed being part of the programme. We have had four athletes compete in international competitions this year, one of which also won Bronze and BUCS National and Gold at BUCS Southern Championships. Our Sport Department are also currently working with the University to receive an accreditation from the Talented Athlete Scholarship Scheme for Dual Career (supporting student athletes with study and competition).

### Campus Games

The Campus Games programme provides the opportunity for students to get involved in large scale sporting opportunities throughout the year in order to win points for their School or Hall. Previous events have included an indoor triathlon, tug of war and a local park run.

This year Campus Games has begun a new strand working with QM Residence Life to offer a Campus Games programme specifically for students living in halls. We have run 8 events so far this academic year, with 3 more organised for the exam and summer season. We have engaged 133 students across 17 halls, and are looking to focus on supporting our postgraduate students during the summer months with cricket and basketball events.

### Social Leagues

488 students have been involved in the Social Leagues programme running weekly since semester 1, across five different sport including basketball, football 7 & 11-a-side, netball and cricket. A total of 40 teams have taken part facilitated by 20 student staff, 11 of which has been upskilled via referee qualifications or first aid course. During the exam semester, we will run the first ever women's football social leagues and successfully gained funding from the Football Association to support this.

### QM Skills Award

A total of 295 students registered for the QM Skills Award this year. 20 skill sessions were offered in addition to multiple staff-led Reflection Sessions. So far, 75 students have reached the bronze, silver or gold award level with 25 being submitted for recognition on their HEAR transcript. Reflection resources are being offered throughout May to enable more eligible students to complete the Skills Award. Of the Reflection Session attendees this year, 24% have completed the feedback survey with 100% of respondents agreeing that the session had both improved their employability and helped to demonstrate skills to employers.

### Community Foundation

There has been a record 76 training engagements through the Community Foundation so far this year, with students benefitting from funded training and qualifications. Student Leaders have logged over 900 hours of outreach with a participant engagement of over 7,063. In April, BUCS awarded us £750 in recognition of the number of students completing football CPD, and an additional £2,500 to develop our football and futsal offer.



Our Community Foundation Intern has secured a grant of over £500 to deliver activities during the Queen Mary Festival of Communities.

### **Get Active**

Get Active is a part of our recreational sport programme offering a timetable of weekly sporting activities that students, staff and alumni can get involved with for just £2.50 per session. We offer a range of sports such as badminton, volleyball, fencing and basketball.

At the start of exam season, the Get Active programme has had a total of 4294 engagements across a number of different activities, with 688 unique participants engaging with our Pay as You Go sessions such as volleyball, badminton and basketball. 677 students have benefitted from our free weekly pop-up which offers activities such as badminton, table tennis and cornhole. The Get Active programme is running its first ever exam season timetable, with 8 different activities a week for them to get involved with including a beginners tennis course lead by a professional coach and a new running group lead by one of our staff members.

### **Student Group Governance**

Our student groups are currently in the process of electing new committees for 2022-23. Mile End Groups have held online elections and are now going through the handover process to ensure the new committees have all the information they need to work on their development plans. Our Whitechapel groups are currently hosting their online elections. Our team are reviewing the summer induction we provide to committee members, which will be delivered in June. There have also been elections for the 2022-23 societies board, with both Mile End and Whitechapel reps being elected, their induction will take place in September.

### **Alumni Café**

Radhika has continued the series of Alumni Café events, with the final event for the academic year set to happen in May for students in the School of Medicine and Dentistry. Following the success of these events, Radhika is also working with the careers team at Queen Mary to look for a sustainable model in which Alumni Cafés can form part of the employability workshops/employability week that is set to become embedded within courses.

### **Internship Project**

Bilge continues to work on the Science & Engineering Internship Project, aiming to create more internship opportunities at Queen Mary and help students to find summer internships in their own areas of interest and career development. Bilge will now be supporting existing work to create micro internships with Careers and Enterprise, which aims to give students the opportunity to work for an employer on a flexible, part-time basis for 40 hours.

The webpage promoting the Science & Engineering Internship project will soon be launched. It will include application guidance, as well as information about online and in-person workshops to be held in September.

### **Graduate Attributes**

Radhika is continuing to co-lead on the Student Engagement sub-group of the Graduate Attributes work-stream team at Queen Mary. Following the data collected from focus groups, Radhika is keen to pick up on certain student opinions, such as introducing employability weeks in courses, and introducing modules to help international students navigate the UK labour market. Furthermore, Radhika paired with the Graduate Attributes team and presented the findings at the Advance HE Employability conference in Birmingham. This was an exciting experience where Queen Mary got to share its work and also pick up projects from other universities.

### **Student fundraising**

Alongside regular student group fundraising for various charities, the Students' Union has supported student groups with fundraising activities responding to the conflict in Ukraine. Collectively these groups have so far raised over £2000 for the British Red Cross DEC Ukraine Appeal.

### **Hub, BLSA and Multi-Faith Centre**

During the Easter period, the BLSA building closed for 2 weeks and the Hub reduced opening hours to 9am-5pm. Both buildings have now fully reopened to normal hours and will remain this way until the end of semester 3. We continue to monitor our spaces to ensure that they are being used effectively. We have maintained a high number of room booking and external speaker requests throughout the year. Since September, the team have processed 797 Union bookings and 881 University bookings.

The MFC has maintained high levels of use since reopening fully, and Friday Prayer across both buildings continues to be highly attended.

## Education & Student Voice

### NUS Conferences

The annual NUS Conference and NUS Liberation Conference took place in March, and 8 elected delegates attended the events and represented the interests of Queen Mary students. The delegates took part in debates about topics including student housing, funding and accessibility. The delegates were also able to vote in the NUS elections and take part in workshops and networking with delegates from other students' unions.

### QM Academy

Saynab is working with QM Academy on two different work streams: Inclusive Curriculum and Assessment and Feedback. Within the Inclusive Curriculum work stream, work has already started on the principles of the inclusive curriculum framework and expanding the headings within to include examples and case studies. Saynab will be supporting the development of a workshop that will focus on the incorporation of these principles into the work of the faculty. Within the Assessment and Feedback workstream, Saynab has represented students' views on the discussions about assessment design and different feedback styles. Saynab chaired the Task & Finish Group on 'Student Voice and Experience' looking through the case studies that will be incorporated in the Assessment and Feedback toolkit.

### Industrial Action Strategic Contingency Group

This group, which meets on a weekly basis, has been established to investigate the effects of the strike on student experience, teaching and assessment, academic progression, and award outcomes. Saynab continues to provide feedback from students that have strong concerns about the impact of strikes on these areas of the student learning experience. Saynab has raised the need for improved communication with students from staff regarding: rescheduling missed teaching, further communications about new strikes days, marking and assessment, as well as how to support students throughout this challenging time.

Following the announcement of Queen Mary specific strikes by QM UCU we have updated our FAQs for students.

### VLE Expo

Rob Tucker (Vice President Barts & The London) and Adi attended the recent VLE Expo and supported student input into the event. Based on feedback from students, the main issues when looking at a new VLE are: the look, feel and presentation compared to QMPlus; how VLE tools integrate into calendars to support engagement; and the complexity of tools for students/staff using VLE and assessment tools. The expo event was a great way to meet and explore some of the potential options and the Executive Officers hope to support another event, focusing on student input, with demonstrations of new VLE tools, presenting a clear set of options to students.

### Supporting Strategic Priority 111

Bilge is part of the Scaling-up Blended Delivery team, supporting the workstream with its projects related to student engagement in MME. Bilge is helping the team to understand students' needs and how to approach increasing their engagement, encourage transparency, and communicate the aim of the projects to students, to increase student feedback.

### Student Educational Experience Improvements

Rob is supporting the incoming head of IHSE's Student Academic and Pastoral Support (SAPS). Together they are working to create a SAPS service that supports students' needs 'post-covid', considering new educational challenges, placement concerns, and intersectional barriers students face in receiving academic and pastoral support. Rob has also worked with the clinical skills department to co-create guidance around camera use and building engagement from students with online teaching, which has been circulated to the Associate Deans, teaching staff from NHS placement providers, and SMD staff. Going forward they will be looking at an adaptation of this for students, to get a better understanding of online teaching engagement and will be seeking input on developing this adaptation.

## Welfare & Liberation

### Ramadan on Campus

This year, Ramadan took place during the end of semester 2 as well as during the revision period. Students observing the month would be fasting during a time of submitting assignments and preparing for exams. The Students' Union extended the opening hours of the Hub until 11pm to allow students to perform Night Prayers on campus. The prayers were well attended, and students gave good feedback in appreciation for the opportunity. Residences held multiple Iftar events across the different halls and residences. Muneer helped support these events by providing guidance on authenticity and also putting Residential Life in touch with BL ISOC for the events on the SMD campuses. Student Life also held two Open Iftar events in Library Square which were very well attended.

### Graduation Hardship Fund

The Students' Union previously had a graduation assistance fund that went towards helping students with graduation costs by financing their cap and gown hire. The fund was originally sourced from the Elmhurst fund and budgeted at £20,000. The fund was estimated to last until summer graduations of 2022 but was depleted as of January 2022. Muneer was able to acquire a further £30,000 for the scheme from the Alumni team to sustain the fund until the summer of 2024. The fund was open for students graduating in April and 32 applications were awarded. The fund is also currently open for students graduating in the summer.

### Name Change Policy

Radhika is working with LGBTQ reps to lobby the University to change its system to allow students to change their "known as" name on Teams or Email, without having to produce proof or go through complicated processes. This type of system will be trans student friendly, and Radhika is lobbying for the University to prioritise this matter. Queen Mary has changed its system and the new system should enable students to change the name which displays on various teaching and learning systems without a change to their official name. The system is set to go live soon and Radhika is currently chasing the relevant University team for updates.

### Nightline

Radhika is continuing to work on the in-house Nightline project, to promote peer-to-peer counselling service on campus. Radhika is constantly engaging in conversations with Nightline Association who have encouraged and promised to support the establishing of a this service at Queen Mary. Currently, Radhika is in the process of putting together the governance documents and service level agreements for Nightline. She will also put together a proposal for funding and present the findings to the Senior Executive Team.

**Adi Sawalha**  
**Students' Union President**  
**12<sup>th</sup> May 2022**

## Students' Union Elections 2022

# Returning Officer's Report

The Students' Union ran its main election which elects the Executive Officers, Student Trustees, Student Councillors and additional non-representative positions from 28 February - 3 March 2022.

## Returning Officer and Deputy Returning Officer

The following were appointed by the Board of Trustees to be the Returning and Deputy Returning Officer:

**Returning Officer:** Service provided by National Union of Students  
**Deputy Returning Officer:** Brad Coales, Queen Mary, University of London Students' Union

## Election Statistics

**Members of the Union:** 23,024\*  
*\*Figure from QMUL as at March 2022.*

### 2021-22

Number of candidates (in total) standing for positions this year: 105  
 Total number of students who voted this year: 2,459  
 Election turnout as percentage of membership: 10.7%

### 2020-21

Number of candidates (in total) standing for positions this year: 166  
 Total number of students who voted this year: 3,970  
 Election turnout as percentage of membership: 17.3%

## Complaints

Number of formal complaints submitted to the (Deputy) Returning Officer:	0
Number of complaints upheld:	0
Number of complaints partially upheld:	0
Number of official warnings issued:	0
Number of candidates disqualified or removed from the election:	0

## General Comments

The 2022 Queen Mary, University of London Students' Union elections were conducted by the QMSU elections team and Deputy Returning Officer, in accordance with the Articles of Association and Bye-Laws. They were overseen by an impartial third party Returning Officer from NUS. The Deputy Returning Officer has deemed the elections free and fair for voters. No formal complaints were submitted to the Deputy returning Officer. This means voters were able to vote freely and fairly in this election.

105 candidates nominated themselves for the 71 positions which were available.

Of the 105 confirmed nominations (compared with 166 in 2020) 16 were for the six Executive positions (compared with 32 in 2020). Student Council had 15 positions out of 50 contested compared with 29 out of 49 in 2020. There were three nominations for the three vacant Student Trustee positions.

10 posts remain unfilled and the Union will run a by-election in September/October for the following positions: BAME Representative (Mile End), LGBT+ Representative (Mile End), Postgraduate Research Representative (BL), Postgraduate Taught Representative (BL), Postgraduate Taught Representative (HSS), Postgraduate Taught Representative (S&E), School of Geography Representative, Sports Officer (Malta), Sustainability Officer (BL) and Trans Representative. The three PGT positions were deliberately held over until the autumn to maximise the number of eligible candidates.

The results for the Executive Officer positions are:

**President** - Adi Sawalha

**Vice President Barts and The London** - Charlie Sellar

**Vice President Communities** - Radhika Thiagarajan

**Vice President Humanities and Social Sciences** - Saynab Sharif

**Vice President Science and Engineering** - Muneer Hussain

**Vice President Welfare** - Jojo Croft

Four new Student Trustees were elected to replace Trustees coming to the end of their terms of office.

The New Student Trustees are:

Saksham

Ayhan Sari

Hassan Bushnag

If you wish to find out more about the candidates and those who have been elected, please go to [www.qmsu.org/elections](http://www.qmsu.org/elections) and follow the links.

### Confirmation of Fair Election

I hereby declare that this election was run in a fair and democratic manner which satisfies the stipulations as laid out within the 1994 Education Act.

### Deputy Returning Officer



Position: Deputy Returning Officer  
Name: Brad Coales  
Date: 31 March 2022



# STUDENTS' UNION REPORT 2020-21





## Introduction

Queen Mary Students' Union is a diverse, student-led organisation that is at the heart of the Queen Mary student experience. It is our responsibility to ensure all Queen Mary students voices are heard, valued and acted upon, whilst offering activities and services that allow students to get the most out of their time at Queen Mary.

The Covid-19 pandemic resulted in numerous challenges for both students' education and welfare and in their personal lives throughout the 2020-21 academic year. As a Students' Union, it was vital we did everything we could to continue to deliver for our students. We were ambitious in what we could achieve and are proud of how we worked together to transform our activities and services so they could continue to be offered both in-person and online.

This is the fourth Impact Report of our 2018-2021 Strategic Plan. The Strategic Plan was extended due to the uncertainty caused by the Covid-19 pandemic and a need to focus all our efforts to the immediate situation affecting our students. The report celebrates how our Executive Officers, part-time representatives, career staff and student staff went above and beyond and collaboratively worked with others in partnership to achieve many successes that embrace both our ambitious strategic objectives and those outlined in the University 2030 Strategy. These successes were despite several periods of challenging government restrictions and national lockdowns, inevitable financial challenges caused by a £2million drop in income from our commercial services and a reduced number of staff following a financially-driven restructure.

The stories showcased across the following pages are just a snapshot of our work but highlight how new partnerships, brand-new initiatives and our outstanding student-led activities have continued to engage thousands of students and positively impact on their Queen Mary experience. This report also aims to demonstrate how we have listened to our students to ensure their feedback is embedded into our work and that of the University to ensure we continue to evolve and improve so together, we improve students' lives.

### Our Mission

**Together we improve students' lives**

### Our Vision

**We want to be at the heart of the student experience**

### Our Values

**Student-led  
Democratic  
Transparent  
Supportive  
Inclusive  
Accessible  
Welcoming  
Fun  
Committed**

## President's introduction



**Shamima Akter**  
President & Chair of the Board of Trustees 2020-21

2020-21 was an unprecedented and challenging year that brought disruption to all our lives. Despite this we have achieved so much for students and are proud of how our students, staff, University partners and external stakeholders all came together with the number one priority of supporting students and our local community during a difficult time. The voluntary hours put in by our student representatives and leaders, supported by our ever-committed Students' Union staff team, had a clearly visible impact in many ways, helping to improve students' education outcomes, retention, personal wellbeing and overall Queen Mary experience.

As we emerge out of the Covid-19 pandemic it is important we reflect on the lessons learnt during the past two years, the opportunities that have emerged and continue to challenge ourselves as a Students' Union to develop relevant activities and services for Queen Mary students. As we embark on a new journey with the creation of our new Strategic Plan, we will seek to build on our recent successes and tackle the challenges that remain, working together to improve students' lives.



**Executive Officers**  
2020-21



# HIGHLIGHTS

We are really proud of everything we achieved in 2020-21, we look forward to building on these next year.

2nd in the Russell Group for the National Student Survey Q26

432

Course Reps  
elected into  
posts



3970

Voters in  
our Spring  
Elections

52  
Welcome  
Week  
events



9845  
Clubs & Societies  
members

26% increase in Students' Union website views



439

Teaching Award  
nominations received

874

Annual Student  
Meeting attendees



1551

Sports Club  
members



# SUSTAINABILITY SPOTLIGHT

As a Students' Union, we are conscious of the direct and indirect environmental impact of our activities, and the corporate, social and legal responsibilities we have to reduce our environmental footprint for the benefit of our environment now and in the future. Despite the Covid-19 pandemic, we have worked hard to improve the sustainability opportunities offered through the Students' Union to improve the environment and biodiversity of our campus and wider community, whilst providing students with a range of opportunities to volunteer, build new skills and make a difference. This work also contributes to the University Environmental Sustainability Action Plan and Environmental Sustainability Policy, whilst working towards a 30% carbon reduction target over the next 6 years compared to the University 2018/19 baseline.



We were once again delighted to have received **Excellent in the Green Impact** scheme, a United Nations award winning programme designed to support environmentally and socially sustainable practice in organisations. This section highlights some of our key sustainability achievements in the 2020-21 academic year.



## Re-Use

Our Re-Use scheme continued to run despite the pandemic and the abrupt end to the semester the prior academic year due to Covid-19, limiting the number of donations made to the scheme. Despite this we still re-homed 516kg of items to over 150 students who attended the Fair.

Towards the end of the academic year, student volunteers supported Queen Mary Residential Life and Estates and Facilities to collect unwanted items from students departing from halls. The Students' Union also organised student volunteers to support the clearing of Queen's Building offices as part of the move to Department W – a shipping container full of items was collected. Three shopping trolleys worth of items were also delivered to Bow Foodbank during these collections, these following 400 items being donated in November and December from collections in the Village Shop.

## Mile End Canal adoption

In partnership with the University, the Students' Union formalised the voluntary adoption of the stretch of the Mile End canal with the Canal and River Trust who own the waterway. The framework creates a more strategic approach for the Canal Clean-Up volunteering events organised by the Students' Union, and opens up future opportunities to launch more substantial voluntary enhancement and biodiversity projects with student and staff involvement.

## Greening our campus

Student volunteers supported with the planting of trees and bushes throughout the year through our Green Mary volunteering opportunities. The summer months saw campus come to life with gooseberries, strawberries, salad leaves and wildflowers. Some of the produce grown was then used as ingredients in on-campus venues such as The Curve.

The Students' Union also offered regular allotment planting sessions, a foraging walk for Earth Day and seed, pot and plant giveaways as part of our Study Well campaigns. These in-person activities were very popular, with many operating at full capacity.

## Hedgehog Friendly

Student volunteers from the Green Mary group worked with the University Estates & Facilities team to achieve Bronze Hedgehog Friendly campus accreditation. Student volunteers were involved in building hedgehog houses on campus, online fundraising and spreading awareness about the challenges faced by hedgehogs through student-led blogs.

## Community Orchard

We worked on a joint project with the University Estates and Facilities team to enhance the biodiversity on campus through the creation of a community orchard. Our team of 20 student volunteers helped to plant 60 apple and pear trees and 200 gooseberry and raspberry shrubs in the areas surrounding student accommodation. The project provides support for local wildlife, colourful blossoms and will provide free fruit for those working and living on campus.





# Theme 1: Ensuring student voices are heard, valued and acted upon

## Embedding our new democratic structures

2020-21 saw the first year of our new expanded democratic structure that has allowed the Students' Union to deliver more granular representation. The structure introduced two additional Executive Officers, improved faculty and school-level representation and ensured a more balanced Student Council.

Faculty Forums and Council Subcommittees were also introduced to further empower specific student communities through devolved decision making and policy creation relating to areas such as liberation, postgraduates, international students and sustainability. New School Representatives have improved student representation at a local school level, ensuring more student voices are heard and local issues are tackled, ultimately increasing student satisfaction.

The introduction of faculty-based Executive Officers and a new VP Communities has allowed improved engagement with university partners and stakeholders and greater input into specific policies such as the Covid Mitigation Policy and new framework for Student Staff Liaison Committees. The introduction of student-led scrutiny panels has also allowed students to hold their elected officers to account and improved transparency.

## National Student Survey Success

We were proud to have performed strongly in the National Student Survey (NSS) for question 26; "The Students' Union effectively represents students' academic interests". 62% of respondents agreed with the statement, up from 56% the prior year, and significantly above the national benchmark of 54.3%. The score, 2nd highest in the Russell Group, was a testament to our work during the Covid-19 pandemic to listen to student concerns and act on their feedback, and highlighted how the new democratic structures have helped to improve faculty and school level representation. This demonstrates the power of working together to improve student representation at every level within Queen Mary.

## Highlights

**2<sup>nd</sup>**

in the Russell Group for NSS Question 26

**166**

student nominations in the Spring Elections

**874**

students attended the Annual Student Meeting

**1367**

student responses to our Covid-19 impact survey

**7**

delegates attended NUS National Conference

**3970**

students voted in our first-ever online Elections

## Record attendance at our Annual Student Meeting

Our Annual Student Meeting was held online for the first time. We saw a record attendance, with 874 students present. Attendees could ask questions and raise concerns with the Executive Officers and present their own motions for debate. A recurring theme was the impact of Covid-19 on students' education and welfare, alongside motions relating to improving support for students in private accommodation and reducing fees for international students. A record number of students joined from our international campuses, highlighting how an online meeting was more accessible for all our students across the globe.

## Course Rep Hub & Rebrand

We launched our new online Course Rep Hub to improve the visibility of Course Reps, whilst improving support for Course Reps, students and staff by making it easier to access key information and resources about the Course Rep system. The launch of the Hub coincided with a brand refresh to provide a recognisable and relevant identity for students and staff.

The year also saw other work to improve education representation at Queen Mary. A new Education Manual was introduced, Course Rep roles and responsibilities were reviewed and updated, a new SSLC training programme was launched at the Festival of Education and an annual SSLC Report was introduced to aid monitoring the effectiveness of SSLCs. We also worked with the University of London in Paris Students' Union to offer Course Rep training to students and provided support on the Covid Mitigation Policy work.

## Project Doctorate

We recognised a need to do more to improve the engagement of the postgraduate community who were underrepresented across Students' Union activities. Our student representatives developed Project Doctorate. Through listening forums and consultations, we gathered ideas to improve engagement. We also mapped out current representation structures and identified barriers to engagement. Working with the Doctoral College we streamlined the representation structure ready for the 2021-22 academic year.

We also held our first Postgraduate Fortnight celebrations that brought postgraduates together through a programme of social and academic events, in-person and online, in conjunction with the Doctoral College and Library Services. A bid to the University for a Postgraduate Internship role was successful, allowing us to build on the work of Project Doctorate in the 2021-22 academic year.

## Aldwych Group

New networks were developed through the re-established Aldwych Group made up of Students' Union Presidents. Our Executive Officers actively participated, helping to ensure direct student feedback into different areas of work of the Russell Group. Meetings covered various topics including the response to Covid-19, fees and the new freedom of speech legislation on Students' Union's and students.

## Annual Tell Us Survey

Our annual student feedback survey focused on the impact of Covid-19 on students' education and welfare. A total of 1367 students submitted their feedback which we presented back to the University and also used to inform and adapt our approach to our activities and services.

## Our first-ever online Election

The Covid-19 pandemic meant our first-ever online Elections. We took the opportunity to rebrand and overhaul our communications for the first time in several years, introduced a new Elections website whilst also transitioning candidate support, training and events such as Candidate Question Time and Results Night online. Despite the lockdown restrictions at the time, 166 students nominated themselves for a variety of part-time education, welfare and activities positions and the full-time Executive Officer positions. 3970 individual students cast a total of 43796 votes, an increase on the previous two years.



## University Strategy 2030

- ▶ Pillars of Education: Excellence in Student Engagement
- ▶ Objective 1: Greater student satisfaction
- ▶ Objective 4: Reduce student attainment gap
- ▶ Objective 8: Improved career outcomes



# LIBERATION CAMPAIGN SPOTLIGHT

The University provided £20,000 of funding to deliver our annual programme of liberation campaigns that aim to improve engagement and participation from student communities traditionally underrepresented, whilst developing, enhancing and championing the international diversity of Queen Mary in line with the University 2030 strategy.



Students are at the heart of these campaigns through student-led organising committees that are supported by the Students' Union. Here are just some of the highlights from this year's campaigns!



## Black History Month

Our Black History Month programme aimed to celebrate Black British culture and black heritage with the aim of educating students on black issues and the diversity of black culture. We also highlighted the importance of activism and the Black Lives Matter movement. The month saw talks, panel debates, competitions and events, including an afroperuvian dance class, alongside social media features, culture lists featuring books, films, TV shows, podcasts and other resources.

## Antisemitism Awareness Month

As part of our Antisemitism Awareness Month activities and to commemorate Holocaust Memorial Day we welcomed Harry Olmer BEM. Harry delivered a testimony as a Holocaust survivor where he shared his story and answered questions from the 160 attendees at the event.

## Disability Awareness Week

Our first Disability Awareness Week focussed on autism, dyslexia and Asperger's. As part of the week students could submit questions to individuals who discussed their experiences.

## Diverse-ish & decolonisation

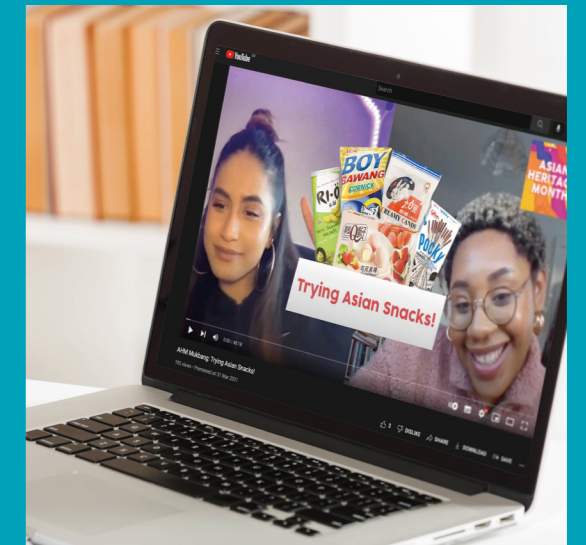
A key focus of the year was on decolonising the curriculum and anti-racism. Our new anti-racism forum "Diverse-ish" provided a safe open space for individuals to share their experiences and support and educate each other with the aim of supporting marginalised communities on campus and bringing people together to tackle racism. The project also raised awareness of the issues that feed into discrimination and prejudice through education and training for student leaders.

Our decolonisation project aimed to tackle the curriculum that can often be Eurocentric and fails to acknowledge a more diverse and factual version of historical events. We also provided feedback for the Race Equality Strategy and Action Plan with a report outlining our recommendations aimed at creating positive change on race equality and decolonisation at Queen Mary.

Other work included collaborating with the Careers & Enterprise service to reflect on and change the way the service supports black students and graduates. We held a series of focus groups to enable black students to share their experiences so informed improvements could be made.

## Islamophobia Awareness Month

Islamophobia Awareness Month focussed on mental health, Islam and sustainability, Prevent and Unity in the Muslim Ummah with events, the creation of awareness videos and the introduction of new islamophobia awareness training for student representatives and staff, delivered by the Muslim Student Council and Federation of Islamic Societies. This looked at identifying islamophobia, misconceptions, issues affecting members of the Muslim community on campus and support techniques.



## Asian Heritage Month

To celebrate the diversity of the Asian diaspora, we held Asian Heritage Month. We used the campaign to raise awareness of the issues faced by Asian people and to explore British Asian identity.

Student-led blogs covered topics such as South Asian landmarks in East London and Queer Tamils and their mental health, whilst we also inspired future leaders with our Asian Women in Leadership event.

We also had some fun online with our Mukbang-style videos featuring Asian foods.

## LGBT+ History Month

LGBT+ History Month held in February focussed on intersectionality. Student profiles, culture lists, playlists and online activities were held, whilst LGBT+ themed face masks and badges were distributed on campus. One event highlight was "Diverse-ish" that discussed the theme of intersections between sexuality, race and religion. Another was "Everything you need to know about LGBT+ Sex", a topic often overlooked in mainstream sex education.



## Theme 2: We will support students' education and welfare so that each student has the opportunity to fulfil their potential

### Be Kind campaign

Student wellbeing was a key concern throughout the pandemic where issues such as loneliness and isolation affected students. Our Be Kind initiative aimed to promote positive wellbeing and mental health through two strands of work. The first strand based on the NHS Five Ways to Wellbeing encouraged students to look after their own personal mental health and wellbeing through activities that helped them connect with others, get active, be mindful, learn and give back. The second strand "Be Kind to each other" was introduced to frame adherence with the on-campus Covid Code and government restrictions as an act of kindness to the community. By encouraging adherence in a positive way, it helped to encourage a behaviour change from students.

### Mitigating the impact of Covid-19

It was important that the impacts from the Covid-19 pandemic did not unfairly affect students' academic progression. We worked closely with the University to develop a Covid Mitigation Policy, co-led by our Executive Officers and University colleagues. We also established several workstreams to address specific themes such as exam boards, extenuating circumstances and assessment deadlines.

We also provided regular feedback on other education issues including the approach to blended learning, online exams and access to study spaces to further reduce the impact of Covid-19 on students.

### Sexual and Gender Based Violence

The Students' Union delivered new Bystander Intervention training for all our part-time elected student representatives and student group leaders. Students' Union staff also received training on how to respond to disclosures of sexual violence. A panel event was also held to discuss these issues. We also planned and delivered a student consultation on sexual and gender based violence through a series of listening events, this included engaging with other stakeholders such as Queen Mary Advice & Counselling and East London Rape Crisis. The Students' Union also submitted a response to the Office for Students consultation on harassment and sexual misconduct.

### Connecting Practices & Raising Concerns

Connecting Practice is a new programme we introduced to provide a more supportive environment for students on placements within hospitals in the School of Medicine & Dentistry. It consists of regular online huddles that allow students to share experiences and support one another in the presence of a medical lead. We also introduced new training on how to raise concerns and incidents of microaggressions and discrimination in clinical setting. A new reporting platform was established so students could report any concerns or incidents that happen on placement.

## Highlights

**624**  
students participated in our SMD mentoring scheme

**439**  
Teaching Award nominations received

**6**  
Diverse-ish Forums

**432**  
Course Reps fully trained and in post

**190**  
Course Rep Awards nominations

**APRIL 2021**

**WHAT'S ON?**

**Key:** Active, Discussion, Entertainment, Food, Wellbeing

- THURS 1<sup>st</sup>**: Legs, Bums and Tums; Get Active Pop-up: Library Square; Masterchef Challenge: Easter
- WED 7<sup>th</sup>**: HIT Zoom Class: Upper Body & Abs; Inequality Fitness class; Get Active Pop-up: Library Square
- THURS 8<sup>th</sup>**: Legs, Bums and Tums; Wellbeing workshop: #diversion
- TUES 13<sup>th</sup>**: HIT Zoom Class: Lower Body; Get Active Pop-up: Library Square; Postgraduate Easter Meet
- WED 14<sup>th</sup>**: HIT Zoom Class: Upper Body & Abs
- FRI 16<sup>th</sup>**: Conversations on East End Boxing; Peaceful Plyo
- MON 19<sup>th</sup>**: Conversations on music & wellbeing; Peaceful Plyo
- THURS 22<sup>nd</sup>**: Legs, Bums and Tums; Wellbeing Workshop: Tools to manage stress in everyday life
- FRI 23<sup>rd</sup>**: Get Active Pop-up: Charterhouse Square; Peaceful Plyo
- WED 28<sup>th</sup>**: HIT Zoom Class: Upper Body & Abs

### Wellbeing Events Programme

To help encourage positive wellbeing we introduced a programme of wellbeing events utilising funding from Student Academic Services. Workshops included de-stress and re-centre, creative art therapy and meditation. Six weekly workout sessions open to all were also delivered online, and on-campus once restrictions allowed. Alongside this we also worked with Residential Life and Tower Hamlets Talking Therapies to deliver a series of wellbeing workshops for students.

### Financial Assistance Fund

Our research found that whilst students appreciated financial support offered by the University, there were difficulties with accessing support and the length of time the processes take. Students also seemed to struggle identifying the support available or whether they were eligible for support. To tackle this, we worked with the University on a review of the Financial Assistance Fund to improve the process for students and increasing promotion of the various funding options available. This saw a huge increase in applications for financial support from students, with the university bursaries team receiving additional redeployed staff from other teams to help process applications.

### Rent Reductions

The pandemic resulted in a student-led campaign to support students with rent issues in University halls and private accommodation. Despite this being a contentious topic at times, we aimed to work collaboratively with the University and students to resolve the issues and develop solutions. Through our mediated discussions rent reductions were secured and a series of maintenance issues tackled. We also worked with the London Renters Union to provide helpful resources to students in private accommodation, alongside an open letter to private landlords that students were encouraged to use. We also submitted evidence to the NUS to use in the All Party Parliamentary Group for students to ensure students concerns were being heard.

### Student immigration

The end of the Brexit transition period brought significant changes for EU, EEA and Swiss students, following recent changes from the Tier 4 visa to the new Student Immigration Route. We worked with University staff to support students who needed to use the new processes for student immigration. The Executive Officers also attended an All Parliamentary Group on Citizens Rights to present welfare issues affecting EU and international students to members of the House of Commons and House of Lords.

## University Strategy 2030

- ▶ Pillars of Education: Excellence in Education and Excellence in Student Engagement
- ▶ Objective 1: Greater student satisfaction
- ▶ Objective 4: Reduce student attainment gap
- ▶ Objective 7: Improved progression

## Theme 3: We will create and support social, cultural and recreational activities so that students will feel part of a community

### A great welcome for all

Despite the backdrop of the Covid-19 pandemic, we were proud to deliver a programme of over 50 in-person, online and hybrid events as part of Welcome Week to ensure students received a great welcome to Queen Mary. Events included outdoor cinema nights, food and drink-led events, Escape Rooms, Quiz Nights, Picnics in the Park, Get Active, sport, craft afternoon and art sessions and much more. Alongside this we created a bespoke programme in conjunction with Residential Life to ensure a great welcome for all those living in halls.

Our Welcome Market events acted as an alternative to our traditional Welcome Fair events, welcoming over 500 students to two outdoor markets featuring Students' Union and University services. Alongside this a new Online Welcome Fair event was attended by over 100 of our student groups and featured interactive video rooms, pre-recorded content and other features. There were over 6500 page visits to the Online Fair, with the event being repeated in January.

### Reward & Recognition

To reward and recognise the work of our Clubs and Societies we introduced a new accreditation and awards scheme based on previous student feedback. Groups were given the opportunity to submit evidence against set criteria on how they engaged with their members and ran their groups, based against a points criterion. We saw a 24% increase in Bronze, Silver and Gold trophy awards for groups, with 22 student groups winning a gold award, up 31% on 2019-20. For our individual and group awards we received 214 nominations, up 117 on the prior year. 6 of our student groups and 1 student were also shortlisted for the National Societies & Volunteering Awards, whilst 2 of our Student Media outlets won 2 awards at the Student Publication Association Awards, recognising their outstanding work to create a great student experience at Queen Mary.

## Highlights

**9845**

Society Members

**1551**

Sports Club members

**607**

Get Active participants

**150**

applications for our University Challenge team

**280**

social leagues participants

**52**

Welcome Week events

Read more in our Sport Impact Report

### Getting active

Our sporting programmes couldn't be delivered in the normal way, however our dedicated Sports Development team still delivered a programme of weekly pop-up activities on campus, alongside Wellbeing Walks. Activities included cornhole, table tennis and badminton and allowed students the chance to get outdoors and socialise with others. Over 600 students participated in these activities, with a further 40 students and staff joining our Couch to 5K programme that offered coaching and support. An easing of restrictions in Semester 3 allowed for the return of Social Leagues alongside online exams, over 150 students across 11 teams participated. On-campus activities were complemented by an accessible online programme open to all that included Yoga, PiYo, HIIT sessions and more.

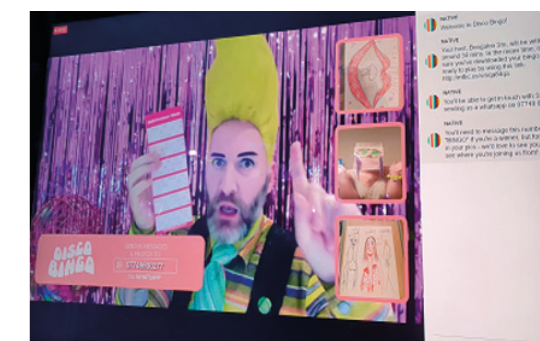
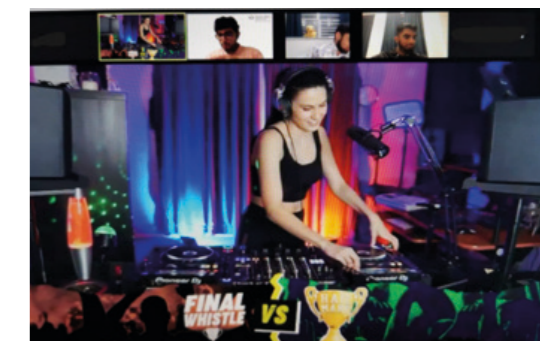
Our Sports Clubs still engaged over 1500 members, with in-person training and friendlies (in the absence of competitive BUCS competition) continuing outside of restrictions. Our Club Sport Marches On initiative saw 10 Sports Clubs provide a series of wellbeing challenges for students to undertake, promoting physical activity and positive wellbeing during the Covid-19 lockdown.



### Working together to deliver an outstanding events line-up

The pandemic brought us together with teams across the University to deliver a vibrant events programme for students that aimed to provide an outstanding student experience amidst the Covid-19 pandemic, whilst tackling issues affecting students such as loneliness, isolation and Covid-19 fatigue. We formed the Covid-19 Events and Wellbeing Group which was essential in supporting the successful delivery of the events programme, particularly during lockdown and vacation periods with more students having to remain on campus. The group brought together people from the Students' Union, Residential Life, Student Life, Library, IT and Arts & Culture.

Semester 1 alone saw over 130 events with over 4000 students engaging in activities including African Drumming, exercise classes, life drawing, gaming nights, quizzes, Drag Bingo and graffiti workshops. We also ran seasonal events for events such as Oktoberfest and Halloween featuring pumpkin carving and a haunted maze. Online events included daily fitness classes, wellbeing workshops, speed meeting, escape rooms, arts & crafts sessions and even online club nights!



### Nothing's going to stop our student groups

We were amazed by how flexible our student-led Clubs & Societies were to adapt to the challenges of Covid-19, delivering for 9845 student members. They showed resilience and a commitment to continue fostering a sense of community amongst students, helping to shape a positive student experience and improve student wellbeing, at a time when it was more important than ever to do so. Our staff provided direct support throughout the year, adapting events, ensuring health & safety compliance and providing training and guidance to give student leaders the best support possible. A flavour of the activities run include language workshops, quiz nights, guest speaker events, craft sessions, photography walks, treasure hunts around London, cheese & wine nights, sport activities in the park and many more.

### Training Excellence

Our student leader training was significantly adapted to be delivered online. It was a great opportunity to review our training and development programme for student leaders and introduce new ways of training. New guidebooks, self-guided learning material, bite-sized video content and live online workshops were created to ensure student leaders had the best support possible to deliver excellent activities for students through Clubs and Societies.

### Studying well despite the pandemic

Our Study Well programme continued in 2020-21 despite the Covid-19 pandemic. This year the programme was extended over the summer period for the benefit of postgraduate and medicine & dentistry students, with specific events taking place for these students such as Tea & Walk, a plant giveaway and sporting activities. Free fruit and hot drinks were also distributed from Students' Union outlets for those studying.

## University Strategy 2030

- ▶ Pillars of Education: Excellence in Student Engagement and Excellence in the Learning Environment
- ▶ Objective 1: Greater student satisfaction
- ▶ Objective 7: Improved progression
- ▶ Objective 8: Improved career outcomes



## Theme 4: We will empower students to shape their own future

### Employable Me

A new series of networking sessions and workshops was introduced that aimed to help students better understand how their unique skills and experiences can impact their employability, skills and future in the workplace.

We also wanted to support students by improving their understanding of the transition from university to the workplace. Employable Me was developed with support from the Careers Service and Queen Mary Alumni, with over 300 students participating and 22 alumni given a platform to share their experiences and knowledge. Sessions focussed on issues in the workplace including female empowerment, race and sexuality, gender and religion and imposter syndrome. A session on a degree not defining your career was also run.

### QMentoring

We worked with the Careers & Enterprise service to improve the promotion and awareness of the QMentoring Scheme that aims to help improve students interview techniques, explore work experience opportunities and network with potential employers.

Our focus on the programme helped to increase uptake by 60% with the programme able to grow and offer places to 160 students.

### Supporting our talented athletes

Our Talented Athlete Programme continued with the Students' Union providing facility access and ongoing support to our talented athletes, including during lockdown periods when government guidelines meant indoor facilities were restricted to use only by high performance athletes.

A highlight of the year was one of our talented athletes Connie Hayes finishing in the Top 10 at the BUCS 25-mile TT cycling race.

## Highlights

**300+**  
students engaged in  
Employable Me

**270**  
participants in  
virtual Community  
Foundation sessions

**90**  
Student Staff

**15**  
student-led  
volunteering groups

**22**  
alumni participated  
in Employable Me

**24**  
student groups  
raised money  
through our Adopt a  
Charity scheme

### Supporting the NHS

We also took steps to protect student wellbeing throughout their volunteering, ensuring students could continue to engage with their education whilst working and volunteering in the NHS.

We also supported the initial vaccine rollout through our Volunteering Service, offering students outside of the School of Medicine & Dentistry an opportunity to volunteer. 60 students volunteered their time with the East London NHS Foundation Trust and St John Ambulance to help steward at vaccination sites.



### Making a difference in our community

Making a difference in our local communities is a key pillar of our Be Kind to Your Mind campaign. We worked to promote covid-secure and online opportunities for students through our partner charities in the community.

Several donations were also made to the Bow Foodbank to help these most in need in our community during such challenging times. The work of our volunteers was recognised through an online campaign during Student Volunteering Week that highlighted the impact of our students in the community.



### Community Foundation

Our sport leadership and workforce development programme was rebranded as the Community Foundation.

The Foundation adapted to engage over 270 participants in virtual sport sessions whilst also providing free activity packs for local young people at 4 schools in Tower Hamlets which included sport equipment, healthy snacks and ingredients in place of our normal Easter Sports Camps.

This work was extended to the summer holiday period with a £500 grant from the Community Connections Fund. We also conducted a sport consultation with 12 local primary and secondary schools to improve support.

To support our student volunteers, we developed a new online induction process, placed a greater emphasis on personal development opportunities and introduced a new training menu.

## University Strategy 2030

- ▶ Pillars of Education: Excellence in Student Employability
- ▶ Objective 1: Greater student satisfaction
- ▶ Objective 4: Reduce student attainment gap
- ▶ Objective 5: Increase alumni engagement
- ▶ Objective 6: Recruitment that enables us to achieve the 2030 Strategic Objectives
- ▶ Objective 8: Improved career outcomes



## Theme 5: Behind the scenes during the Covid-19 pandemic

The Covid-19 pandemic put a significant strain on the Students' Union's financial position and meant some difficult decisions were taken to reduce the number of people within our staff team.

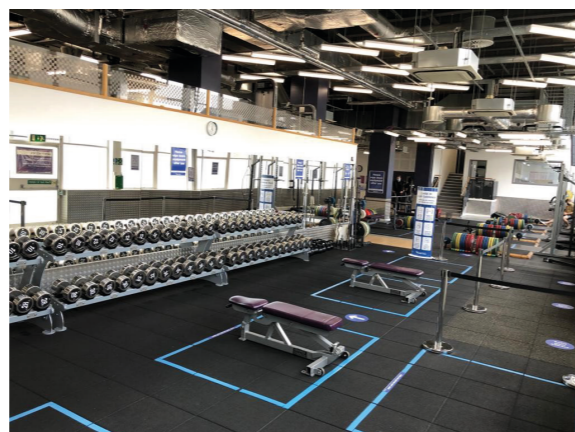
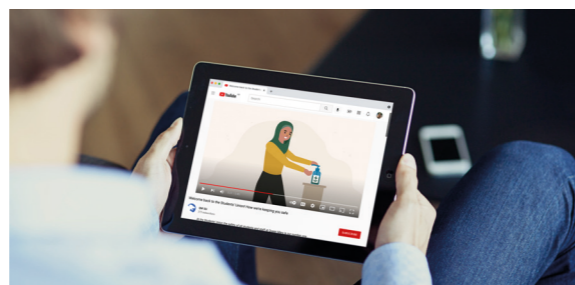
Despite the challenging environment both in and out of the workplace, our team continued to go above and beyond to innovate, adapt and be creative in our approach so we could continue working together to improve students' lives.

This section highlights some of the behind the scenes projects that enabled the Students' Union to continue delivering for students.

### Adapting and re-opening our services

We put in place several measures to ensure our spaces were safe for all whilst meeting the covid-secure requirements outlined in government restrictions. We produced detailed risk assessments for each of our spaces that were updated regularly, produced a huge range of Covid signage and messaging in-house, created safety videos for students, rolled out track & trace, introduced online ordering and changed the layout of our spaces to allow for social distancing. We also ran a Be Kind campaign to encourage people to practice safe behaviours to look after others in our community.

We established numerous workstreams to develop alternative ways of delivering our services, for example adapting our Welcome Fair into a new outdoor Market event, creating a programme of new online events, transitioning training for student leaders to new online platforms and offering online volunteering opportunities for students through our partner charities. Mitigations were also put in place to keep spaces open in a covid-secure way, for example the Multi-Faith Centre continued to facilitate Friday Prayer in a way that was safe for all attendees. These are just some examples from many that ensured we continued delivering for students.



### Sharing our expertise

Our experiences developing online and hybrid events enabled us to support other University departments to develop their events during the Covid-19 pandemic. For example, we were delighted to work with the University Arts & Culture team to deliver QM Conversations Week providing logistical support with marketing, the online event platform itself, streaming and moderation. Conversations Week saw 17 events take place focussed on interdisciplinary conversation between artists and academics, engaging hundreds of students and staff.



### Digital Development

Our new Students' Union website launched offering an enhanced user experience, simplified navigation, new functionality and improved accessibility, improving the online experience for students. New sections included a new Advice & Support area, improved profile pages for part-time representatives, new Committees Hub for student groups and an enhanced events page. The year also saw the introduction of a new online events platform, mobile ordering in our on-campus venues and the transition of training for student staff and student leaders to new online platforms.



# STRATEGY 2030

The Students' Union is committed to working collaboratively with the University to achieve the ambitious goals outlined in the University 2030 strategy. As demonstrated through this Impact Report the work of the Students' Union plays a critical role in delivering the strategy from co-creating the pedagogical approach and informing education policy to supporting student wellbeing and helping students to fulfil their potential and get the most out of their Queen Mary student experience through extra-curricular activities.

2020-21 saw the Students' Union build exciting new collaborations and innovative partnerships across schools, faculties, professional services teams and key stakeholders in our local community, where we have worked together to help achieve the objectives of the 2030 Strategy. This report highlights the critical role the Students' Union has played in delivering on objectives outlined in the four pillars of education and student experience excellence that underpin the University 2030 Strategy.

## Excellence in Student Engagement

- ▶ Supporting students in their learning and making sure they have a clear voice in the development of the University.
- ▶ We will continually seek feedback from and work with our students to ensure that the curriculum, pedagogic approaches, assessment and feedback support the learner journey.
- ▶ A range of extra-curricular opportunities is provided to engage students in skills development that will support their ability to achieve their own goals, learn and understand different cultures, and understand and contribute to addressing societal challenges.

## Excellent in Student Employability

- ▶ We will ensure our students are supported in obtaining the careers to which they aspire.
- ▶ Opportunities for students to engage with our local communities, through volunteering and working in partnership with local organisations.
- ▶ Support for all our students to recognise, record and see the relevance of their wide-ranging higher-level skills development so that they can effectively develop and market themselves to future employers.
- ▶ Opportunities for our alumni who live all over the world and are leaders in a vast array of fields to engage with our students to broaden their minds and employability opportunities.

## Excellence in the Learning Environment

- ▶ Work closely with our Students' Union to ensure that our campuses are vibrant and promote students' health and wellbeing, engagement and a sense of community.
- ▶ Ensure that everyone at Queen Mary lives and breathes our core values and behaviours that underpin the Queen Mary ethos in all that we do.

Alongside the contributions outlined in this report we have also worked directly with the University to contribute to the following University initiatives;

## Listening to the student voice

The Students' Union worked with the University Communications and Marketing team to support the promotional campaigns for the survey season covering the National Student Survey, UK Engagement Survey, Postgraduate Taught Engagement Survey and Postgraduate Research Survey. Our School Representatives also selected nominated charities for NSS donations to go to, these being the Whitechapel Mission, Young Minds and Cancer Research.

The Students' Union was delighted to increase the score it received for Question 26 from 56% to 62%, also above the national benchmark of 54.3% and scoring 2nd highest in the Russell Group.

## Helping to open the doors of opportunity

We provided support delivering the online offer-holder and main Open Day events. We created an online student experience area for prospective students and their influencers to find out more about the Students' Union and extra-curricular activities through live Q&As, chat, image galleries and video content. We also provided content for the regular communications to applicants, whilst our Clubs and Societies supported Open Day activities with performances and demonstrations.

Our community outreach in the local community through our Volunteering Service and Community Foundation is also helping to open the doors of opportunity and showing young people in Tower Hamlets the benefits of higher education and Queen Mary.

## Humans of Queen Mary

We worked with the Faculty of Humanities and Social Sciences to co-create the Humans of Queen Mary project. The project shares human stories of staff and students at Queen Mary with the aim of reminding the Queen Mary community of our shared humanity in a world where people can be dehumanised by the online way of working that was required during the pandemic. The project also contributed to the Queen Mary Values in Action framework and ongoing work on Professional Values & Success in the University.

## Giving students a voice at a national level

The Students' Union responded to several national consultations throughout the year to ensure Queen Mary students' voices were heard at a national level. This included responding to new proposals from the Office of the Independent Adjudicator (OIA) consultation on group complaints from students and submitting a response to the Office for Students as part of their consultation on Harassment and Sexual Misconduct.

We also consulted with students and stakeholders to gather their feedback to support the production of the new student submission component of the Access and Participation Plan for Queen Mary.

## New Student Forums

We worked with the University IT Services team and Library Services team to pilot new student forums and liaison groups to ensure student feedback is being directly input into the service delivery plans for IT Services for infrastructure and services and in the Library through their ongoing work and as part of developing the new Library Services Strategy.

## Student Voice at the heart of Queen Mary

The Students' Union has actively participated in a wide range of new initiatives, task and finish groups and working groups across the University to ensure student voice is at the heart of decision making and is incorporated into all projects that contribute to the 2030 Strategy. Students are normally represented on these projects by the elected full-time Executive Officers and attendance requires a significant amount of pre-work to prepare for meetings and to ensure student feedback is highlighted.

Here is just a flavour of some of the University projects we have been involved in this year:

- ▶ Online Exams Project Board
- ▶ Module Evaluation Analysis workstream
- ▶ Assessment and Feedback workstream
- ▶ Inclusive Curriculum Working Group
- ▶ Advisor Training Working Group
- ▶ Paris Strategy Group
- ▶ Residential Strategy Group
- ▶ University of Sanctuary Group – improving the support given to refugee and asylum seekers
- ▶ Estranged, care-experience and independent students support
- ▶ Apps4Learning project – recording videos and incorporating into the annual Study Well campaign
- ▶ Supporting the process of awarding undergraduate scholarships
- ▶ Improving Access to Psychological Therapies (IAPT) – a project to connect and streamline University mental health services with NHS services.
- ▶ Race Equality Strategy and Action Plan
- ▶ Development of a Suicide Prevention Policy and providing feedback on the Drugs and Alcohol Use policy with suggested changes



## Contact details

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Queen Mary University  
of London Students' Union,  
329 Mile End Road,  
London,  
E1 4NT

su-studentsunion@qmul.ac.uk  
020 7882 8030

[qmsu.org/strategicplan](http://qmsu.org/strategicplan)

Registered Charity No. 1147786  
Company Limited by Guarantee  
Company No. 8092471



Charity Registration No: 1147786  
Company Registration No: 08092471 (England & Wales)

**QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED**  
**REPORTS AND CONSOLIDATED FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31<sup>st</sup> JULY 2021**

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# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

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# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## TRUSTEES' ANNUAL REPORT

### FOR THE YEAR ENDED 31<sup>st</sup> JULY 2021

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The Trustees present their report and the financial statements of Queen Mary, University of London Students' Union for the year ended 31st July 2021 (the reporting year).

#### 1. Legal and Administrative Information

##### Charitable status

Queen Mary University of London Students' Union Limited, also known as QMSU (the Union), is a charitable company, company number 8092471 and charity registration number 1147786.

##### Registered Office

Students' Union Hub, 329 Mile End Road, London, E1 4NT

##### Charity Trustees

The Trustees of the Union who hold office at the date of this Report, who are also directors of the Union for the purposes of the company law, are as follows:-

##### Officer Trustees

(from 01/08/21 unless otherwise stated):

Adi Sawalha, Union President and Chair of Trustees  
Robert Tucker, Vice President Barts and The London  
Radhika Thiagarajan, Vice President Communities  
Saynab Sharif, Vice President HSS  
Bilge Kacmaz, Vice President S&E  
Muneer Hussain, Vice President Welfare

##### Student Trustees

(from 01/08/21 unless otherwise stated):

Abdul-Baasit Al-Basakuta  
Mustafa Al-Asady  
Jack Juckes  
Sarrah Kaviwala  
Chenyang Li (appointed 24/11/21)

##### Lay Trustees:

Philip Bishop  
Beth Watton (resigned 28/09/21 )  
Chris Mitchell (resigned 02/12/21)  
Hugh Murdoch (appointed)  
Chris Weavers - Deputy Chair of Trustees

The following also held office during the reporting year, as Trustees of the Union, in the capacities shown, and as directors for the purposes of company law:-

##### Officer Trustees:

(from 01/08/20 to 31/07/21)

Shamima Akter, Union President and Chair of Trustees  
Mat Robathan, Vice President Barts and The London  
  
Tiana Dinard-Samuel, Vice President Communities  
Cameron Storey, Vice President HSS  
  
Aphrodite Murray-Liddington, Vice President S&E  
Jack Juckes, Vice President Welfare

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## TRUSTEES' ANNUAL REPORT

### FOR THE YEAR ENDED 31<sup>st</sup> JULY 2021

**Student Trustees**  
(from 01/08/20 to 31/07/21  
unless otherwise stated):

Vanessa Beale  
Tom Longbottom  
  
Elizabeth Edmonds-Magee  
Muhammad Daud Mustafa  
Ibrahim Razi  
Adi Sawalha

**External Trustees**

Philip Bishop  
Chris Mitchell  
Sally Pearman (resigned 17 September 2020)  
Chris Weavers

**Chief Executive**

Mike Wojcik

**Company Secretary**

Brad Coales

**Auditors**

TC Group  
The Courtyard,  
Shoreham Road  
Upper Beeding, Steyning  
West Sussex, BN44 3TN

**Solicitors**

Russell-Cooke  
2 Putney Hill  
London SW15 6AB

**Bankers**

Barclays Bank plc  
240 Whitechapel Road  
London E1 1BJ

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## TRUSTEES' ANNUAL REPORT (CONTINUED)

*FOR THE YEAR ENDED 31<sup>st</sup> JULY 2021*

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### **2. Structure, Governance and Management**

#### **2.1. Governing documents**

The Students' Union operates as a charitable company, with Articles of Association (the Articles) as its governing document, together with bye-laws made under the Articles.

#### **2.2. Recruitment and training of Trustees**

Trustees are appointed in accordance with the Articles and relevant bye-laws. The Articles provide for the appointment of up to six Officer Trustees and six Student Trustees, to be elected by secret ballot in accordance with Union Bye-laws, and for the appointment of up to six External Trustees by an Appointments Committee.

Officer Trustees and Student Trustees receive an induction in the role, responsibilities and duties of Trustees. Officer Trustees also receive an induction and extensive specialist training on their roles as full-time Students' Union officers, delivered both internally and by external organisations, such as the National Union of Students. External Trustees receive inductions and briefings as required.

#### **2.3. Organisational structure and decision-making**

Under the Articles, the Board of Trustees is responsible for the management and administration of the Students' Union, including its governance, budget and strategy. The Board has power to overrule any decision or policy of the members made in general meeting, in referenda or at Student Council, where it is considered there are financial implications, a breach of legal requirements, a contravention of the Students' Union's aims and objects or the carrying out of the Board's responsibilities as above are affected. In the reporting year, the Board of Trustees had six meetings.

The Trustees have power to delegate their functions to committees or individuals. There are two standing committees, as provided for in the Articles, which are responsible for the functions set out in the relevant Students' Union Bye-Laws or Terms of Reference. These are the Executive Committee, comprising the Officer Trustees (also known as Executive Officers) and the Audit and Risk Committee. The powers of these Committees do not, however, include any decision-making on behalf of the Board. In the reporting year, the Executive Committee generally met weekly and the Audit and Risk Committee had five meetings.

During the reporting period, meetings of the Board of Trustees and the Audit and Risk Committee were held online via Zoom when necessitated by the Coronavirus situation.

An Appointments Committee, as provided for in the Articles, responsible for the appointment of External Trustees, was convened to recruit two new External Trustees to fill vacant posts.

Student Council, elected annually from and by the Union's members and constituted in accordance with bye-laws, has the powers set out in the Articles, including setting the representational and campaigning policy of the Union. Student Council met five times in the reporting year. An Annual Members' Meeting was held on 26 January 2021.

In the reporting year, the Executive Officers were responsible for the duties of their respective full-time offices as set out in Union's Bye-Laws.

Day-to-day management of the operation and administration of the Union is delegated by the Trustees to the Chief Executive. The Chief Executive reports to Trustees at each Board of Trustees' meeting, and as necessary between meetings and to Committees of the Board.

#### **2.4. Network - impacting on operating policies**

The Union is affiliated to the National Union of Students (NUS). The policy, guidance and other information resources of the NUS have been considered in the operating policies of the Union.

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### **2.5. Relationship with related parties**

#### **2.5.1 QMSU Services Limited**

QMSU Services Limited is a wholly-owned subsidiary of the Union. It carries out significant trading activities in support of the Students' Union's work, including Qmotion Sport and Fitness Centre, Fitness to Practice gym facilities, Drapers Bar & Kitchen, the Griff Inn Bar & Kitchen, the retail outlets of Union Shop, the Village Shop and the BLSA Box Office, and Ground Cafe and the Shield Café. It also administers a number of activities at the QMUL sports ground in Chislehurst.

The Chief Executive of the Students' Union is, ex-officio, a member of the Board of Directors of QMSU Services Limited and is the company's Managing Director. The Students' Union President is also, ex-officio, a member of the Board of Directors. Another Officer Trustee and a Student Trustee, as nominated by the Board of Trustees, serve as Board Directors. Two members of Student Council are members of the Board of Directors. There is also provision for three Independent Directors on the Board, of which two positions are recurrently filled.

Whilst the Students' Union's financial statements are prepared for each year on a consolidated basis, and include the income, expenditure, assets and liabilities of QMSU Services Limited, separate reports and financial statements for QMSU Services Limited for the reporting year, compliant with company law, can be viewed on the Students' Union's website.

#### **2.5.2 Queen Mary University of London (QMUL)**

The Students' Union works closely with QMUL, both in partnership and joint working and in their respective activities. The Students' Union President is, ex-officio, a member of QMUL's Council. The Students' Union President, Vice President Barts and The London, Vice President Humanities and Social Sciences, and Vice President Science and Engineering are, ex-officio, members of QMUL's Senate, and two representatives of QMUL are members of the Board of Directors of QMSU Services Limited.

QMUL provides an annual (Block) grant to the Students' Union, which funds the Union's core charitable activities, and other ad hoc grant funding.

QMUL also provides the premises from which the Students' Union and QMSU Services Limited operate their respective services and activities. Those premises include the Students' Union Hub, Union Shop, the Village Shop and Ground Café on the Mile End Campus, the Griff Inn Bar & Kitchen, the BLSA Reception and the remainder of the BLSA building at the Whitechapel Campus, and, in Charterhouse Square, the Shield Café and the Fitness to Practice gym. QMUL is responsible for agreed matters relating to the premises, including maintenance of the fabric of the buildings, plant and machinery, fixtures and fittings and payment of utility and insurance costs. The Qmotion Sport and Fitness centre premises, and Drapers Bar & Kitchen are held by QMSU Services Limited under lease from QMUL.

QMUL also provides support services in several areas, including human resources, campus security and other campus provision, health and safety, insurance, buildings work project management, provision of ad hoc space and the hosting of the Students' Union's and QMSU Services Limited's accounting records on its accounting systems.

The estimated value of the premises and of the support services provided by QMUL totals £405,187(2020: £393,386). That amount is included in the Consolidated Statement of Financial Activities as income as a grant, and as expenditure allocated to relevant charitable activities. The basis on which the value of the premises and support services has been estimated, and the basis on which the allocation as expenditure has been made, is indicated in Note 2 (h) to the financial statements.

A Code of Practice is issued from time to time by QMUL's Council under section 22 of the Education Act 1994. This sets out the agreed arrangements between QMUL and the Students' Union in relation to Council's statutory duty to take such steps that are reasonably practicable to ensure the Union operates in a fair and democratic manner and is accountable for its finances.

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A Memorandum of Agreement (MOA), sets out the framework for an ongoing mutually supportive and beneficial relationship between the University and the Students' Union, detailing their respective roles and responsibilities. A MOA Panel has been established to monitor developments and agree any amendments and appended service level agreements. The Panel membership consists of three members of QMUL, a member of College Council, and three members of the Students' Union, including the President, an external member of the Board of Trustees or the Board of Directors of QMSU Services (as nominated by the Board of Trustees of the Union), and the Chief Executive. QMSU Services Limited is also party to the Memorandum of Agreement and, where relevant, to the arrangements entered into under it.

### 3. Objectives and Activities

#### 3.1. The Students' Union's legal purposes

The legal purposes of the Students' Union are set out in its Articles. These are, in summary, the advancement of education of students at QMUL for the public benefit by:

- promoting the interests and welfare of students at QMUL during their course of study and representing, supporting and advising students;
- being the recognised representative channel between students and QMUL and other external bodies; and
- providing social, cultural, sporting and recreational activities and forums for discussions and debate for the personal development of students.

#### 3.2. The Students' Union's aims under the Strategic Plan 2020

The Strategic Plan sets out the Students' Union's mission, vision and values, with the vision underpinned by a number of strategic aims. The Union's mission is 'Together we improve students' lives' and its vision is 'We want to be at the heart of the student experience'.

The Board of Trustees agreed that the Students' Union's Strategic Plan should be extended until 2021, recognising that the current plan was approved during the first year of its operation, and that the benchmarking for many of its KPIs took place during that year. The extension will allow for three full years of delivery and work on developing the next Strategic Plan will be undertaken during the extension period.

#### 3.3. The Students' Union's main objectives for the reporting year

The key objectives, as set out in the Strategic Plan 2020, for the reporting year were:

Strategic Aims	Objective
Theme 1	<b>Student Voice</b> – We will make sure students' voices are heard, valued and acted upon.
Theme 2	<b>Education and Welfare</b> – We will support students' education and welfare, so each student has the opportunity to fulfil their potential.
Theme 3	<b>Opportunities and Communities</b> – We will create and support, social, cultural and recreational activities so that students feel part of a community.
Theme 4	<b>Student Futures</b> – We will empower students to shape their own futures.
Theme 5	<b>Enablers</b> – We will build a strong and efficient Union that is ready to deliver for students.

#### 3.4. Volunteers

The Students' Union benefits from a significant volunteer contribution in taking forward its work. During the



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reporting year, in addition to the voluntary contribution of six Student Trustees and five External Trustees, 50 volunteer part-time officers and student representatives served on Student Council. 432 students also acted voluntarily as course representatives. There were 87 students involved in running volunteering groups, 1487 students were involved in running societies, 413 in running the sports clubs and 73 in running student media outlets.

#### 3.5. The public benefit context

In the planning of activities for the reporting year, the Board of Trustees considered the Charity Commission's general guidance on public benefit. The Trustees consider it to be in the public benefit that the Students' Union assists the educational aims of QMUL by supporting students, both in terms of their academic performance and in their welfare to enable them to fulfil their individual potential, as well as in terms of their wider life experiences, through their personal development, to enable them to contribute now and in the future to their communities and society as a whole.

#### 4. Achievements and performance for the reporting year

##### Adapting and re-opening our services

A significant amount of work was put in by our staff to complete detailed risk assessments to ensure our spaces were covid-secure and continued to meet the requirements outlined in government guidelines to provide a safe environment for all. This was particularly necessary when we re-opened all of our spaces for the new academic year in September 2020, and then again following the January to March 2021 lockdown period that saw the enforced closure of some of our spaces, such as the Qmotion Sport & Fitness Centre. Work included producing a range of Covid messaging and signage in-house, creating safety videos for students, rolling out track & trace, and changing the layout of our spaces to allow for social distancing.

Many workstreams were also completed by our staff to develop alternative ways of delivering our key services e.g. adapting our traditional Welcome Fair event into a new outdoor Market event, creating a new programme of online and hybrid events, transitioning in-person training for student leaders to new online platforms, and offering new volunteering opportunities for students online through our partner charities.

Mitigations were also put in place to keep spaces open in a covid-secure way e.g. continuing to open our Multi-Faith Centre and facilitating Friday Prayer in our spaces in a way that was safe for our students.

##### 4.1. Achievements and performance against key objectives in the Strategic Plan 2020

Strategic Aim	Key Achievements - The Year in Numbers
Theme 1	<ul style="list-style-type: none"><li>• 2nd in the Russell Group for National Student Survey (NSS) Question 26 (Satisfaction with the Students' Union)</li><li>• 166 student nominations in the Spring Elections</li><li>• 3,970 students voted in our first-ever online Elections</li><li>• 874 students attended the Annual Student Meeting</li><li>• 1,367 student responses to our Tell Us survey on Covid-19 impact</li><li>• 7 delegates attended NUS National Conference</li></ul>
Theme 2	<ul style="list-style-type: none"><li>• 624 students participated in our SMD mentoring scheme</li><li>• 432 Course Reps elected and in-post</li><li>• 439 Teaching Award nominations received</li><li>• 6 'Diverse-ish' Forums (Anti-racism Forum)</li><li>• 190 Course Rep Awards nominations</li></ul>

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<b>Theme 3</b>	<ul style="list-style-type: none"><li>• 9845 Society and Student Media outlet members</li><li>• 607 Get Active participants</li><li>• 150 applications for our University Challenge team</li><li>• 280 social leagues participants</li><li>• 1551 Sports Club members</li><li>• 52 Welcome Week events</li><li>• 279 student-led Societies</li><li>• 338 External Speakers</li><li>• 295 Societies,</li><li>• 7 Student media outlets</li></ul>
<b>Theme 4</b>	<ul style="list-style-type: none"><li>• 300+ students engaged in Employable Me</li><li>• 22 alumni participated in Employable Me</li><li>• 15 student-led Volunteering Group</li><li>• 24 student groups raised money through our Adopt a Charity scheme</li><li>• 60 students volunteered their time with the East London NHS Foundation Trust and St John Ambulance</li><li>• 270 participants in virtual Community Foundation sessions</li><li>• 90 (average over year) Student Staff in our team</li></ul>
<b>Theme 5</b>	<ul style="list-style-type: none"><li>• New Students' Union website launched</li><li>• 26% increase in webpage views year on year</li><li>• 7,500+ members in our new students Facebook group</li><li>• Introduction of a new online events platform</li><li>• Introduction of mobile ordering in our on-campus venues</li><li>• Transition of training for student staff and student leaders to new online platforms</li></ul>

#### 4.2. Other achievements and performance in the reporting year

##### Employability

It is well recognised that participation across the range of opportunities and activities offered by the Students' Union help students develop their skills and future employability. This year a new series of networking sessions and workshops was introduced that aimed to help students better understand how their unique skills and experiences can impact their employability, skills and future in the workplace. We also wanted to support students by improving their understanding of the transition from university to the workplace. Employable Me was developed with support from the University's Careers Service and Queen Mary Alumni, with over 300 students participating and 22 alumni given a platform to share their experiences and knowledge. Sessions focussed on issues in the workplace including female empowerment, race and sexuality, gender and religion and imposter syndrome, whilst a session on a degree not defining your career was also run.

##### Governance and Democracy

2020-21 was the first year of our new expanded democratic structure. The new structure introduced two additional Executive Officers, improved faculty and school-level representation and achieved a more balanced Student Council. Embedding this structure and ensuring student representatives received the best support possible was a key focus for the year, and has allowed the Students' Union to deliver more granular representation.

We also introduced new Faculty Forums, and Student Council sub-committees that have helped to

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empower specific student communities through devolved decision making and policy creation relating to areas such as liberation, postgraduates, international students and areas such as sustainability. The introduction of School Representatives has enabled the Students' Union to improve student representation at school level, helping to ensure more student voices are heard, and ultimately increase student satisfaction.

The introduction of faculty-based Executive Officers and a new Vice President Communities role allowed for more in-depth engagement with University partners and other stakeholders, and allowed greater input and focus on specific projects such as the Covid Mitigation Policy, and the introduction of a new framework for Student Staff Liaison Committees. The accountability of the full-time Executive Officers has been improved by the introduction of a Scrutiny Panel, allowing students to hold their elected officers directly to account.

A new online Course Rep Hub has helped to improve the visibility of Course Reps, and to improve support for Course Reps, students and staff by making it easier to access key information and resources about the Course Rep system.

A new Education Manual was introduced, Course Rep roles and responsibilities were reviewed and updated, a new Staff Student Liaison Committee (SSLC) training programme was launched at the University's Festival of Education, and an annual SSLC Report was introduced to monitor the effectiveness of SSLCs.

The Students' Union also worked with its partner, the University of London in Paris Students' Union, to offer Course Rep training to students there and supported each other's work on a Covid Mitigation Policy.

We recognised a need to do more to improve the engagement of the postgraduate community who were underrepresented across Students' Union activities. Our student representatives developed Project Doctorate. Through listening forums and consultations, we gathered ideas to improve engagement. We mapped out current representation structures and identified barriers to engagement. Working with the Doctoral College we streamlined the representation structure ready for the 2021-22 academic year.

We also held our first Postgraduate Fortnight celebrations that brought postgraduates together through a programme of social and academic events, both in-person and online, in conjunction with the University's Doctoral College and Library Services. A bid to the University for a Postgraduate Internship role was successful, allowing us to build on the work of Project Doctorate in the 2021-22 academic year.

Due to the Covid situation, our Annual Student Meeting was held online for the first time. We saw a record attendance, with 874 individual students present. Attendees asked questions and raised concerns with the Executive Officers, and presented their own motions for debate. As well as our highest recorded attendance, we also saw engagement from a record number of international students, including student attendees from international campuses, and those who had not returned to the UK due to Covid travel restrictions.

#### **Welcoming new students**

Despite the backdrop of the pandemic, we were proud to still be able to deliver a programme of over 50 in-person, online and hybrid events as part of Welcome Week which ensured students received a great welcome to Queen Mary. Events included outdoor cinema nights, food and drink events, escape rooms, quiz nights, picnics in the park, Get Active, sport, 'crafternoon' art sessions and much more. Alongside this we created a bespoke programme in conjunction with the University's Residential Life team to ensure a great welcome for all those living in halls.

Our Welcome Market events acted as an alternative to our traditional Welcome Fair events, welcoming over 500 students to two outdoor markets featuring Students' Union and University services. Alongside this, a new Online Welcome Fair event was attended by over 100 of our student groups and featured interactive video rooms, pre-recorded content and other features. There were over 6,500 page visits to the Online Fair, with the event being repeated in January.

#### **Sport**

The University and the Students' Union have a Joint Sports Strategy, with a mission: 'To inspire our University community to engage in sport and activity, to enhance their student experience and physical

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and mental well-being, making life long changes.'

During the reporting year, our sporting programmes could not be delivered in the normal way, however our dedicated Sports Development team still delivered a programme of weekly pop-up activities on campus, alongside Wellbeing Walks. Activities included cornhole, table tennis and badminton, and allowed students the chance to get outdoors and socialise with others. Over 600 students participated in these activities, with a further 40 students and staff joining our Couch to 5K programme that offered coaching and support. An easing of restrictions in Semester 3 allowed for the return of Social Leagues in which over 150 students across 11 teams participated. On-campus activities were complemented by an accessible online programme that included Yoga, PiYo, HIIT sessions and more.

Our Sports Club still engaged over 1,500 members, with in-person training and friendlies (in the absence of BUCS competitions) continuing outside of restrictions. In restrictions our Club Sport Marches On initiative saw 10 Sports Clubs provide a series of fitness and wellbeing challenges for students to undertake, helping to promote physical activity and positive wellbeing.

#### **Student Societies**

We were amazed by how flexible and creative our student-led Clubs & Societies were in adapting to the challenges of Covid-19. They showed resilience and a commitment to continue fostering a sense of community amongst students, helping to shape a positive student experience and improve student wellbeing at a time when it was more important than ever to do so. Students' Union staff provided direct support throughout the year, adapting events, ensuring health & safety compliance, and providing training and guidance to give student leaders the best support possible. Activities included language workshops, quiz nights, guest speaker events, craft sessions, photography walks, treasure hunts around London, cheese & wine nights, sport activities in the park, and many more.

To reward and recognise the work of our Clubs and Societies we introduced a new accreditation and awards scheme based on previous student feedback. Groups were given the opportunity to submit evidence against set criteria on how they engaged with their members and ran their groups, based against a points criteria. We saw a 24% increase in Bronze, Silver and Gold trophy awards for groups, with 22 student groups winning a gold award, up 31% on 2019-20. For our individual and group awards we received 214 nominations, up 117 on the prior year. Two of our Student Media outlets won two awards at the Student Publication Association Awards, recognising their outstanding work to create a great student experience at Queen Mary.

81% of student group leaders said they felt part of a community through their involvement in a student group and 89% felt they had gained skills through their involvement in student groups.

#### **Volunteering**

The Covid-19 pandemic placed real pressure on the resources of the NHS. We actively coordinated the recruitment and deployment of medical, dental and other students into various NHS and clinical roles. Through working with NHS Trusts and local GPs we were able to allow students to provide support in a safe and helpful way. Particular focus was placed on ensuring student wellbeing was protected throughout their volunteering, ensuring students could still engage in their education whilst working and volunteering in the NHS.

We also supported the initial vaccine rollout through our Volunteering Service, offering students outside of the School of Medicine & Dentistry the opportunity to volunteer. 60 students volunteered with the East London NHS Foundation Trust and St John's Ambulance to help steward at vaccination sites.

Meanwhile, despite the Covid-19 pandemic, 24 of our student-led student groups raised money for charitable causes through our Adopt a Charity scheme.

Six of our student groups and one individual student were also shortlisted for the National Societies & Volunteering Awards.

#### **Project Search**

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This year saw the first graduations from Project Search, a supported internship for young adults with learning disabilities and/or autism. The programme is a unique business-led, one-year education to work programme. We were the first University in London to host a Project Search programme, working with the University, Phoenix School, Kaleidoscope Sabre and Tower Hamlets Council to deliver the programme.

#### **Student Wellbeing**

Student wellbeing was a key concern throughout the pandemic where issues such as loneliness and isolation affected students. Our Be Kind initiative aimed to promote positive wellbeing and mental health through two strands of work. The first strand based on the NHS Five Ways to Wellbeing encouraged students to look after their own personal mental health and wellbeing through activities that helped them connect with others, get active, be mindful, learn and give back. The second strand "Be Kind to each other" was introduced to frame adherence with the on-campus Covid Code and government restrictions as an act of kindness to the community. By encouraging adherence in a positive way, it helped to encourage a behaviour change from students.

The pandemic brought the Students' Union together with new teams across the University to work in partnership to deliver an outstanding events line-up. A new weekly Covid-19 Events & Wellbeing Group was essential in supporting the delivery of a vibrant and exciting events programme, including during periods of government restrictions and lockdowns, and at times such as Christmas with higher numbers of students having to remain on campus.

The events programme aimed to deliver an outstanding student experience to students amidst the pandemic, whilst tackling real issues of loneliness and isolation and Covid-19 fatigue. By March 2021, there had been over 300 events with over 7,000 students engaging in activities such as African drumming, exercise classes, life drawing, Oktoberfest, gaming nights, quiz nights, Drag Bingo, graffiti workshops, and special events for occasions such as Halloween that featured pumpkin carving and a haunted maze. Online events included daily fitness classes, wellbeing workshops, speed meetings, escape rooms, 'crafternoons' and online club nights.

To help encourage positive wellbeing, we introduced a programme of wellbeing events with funding from the University's Student Academic Services. Workshops included de-stress and re-centre, creative art therapy, and meditation. Six weekly workout sessions were also delivered online, and on-campus once restrictions allowed. Alongside this we also worked with the University's Residential Life team and Tower Hamlets Talking Therapies to deliver a series of wellbeing workshops for students.

#### **Student Welfare**

Students suffered numerous impacts from the Covid-19 pandemic. It was important these impacts did not unfairly adversely affect students' academic progression, so we worked closely with the University to develop a Covid Mitigation Policy. In addition, further sub-groups were established to look at specific topics such as exam boards, extenuating circumstances and deadlines.

Throughout the year we also provided regular and timely feedback on other student education issues at a school, faculty and University-wide level which emerged during the pandemic. These included the approach to blending learning, online exams, and access to study spaces.

Our Study Well exam-support programme continued in 2020-21 despite the Covid-19 pandemic. This year the programme was extended over the summer period for the benefit of postgraduate and medicine & dentistry students, with specific events taking place targeted at those students such as Tea & Walk, a plant giveaway, and sporting activities. Free fruit and hot drinks were also distributed from Students' Union outlets for those studying.

A key focus of the year was on decolonising the curriculum and anti-racism. Our new anti-racism forum 'Diverse-ish' provided a safe open space for individuals to share their experiences and support and educate each other with the aim of supporting marginalised communities on campus, and bringing people together to tackle racism. The project also raised awareness of the issues that feed into discrimination and prejudice, through education and training for student leaders.

Our decolonisation project aimed to tackle the curriculum which can often be Eurocentric and fail to acknowledge a more diverse and factual version of historical events. We also provided feedback for the

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University's Race Equality Strategy and Action Plan with a report outlining our recommendations based on ideas aimed at creating positive change on race equality and decolonisation at Queen Mary.

The activities and services offered by the Students' Union have a critical role to play in encouraging participation from under-represented student communities. One part of this is our liberation campaigns. The University provided £20,000 of funding to deliver our annual programme of liberation campaigns. These have helped us to improve engagement from student communities traditionally underrepresented, whilst developing, enhancing and championing the international diversity of Queen Mary in line with the University 2030 strategy.

Students are at the heart of these campaigns through student-led organising committees that are supported by the Students' Union. This year saw the return of Black History Month, Islamophobia Awareness Month, LGBT+ History Month, Asian Heritage Month and Women's Week to mark International Women's Day. We also introduced our first Antisemitism Awareness Month and marked Holocaust Memorial Day.

Other work included collaborating with the Careers & Enterprise service to reflect on, and change the way the service supports black students and graduates. We held a series of focus groups to enable black students to share their experiences so informed improvements could be made.

The Students' Union delivered new Bystander Intervention training for all our part-time elected student representatives and student group leaders. Students' Union staff also received training on how to respond to disclosures of sexual violence. A panel event was held to discuss these issues. We also planned and delivered a student consultation on sexual and gender based violence through a series of listening events, where we also engaged other key stakeholders such as Queen Mary Advice & Counselling and East London Rape Crisis. The Students' Union also submitted a response to the Office for Students consultation on harassment and sexual misconduct.

Connecting Practice is a new programme we introduced to provide a more supportive environment for students in the School of Medicine & Dentistry when on placements within hospitals. It consists of regular online huddles that allow students to share experiences, and to support each other in the presence of a medical lead. We also introduced new training on how to raise concerns, and incidents of micro-aggressions and discrimination in clinical settings. A new reporting platform was established so that students can report any concerns, or incidents that happen on placement.

The pandemic resulted in a student-led campaign to support students with rent issues in University halls and private accommodation. Despite this being a contentious topic at times, we aimed to work collaboratively with the University and students to resolve the issues and develop solutions. Through transparency, open and productive conversations, regular touchpoints and a spirit of trying to work together we mediated discussions resulting in rent reductions, and a series of maintenance issues being tackled. We also worked with the London Renters Union to provide helpful resources to students in private accommodation, and we created an open letter to private landlords that students were encouraged to use.

Our research found that whilst students appreciated financial support offered by the University, there were difficulties with accessing support and the length of time the processes take. Students also seemed to struggle with identifying the support available, or whether they were eligible for support. To tackle this, we worked with the University on a review of the Financial Assistance Fund to improve the process for students and increase promotion of the various funding options available. This saw a huge increase in applications for financial support from students, with the University bursaries team receiving additional redeployed staff from other teams to help process applications.

The end of the Brexit transition period brought significant changes for EU, EEA and Swiss students, following changes from the Tier 4 visa to the new Student Immigration Route. We worked with University staff to support students who needed to use the new processes. The Executive Officers also attended an All Parliamentary Group on Citizens Rights to present welfare issues affecting EU and international students to members of the House of Commons and House of Lords.

#### **Our commitment to sustainability**

We were once again delighted to have been awarded Excellent in the Green Impact scheme, a United

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Nations award winning programme designed to support environmentally and socially sustainable practice in organisations.

Our Re-Use scheme continued to run despite the pandemic and the abrupt end to the semester the prior academic year due to Covid-19, limiting the number of donations made to the scheme. Despite this we were still delighted to give 516kg of items a new home to over 150 students who attended the Fair, with further donations made to local charities.

Towards the end of the academic year, student volunteers supported Queen Mary Residential Life, and Estates and Facilities departments to collect unwanted items from students departing from halls. Three shopping trollies worth of items were also delivered to Bow Foodbank during this collection, following 400 items being donated in November and December from collections in the Village Shop.

Student volunteers supported the planting of trees and bushes throughout the year through our Green Mary volunteering opportunities. The Students' Union also offered regular allotment planting sessions, a foraging walk for Earth Day and seed, pot and plant giveaways as part of our Study Well campaigns.

We worked on a joint project with the University's Estates and Facilities team to enhance the biodiversity on campus through the creation of a community orchard. Our team of 20 student volunteers helped to plant 60 apple and pear trees and 200 gooseberry and raspberry shrubs in the areas surrounding student accommodation. The project provides support for local wildlife, colourful blossoms and will provide free fruit for those working and living on campus.

In partnership with the University, the Students' Union formalised the voluntary adoption of the stretch of the Mile End canal with the Canal and River Trust who own the waterway. The framework creates a more strategic approach for the Canal Clean-Up volunteering events organised by the Students' Union, and opens up future opportunities to launch more substantial voluntary enhancement and biodiversity projects with student and staff involvement.

## Financial Review

### 4.3. Principal sources of funding

The principal sources of funding for the reporting year, on a consolidated basis, were grant funding (comprising the core grant from QMUL and grants from third parties) and trading income from QMSU Services Limited. As noted in 2.5.2 above, QMUL also provided premises and additional services to support the activities of the Union and QMSU Services Limited. An amount equal to the estimated value of the premises and support services is included in the Consolidated Statement of Financial Activities (SOFA) both as grant income, as corresponding expenditure and as donated services and facilities to relevant charitable activities as indicated in the notes to the financial statements.

Interruptions of, and reductions in trading due to the Coronavirus situation continued to place a strain on the Students' Union's finances. Staff, including student staff, were supported financially during lockdown through additional funding provided by the University in lieu of access to the Government's Coronavirus Job Retention Scheme.

The Trustees would like to thank QMUL for its continued support of the Union's work in carrying out its charitable objects.

### 4.4. Income and expenditure

From the onset of the Covid situation, the focus of the Board has been firstly on safety and compliance, and then the maintenance of the organisation as a viable going concern. Tight spending controls have been in place throughout, and preservation of cashflow has been the main priority. Performance against budget was strictly monitored, with spending adjusted to reflect actual income. However, the financial impact of the Coronavirus situation continued to be felt throughout the reporting year, and once again the numbers tell the story.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## TRUSTEES' ANNUAL REPORT (CONTINUED)

### FOR THE YEAR ENDED 31<sup>st</sup> JULY 2021

As shown in the SOFA, total income for the operating year, on a consolidated basis, was £3.974m (2020: £6.125m). Grant funding totalled £2.399m (2020: £2.412m). Income generated by QMSU Services Limited totalled £1.418m (2020: £3.559m) of which £803k was recognised in grant income (2020: £927k). Student activity income contributed £156k (2020: £149k) through Clubs and Societies, student events, Recreational Sport income and RAG.

Also as shown in the SOFA, total expenditure in the operating year, on a consolidated basis, was £4.035m (2020: £6.208m). Charitable activity costs totalled £2.349m (2020: £2.561m) including student activity costs of £1.585m (2020: £1.772m), student representation and communication costs of £681k (2020: £698k), and volunteering costs of £67k (2020: £75k). All such costs include both direct costs and apportioned overheads. Note 13 to the financial statements indicates the allocation of support costs across the range of charitable activities, and the basis on which such allocation is made.

The SOFA indicates, on a consolidated basis, a net outflow of funds of £52k. This compares with a net outflow of funds of £91k for the preceding reporting year.

#### 4.5. Financial position and reserves

As at 31<sup>st</sup> July 2021, as indicated on the consolidated balance sheet, net current assets were positive on a consolidated basis, £1k (2020: £18k) and in the Union £7k (2020: negative £47k).

As at 31<sup>st</sup> July 2021, also as indicated on the consolidated balance sheet, consolidated reserves in aggregate, stood at £256k (2020: £307k). On a consolidated basis, designated funds totalled £369k (2020: £363k) and restricted funds (comprising principally capital grants) stood at £193k (2020: £217k). The consolidated general reserve balance, however, was in deficit of £307k (2020: £273k in deficit).

The overall financial position at the balance sheet date reflects what will be a continuing reliance of the Union and of the Group on the support of QMUL. QMUL has indicated its willingness to continue its support for the Union, through grant funding for the year to 31<sup>st</sup> July 2022.

In line with recommended best practice, the Trustees feel that it is important that the Union benchmarks its financial position in reference to 'Free Reserves' rather than Unrestricted Reserves. As such, the Union's reserves, in the context of a reserves policy, are unrestricted funds which are freely available to spend on any of the Union's charitable purposes. They therefore do not include restricted or designated funds (though holding such funds may influence the Union's reserves policy from time to time).

Free Reserves are calculated as being unrestricted reserves, less fixed assets. General reserves are the only unrestricted reserves. The table below shows consolidated 'free reserves' as at 31 July 2021 compared to 31 July 2020:

	July 2021 £k	July 2020 £k
General Reserves	(307)	(273)
Fixed Assets	(218)	(263)
Total Free Reserves	(525)	(536)

The Union will continue to work towards eliminating the current general reserves deficit and thereafter towards building an appropriate level of reserves on the basis of budgeting surpluses in the coming years of no less than £50k per year.

The Board of Trustees have considered a budget and financial projections for 12 months and beyond from the date of approval of these financial statements. After reviewing these projections, the Board is of the opinion that the Students' Union will have sufficient funds to meet its liabilities as they fall due over the period of 12 months from the date of approval of the financial statements (the going concern assessment



# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## TRUSTEES' ANNUAL REPORT (CONTINUED)

### FOR THE YEAR ENDED 31<sup>st</sup> JULY 2021

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period). The Board also noted that there are possible measures to conserve cash, including restricting planned expenditure to reflect actual income. Having made these assessments, the Board has determined that there is no material uncertainty that casts doubt on the Students' Union's ability to continue as a going concern.

#### 4.6. Risk management

Updating and detailed consideration of the Risk Register is the responsibility of the Audit and Risk Committee, who then report with recommendations to the Boards of both QMSU and QMSU Services Limited. Membership of the Audit and Risk Committee includes representation from the Board of QMSU Services Limited and there is a single combined Corporate Risk Register, recognising that the financial performance of QMSU Services Limited has potential for a significant impact upon the income of QMSU, and policies passed by QMSU have the potential for significant impact upon the financial performance of QMSU Services Limited. There is a designated manager for each identified risk, in addition to the risk owner, who is responsible for implementing any agreed mitigating actions and reporting on their impact.

In response to the Coronavirus situation, a Coronavirus Supplement to the Risk Register was created and updated in real-time by the Emergency Corporate Finance Committee. This Supplement was used to actively monitor Covid-related risks and how they were being managed and mitigated.

Due to the need to respond proactively to the developing Coronavirus situation, the Board of Trustees had previously agreed at its meeting held on 2 April 2020 to establish an Emergency Corporate Finance Committee (ECFC) with representation from both the Board of Trustees and the Board of QMSU Services Limited. The Board agreed Terms of Reference for the ECFC and that the Audit and Risk Committee would be suspended whilst the ECFC was in place, in order to avoid duplication. The EFC met 3 times during the reporting year, the final meeting being held in October 2020, and the Audit and Risk Committee cycle was then reinstated from November 2020.

#### 5. Affiliations

During the reporting year, the Union was affiliated to the organisations listed below. The annual affiliation fees payable are as indicated:

<b>Organisation</b>	<b>Subscription</b>
National Union of Students (NUS)	£37,500
British Universities and Colleges Sports (BUCS)	£9,691
London Nightline	£1,332
Student Radio Academy	£96
UK Council for International Student Affairs (UKCISA)	Free

#### 6. Plans for the future

Key objectives for the year 2021/22 are:

- To develop the Students' Union's new Strategic Plan, in consultation with our stakeholders.
- To develop and deliver against a new financial plan to produce the surplus necessary to improve reserves at the previously (pre-covid) agreed rate of at least £50k per year.
- To work with QMUL on the development of the new Life Sciences campus at Whitechapel, and to ensure the continuation of provision of Students' Union premises onsite.
- To further develop the Community Sport Foundation and its reach in the local community.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31<sup>st</sup> JULY 2021

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### STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' Annual Report (including the Strategic Report) and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The law applicable to companies and charities in England and Wales requires the Charity Trustees (who are also directors of the Company for the purposes of Company law) to prepare consolidated financial statements for each financial year which give a true and fair view of the state of affairs of the Group and the Charitable Company and of the Group's incoming resources and resources expended (including its income and expenditure) for that period. In preparing these financial statements, the Trustees are required to:-


- select suitable accounting policies and apply them consistently;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charitable Company will continue to operate.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charity (Accounts and Reports) Regulations 2008. They are also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees confirm that, in the case of each of the persons who are Trustees at the date of this report, the following applies:-

- so far, as each Trustee is aware, there is no relevant audit information (information needed by the Charitable Company's auditors in connection with preparing their report) of which the Charitable Company's auditors are unaware;
- each Trustee has taken all the steps necessary to make herself/himself aware of any relevant audit information and to establish that the Charitable Company's auditors are aware of that information.

Approved by The Board of Trustees on 7 April 2022 and signed on its behalf by:



**Adi Sawalha**  
Union President and Chair of the Board

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

*FOR THE YEAR ENDED 31<sup>st</sup> JULY 2021*

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### **Opinion**

We have audited the consolidated financial statements of Queen Mary, University of London Students' Union (the Charitable Company and the group) for the period ended 31 July 2021 which comprise the consolidated Statement of Financial Activities (including the income and expenditure account), the balance sheets, the cashflow 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) including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 July 2021 and the group's surplus or deficit 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 Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS

FOR THE YEAR ENDED 31<sup>st</sup> JULY 2021

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### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report and strategic report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report and strategic report) have been prepared in accordance with applicable legal requirements.

### Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report (incorporating the directors' report and strategic report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

### Responsibilities of the Trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the governors either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

### Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/s/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. This description forms part of our auditor's report.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

### Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS

FOR THE YEAR ENDED 31<sup>st</sup> JULY 2021

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Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management the policies and procedures regarding compliance with laws and regulations (see below);
- We identified the following areas as those most likely to have such an effect: health and safety; General Data Protection Regulation (GDPR); fraud; bribery and corruption, and employment law. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the trustees and other management and inspection of regulatory and legal correspondence, if any. The identified actual or suspected non-compliance was not sufficiently significant to our audit to result in our response being identified as a key audit matter.
- We considered the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102, the Companies Act 2006 and the Charities Act 2011) and the relevant tax compliance regulations in the UK;
- We considered the nature of the group's operations, the control environment and financial performance.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit;
- We considered the procedures and controls that the group has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those programmes and controls.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Where the risk was considered to be higher, we performed audit procedures to address each identified fraud risk. These procedures included: testing manual journals; reviewing the financial statement disclosures and testing to supporting documentation; performing analytical procedures; and enquiring of management, and were designed to provide reasonable assurance that the financial statements were free from fraud or error.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

### **Use of Our Report:**

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charitable Company's members those matters which we are required to state to them in an auditor's 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 Charitable Company and the Charitable Company's members, as a body, for our audit work, this report or the opinion we have formed.

**Mr Mark Cummins FCCA (Senior Statutory Auditor) for and on behalf of**

TC Group  
Statutory Auditors  
Office: Steyning, West Sussex Dated:

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 JULY 2021

	Notes	General funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
<b>INCOME FROM</b>						
<b>Charitable Activities</b>						
Student Activity	6	91,244	53,408	11,786	156,438	149,167
Grant income	3	2,179,796	-	219,337	2,399,133	2,411,644
<b>Other trading</b>						
Sponsorship and Marketing Income	4	593	-	-	593	500
Subsidiary Company Income	3,5	1,417,667	-	-	1,417,667	3,559,482
		201	-	-	201	4,401
<b>Investment Income</b>						
<b>Total income</b>		<b>3,689,501</b>	<b>53,408</b>	<b>231,123</b>	<b>3,974,032</b>	<b>6,125,194</b>
<b>EXPENDITURE ON</b>						
<b>Raising Funds</b>						
Communication and Marketing	7	173,308	-	-	173,308	167,592
Subsidiary Company Expenditure	5	1,512,741	-	-	1,512,741	3,479,353
		1,686,049	-	-	1,686,049	3,646,945
<b>Charitable Activities</b>						
Student Activity	6	1,283,156	47,287	254,492	1,584,935	1,771,951
Student Media	8	16,034	-	-	16,034	16,917
Volunteering	9	66,607	-	-	66,607	75,052
Student Representation & Communication	10	681,059	-	-	681,059	697,553
		2,046,856	47,287	254,492	2,348,635	2,561,473
<b>Total expenditure</b>		<b>3,732,905</b>	<b>47,287</b>	<b>254,492</b>	<b>4,034,684</b>	<b>6,208,418</b>
Movement in fair value of Investments	17	9,120	-	-	9,120	(7,776)
<b>NET INCOME/(EXPENDITURE) &amp; NET MOVEMENT IN FUNDS</b>		<b>(34,284)</b>	<b>6,121</b>	<b>(23,369)</b>	<b>(51,532)</b>	<b>(91,000)</b>
<b>Reserves Brought Forward</b>		<b>(272,502)</b>	<b>362,845</b>	<b>216,833</b>	<b>307,176</b>	<b>398,176</b>
<b>RESERVES CARRIED FORWARD</b>	20	<b>(306,786)</b>	<b>368,966</b>	<b>193,464</b>	<b>255,644</b>	<b>307,176</b>

All recognised gains and losses are reflected through the SOFA.

All transactions noted above derive from continuing operations.

Of the deficit of £51,532 recorded above, the subsidiary accounts for a loss of £95,074 and parent charity accounts for a surplus of £43,542.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## BALANCE SHEETS

AS AT 31 JULY 2021

		Consolidated		Union	
		2021	2020	2021	2020
		£	£	£	£
<b>FIXED ASSETS</b>	16	<b>218,490</b>	262,732	<b>26,793</b>	41,700
<b>INVESTMENTS</b>	17	<b>35,712</b>	26,592	<b>35,712</b>	26,593
<b>CURRENT ASSETS</b>					
Stock		<b>40,105</b>	53,413	-	-
Debtors and Prepayments	18	<b>208,376</b>	844,230	<b>137,456</b>	857,702
Cash at Bank and in Hand		<b>388,366</b>	324,198	<b>273,847</b>	199,696
		<b>636,847</b>	1,221,841	<b>411,303</b>	1,057,398
<b>CREDITORS</b>					
Due within one year	19	<b>(635,405)</b>	(1,203,989)	<b>(404,566)</b>	(1,104,311)
<b>NET CURRENT ASSETS / LIABILITIES</b>		<b>1,442</b>	17,852	<b>6,737</b>	(46,913)
<b>NET ASSETS / (LIABILITIES)</b>		<b>255,644</b>	307,176	<b>69,242</b>	21,380
<b>FINANCED BY:</b>					
<b>FUNDS</b>					
Restricted Funds		<b>193,464</b>	216,833	<b>193,464</b>	216,833
Unrestricted Funds					
General Reserve		<b>(306,786)</b>	(272,502)	<b>(493,188)</b>	(558,298)
Designated Funds		<b>368,966</b>	362,845	<b>368,966</b>	362,845
	20	<b>255,644</b>	307,176	<b>69,242</b>	21,380

Approved by the Board of Trustees on 7 April 2022 and signed on their behalf by:



**Adi Sawalha**  
Union President and Chair of the Board



**Mike Wojcik**  
Chief Executive  
Registered Charity Number: 1147786  
Company Registration Number: 08092471

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 JULY 2021

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	Notes	£	2021 £	£	2020 £
<b>NET CASH INFLOW/(OUTFLOW)</b>					
<b>FROM OPERATING ACTIVITIES</b>	24		<b>80,977</b>		(744,373)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>					
Investment Income			<b>201</b>	4,401	
Payments to acquire tangible fixed assets	16	<b>(17,010)</b>		<b>(48,407)</b>	
			<b>(16,809)</b>		(44,006)
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>					
Increase/(Decrease) in Cash			<b>64,168</b>		(788,379)
			<b>324,198</b>		1,112,577
Cash and cash equivalents at start of year			<b>324,198</b>		1,112,577
Cash and cash equivalents at end of year			<b>388,366</b>		324,198

All cash held consists of cash and cash equivalents.



# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 JULY 2021

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### 1 Statutory information

QMUL Students' Union (QMSU) is a Charitable Company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address can be found in the Trustees' Report (incorporating the Strategic Report).

### 2 Accounting policies

#### (a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – Charities SORP (FRS102) and the Companies Act 2006.

QMSU meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The functional currency of the Group is Pounds Sterling. Figures in the accounts are rounded to the nearest pound.

#### Going Concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity (and its subsidiary) has adequate resources to continue in operational existence for the foreseeable future. This includes taking into account any known impact of the COVID-19 pandemic, which is further detailed in the Trustees' Report.

For this reason, they continue to adopt the going concern basis in preparing the financial statements.

#### (b) Fixed assets and depreciation

Tangible fixed assets are stated at historic purchase and cost less accumulated depreciation. Cost includes the original purchase price of the asset and the costs attributable to bringing the asset to its working condition for its intended use. Depreciation is calculated to write off the cost of fixed assets on a straight line basis over the expected useful lives of the assets as follows:

Building Works	5 to 10 years
Trading Equipment	5 years
Union Equipment	4 years

#### (c) Investments

Investments other than the £1 share in QMSU Services Limited are stated at fair value. The share in QMSU Services Limited is disclosed at cost.

#### (d) Stocks

Stocks are valued at the lower of cost and net realisable value on a weighted average basis.

#### (e) Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments. The Trustees seek to use short and medium-term deposits where possible to maximise the return on monies held at the bank and to manage cash flow.

#### (f) Creditors and provisions

Creditors and provisions are recognised where the organisation has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

#### (g) Debtors

Trade and other debtors are recognised at settlement amount due.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 JULY 2021

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#### (h) Recognition of income

- (i) Financial assistance in the form of grants from Queen Mary University of London is accounted for in the period to which it relates.
- (ii) Donations are accounted for in the Statement of Financial Activities when the Union becomes entitled to receive them, they are measurable and it is possible that they will be received.
- (iii) Donated services and facilities provided by Queen Mary University of London are recognised as both income and expenditure.

Queen Mary University of London (QMUL) provides the premises from which the Union and QMSU Services Limited operate their respective services and activities. Those premises include the Students' Union Hub, Union Shop, the Village Shop and Ground Café on Mile End campus, the Griff Inn Bar & Kitchen, the BLSA Reception and the remainder of the BLSA building on the Whitechapel campus, and the Shield Café and the Fitness to Practice gym located in Charterhouse Square. QMUL is responsible for agreed matters relating to the premises, including maintenance of the fabric of the buildings, plant and machinery, and fixtures and fittings, payment of utility and insurance costs. The Qmotion premises and Drapers Bar & Kitchen are held by QMSU Services Limited under lease from QMUL. QMUL also provides support services in a number of areas including human resources, campus security and other campus provision, health and safety, insurance, buildings works project management, provision of ad hoc space, and the hosting of the Union's and QMSU Services Limited's accounting records on its accounting systems.

The value of the premises and support services provided by QMUL is estimated by reference to the amounts payable by QMSU Services Limited under its lease of the Qmotion premises and Drapers Bar & Kitchen, by way of inclusive rent, taking into account the location and relative size of the premises concerned and the nature of their occupancy. Where the provision of support services has involved QMUL staff time, an estimate of salary costs for time spent has been included. Sums have been included for support and services provided on an ad hoc basis, based on an estimate of the amounts which would be payable for such provision by independent third parties.

An amount equal to such estimated value is included as income in the Statement of Financial Activities as a grant and is indicated as donated services and facilities in Note 3.

- (iv) Bar, café, retail and entertainments income is credited to income on a receivable basis.
- (v) Gym membership subscriptions are credited to income over the duration of the subscription period.
- (vi) Investment income is credited on a receivable basis whereas realised and unrealised gains on investments are reflected through the Statement of Financial Activities.

#### (i) Grants to fund the acquisition of fixed assets

Capital grants received by the charity to fund fixed assets are accounted for in the Statement of Financial Activities as restricted income when the Union becomes entitled to receive them. Depreciation of the related fixed assets is charged against the Restricted Fund. Capital grants received into the trading subsidiary are deferred over the useful economic asset for which they are received to fund.

#### (j) Expenditure

Expenditure is recognised on an accruals basis. Costs of raising funds consist of costs incurred by the subsidiary trading company and the costs of marketing and communication. Charitable activities costs reflect the costs of services provided for students and are analysed between student activity, communications and marketing, student media, volunteering, and student representation and communication. Governance costs reflect costs incurred to achieve sound governance and compliance with legal and regulatory requirements. These costs include costs of strategic planning, management and organisation costs including legal advice and audit fees. The costs recorded under charitable activities include both direct costs and support costs. Support costs, i.e. costs incurred in support of a range of charitable activities, are allocated to the various charitable activities on the basis of permanent staff costs. Irrecoverable VAT is expended through the SOFA as incurred.

An amount equal to the estimated value of premises and support services provided by QMUL, is included as expenditure in the Statement of Financial Activities, allocated to relevant charitable activities, as donated services and facilities, as indicated in the notes below. Such allocation is made by reference to the extent to which such activities are considered to benefit from such provision and payment.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

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**(k) Pension schemes**

As described in Note 15, pension costs relate to recharges of pension costs incurred in relation the staff employed by Queen Mary University of London (QMUL) working for QMSU and QMSU Services Ltd. The recharges relate to two defined benefit pension schemes, the Superannuation Arrangements of the University of London (SAUL) and the Universities Superannuation Scheme (USS). Both are multi-employer schemes where the share of assets and liabilities attributable to each employer cannot be allocated on a systematic basis. Pension costs are therefore accounted for on a defined contribution basis as permitted by section 28 of FRS102 and are recharged to the company accordingly.

**(l) Fund accounting**

General Funds consist of funds freely available which may be applied by the Trustees at their discretion in furtherance of the Union's charitable objects.

Designated Funds represent general funds earmarked by the Trustees for specific purposes.

Restricted Funds are those funds which are subject to donor imposed restrictions and may only be applied in accordance with those restrictions.

**(m) Consolidation**

The financial statements consolidate the results and net assets of the Union and QMSU Services Limited, the Union's wholly-owned subsidiary. Uniform accounting policies are applied across the group with the elimination of profits/losses on intra group transactions upon consolidation. QMSU Services Limited is incorporated in the United Kingdom. Its principal activities are operating a health and fitness centre, bars, cafés, shops and entertainments. The Union holds the one ordinary share of £1 in the investment.

**(n) Critical Accounting Estimates and Judgements**

In the application of the group's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised.

The Trustees do not consider that there are any critical estimates or areas of judgement that need to be brought to the attention of the readers of the financial statements.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 JULY 2021

#### 3. Grant Income

	2021 Unrestricted £	2021 Designated £	2021 Restricted £	2021 Total £	2020 Total £
<b>Queen Mary University of London</b>					
Total Revenue Grants	2,577,838	-	219,337	2,797,175	2,922,747
Allocated to Subsidiary	(803,229)	-	-	(803,229)	(926,544)
<b>Charity Revenue Grants</b>	1,774,609		219,337	1,993,946	1,996,203
Donated Services and Facilities	405,187	-	-	405,187	393,386
Campus Community Fund	-	-	-	-	22,055
	<b>2,179,796</b>	<b>-</b>	<b>219,337</b>	<b>2,399,133</b>	<b>2,411,644</b>

#### 4. Sponsorship and Marketing Income

	2021 £	2020 £
Sponsorship and Marketing	593	-
Freshers' Fair	-	500
	<b>593</b>	<b>500</b>

#### 5. QMSU Services Limited

	Income £	Expenditure £	Total 2021 £	Total 2020 £
<b>Trading Activities</b>				
Gym	404,984	(294,865)	110,119	276,993
Bars	221,471	(210,276)	11,195	209,194
Retail	225,386	(286,848)	(61,462)	117,152
Cafes	177,713	(121,178)	56,535	133,653
Entertainments	89,654	(68,952)	20,702	10,205
Services Marketing	76,049	(44,046)	32,003	19,533
Other	222,410	(41,498)	180,912	212,030
	<b>1,417,667</b>	<b>(1,067,663)</b>	<b>350,004</b>	<b>978,760</b>
Total Administrative Costs	-	(445,078)	(445,078)	(898,631)
	<b>1,417,667</b>	<b>(1,512,741)</b>	<b>(95,074)</b>	<b>80,129</b>

QMSU Services Limited (company number 06677304) is a wholly-owned subsidiary of the Union set up in August 2008 to develop the commercial operations of the Union's unincorporated predecessor. The accounts of QMSU Services Limited for the year ended 31<sup>st</sup> July 2021 disclose a loss of £95,074. This result is stated after the amortisation of deferred capital grants with the amount credited to the income and expenditure account amounting to £NIL (2020: £NIL). The registered office address is the same as the parent.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

### 6. Student Activity

	2021	2020
	£	£
<b>Income</b>		
Students' Events Income	77,923	14,838
Recreational Sport Income	3,892	27,483
Other Income	9,429	2,167
Student Activity Groups Income	53,408	81,496
RAG Income	11,786	23,183
	<b>156,438</b>	<b>149,167</b>
<b>Expenditure</b>		
Events Direct Costs	37,107	-
Student Activity Groups		
Grant funded	27,027	135,637
Self-generated funds	47,287	53,113
Wages and Salaries (Note 12)	407,608	562,345
Insurance	8,349	9,273
Training	3,753	1,212
Affiliation Fees	9,991	8,864
Other Expenditure	6,677	5,403
Donated Services and Facilities	267,423	259,635
Support Costs (Note 13)	515,220	529,099
<b>Costs charged against Restricted Funds-</b>		
Pathway to Sport and Community (Note 13)	10,000	-
Student Experience Volunteering (Note 13)	30,000	-
QM Skills & Employability (Note 13)	10,000	-
Community Building Events (Note 13)	10,000	-
International Student Experience (Note 13)	15,000	-
Employability Annual Fund (Note 13)	15,000	-
Degree Apprentice Grant (Note 13)	10,883	-
Executive Diversity	20,000	20,000
Sports Development	10,000	10,000
Club Sport Funding	10,000	10,000
Community Campus	24,003	34,467
QM Annual Fund	21,595	29,535
Employability	-	1,500
Student Experience	10,599	16,927
Depreciation of Equipment	11,111	21,339
RAG Costs and Donations	2,949	19,677
Westfield Trust	19,188	24,144
Other Grant	13,166	7,685
FA Hub	260	2,486
Co-op	20	63
FA Hub Innovation	-	65
	<b>1,574,216</b>	<b>1,762,469</b>

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

### 6. Student Activity (Cont'd)

<b>Brought Forward</b>	<b>1,574,216</b>	1,762,469
BL Sports Funding	6,683	3,876
Drapers	258	273
Club Sport	3,778	5,333
	<b>1,584,935</b>	<b>1,771,951</b>

Student Activity Groups are listed in Appendix 1

### 7. Communication & Marketing Expenditure

	2021 £	2020 £
Staff Salaries and Wages (Note 12)	120,181	131,866
Freshers' Fair	-	5,895
Publicity & Marketing	1,164	4,207
Depreciation on Equipment	1,111	5,078
Other Expenditure	38,494	8,066
Information Technology	12,358	12,480
	<b>173,308</b>	<b>167,592</b>

### 8. Student Media Expenditure

	2021 £	2020 £
Radio & Media	472	2,827
Student Development	767	3,023
Events	3,490	92
Donated Services and Facilities	11,305	10,975
	<b>16,034</b>	<b>16,917</b>

### 9. Volunteering Expenditure

	2021 £	2020 £
Salaries & Wages (Note 12)	21,788	29,523
Volunteering Expenses	96	4,255
Publicity & Marketing	-	573
Other Expenditure	-	289
Donated Services and Facilities	11,791	11,447
Support Costs (Note 13)	32,932	28,965
	<b>66,607</b>	<b>75,052</b>

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

### 10. Student Representation & Communication Expenditure

	2021	2020
	£	£
Staff Salaries and Wages (Note 12)	199,463	263,477
Affiliation Fees	47,561	57,396
Student Development	-	1,000
Printing & Stationery	1,131	2,157
Cleaning (excluding staff costs)	2,225	2,719
Depreciation on Buildings & Equipment	1,870	9,181
Finance Charges	3,610	8,279
Equipment	88	2,589
Hospitality	14	167
Staff Training	-	164
Other Expenditure	8,939	7,081
Donated Services and Facilities	114,668	111,328
Support Costs (Note 13)	301,490	232,015
	<b>681,059</b>	<b>697,553</b>

### 11. Governance Costs

	2021	2020
	£	£
Salaries & Wages (Note 12)	359,441	509,396
Legal and Professional	1,950	6,647
External Audit	21,450	19,005
Internal Audit	-	2,800
Staff Training	101	346
Board Meeting and Trustee Expenses	231	539
Other	821	-
Hospitality	42	530
Furniture & Fixtures	-	3,000
Recruitment	-	104
Depreciation	76	797
Affiliations	35	70
	<b>384,147</b>	<b>543,234</b>

#### Governance Costs declared in the Financial Statements as follows:

Charity	355,300	283,841
Subsidiary Company	28,847	259,393
	<b>384,147</b>	<b>543,234</b>

Amount paid to the external auditors in respect of audit during the year was £15,250 (2020: £15,250) and £550 for other services. (2020: £955).

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

### 12. Staff Costs

	2021	2020
	£	£
<b>Permanent staff</b>		
Gross Salaries	1,672,864	2,168,143
Employers N.I.	154,012	192,526
Employers Pension	246,546	287,839
Apprenticeship Levy	7,885	10,012
<b>Sabbatical Officers</b>		
Gross Salaries	162,571	98,752
Employees NI	13,725	7,971
Employees' Pension	24,734	15,549
<b>Part Time Students</b>		
Gross Salaries	403,244	824,624
Employees NI	3,792	10,348
Employees' Pension	17,610	25,834
Apprenticeship Levy	1,820	4,357
<b>Total Staff Costs</b>	<b>2,708,803</b>	<b>3,645,955</b>

### Allocated as Follows:

Communication & Marketing (Note 7)	120,181	131,866
QMSU Services Limited Total	1,127,603	1,992,154
QMSU Services Limited included in Governance Costs (Note 11)	(28,847)	(259,393)
Student Activity (Note 6)	407,608	562,345
Volunteering (Note 9)	21,788	29,523
Student Representation & Communication (Note 10)	199,463	263,477
Governance (Note 11)	359,441	509,396
Support Staff Costs (Note 13)	501,566	416,587
	<b>2,708,803</b>	<b>3,645,955</b>



# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 JULY 2021

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#### 12. Staff Costs (continued)

The average full-time equivalent number of permanent staff during the period was 61 (2020:65).

The average full-time equivalent number of student staff during the period was 27 (2020:44).

The average full-time equivalent number of staff during the period was 85 (2020:109).

The monthly average number of permanent staff during the period was 70 (2020:75).

The monthly average number of student staff during the period was 90 (2020:171).

The monthly average number of staff during period was 159 (2020:246).

Six members of staff earned in excess of £60,000. These salaries fell in the range £60,000 - £90,000 and one staff member earned in the range above £100,000 (2020: Two members of staff in the range of £70,000 - £90,000 and one member of staff in the range above £100,000). Pension contributions paid on behalf of these members of staff amounted to £86,743 (2020: £86,101).

The key management personnel during the year were the Chief Executive, Deputy CEO, Deputy Managing Director, Head of Retail and Venues, Head of Café and Retail, Head of Marketing and Communications and Advocacy Manager. Their total remuneration was £282,595 (2020: £272,300).

Permanent staff (both full-time and part-time), except for the Union's six Executive (Sabbatical) Officers, are employees of Queen Mary University of London and are recharged at cost to the Union or to QMSU Services Limited, as appropriate. Casual (student) staff hold contracts of employment with the Union, are paid via the University and are similarly recharged at cost. The Union's Executive (Sabbatical) Officers are employees of the Union.

During 2021 One ex-gratia payment of £23,508 was made following a review of staff structure (2020: a total of £38,950 for two staff members).

#### Trustees' emoluments

Trustees, other than Officer Trustees also known as Executive (Sabbatical) Officers, are not remunerated. Amounts charged in the accounts and paid to the six Officer Trustees during the year amounted to £201,031 (2020: £122,271). £24,734 pension contributions were paid on behalf of the Officer Trustees (2020: £15,549). During the year no trustees were reimbursed for expenditure (2020: NIL).

The following amounts have been charged as emoluments to the Officer Trustees:

	<b>2020</b>
	<b>£</b>
Shamima Akter	<b>32,764</b>
Aphrodite Liddington	<b>32,756</b>
Cameron Storey	<b>33,919</b>
Jack Juckes	<b>33,848</b>
Mathew Robathan	<b>33,872</b>
Tiana Dinard-Samuel	<b>33,872</b>
	<b>201,031</b>

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

### 13. Support Costs

	2021	2020
	£	£
Governance (Note 11)	384,147	543,234
Salaries and Wages (Note 12)	501,566	416,587
Irrecoverable VAT	54,524	53,576
Depreciation on Buildings & Equipment	33,741	93,445
Information Technology	1,081	8,984
Finance Charges	10,674	23,158
Staff Training	1,420	2,534
Printing & Stationery	2,593	7,688
Telephone & Postage	1,845	5,303
Legal & Professional	-	9,895
Hospitality	346	1,276
Insurance	34,106	42,218
Operational Costs	32,456	42,961
Licences	8,693	32,903
Security Costs	2,817	53,976
Lease & Rentals	103,721	132,207
Cleaning	124,043	164,419
Equipment	4,686	-
Publicity & Marketing	3,801	13,929
Maintenance	86,621	34,865
Other Expenditure	2,722	5,552
	<b>1,395,603</b>	<b>1,688,710</b>

### Support Costs are declared in the Financial Statements as follows:

Charity	950,525	790,079
Subsidiary Company (Note 5)	445,078	898,631
	<b>1,395,603</b>	<b>1,688,710</b>

### Charity Support Costs are apportioned to Charitable Activities as follows:

Student Activity (Note 6)	616,103	529,099
Volunteering (Note 9)	32,932	28,965
Student Representation & Communication (Note 10)	301,490	232,015
	<b>950,525</b>	<b>790,079</b>

Support costs have been allocated based on the cost of permanent staff in the various activities. Operational costs include disposables and other operational expenditure. Cleaning, Security and Operational costs were included in cost of sales in previous years.

The salaries increase reflected above is due to £73,791 (2020: £172,644) of student staff wages underwritten by grant funding from the university to cover 80% of the student staff wages between April and July 2021. There is a corresponding increase in income of the same amount to offset this increase. The remaining increase of £84,979 relates to the reallocation of Finance salary cost transferred from subsidiary company.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

### 14. Comparative funds – Statement of Financial Activities for the year ended 31 July 2020

	Notes	General funds 2020 £	Designated funds 2020 £	Restricted funds 2020 £	Total 2020 £
<b>INCOME FROM</b>					
<b>Charitable Activities</b>					
Student Activity	6	44,488	81,496	23,183	149,167
Grant income	3	3,223,783	-	114,405	3,338,188
<b>Other trading</b>					
Sponsorship and Marketing Income	4	500	-	-	500
Subsidiary Company Income	5	2,632,938	-	-	2,632,938
Investment Income		4,401	-	-	4,401
Total income		<b>5,906,110</b>	<b>81,496</b>	<b>137,588</b>	<b>6,125,194</b>
<b>EXPENDITURE ON</b>					
<b>Raising Funds</b>					
Communication and Marketing	7	167,592	-	-	167,592
Subsidiary Company Expenditure	5	3,479,353	-	-	3,479,353
		<b>3,646,945</b>	<b>-</b>	<b>-</b>	<b>3,646,945</b>
<b>Charitable Activities</b>					
Student Activity	6	1,515,787	53,113	203,051	1,771,951
Student Media	8	16,917	-	-	16,917
Volunteering	9	75,052	-	-	75,052
Student Representation & Communication	10	697,553	-	-	697,553
Total expenditure		<b>2,305,309</b>	<b>53,113</b>	<b>203,051</b>	<b>2,561,473</b>
		<b>5,952,254</b>	<b>53,113</b>	<b>203,051</b>	<b>6,208,418</b>
Movement in fair value of Investments	17	(7,776)	-	-	(7,776)
<b>NET INCOME/(EXPENDITURE) &amp; NET MOVEMENT IN FUNDS</b>		<b>(53,920)</b>	<b>28,383</b>	<b>(65,463)</b>	<b>(91,000)</b>
Reserves Brought Forward		(218,582)	334,462	282,296	398,176
<b>RESERVES CARRIED FORWARD</b>	20	<b>(272,502)</b>	<b>362,845</b>	<b>216,833</b>	<b>307,176</b>

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

*FOR THE YEAR ENDED 31 JULY 2021*

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### **15. Pension Arrangements**

Pension costs consist entirely of recharges relating to staff employed by Queen Mary University of London (QMUL). Recharges are based upon scheme contribution rates, staff salaries and time spent by staff working on QMSU and QMSU Services Limited activities.

The recharged pension costs relate to two QMUL pension schemes, the Universities Superannuation Scheme (a defined benefit only pension scheme which was contracted out of the State Second Pension) and the Superannuation Arrangements for the University of London (a centralised defined benefit scheme within the United Kingdom, contracted-out of the Second State Pension).

Further information relating to these schemes can be found in the QMUL accounts for the year to 31<sup>st</sup> July 2021 which are available to download from the QMUL website.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

### 16. Fixed Assets

Consolidated	Building Works £	Trading Equipment £	Union Equipment £	Total £
<b>Cost:</b>				
As at 1 <sup>st</sup> August 2020	2,422,284	835,310	144,611	3,402,205
Additions	-	17,010	-	17,010
At 31 <sup>st</sup> July 2021	<b>2,422,284</b>	<b>852,320</b>	<b>144,611</b>	<b>3,419,215</b>
<b>Depreciation:</b>				
As at 1 <sup>st</sup> August 2020	(2,326,525)	(672,339)	(140,609)	(3,139,473)
Charge for the year	(21,921)	(37,949)	(1,382)	(61,252)
At 31 <sup>st</sup> July 2021	<b>(2,348,446)</b>	<b>(710,288)</b>	<b>(141,991)</b>	<b>(3,200,725)</b>
<b>Net Book Value:</b>				
At 31 <sup>st</sup> July 2021	<b>73,838</b>	<b>142,032</b>	<b>2,620</b>	<b>218,490</b>
At 31 <sup>st</sup> July 2020	95,759	162,971	4,002	262,732

Fixed Assets Union	Building Works £	Trading Equipment £	Union Equipment £	Total £
<b>Cost:</b>				
As at 1 <sup>st</sup> August 2020	1,261,674	119,597	144,611	1,525,882
At 31 <sup>st</sup> July 2021	<b>1,261,674</b>	<b>119,597</b>	<b>144,611</b>	<b>1,525,882</b>
<b>Depreciation:</b>				
As at 1 <sup>st</sup> August 2020	(1,234,036)	(109,537)	(140,609)	(1,484,182)
Charge for the year	(8,495)	(5,030)	(1,382)	(14,907)
At 31 <sup>st</sup> July 2021	<b>(1,242,431)</b>	<b>(114,567)</b>	<b>(141,991)</b>	<b>(1,499,089)</b>
<b>Net Book Value:</b>				
At 31 <sup>st</sup> July 2021	<b>19,143</b>	<b>5,030</b>	<b>2,620</b>	<b>26,793</b>
At 31 <sup>st</sup> July 2020	27,638	10,060	4,002	41,700

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

### 17. Investments

	2021 Consolidated £	2020 Consolidated £	2021 Union £	2020 Union £
<b>Listed Investments at fair value</b>				
Brought Forward	26,592	34,368	26,592	34,368
Movements in fair value of investments	9,120	(7,776)	9,120	(7,776)
At 31 <sup>st</sup> July 2021	<u>35,712</u>	<u>26,592</u>	<u>35,712</u>	<u>26,592</u>
Unlisted investments at cost	-	-	1	1
	<u><u>35,712</u></u>	<u><u>26,592</u></u>	<u><u>35,713</u></u>	<u><u>26,593</u></u>

Listed Investments consist of 4,800 ordinary shares of 25p each in JP Morgan Claverhouse Investment Trust plc.

The Union's unlisted investment consists of 1 ordinary share of £1 in QMSU Services Limited (100% holding), a company (no. 6677304) incorporated in England and a wholly-owned subsidiary of the Union. Total income generated during 2020 was £1,417,667 (2020: £3,559,483), total expenditure during 2020 was £1,512,741 (2020: £3,479,354), total net assets at 31<sup>st</sup> July 2021 were £186,402 (2020: £418,286).

### 18. Debtors

	2021 Consolidated £	2020 Consolidated £	2021 Union £	2020 Union £
Trade Debtors	30,663	49,478	29,459	47,438
Queen Mary University of London	34,363	568,718	23,881	566,925
Prepayments	113,155	127,929	55,600	12,753
Tax and social security	27,811	96,549	27,811	96,549
Other Debtors	2,384	1,556	705	134,037
	<u>208,376</u>	<u>844,230</u>	<u>137,456</u>	<u>857,702</u>

### 19. Creditors: Amounts falling due within 1 year

	2021 Consolidated £	2020 Consolidated £	2021 Union £	2020 Union £
Trade Creditors	31,060	114,693	21,332	14,485
Queen Mary University of London	429,403	869,638	177,473	474,344
QMSU Services Limited	-	-	117,253	541,226
Accruals	152,753	202,139	66,560	56,942
Other Creditors	22,189	17,519	21,948	17,314
	<u>635,405</u>	<u>1,203,989</u>	<u>404,566</u>	<u>1,104,311</u>

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

### 20. Reserves

	At 1 <sup>st</sup> August 2020 £	Income £	Expenditure £	At 31 <sup>st</sup> July 2021 £
<b>Consolidated</b>				
<b>Restricted</b>				
Capital Grants	21,894	-	(11,110)	10,784
RAG	11,687	11,786	(2,949)	20,524
Drapers Fund	1,727	-	(258)	1,469
Campus Community Fund	28,442	-	(24,003)	4,439
Association Fund	23,733	-	(10,599)	13,134
FA HUB Innovation	547	-	-	547
FA HUB	1,444	-	(260)	1,184
Co-op	9,163	-	(20)	9,143
Club Sport	19,933	5,195	(3,778)	21,350
Executive Diversity	-	20,000	(20,000)	-
Sports Development	-	10,000	(10,000)	-
Club Sport Funding	-	10,000	(10,000)	-
Pathway to sport & Comm	-	10,000	(10,000)	-
Student Exp & Volunteering	-	30,000	(30,000)	-
QM Skills & Employability	-	10,000	(10,000)	-
Community Building Events	-	10,000	(10,000)	-
Int'l Student Experience	-	15,000	(15,000)	-
Employability Annual Fund	-	15,000	(15,000)	-
Degree Apprentice Grant	-	10,883	(10,883)	-
BL Sports Fund	5,790	5,348	(6,683)	4,455
QM Annual Fund	31,393	42,528	(21,595)	52,326
Westfield Trust Fund	33,855	-	(19,188)	14,667
Employability Fund	-	1,500	-	1,500
Other Grant	27,225	23,883	(13,166)	37,942
<b>Total Restricted</b>	<b>216,833</b>	<b>231,123</b>	<b>(254,492)</b>	<b>193,464</b>
<b>Designated</b>				
Student Activity Groups	362,845	53,408	(47,287)	368,966
<b>Total Designated</b>	<b>362,845</b>	<b>53,408</b>	<b>(47,287)</b>	<b>368,966</b>
<b>General Reserve</b>	<b>(272,502)</b>	<b>3,698,621</b>	<b>(3,732,905)</b>	<b>(306,786)</b>
<b>Total</b>	<b>307,176</b>	<b>3,983,152</b>	<b>(4,034,684)</b>	<b>255,644</b>

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JULY 2021

### 20. Reserves (continued)

	At 1 <sup>st</sup> August 2020	Income	Expenditure	At 31 <sup>st</sup> July 2021
	£	£	£	£
<b>Charity Only</b>				
<b>Restricted</b>				
Capital Grants	21,894	-	(11,110)	10,784
RAG Fund	11,687	11,786	(2,949)	20,524
Drapers Fund	1,727	-	(258)	1,469
Campus Community Fund	28,442	-	(24,003)	4,439
Association Fund	23,733	-	(10,599)	13,134
FA HUB Innovation	547	-	-	547
FA HUB	1,444	-	(260)	1,184
Co-op	9,163	-	(20)	9,143
Club Sport	19,933	5,195	(3,778)	21,350
Pathway to sport & Comm	-	10,000	(10,000)	-
Student Exp & Volunteering	-	30,000	(30,000)	-
QM Skills & Employability	-	10,000	(10,000)	-
Community Building Events	-	10,000	(10,000)	-
Int'l Student Experience	-	15,000	(15,000)	-
Employability Annual Fund	-	15,000	(15,000)	-
Degree Apprentice Grant	-	10,883	(10,883)	-
Executive Diversity	-	20,000	(20,000)	-
Sports Development	-	10,000	(10,000)	-
Club Sport Funding	-	10,000	(10,000)	-
BL Sports Fund	5,790	5,348	(6,683)	4,455
QM Annual Fund	31,393	42,528	(21,595)	52,326
Westfield Trust Fund	33,855	-	(19,188)	14,667
Employability	-	1,500	-	1,500
Other Grant	27,225	23,883	(13,166)	37,942
<b>Total Restricted</b>	<b>216,833</b>	<b>231,123</b>	<b>(254,492)</b>	<b>193,464</b>
<b>Designated</b>				
Student Activity Groups	362,845	53,408	(47,287)	368,966
<b>Total Designated</b>	<b>362,845</b>	<b>53,408</b>	<b>(47,287)</b>	<b>368,966</b>
General Reserve	(558,298)	2,487,041	(2,421,931)	(493,188)
<b>Total</b>	<b>21,380</b>	<b>2,771,572</b>	<b>(2,723,710)</b>	<b>69,242</b>



# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 JULY 2021

#### 20. Reserves (continued)

##### Funds

The Restricted Capital Grants Fund represents grants received from Queen Mary University of London to fund fixed assets. Depreciation of the related fixed assets is charged against the restricted fund. The Restricted RAG Fund represents the unspent balance of all RAG collections. The Campus Community Restricted Fund represents funds generated from surpluses from the Learning Café to develop arts, cultural and learning activities within the Union.

The Association Fund represents funds generated from BLSA Entertainments to support the student experience.

The Drapers, QM Annual, Employability, Westfield Trust, represent grants received from Queen Mary University of London to fund specific projects.

Club Sport, BL Sports Fund, Co-op, FA Hub Innovation and FA Hub represent grants for community sports activities.

The Other Grant Fund represents new grants awarded in the year. The main donors were RFU and other community sport awards. These awards were used for community sport, Get Active and other student activities.

Executive Diversity Fund was part of the QM Block grant awarded to Sabbatical officers to run liberation campaigns such as Anti-Islamophobia, Asian Heritage, Black History and LGBT+.

Sports Development and Club Sport funding were part of the QM block Grant awarded to carry out sporting and student activities.

The Designated Student Activity Groups Fund represents the unspent balances of all student activity groups.

General Funds are amounts generally available to the Trustees and may be applied at the Trustees discretion to the generality of the Union's charitable objects.

#### 20. Operating Lease Commitment

At 31 July 2021, QMSU Services Limited had total commitments under non-cancellable operating leases as detailed below;

	Land and buildings		Other	
	2021	2020	2021	2020
	£	£	£	£
Within one year	<b>93,161</b>	93,161	<b>11,601</b>	16,749
Between one and two years	-	-	<b>8,640</b>	11,601
Between two and five years	-	-	<b>2,056</b>	10,696
	<b>93,161</b>	93,161	<b>22,297</b>	39,046

#### 21. Related Party Transactions

During the period ended 31<sup>st</sup> July 2021, the controlling party of the Union was, under its Articles of Association, the Trustees.

During 2021 a total of £NIL (2020: NIL) was reimbursed to Trustees for expenditure.

The Union received a substantial part of its income by means of grant funding from Queen Mary University of London. This funding comprised £2,797,175 revenue funding, and the value of premises and support services provided by Queen Mary University of London estimated at £405,187. The Trustees were of the opinion that this financial and other assistance were not an influencing factor with regards to the formulation of Union policy, nor did it have any effect on the internal management and decision-making of the Union.

# QUEEN MARY UNIVERSITY OF LONDON STUDENTS' UNION LIMITED

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 JULY 2021

#### 22. Taxation

The Union is a registered charity and is entitled to the exemptions from tax available to charities.

#### 23. Net Cash Inflow from Operating Activities

	Note	2021 £	2020 £
Net income/(expenditure)		(51,532)	(91,000)
Depreciation	16	61,252	129,840
Investment income		(201)	(4,401)
Change in market value of investments		(9,120)	7,776
(Increase)/Decrease in stock		13,308	12,423
Decrease/(Increase) in Debtors	18	635,854	(600,985)
Increase/(Decrease) in Creditors due within 1 year	19	(568,584)	(198,026)
		<u>80,977</u>	<u>(744,373)</u>

#### 24. Net Funds

	2021 £	2020 £
Cash	<u>388,366</u>	324,198
Net Funds at 31 <sup>st</sup> July 2021	<u>388,366</u>	<u>324,198</u>

#### 25. Net Assets between Funds

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
<b>Consolidated</b>				
Fund balances at 31 July 2021 are represented by:				
Tangible fixed assets	218,490	-	-	218,490
Investments	35,712	-	-	35,712
Current assets	74,417	368,966	193,464	636,847
Creditors: amounts falling due within one year	(635,405)	-	-	(635,405)
	<u>(306,786)</u>	<u>368,966</u>	<u>193,464</u>	<u>255,644</u>

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
<b>Consolidated</b>				
Fund balances at 31 July 2020 are represented by:				
Tangible fixed assets	262,732	-	-	262,732
Investments	26,592	-	-	26,592
Current assets	642,163	362,845	216,833	1,221,841
Creditors: amounts falling due within one year	(1,203,989)	-	-	(1,203,989)
	<u>(272,502)</u>	<u>362,845</u>	<u>216,833</u>	<u>307,176</u>

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# Audit Findings Report Year Ended 31 July 2021

Presented to Directors and Management Team

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Your contacts in connection with this report are:

Mark Cummins – Charities & Education Partner  
markcummins@TC-Group.com

Jonathan Aikens – Partner  
jonathanaikens@TC-Group.com

# 1. Introduction and Coverage

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## **Purpose of this Report**

The purpose of this report is to set out certain matters that came to our attention during the course of the audit of QMSU Services Ltd for the year ended 31 July 2021.

In order to comply with the provisions of International Standards on Auditing we are required to report to you our audit findings and in particular:

- Views about the qualitative aspects of your accounting practices and financial reporting;
- Unadjusted and adjusted misstatements;
- Matters specifically required by Auditing Standards to be communicated to those charged with governance (such as fraud and error);
- Expected modifications to our auditor's report;
- Material weaknesses in the accounting and internal control systems; and
- Any other relevant and material matters relating to the audit.

We consider that the audit approach adopted will provide the Directors with the required confidence that a thorough and robust audit has been carried out.

We can confirm that we anticipate no moderations to our standard auditor's report.

## **Responsibilities**

The Directors are responsible for preparing the Directors' Report and Financial Statements. TC Group as auditors to QMSU Services Ltd are responsible for forming an opinion on the Financial Statements.

## **Limitations**

Our audit procedures, which have been designed to enable us to express an opinion on the Financial Statements, have included the examination of the transactions and the controls thereon of the company. The work we have done was not primarily directed towards identifying weaknesses in the company's accounting systems other than those that would affect our audit opinion, nor to the detection of fraud.

We have included in this report only those matters that have come to our attention as a result of our normal audit procedures and, consequently, our comments should not be regarded as a comprehensive record of all weaknesses that may exist or improvements that could be made.

To a certain extent the content of this paper comprises general information that has been provided by, or is based on discussions with, management and staff. Except to the extent necessary for the purposes of the audit, this information has not been independently verified. This report is to be regarded as confidential to the Directors and is intended for use by them and staff of the company only. No responsibility is accepted to any other person in respect of the whole or part of its contents. Before this report, or any part of it, is disclosed to a third party our consent must be obtained.

## 2. Independence

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Auditing Standards require us to communicate at least once a year regarding all relationships between TC Group and the charity that may reasonably be thought to have a bearing on our independence.

We have reviewed our independence and confirm that TC Group is independent within the meaning of regulatory and professional requirements. In particular the objectivity of our partner, Mark Cummins, and his audit team is not impaired.

Our review included consideration of whether:

- The firm is dependent on the company as a client due to the significance of the audit fee to the firm;
- The firm is owed significant overdue fees;
- There is any actual or threatened litigation between the firm and the company;
- Any benefits have been received by the audit team which are not modest;
- The firm has any mutual business interest with the company;
- Any members of the audit team have any personal or family connections with the company or Directors; and
- Independence is impaired through the provision of services other than the statutory audit.

### 3. Audit and Accounting Issues Identified During the Audit

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#### Update on prior year recommendations

##### 1. Recoverability of intercompany balance

**Issue** 2019 and 2020 audit findings highlighted the significant balance owed by QMSU to QMSU Services Ltd.

It was recommended that:

- Consideration was put towards how the loan can be reduced over time without applying undue financial pressure to either QMSU or QMSU Services.
- Given the fact the Union is unlikely to generate significant cash sums in the coming years as a standalone entity, it was suggested that the Services board considered writing off a proportion of the outstanding loan.
- A review of the cost allocation between the Union and QMSU Services Ltd should be undertaken to ensure an adequate, justifiable level of shared cost is being incurred by QMSU Services Ltd.
- The group should continue to look to generate group unrestricted reserves surpluses which will also assist in improving the viability of the intercompany position.

**Update and Recommendation** From review of the accounts this year the balance owed by QMSU to QMSU Services Ltd has reduced significantly from £541k in 2020 to £117k in 2021. It is recommended that directors continue to monitor the loan balance and continue to take the above recommendations into account during the current year.



### 3. Audit and Accounting Issues Identified During the Audit

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#### 2. Stock valuations

**Issue** Previous audits have highlighted the fact that a number of items on the stock summaries were held at an incorrect cost/valuation. It was explained that the valuations of individual items are used to project the year end stock value and suggested that a review of the costs listed on the stock count was conducted to ensure the year end stock valuation is accurately reported.

**Update** This year's audit found various small valuation errors at various shops where the stock was held at an incorrect (historic) value. As the amounts involved are relatively small there is no significant concern from an audit perspective. However it is recommended that the accuracy of stock valuation is monitored and reviewed internally.

#### Current year findings

There are no further items to report following the 2021 audit.

## 4. Internal Control Matters

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### Update on prior year recommendations

#### 1. Chislehurst income controls

<b>Issue</b>	<p>Audit testing in 2020 found that controls relating to income collected in respect of the Chislehurst site should be improved.</p> <p>Income is currently recorded by hand on paper and banked as it accumulates. There is no segregation of duties in place with one individual collecting and recording the cash.</p> <p>While it was appreciated that some steps had been taken to improve the Chislehurst income system (ie the introduction of SumUp card readers for bookings), it was recommended that the group consider whether an improved income recording system could be implemented (such as by use of a till for bar takings) and whether an improvement in segregation of duties in respect of the income should be implemented.</p>
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<b>Update</b>	<p>The SumUp card system has been implemented during the year and this has led to an uplift in income takings at the venue and easier tracking of funds received. It is recommended that the SumUp card reader is used for all income received into this venue and cash bookings are not reintroduced.</p>
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#### 2. Q Motion cash counting

<b>Issue</b>	<p>Audit testing in 2020 found that only one individual counts the Q Motion cash, leading to an increased risk of misappropriation.</p> <p>Although it was appreciated that cash takings are relatively small, it was recommended that the group consider whether segregation of duties could be improved with two individuals being present when cash is counted.</p>
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<b>Update</b>	<p>COVID restrictions meant that cash was not accepted at this venue during the year. The recommendation was however considered and it was decided that given the small level of risk posed, it was not practical to have two people present when counting the Q Motion cash takings given restrictions on staff resource and the fact cash takings are fairly minimal.</p>
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### Current year findings

There are no further items to report following the 2021 audit.

## 5. Audit Misstatements

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A summary of the unadjusted/adjusted misstatements identified during the course of our work is set out below.

We have not disclosed below those items that we consider to be 'clearly trivial' in the context of our audit. For this purpose we consider 'clearly trivial' to be any matter less than £1,300. We advised management of all misstatements and agreed with them whether or not adjustments to the accounts should be made.

	(Increase) or decrease to deficit	Increase or (decrease) to Net Assets
<b>Unadjusted Audit Misstatements</b>	<b>£</b>	<b>£</b>
Extrapolated stock valuation error	(1,444)	(1,444)
Deferred tax liability not recognised	(22,067)	(22,067)
Difference between stock count sheets and accounts	2,142	2,142
Differences between the fixed asset register and accounts	9,017	9,017
Accruals adjustments posted against misc income rather than expenditure (£11,807)	-	-
<b>Total unadjusted misstatements</b>	<b>(12,352)</b>	<b>(12,352)</b>

There are no adjusted misstatements to report.

We approve the accounting treatment of the above adjusted and unadjusted misstatements.

Director 

Date 13 April 2022

On behalf of the Board of Directors

# Appendix i Letter of Representation

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TC Group  
The Courtyard  
Shoreham Road  
Upper Beeding  
Steyning  
West Sussex  
BN44 3TN

Dear Sirs

During the course of your audit of our Financial Statements for the year ending 31 July 2021, the following representations were made to you by management and Directors.

1. We acknowledge as Trustees our responsibilities under the Companies Act 2006 and for preparing Financial Statements in accordance with the applicable accounting framework (FRS102) and for making accurate representations to you as auditors.
2. We confirm that in our opinion the financial statements give a true and fair view and in particular that where any additional information must be disclosed in order to give a true and fair view that information has in fact been disclosed.
3. We confirm that all accounting records have been made available to you for the purposes of your audit, in accordance with your terms of engagement, and that all transactions undertaken by the company have been properly reflected and recorded in the accounting records. All other records and related information, including minutes of all management and Directors' meetings, have been made available to you. We have given you unrestricted access to persons within the company in order to obtain evidence and have provided any additional information that you have requested for the purposes of your audit.
4. We acknowledge our responsibility for the design, implementation and maintenance of internal control systems to prevent and detect fraud and error. We have disclosed to you the results of our risk assessment that the Financial Statements may be misstated as a result of fraud. We have disclosed to you all instances of known or suspected fraud affecting the company involving management, employees who have a significant role in internal control or others that could have a material effect on the Financial Statements. We have also disclosed to you all information in relation to allegations of fraud or suspected fraud affecting the company's Financial Statements communicated by current or former employees, analysis, regulators or others.
5. The company has satisfactory title to all assets and there are no liens or encumbrances on the company's assets, except for those that are disclosed in the notes to the Financial Statements.
6. We have recorded or disclosed, as appropriate, all liabilities, both actual and contingent, and have disclosed in the notes to the Financial Statements all guarantees that we have given to third parties.

# Appendix i Letter of Representation

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7. We have no plans or intentions that may materially alter the carrying value and where relevant the fair value measurements or classification of assets and liabilities reflected in the Financial Statements.
8. The methods, data and significant assumptions used by us in making accounting estimates, and their related disclosures, are appropriate to achieve recognition, measurement and disclosure that is reasonable in the context of the applicable financial reporting framework.
9. We confirm that the company has had, at no time during the year, any arrangement, transaction or agreement to provide credit facilities (including loans, quasi-loans or credit transactions) for Directors, nor to guarantee nor provide security for such matters, except as already disclosed in the Financial Statements.
10. We have disclosed to you all claims in connection with litigation that have been, or are expected to be, received and such matters, as appropriate, have been properly accounted for, and disclosed in, the Financial Statements and that these have been accounted for in accordance with the applicable financial reporting framework (FRS102).
11. We confirm that we are not aware of any possible or actual instances of non-compliance with those laws and regulations which provide a legal framework within which the company conducts its activities and which are central to the company's ability to conduct its activities, except as explained to you and as disclosed in the Financial Statements.
12. We confirm that the related party relationships and transactions set out below are a complete list of such relationships and transactions and that we are not aware of any further related parties or transactions:

<b>Party</b>	<b>Relationship</b>	<b>Nature of transaction</b>
M Wojcik	Director/Managing Director	Salary
P McIntock	Director	None
J Thew	Director	None
E Hall	Director	None
A Gladin	Director	None
A Sawalha	Director	None
N Ali	Director	None
S Kumawat	Director	None
R Tucker	Director	None
J Jukes	Director	None
T Longbottom	Previous Director	None
C Edgar	Previous Director	None
S Akter	Previous Director	None
A Hadjidemetriou	Previous Director	None
QMSU	Parent company	Various arm's-length operating transactions

13. We confirm that all related party relationships and transactions have been accounted for and disclosed in accordance with the applicable accounting framework (FRS 102).

# Appendix i Letter of Representation

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14. We confirm that there have been no events since the balance sheet date which require disclosing or which would materially affect the amounts in the Financial Statements, other than those already disclosed or included in the Financial Statements.
15. We confirm that the company has not contracted for any capital expenditure other than as disclosed in the Financial Statements.
16. We believe that the company's financial statements should be prepared on a going concern basis on the grounds that current and future sources of funding or support will be more than adequate for the company's needs. We also confirm our plans for future action(s) required to enable the company to continue as a going concern are feasible. We have considered a period of twelve months from the date of approval of the financial statements. We believe that no further disclosures relating to the company's ability to continue as a going concern need to be made in the financial statements.
17. The effects of unadjusted misstatements are immaterial, both individually and in aggregate, to the Financial Statements as a whole.
18. All grants, donations and other income, the receipt of which is subject to specific terms or conditions, have been notified to you. There have been no breaches of terms or conditions in the application of such income.
19. We acknowledge our legal responsibilities regarding disclosure of information to you as auditors and confirm that:
  - So far as each Director is aware, there is no relevant audit information that you as auditors are unaware of; and
  - Each Director has taken all the steps that they ought to have taken as Director to make themselves aware of any relevant audit information and to establish that you are aware of that information.

We confirm that the above representations are made on the basis of enquiries of management and staff with relevant knowledge and expertise (and, where appropriate of supporting documentation) sufficient to satisfy ourselves that we can properly make these representations to you and that to the best of our knowledge and belief they accurately reflect the representations made to you by the Directors during the course of the audit.

Yours faithfully



.....Director

13 April 2022

.....Date

Signed on behalf of the Board of Directors