

Liverpool Guild of Students

# Annual Report 2013

Trustee report and end of year financial statements (31<sup>st</sup> July)



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## **Our Mission, Vision and Values**

### **Introduction**

Liverpool Guild of Students (LGoS) exists as both a charity in its own right, and as an integral part of the University of Liverpool. We represent the interests of over 20,000 students, working to improve their lives.

### **Our Mission**

Our charitable objects are the advancement of education for Students at the University of Liverpool for the public benefit by:

- i. Providing opportunities for the expression of Student opinion and actively representing, supporting and advising Students.
- ii. Acting as the recognised representative channel of communication between Students and the University of Liverpool and other external bodies.
- iii. Promoting the interests and welfare of Students at the University of Liverpool.
- iv. Facilitating social, cultural, sporting and recreational activities and forums for discussions and debate for the personal development of its Students, and providing services and support for its Students.
- v. Working with other students' unions and affiliated bodies.

These are then articulated through three different priorities:

#### **LISTEN**

Our ultimate aim is to ensure that we deliver a positive impact on the lives of our members. We do this by talking to students and understanding their individual experiences, generating ideas and mandating us to work on their behalf.

#### **LOBBY**

We then take these ideas and represent the interests of our members to the University and the City Council, working with a range of individuals from across many different organisations.

#### **LEAD**

We elect a President, Deputy and two Vice-Presidents each year to lead the work that we do. We also elect a Student Council, have representatives in all academic departments and Halls' committees, and have forums open to all students.

### **Our Vision**

Our vision is to become the most active, successful and innovative lobbying organisation in the North West of the United Kingdom.

## Our Values

Everything that we do is driven by a commitment to five key values:

- i. Responsible - we will employ sustainable methods for achieving our mission and vision by providing services that are financially sound, improve our environmental impact and raise awareness and involvement in sustainability projects.
- ii. Partnership Driven – we will strengthen and develop key collaborative partnerships that will enhance the ability of LGoS to fulfil our mission, and offer greater value to our members.
- iii. Inclusive – we will strive to provide a wide range of services, opportunities and products that meet the needs of our diverse membership, and proactively encourage participation.
- iv. Innovative – we will use information and data from our members to lead our decision making and development, whilst benchmarking appropriately to ensure that we remain fit for purpose.
- v. Involving - we will continue to develop a culture where members can comment on what is good and what is not, and influence how we can progress.

## Public Benefit Statement

The trustees have given due consideration to Charity Commission published guidance on the operation of the public benefit requirement and are satisfied that the charity meets these requirements.

## Statement from the Chair of Trustees

It is with great pride that I deliver this year's impact report for LGoS. 2012-13 saw a lot of change for the organisation as we began the extensive work on our physical building facilities, invested in our expanding staff team and continued to grow our student-led activities. With nine out of twelve new trustee board members, and four new student representative officers we wasted little time in setting the foundations for the new Guild building we will be delivering in May 2014.

As a new officer team we made our mark with campaigns stretching from student money worries (Pound In Your Pocket), to teaching and learning (Make The Most of IT), to easing stress around exam times (Keep Your Cool). We also attended the NUS National Demonstration in London in November under the banner 'Educate, Employ, Empower' with over 3,000 fellow students.



September 2012 saw the first cohort of home undergraduate students paying the increased £9,000 tuition fees and with it a host of new challenges for both the University of Liverpool, and us. Higher expectations and the rise of rhetoric around the 'value' of a degree education have meant we must address these new challenges immediately if we are to truly meet the needs of a new generation of students, whilst still recognising the variety of fees different students pay.

We have begun work in three key areas to meet these challenges; Infrastructure, Communication, and Our Staff. It is with great excitement that last year see us begin work on the £14.25 million refurbishment of our historic Mount Pleasant building. One of the largest students' union buildings in Europe, securing this money from the University will not only transform our activity space but allow us to enhance our social enterprising environment and develop further in the future. The refurbished 'Reilly Building' was completed in December 2012 as we moved into our temporary location on Abercromby Square.

We have worked hard throughout the year to enhance our communications with our members and the wider community. We have overhauled our email communication, introduced a variety of communication methods, including the use of videos, blogs and face to face time with students. Going forward, we will be developing a marketing and communication staff team to help deliver an innovative and creative way of keeping our members informed on the great work we are doing, as well as informing us of the needs of our students.

Finally, we believe that by developing our staff we can best meet the needs of our students. We have expanded our Student Activities team with the introduction of two new society coordinators as well as offering training and development. We are ambitious for the future and must continue this development to face the challenges of the new building.

Although moving from our home on Mount Pleasant for the first time to undertake our refurbishment we have proved that LGoS is more than just a building. It is a community of students from around the world, on a huge variety of different courses and with different ambitions. The work we have done has been for all of these students, no matter how big or small the difference may appear, it is our ability to shape the lives of our students which makes us strong. We look ahead to a new building, a new identity and a strong future for LGoS.

**Sam Butler**

President 2012/13 – 2013/14

Chair of Trustees

## Statement from the Chief Executive Officer

This has been a year of great change and challenge for LGoS. We have had a good year and have continued to deliver services and opportunities for students to lead, learn and gain skills on top of their degrees whilst at the University of Liverpool.

We took the bold decision to decant from our building and temporarily relocate to 3, 4 and 5 Abercromby Square from December 2012.

This has resulted in a period of upheaval. We have had a lower profile on campus as well as a reduced capacity to generate income. This necessary and brave move will allow the building to be fully refurbished in one go as quickly as possible rather than at a slower pace and at a higher cost if we had stayed in situ. The building project is due to be completed by May 2014, and will be fully operational to welcome the new cohort of students in September 2014. This is an important phase as students that started their first year in 2012 will be entering their third year as we move back in and all the evidence indicates that students' level of engagement within their students' union is formed in their first year, so it is vital that we are in a position to build student affiliation with LGoS from September onwards. It also provides us with an opportunity to thank the third years and demonstrate that it has all been worth it. The result will be a building that will service the demands of the students at the University of Liverpool now and for the foreseeable future and really allow us as an organisation, and our members to expand and fulfil our potential in this post £9k fee landscape of understandably high expectations.

We have had many new members of staff join our team in the past year and we are exceptionally fortunate that we have so many talented long service employees, and that our new recruits have blended in so well. The whole team are excited to be shaping the work of LGoS for many years to come and all are aware of what an opportunity this time offers.

We have had to be careful in controlling cost this year as it is the first time in several years where we will record an end of year deficit. This was known and planned for when making the decant decision and the commercial opportunities offered by the new building should mean that we will be on a sound financial footing and once again generating surpluses from May 2014 onwards. All of the surplus which we generate is used to make our activities and services for students as good as they can possibly be and there is a development plan outlining an expansion of the staff team in the social enterprise area so that we can be fully ready to begin trading as soon as the new building opens.

The vast majority of our student activities have continued this year despite the new location and we have sought to house and accommodate all of our student groups in suitable locations. Successful elections were held again this year and hundreds of students engaged with us during this time of year. We were awarded the full £300k from the HEFCE/NUS Student Green Fund based on our status as a Green Impact Excellence Guild. A detailed look at the full range of diverse activity is contained within the body of this report but I am proud to say that we have maintained high standards and a rigorous approach to delivering these activities which we know are important to our students.

To capitalise on the rare opportunity afforded by the £14.25 million spend on the building we are also producing a new Strategic Plan, have had our Brand redesigned and have reviewed our Memorandum of Understanding and Lease with our institution. We believe that these foundations



will stand us in a strong position to begin the new year with a strong sense of purpose and support us to deliver on our aims.

I feel I am leading an organisation built on the successes of the past, but ready to embrace a new chapter in its history. We will blend the ethos and commitment of the student movement with discipline and strong financial management which will ensure that our future is sustainable in all senses of the word. By working in this way we can ensure we continue to do what we do best and make sure that students at the University of Liverpool are supported and encouraged at every opportunity to build new skills, make lifelong friends and achieve as much as possible in their Guild.

**Tricia O'Neill**

Chief Executive Officer

## General Information

### Trustee Board 2012/13<sup>1</sup>

Samuel Butler (Chair)(1)  
Thomas Bee (1)  
Margaret Hayes (3)  
Chidinma Nnenna Nwokoro (3)  
James Telfer (1)  
Martin Poile (3)  
Samuel Van Geffen (3)  
Charlotte Nichols (3)  
Gary Walker  
Benjamin Miller (2)  
Pamela Bell-Ashe (2)  
Sue Hoey (2)

### Chief Executive Officer & Company Secretary

Patricia O'Neill

### Main Address & Registered Office

#### Liverpool Guild of Students

160 Mount Pleasant  
Liverpool  
L3 5TR

### Auditor

#### Dains LLP

Suite 2, Albion House  
2 Etruria Office Village  
Forge Lane  
Etruria  
Stoke-on-Trent  
ST1 5RQ

### Bankers

#### Co-operative Bank plc

P.O. Box 101  
1 Balloon Street  
Manchester  
M60 4EP

### Deposit Accounts

#### Saffron Building Society

57 High Street  
Ware  
Hertfordshire  
SG12 9AD

### Charities Aid Foundation

90 Day Notice Account  
Scottish Widows Bank plc  
PO Box 12757  
67 Morrison Street  
Edinburgh  
EH3 8YJ

### Charities Aid Foundation

12 Mouth Bond  
Principality Building Society  
Principality Buildings  
Queen Street  
Cardiff  
CF10 1UA

### Cambridge Building Society

PO Box 232  
51 Newmarket Road  
Cambridge  
CB5 8FF

### Virgin Money – Northern Rock

Jubilee House  
Gosforth  
Newcastle upon Tyne  
NE3 4PL

### The Hanley Economic Building Society

Off Forge Lane  
Granville House  
Festival Park  
Hanley  
Stoke-on-Trent  
ST1 5TB

### Insurance Brokers

#### Endsleigh Business Insurance Service

Hadley House  
Shurdington Road  
Cheltenham Spa  
Gloucestershire  
GL51 4UE

### Solicitors

Governance, charity and corporate law

#### Bates, Wells and Braithwaite London LLP

2-6 Cannon Street  
London  
EC4M 6YH

Employment and commercial law

#### Weightmans LLP

India Buildings  
Water Street  
Liverpool  
L2 0GA

### Finance and Business Advisors

#### Counterculture Partnership LLP

Institute of Contemporary Arts  
The Mall  
London  
SW1Y 5AH

### Company Number

07324992

### Charity Number

1137398

<sup>1</sup> (1) - Appointed 01/08/2012 (2) - Appointed 01/09/2012 (3) Resigned - 31/07/2013

## Who We Work With

With a remit as wide as ours, it is important that we build strong working relationships with our key stakeholders. These are best categorised as the following:

### The University of Liverpool

Our relationship with the University of Liverpool can be described in two distinct, although certainly related, ways.

Firstly in terms of student satisfaction, the most important factor identified by our members is their experience as a student at the institution. This covers areas from teaching quality, to service provision in campus accommodation, to graduate employability. As a campaigning and lobbying organisation, it is therefore important that we retain an independent but constructive working relationship with the University. We have Guild of Students representation on almost all University committees<sup>1</sup>, including University Council where the Guild President is a voting member on all non-reserved business. We also work closely with senior University staff, and meet regularly with the Vice Chancellor, Pro Vice Chancellors, Chief Operating Officer and Departmental Heads.

The other side of our relationship with the University of Liverpool concerns the regulatory role they play under the provision of the Education Act 1994. This legislation identifies the University as the body charged with ensuring the Guild of Students provides good value for money, and operates in an effective manner. With our incorporation to become a company limited by guarantee and a registered charity, aspects of this have been taken on by the Charity Commission, although the University still retains oversight over our constitution and budget.

### The City of Liverpool

As well as being students at the University of Liverpool, our members are also residents of the City, which means they enjoy the same rights and responsibilities as those local to Merseyside. We work closely with the City Council on a number of initiatives, in particular our volunteering projects, to embed students in the local community. This is typified by our Leave Liverpool Tidy scheme, part funded by the Council, which ensures students reuse and recycle as many unwanted items as possible.

We also work with a number of other groups across Liverpool, particularly our key charities, whom we raise money for throughout the year, and facilitate students to get involved in their activities. This has led to a productive and mutually beneficial relationship between LGoS and the City, and one we are keen to maintain and develop further.

### National Union of Students (NUS)

The Guild of Students is affiliated to the National Union of Students (NUS), a confederation of Students' Unions across the UK. Our Officers and students are actively engaged in the democratic functions of the organisation and regularly attend both the National Conference and the various Zone Conferences (on specific areas such as Higher Education and Society & Citizenship). Our staff also regularly make use of the training and support they offer, and attend a number of symposia and workshops over the course of a year. We also work closely with NUS Services Ltd (NUSSL), who supply us with a range of products to sell in our commercial outlets.

## Other Students' Unions

The Guild of Students works closely with a number of other Students' Unions in the North West of the UK. We have an integrated finance function with Liverpool John Moores Students' Union (LiverpoolSU), and provide shared services for Manchester Metropolitan Students' Union (MMU) and Strathclyde Students' Union. We also collaborate on a number of projects throughout the year, in particular our induction programmes where we deliver Trustee training for new Officers with MMU and the University of Manchester Students' Union (Manchester SU).

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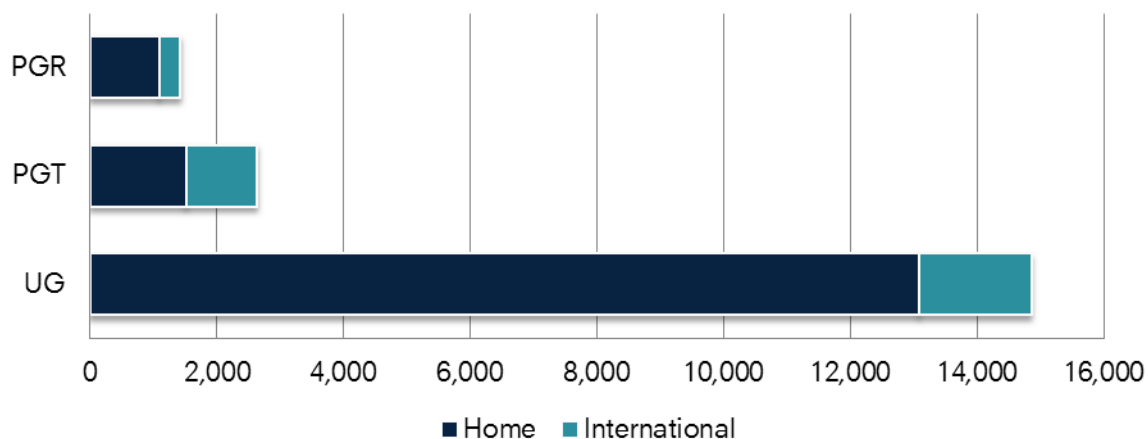
<sup>1</sup> Notable exceptions are the Fees & Scholarship and Planning & Resources Committees



## Who We Work For

Liverpool Guild of Students exists to improve the lives of students at the University of Liverpool. Our membership is diverse, with over 100 different nationalities represented in the population.

Membership by Level of Study and Nationality



## Financial Review

### Financial Statement

LGoS produced a loss for the financial year of £216,556, (2012: restated surplus of £83,168). This was due to the costs and loss of income associated with the temporary move out of the Guild building and into Abercromby Square, including the substantial write-off of fixed assets replaced or made otherwise obsolete by the capital building works. Net assets at 31 July 2013 stood at £978,440 (2012: £1,194,996). The cash and current asset investments balance at the financial year end was £878,443 (2012: £897,283). In summary LGoS is in a stable financial position however the Trustees are mindful of future pension liabilities arising from two final salary schemes – now closed to accrual for LGoS staff – and the financial strategy of LGoS reflects this risk while adequately resourcing on-going charitable activities.

The principal income sources for LGoS are the block grant provided by the University of Liverpool and funds generated through commercial activity.

The Investment Policy of LGoS is to hold the majority of its reserves in cash, spreading deposits between financial institutions in order to mitigate counterparty risk. Cash deposits are either instant access or fixed term with the balance being determined by cash flow requirements. LGoS has adopted an Ethical Investment Policy by which financial institutions are assessed against criteria before LGoS will make a deposit with them. Within the framework of managing risk, liquidity and ethical standards, the highest interest rates are selected to maximise investment return.

### Reserves Policy

It is the Trustees' policy to have free unrestricted reserves (unrestricted funds less the net book value of unrestricted fixed assets) of over £125,000. At 31 July 2012 this figure was £136,900 (2012: £129,581).

The following designated reserves have been created by the Trustees as at 31 July 2013:

- i. NUSSL Investment Fund - £5,460, being the value of shares held in NUSSL by LGoS;
- ii. Fixed assets fund - £136,041, being the net book value of fixed assets purchased with unrestricted funds; and
- iii. Pension Liability Fund - £375,000, being a reserve to contribute towards meeting the pension funds deficits referred to in note 16 to the financial statements which will be payable at a future date.
- iv. Transition Fund - £120,000, being a reserve to be utilised in the event of any significant organisational change or restructuring that may occur in the future.
- v. Guild Strategic Development Fund – £50,000, being a reserve for Student Representative Officer led initiatives to engage students in LGoS and to provide services to meet membership demand.
- vi. Elizabeth Gidney Legacy - £54,738, being a reserve for the promotion of Representation and Democracy.

## Risk Management

The Trustees undertake an ongoing assessment of the significant risks to which LGoS is exposed. Such risks may be of a financial or non-financial nature. The risk assessment process identifies existing strategies in place to minimise those risks, together with further action that needs to be taken. As part of a risk management strategy the Trustees will:

- i. continue to review the risks and the progress made in implementing systems to mitigate those risks; and
- ii. enhance procedures as appropriate, and as part of the formal risk management process, which are likely to minimise any potential impact on LGoS should any of the identified risks materialise.

## **Guild Review**

As a membership led organisation that exists to improve the lives of students at the University of Liverpool, the work we do can be categorised into ten key areas.

### **Student Representation**

Our core function is to represent the interests of our members. We ensure that the University, the City, and through our partnership with NUS, the national government, takes into account the views of students when they make decisions. This involves a number of different methods: from lobbying influential individuals at conferences, to attending city council meetings, to sitting on key University committees. In the 2012/13 academic year, we attended 90% of these committee meetings, and secured a number of positive changes for students at the University of Liverpool. These include:

- i. Improving the way technology is used in learning and teaching. The officers presented a report to the University outlining student expectations including wanting resources available online, use of lecture capture and accessing reading lists online. A working group is now in place to make sure these changes happen.
- ii. Changes to the University's student representation structure that meant course reps were engaging in strategic issues and making real change in their departments.
- iii. A working group has been established to look at how to reduce the additional costs students have to pay during their time at University. Some departmental changes have already been seen including the Architecture department who are going to have more online submissions for assessments to reduce the printing costs for students.
- iv. Changes in the approach to using contextual data when considering students from disadvantaged backgrounds. Some departments will be running pilots in using contextual data when offering places to students.

Working with the University of Liverpool, we also recruited 3 new Faculty Student Voice Coordinators who are responsible for working with academic and professional services colleagues within a single faculty. The posts have proven to be very effective in achieving much better coordination, training and research support for student representatives, ultimately helping LGoS achieve more positive changes for students within matters of education and academic quality. They have doubled the number of course reps trained from 2011-12 and have been able to increase engagement with departmental staff particularly in the Health and Life Sciences faculty.



## Campaigning for Change

One of the other key ways through which we secure positive changes for students is through campaigning. In 2012/13 we supported five principal initiatives:

- i. **Black History Month** – a month long programme of activities and events designed to raise awareness of the issues that black students have and continue to face. This included inspirational talks, film viewings and a picture gallery.
- ii. **World Mental Health Week** – a week long programme of activities and events to raise the profile and reduce the stigma associated with mental health on campus. This included a post secret stall in our Courtyard, cardboard speech bubbles around campus, film showings and a commitment to signing the Time to Change pledge.
- iii. **Keep Your Cool Week**- a campaign ran around exam times reminding students to look after themselves. This included giving out fruit and information on where to get advice if they feel stressed during exams.
- iv. **Make the Most of I.T.**- a campaign organised to ascertain the ‘student voice’ on the issue of technology enhanced learning and to provide a summary of policy recommendations for consideration of implementation by the University of Liverpool. We spoke to over 600 students to get their opinions and presented their feedback to the University.
- v. **Pound in Your Pocket**- a campaign organised to highlight the barriers that students are facing due to the increasing additional costs associated with their degrees. We spoke to around 500 students and they highlighted issues such as printing and field trips as particularly costly additional activities for students.

## Student Societies

The Guild of Students administers, funds and trains a host of student-led societies, which aim to bring students together on the basis of common interest. Despite facing the inevitable changes that being out the building would raise, our commitment to support the activity of our societies has been paramount. We recruited two additional posts to support student groups, which place a real focus on helping our societies to develop, both of whom have specialist (technical) knowledge of the area in which they are working, which will deliver more continuity across different years. This continuity will allow a greater focus on how getting involved in student activities can have a strong positive impact on graduate employability.

Our societies are split into seven core activity areas:

- i. **Affecting Change** - bringing students with a common interest in campaigning and social change together.
- ii. **Performing Arts** – societies with a focus on drama, music and performance.
- iii. **Academic** – student groups with a focus linked to their academic studies.
- iv. **Celebrating Faith** – bringing students together with an interest in faith, and faith based activities.
- v. **Celebrating Culture** – bringing students together with an interest in a diverse range of cultures
- vi. **Sharing Activity** – including societies with a common activity at its core purpose.
- vii. **Student Media** – those student groups associated with media, including film, radio and print journalism.

In the 2012/13 academic year, student societies made over 1940 hours of room bookings in the Guild, all coordinated and facilitated via our Reception service.

Our 171 societies were more active than ever, running events ranging from dinners and charity weeks, to performances at Edinburgh Fringe Festival, guest speakers and fashion shows. We also worked with societies to coordinate a number of key events, including our annual Elections Night, the Winter Jamboree and the 24 Hour Fundraiser.

- i. **Elections Night** – held in conjunction with Liverpool Students' Union and Liverpool Hope Student's Union, this event showcased a number of our Performing Arts societies, including Liverpool Revelation Rock Gospel Choir, giving them the opportunity to perform in front of a large student crowd. LSRadio co-hosted an election broadcast and LSRadio gave a DJ Set in between performances. We had a live election broadcast on the internet which saw dozens of candidates from all of the **students' unions** interviewed.

ii. **Winter Jamboree** – an annual LGoS celebration which showcases the diverse talents of our societies whilst celebrating the festive season. It incorporates cultural performances, collaboration with the Confucius Institute, creative stalls, competitions and delicious world foods to cater to all students with different interests on campus. This event was a fantastic opportunity for our societies to fundraise for their own activities through ticket sales as with every ticket sold, £2 can be donated to a society of choice. We had over 20 societies actively participate and over 200 students attend on the night.



iii. **24 Hour Fundraiser** – Ran in conjunction with RAG and 16 other societies, this event was hosted in our building, with smaller activities scheduled over the course of the hours, including a silent disco, a computer game being made in 24 hours, a quiz, a newspaper being written and a 24 hour long cake sale. Our winners were Bake Society who raised an amazing £438.75. In total, we raised a record £1,802.68.

iv. **Spring Festival** - We ran a week of events in conjunction with our student societies, which included a popular quiz, an International Food Festival, a 'Guild's Got Talent' Competition, ending the week with the 24 Hour Fundraiser. The week had over 40 societies involved in total.



v. **360° Festival** – Throughout the year, we have been working in conjunction with Professor Michael Hoey to celebrate our cultural campus. It was an opportunity for us to celebrate and demonstrate the capabilities of our students by offering funding to our societies and allowing both students and staff to promote these opportunities. The aim of the festival was to create a symbiosis between home and international students. Societies were given £6,500 to host events to promote our cultural campus.

The societies involved with 360° Festival were:

- Thai Soc
- ISOC
- Global Voice
- Christian Union
- Bangla Soc
- Hindu Soc
- LCSSA
- Afro-Caribbean Society
- LUDS
- Malaysian Soc
- Hong Kong Soc
- Korean Soc
- Sikh Soc

## Halls' Student Committees

LGoS elects coordinators and supports Halls' Student Committees (HSCs), which aim to improve the student experience of those living in University of Liverpool Halls of Residence. They are encouraged to do this through holding a range of inclusive and diverse events and trips, and purchasing items. They are also asked to represent their halls' peers at site wide meetings, such as Catering Meetings, and meetings with the university.

In 2012/13, we supported eleven HSCs, including four on campus for the first time, including one primarily for postgraduate students. We trained 61 students, with 93% positive feedback. In 2012/13, HSCs played an active role in halls, including developing common rooms, holding of fundraising events for Movember and Children in Need, holding an LGBT Awareness Week and celebrating Chinese New Year. They also played a vital role in the developing of campaigns surrounding issues that mattered most to the students that they lived with, including work to improve the Arriva bus service for students living in Greenbank and Carnatic Halls of Residence.

## Halls' Activity Fund

LGoS supports the spending of approximately £30,000 per annum, accumulated from the rent of University of Halls' residents. In 2012/2013, 25 bids were approved for four bidding phases and events such as Halls' Christmas and Summer balls, Sexual Health and Guidance Week, and Wellbeing Week were funded. These events have a hugely positive impact on a site-wide level, with events and items purchased based on the understanding that they will benefit a large number of students.



## Volunteering

We place a significant emphasis on the benefits that volunteering can bring to the individual and the positive impact these schemes play in the wider community. In 2012/13, we inducted over 150 volunteers (obtaining a 98% satisfaction rate from attendees), with over 308 hours donated during student volunteering week alone.

### Volunteering Liverpool

Volunteering Liverpool, our online brokerage system, is a partnership between four institutions: Liverpool Guild of Students, Hope University, Liverpool Community College and Liverpool Volunteer Centre. It provides an online platform for potential volunteers in Liverpool to browse a wide range of volunteering opportunities, uploaded by numerous volunteering organisations throughout the city.

The online platform was developed, and continues to be provided by, Adido. While Adido are responsible for the structure and platform of the site, the content is managed and maintained by the partners. Responsibilities include the approval of organisations and opportunities, managing finances, and recruitment of volunteers and organisations. However, Adido are switching the server off at end of September 2013. We have therefore explored several other options including creating a bespoke website using Umbraco (the system which will be used by the Volunteer Centre) or using V<sup>2</sup> - a volunteer management platform.

However, despite the changes to Volunteering Liverpool, we have continued to deliver an unaltered and uncompromising service to our students. At the end of 2012/13, over 4800 students, 2,000 more students than the previous year, were registered on Volunteering Liverpool, with over 300 different opportunities available to them.

For over two years we have supported Jo Lewis to volunteer at LGoS on behalf of Volunteering Liverpool. Jo completes a variety of tasks to assist with the smooth running of Volunteering Liverpool including sending out a bi-weekly newsletter of opportunities to everyone registered on the website and recording the weekly website statistics. Jo has a very positive working relationship with LGoS and said,

*“LGoS has given me the chance to work despite having a disability. As an organisation, LGoS have put in place all supportive aides, so that I am able to do my job as comfortably as possible. The additional support, which I receive from everyone at LGoS, is amazing and from 2011 to present, the volunteering experience has to be one of the best experiences ever.”*

### Key Projects

We also continued to fund and run our five key projects:

- i. **Leave Liverpool Tidy** - a reduce, reuse, and recycle project which aims to limit the amount of reusable items going to landfill during the summer months whilst improving student-community relationships. Volunteers play a hands on role with sorting all the donations, collecting the bags from across Liverpool, distributing donations to all the local charities and running Free Shops where items go back directly into the community. In 2012/13, over 1.25 tonnes were diverted from landfill.

- ii. **Roof Garden** - located in the heart of the campus, we run a beautiful green space which offers students a break from their hectic university lives. The Roof Garden has four raised beds where various bedding plants, herbs and salads are grown by volunteers. It is also home to two beehives, a bird table and four bird nests. The produce is then used in LGoS catering.
- iii. **Green Fingers** – run in partnership with the University Nursery, this project pairs students with an interest in promoting environmental concerns with those passionate about working with kids.
- iv. **FoodCycle**- a scheme that uses donated food, volunteer time and an idle kitchen to create positive social change in the community. The aim of FoodCycle is to redirect surplus supermarket food so it can be used to cook nutritious meals for people in the local community who do not have access to it for a variety of reasons, such as lack of income, access or knowledge of healthy nutrition.
- v. **Science with Schools** - a collaborative project between LGoS and the University of Liverpool Educational Opportunities department. This volunteering project aims to increase the awareness of higher education opportunities amongst primary school children, particularly focusing on science. The project works to change the negative depiction of science and scientists amongst primary school children, hopefully encouraging them to pursue a science degree in the future, whilst encouraging children from non-traditional university backgrounds to participate in higher education.

In addition to these, we also support Re-Cycles, a student-led social enterprise that exists to get more bikes on the road in Liverpool. They train volunteers in basic and advanced bike maintenance, so they are able to assist cyclists in fixing their everyday bicycle problems. This all happens in our DIY bicycle workshop, located in the basement of LGoS, which is open and run by volunteers three days a week. Re-Cycles started as part of our annual Big Pitch initiative.

Finally we also achieved the Investors in Volunteers award, a national recognition of quality in volunteering.

## A Really Big Student Volunteering Day

For the first time we ran a large scale day of one-off volunteering project as part of Student Volunteering Week 2013. We worked in collaboration with Liverpool City Council, Liverpool Students' Union, Liverpool Community College and several charitable organisations, including two of our key charities. 50 students attended on the day and took part in 6 different projects:

- Raising Awareness with the [Roy Castle Lung Cancer Foundation](#)
- Helping with the refurbishment of [City Hearts'](#) head office
- Contributing to the upkeep of the park with [Friends of Princes Park](#)
- A mass bag pack for the [Royal Liverpool University Hospital Charity](#)
- Helping create cultivable space at the [YMCA Liverpool](#) Urban Farm
- Helping clear flower beds with Kensington Life Bank Nursery

Feedback was overwhelmingly positive with 100% of attendees rating the day as either good or excellent and 100% stating they would recommend the day to a friend.



## Societies in Schools

Building on the success of our previous Widening Participating work and utilising our relationship with Educational Opportunities from projects such as Science in Schools, we ran for the first time in 2012/2013 a project that saw various student societies drawing up lesson plans before going into local primary and secondary schools to deliver workshops.

Societies in Schools reached over 400 pupils across Merseyside and saw societies such as Liverpool University Drama Society and English Society deliver a variety of sessions in 6 different schools. There was a 100% satisfaction rate of volunteers involved i.e all volunteers said that the reasons why they chose to take part were met and 100% of volunteers involved have an increased understanding of what widening participation is.

We hope to build on this in 2013/2014 with 8 societies engaging more than 800 pupils.

## Staff Volunteering Day

As an organisation, we believe in the importance of volunteering, for staff as well as students. We therefore cease operating for a day and go out as an organisation to make a difference to our local community through a volunteering project. This fits in with our charitable aims, the values of our organisation and helps us to develop links with the city and with our local community.



In 2012/13, 22 members of staff and Student Representative Officers returned to Tuebrook Community Centre to continue with the painting and decorating we started last year, as well as possible painting of the outside of the centre and stripping out another room.

We also visited two local allotment organisations to help out clear some of their land to create new plots for tenants.

We received the following quotes from those who were involved in the project:

Councillor Steve Radford:

*"A big thank you for the support of LGoS and others in our July Volunteer day. The volunteers did a terrific job both clearing plots at Lister Drive Allotments and painting at Marlborough Road - Tuebrook Community Centre. Over the last 3 years we have had a sustained effort to upgrade every community used building or facility in the ward. Thanks to everyone who helped."*

Ruth Webster, Liverpool City Council

*"Thank you all very much for your efforts on Friday. A special thanks to the staff from LGoS for donating their time once again to Tuebrook. You broke the back of a big job! We all hope to see you again next year... (no pressure!!)."*

### **Residents' Groups, Community Reps and Student Safety Group**

As part of our work in the community we sit on several Residents' Groups, namely Abercromby City Safe, Georgian Quarter Community Group and the Dales Residents' Groups.

This allows us to hear directly residents' feedback on living alongside students and to be well informed on the issues facing students and non-students in Liverpool.

This work is consolidated by the Community Reps scheme which LGoS runs in conjunction with Liverpool Students Union. This scheme operates in key areas in the city which are densely inhabited by students; Marybone, Kensington, Smithdown and The Georgian Quarter. The Community Reps go to community meetings with the Police, City Council and others to ensure the student voice is heard and work to create a positive image of students in the community.

We also sit on Liverpool City Council's 'Student Safety Group' which is attended by many institutions and agencies from the city including the Police, Environmental Health, Liverpool Student Homes and Liverpool John Moores University among others. The aim of the group is to make sure student safety is a key issue and priority across all institutions, as well as offering funding to initiatives and campaigns which keep students safe.

## Supporting Other Charities

Many of our student societies, particularly Raising and Giving (RAG), participate in fundraising activities. For example our ISOC (Islamic Society) raised £15,000 to build wells in Somalia. In 2012/13, we ran our annual RAG week, contributing to an annual fundraising total of over £30,000.

We also work closely with a number of key local charities, providing opportunities for fundraising, and for students to volunteer. These are selected on an annual basis through an application process.

### i. The Whitechapel Centre

The Whitechapel Centre is the leading homeless and housing charity for the Liverpool region. They work with people who are sleeping rough, living in hostels or struggling to manage their accommodation. They are committed to helping people find and maintain a home and learn the life skills essential for independent living.

### ii. The Anthony Walker Foundation

The Anthony Walker Foundation (AWF) is a charity established by Anthony's family following his tragic death in a racially-motivated attack in July 2005.

The mission of the Foundation is to promote equality and diversity through education, sport and arts events and to support law enforcement agencies and local communities to reduce hate crime and build safe cohesive communities.

### iii. Mencap Liverpool

Mencap Liverpool is an independent charity supporting local people with a learning disability, their families, friends and carers. It is often assumed that Mencap Liverpool are part of the large, national charity Mencap, but in fact they are a separately run charity, who support people with a learning disability specifically in the local Liverpool community.

### iv. The Royal Liverpool Hospital Charity

Is the charitable arm of the Royal Liverpool Hospital trust and aims to raise charitable income to help enhance and improve the quality of patient care and services for patients and their families as well as deliver the achievement of the Trust's objectives.

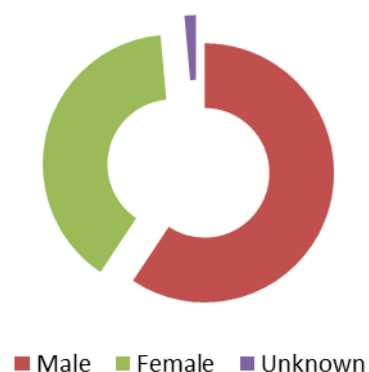
### v. City Hearts

City Hearts provides accommodation and support for men, women and families who have been rescued from human trafficking. They work with the Salvation Army, the Police, Social Services, the UK Human Trafficking Centre (UKHTC) and other national organisations to help provide a safe refuge for those trafficked into the UK.

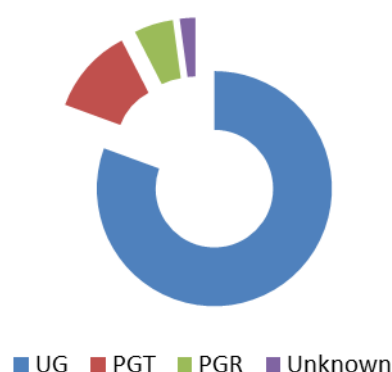
## Academic Advice

A key function provided by LGoS is our academic advice service, supporting students with a wide range of problems. The service is confidential, impartial and free, and in the 2012/13 academic year we provided bespoke advice and support in 278 separate enquiries. The demographic breakdown of the students who used this service is as follows:

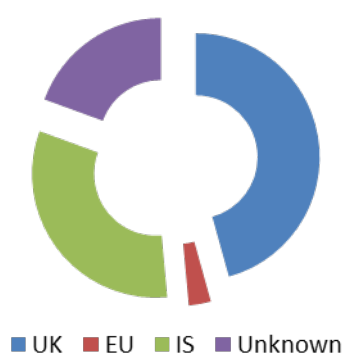
Service Use by Gender



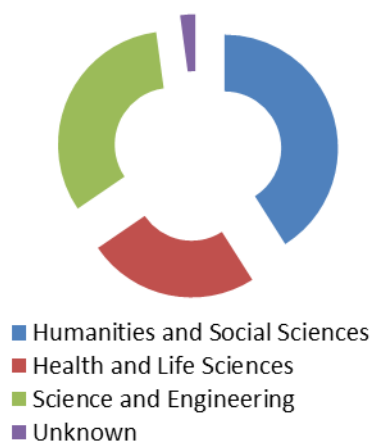
Service Use by Level of Study



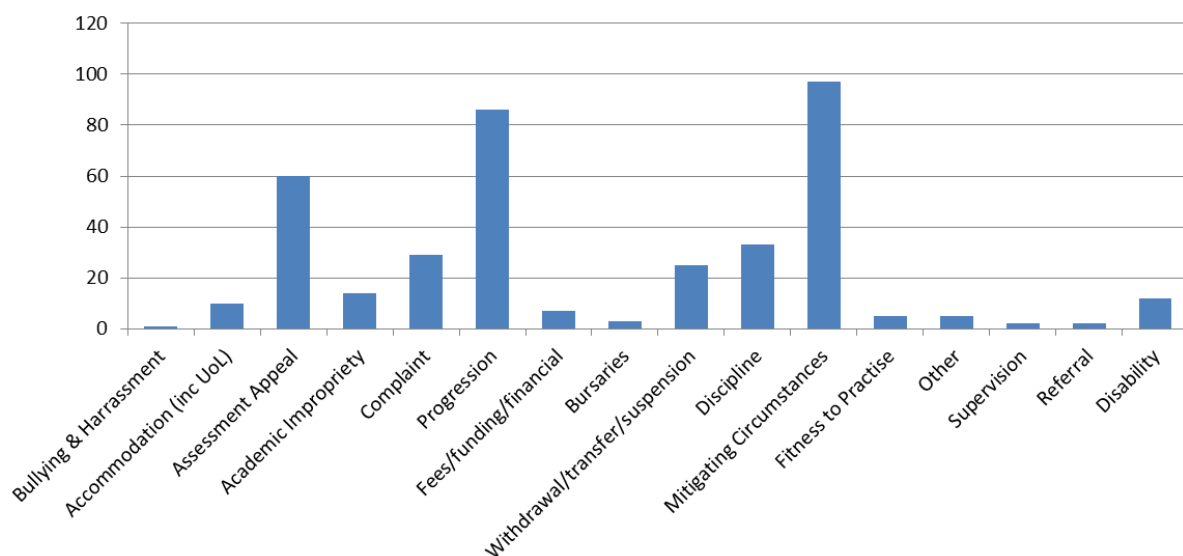
Service Use by Nationality



Service Use by Faculty



We also categorise our casework on a number of criteria, with the results for 2012/13 as follows:



The service is extremely well received by our members, with positive comments such as those highlighted below regularly received.

*"From my experience with the LGoS Advice Service, I think that they're amazing. They couldn't have been more supportive or helpful! They helped me fully understand the situation I was in, the options available to me and they gave me heaps of useful advice. They kept in regular contact with me throughout my ordeal and provided unwavering emotional and informational support. Now I know that if at any point I'm in a bad situation again I won't hesitate to ask them for help :)"*

**Health and Life Sciences**

*"I needed the advice service and they helped me at my hearing and get my termination revoked due to mitigating circumstances. My adviser accompanied me to my hearing and assisted me in collating all my evidence and appeal letter. It was a great help and I don't think I could have managed it all without their support and advice."*

**Health and Life Sciences**

*"Getting in touch with the advice service is one of the best decisions I ever made. From the first moment I met up with an adviser and right the way through our correspondence, I felt well supported and no longer alone."*

**Humanities and Social Sciences**



*"I would like to say about how I only found out about the Advice Service on one of my final days. Thankfully it was not a waste as you gave me the help and support I needed to pursue my appeal which by the looks of it should be changed to a 2.1. Therefore if it was not for your knowledge and willingness to advise my life could be dramatically different. I would highly recommend the services I received!"*

#### **Science and Engineering**

*"Thank you for assisting me with my progress committee meeting, which went successfully, I am very grateful to the service and will definitely recommend to anyone who is in the same position."*

#### **Health and Life Sciences**

## Governance & Democracy

As a membership led organisation, maintaining an effective democratic system of governance is essential to achieving our organisational objectives.

- i. **Elections** - in 2012/13 we ran one of our most successful elections in recent years, with 5203 individual votes cast, and 15 candidates standing for election for Student Representative Officer. This was particularly impressive as we were out of the building and so lost a central space where a lot of usual campaigning takes place. This year we also introduced candidate elections packs which included posters, leaflets, t-shirts and paint. This was to ensure no student was deterred from running for election due to financial barriers.
- ii. **Forums** – 2012/13 was the second year of our student-led forums. These are split into four subject areas (Guild Life, University Life, Societies Life and Liverpool Life respectively) and give students an opportunity to directly influence and shape the policies, practices and activities that we pursue as an organisation. In 2012/13 over 200 students participated in debates on issues ranging from our upcoming building refurbishment, to the quality of the bus service, to zero tolerance towards homosexuality on campus. All these issues were then considered by our Student Council before ultimately feeding into our Trustee Board.
- iii. **Trustee Board** – the Trustee Board met on five separate occasions during the course of the year, including the annual Away Days which involved planning and development sessions.
- iv. **Face to Face**- to further our engagement with students we developed our face to face processes which involved staff and Officers going out and speaking to students on a range of issues. We used this technique to engage over 1000 students in the campaigns we ran throughout the year as well as promoting our forum discussions and other projects and events.
- v. **3 Things**- this year we introduced a monthly newsletter called '3 things we did for students' to try and promote the positive impact LGoS was having on students' lives. These changes included commitments to improve technology enhanced learning, changes to the reviews of PGR provision and using contextual data in admissions.

## Sustainability

One of our core principles is to make everything that we do sustainable, and in 2012/13 we continued our successful endeavours achieving the high profile Green Impact Excellence award for building proposals around the refurbished Guild and the HEA Education for Sustainable Development Award recognising the outreach work with schools:

- I. **Green Impact** - run by the National Union of Students, the Green Impact Students' Union program is an accreditation scheme for environmental good-practice in students' unions. LGoS was named the winner in the 'other' category at this year's Awards for its' commitment to sustainability as evidenced through proposals for refurbishment including building management systems to maximise energy efficiency, live energy dashboard to inform all users of energy consumption, enhanced recycling initiatives, use of natural light and energy efficient lighting etc.
- II. **Green Schools** – As part of the project, staff from LGoS and students from the University of Liverpool visited local primary and secondary schools as well as a local nursery school and working with a local charity to engage with the pupils and build upon their existing knowledge of green living. We also had groups visit our Roof Garden plot located in the students' union building to run sessions on healthy eating and growing your own food. On our visits to schools, topics included energy awareness, growing your own produce and where all our waste and recycling goes. The outcomes of the project include school children learning about sustainability issues, providing a volunteering opportunity to university students and forming and fostering links between the university and the local community.
- III. **Student Switch Off Campaign** - continued the gather momentum. This not-for-profit campaign (promoted by Sustainability Representatives) encourages students to save energy whilst living in University Halls of Residence. It uses incentives such as tickets to Students' Union events and free ice cream vouchers and focusses on peer-to-peer communication aiming to create a sense of competition to provide motivation that goes beyond just being more 'environmentally friendly'. This year saw continuation of the year on year reduction in energy consumption with an average fall of 5.4 % in electricity use representing over 70.9 tonnes less CO2 being released into the atmosphere with a saving for the University (Residential, Sports and Commercial Services) of around £10.5k.
- IV. **NUS Students' Green Fund** - In July a major bid for funding was submitted to the NUS under the Students' Green Fund initiative. The **Green Guild Project**, as it was entitled, received initial feedback indicating that it would be likely to be successful in providing £300k over the next two years to support a core team of three staff to work in collaboration with the University Sustainability Team to deliver a range projects with the following aims:
  - To **initiate a step change in student engagement in sustainability issues**, in particular education and skills for sustainable development, with cross-cutting promotion of the Green Guild Project.
  - To **enable students and potential students to become respected agents for change** on sustainability issues in educational settings and in the community, by providing student support and inspirational initiatives.

- To **ensure sustainability remains an institutional priority for the University of Liverpool** and that the institution becomes even more responsive to students views on sustainability; engaging University stakeholders and all staff as appropriate to collaborate and participate in Green Guild initiatives.
- To **ensure LGoS develops our approach to sustainability as a leader in the sector**, by expanding our existing sustainability projects, sharing our experience with the community and communicating best practice.
- To **establish LGoS as a hub for student-led sustainability projects**; enhancing the holistic approach to sustainability engagement and initiatives across the University and in the local community.

The project strands include research and development of education for sustainable development (ESD) across the University. This will involve students building on the national research carried out by the HEA<sup>2</sup> and NUS over the last three years and carrying out action research across curriculum areas involving research methods including the use of surveys and focus groups. This will determine both the extent of ESD currently in place and the demand for further ESD from the student body. The project will also provide funding for grants to support sustainability *Start-Up* projects. These will be student-led but also exhibit collaboration between students and staff. Resources will also be allocated to facilitate the expansion of the *Student Switch Off* campaign to include waste recycling and water conservation, further expansion and development of both the *Green Schools* initiative and *Grow Your Own* initiative. The latter will consist of proposals to develop a second rooftop site at the Guild as well as the establishment of student allotments at the halls of residence. There is also provision for further development of a common volunteering platform which is intended to be rolled out nationally.

If successful and in order to achieve the full range of strands included in the bid, a core team of 3 full time staff (Project Leader plus 2 Environmental Officers) will be budgeted for and established.

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<sup>2</sup> Higher Education Academy

## Social Enterprise

The operation of the Social Enterprise element of the organisation changed dramatically with the start of the redevelopment works. Trading in the building ceased at the end of Semester One as the organisation was moved out of the building. Alternative trading arrangements were made in a block of terraced houses some 500m away from the original site. A number of factors have led to much reduced trading conditions which were budgeted for. A dramatic downturn in footfall has led to the retail outlet performing poorly in comparison to normal trading conditions.

Prior to the move-out, LGoS operated a number of commercial ventures with the aim of fulfilling student needs, whilst also generating a surplus which was then reinvested into other services and facilities we provided to our members. Included in these were:

### Semester 1

- i. **Venues** – we ran a large bar (The Saro Wiwa), which offered a wide range of hot meals cooked to order throughout the day. We also ran a cafe in the Courtyard, and a food Kiosk located on Guild Walk. All three were extremely popular with students and staff alike.
- ii. **Retail** – we operate three retail outlets. One in the Guild building offering a range of products to meet the student needs; from convenience food to stationary and a range of University of Liverpool branded merchandise. The other smaller outlets are at the Halls of Residence, Carnatic and Atlantic Point, offering convenience shopping.
- iii. **Franchise Space** – we let a number of spaces in our building for commercial rent, including a large unit housing a branch of RBS, and in 2011/12, a space for the University Employability & Careers Service. These outlets closed as part of the move-out in December 2013.
- iv. **Marketing** – revenue is generated from two major sources. The first is the sale of NUS Extra cards, which is a discount card available to students through the National Union of Students. Secondly we also have a number of commercial relationships with the business community. Businesses are offered the opportunity to promote their services to the students during term in the Guild premises, at events such as the Welcome Fair or the Graduation Ceremonies, and through our web site. Due to resource issues these have been and continue to be handled by the Director of Membership Services
- v. **O2 Academy (Live Music)** – as the second largest live music venue in the City, we have, over the years attracted a regular and varied list of high profile music acts. Due to the proposed move and the lack of artists looking for venues of our size a total of 4 ‘gigs’ was hosted. Included in these was a production of BBC TV’s Question Time. The contract with The O2 Academy concluded in line with the move-out.

### Semester 2

- i. **Abercromby Square** – LGoS currently operates a limited offer from its decant position on Abercromby Square where it occupies three terraced houses. Ensnconced within this are offices, meeting rooms, a shared kitchen, a café, a small bar and a dining room.

## Other Events

Despite the inevitable challenges of moving out of our main building, we have focused heavily on cross-department collaboration as an organisation to ensure that the level of activity that we provide to our students remains of an excellent standard. We therefore ran a number of exciting events during the year that have positively impacted upon the lives of our members.

These include:

- i. **Welcome Week** – each year we provide a full two week long programme of events, in collaboration with other commercial venues across the City, to welcome new students to the University of Liverpool. In 2012/13, these included the traditional late night club style parties, quizzes, and a large welcome ball ran in conjunction with Liverpool John Moore’s Students’ Union, with entertainment provided by Zane Lowe. We also recruited 30 Welcome Assistants to help students move in and to assist them on campus during their first days. They spent approximately 600 hours working with us during Welcome Week.
- ii. Plans for Welcome Week 2013 are at an advanced stage with a replacement venue being a marquee on Abercromby Square from which a number of events including Welcome Talks, Welcome Fair, etc will be run. In addition to these there will be a programme of paid and free events culminating in a Welcome Ball featuring Radio 1 DJ, Nick Grimshaw.
- iii. **Guild Awards** – Despite the fact that we were unable to use our usual location of the Mountford Hall and our own catering facilities, we found a brilliant venue at the Crypt of the Metropolitan Cathedral of Christ the King. Vice Chancellor Sir Howard Newby attended the awards for the first time, who spoke positively to all attendees about the work of both our students and Student Representative Officers. This event, attended by approximately 200 people, recognised the massive positive contribution that students make to the University, the City and the local community. Our awards are held in conjunction with the Careers and Employability Service. Awards were given out in ten categories, including Best Course Representative, Best Large and Small Society, Most Impact on the Community (Society or Project) and Best Student Activist, for which we received 200 nominations. The cross-departmental nature of this project, in both its planning and execution, made for an extremely successful event.
- iv. **Big Pitch** – run in collaboration with the University Careers & Employability Service for the third time, this competition gave students the opportunity to develop a business idea, and pitch for up to £2000 worth of funding. In 2012/13, the winners were LivCycle, a bike project that aims to rent bikes to students for an academic year.
- v. **Activist Academy** - this was a programme of lectures, workshops and other events to encourage students to think of themselves as activists and equip them with the skills to campaign successfully. Students attended session on public speaking, planning an effective campaign and consensus decision making.



## Organisational Key Projects - 2012/13

### Strategic Plan Update

This year is the final year of our current Strategic Plan, which lists the following as our key priorities:

- i. Build a better understanding of our members and their needs.
- ii. Develop the understanding of LGoS as a lobbying institution.
- iii. Champion the role of students in wider society.
- iv. Realise student potential by developing people, processes and practices.
- v. Ensure that the organisation remains fit for purpose and committed to wider social responsibility.

In 2012/13 we launched a full consultation with our members (and other stakeholders), to develop the new plan. This process examined our strengths, our weaknesses, the challenges we'll face over the next five years, and most importantly, engage with students to understand what they expect from, and want, a modern students' union to provide.

With this in mind we have identified three key areas that we'll be focussing on, which we believe will have a significant positive impact on improving the work we do for our members. These areas answer the following core questions:

- i. Where do we work?
- ii. What work we do?
- iii. How do we communicate this with our members?



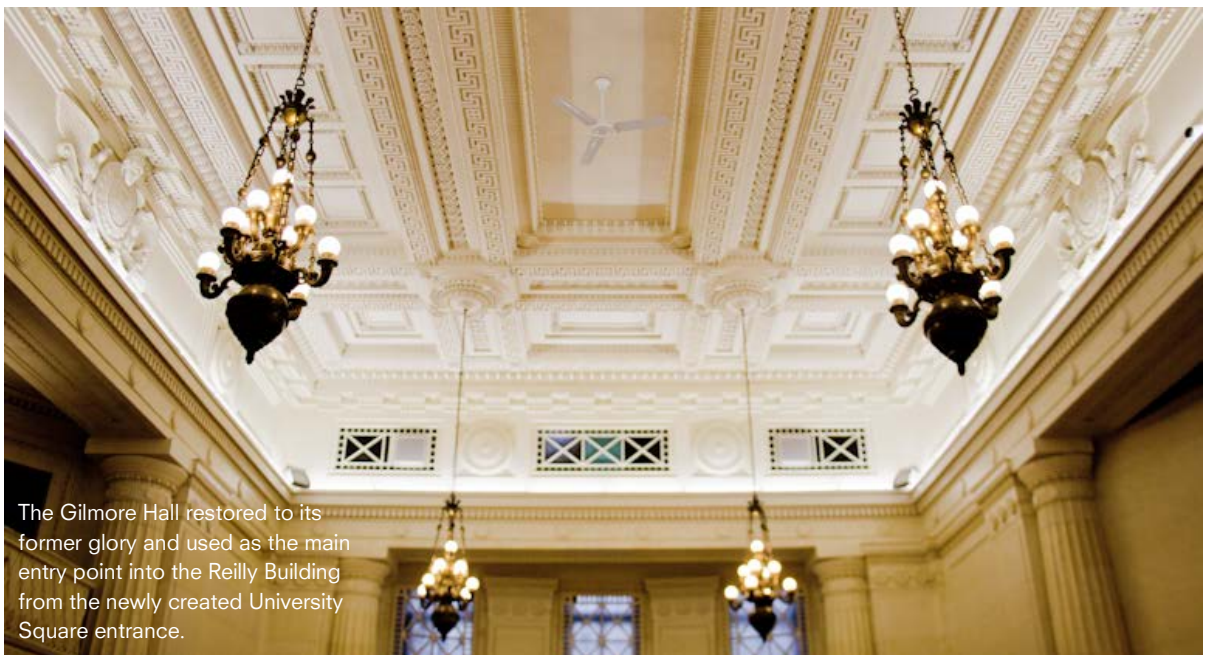
## Improved Physical Resources – The Building Project

In December 2012 we moved out of our home at 160 Mount Pleasant and temporarily located to the adjoining and interlinked properties at 3, 4 and 5 Abercromby Square. It is planned that we will be able to return to our own building at the end of May 2014 and preparations are already in full swing for the celebration events which will mark our return!

The build was originally budgeted at costing £9m but thanks to the University, following discussion with LGoS officers this has now risen to £14.25m, and will give us all of the key facilities which students have said are important to them.

During the consultation process our students were clear that they wanted to retain the historic feel whilst modernising the space and making it feel cosy and welcoming. There were substantial and longstanding disrepair issues with heating, lighting, failing roofs and windows and several parts of the building were effectively 'mothballed' as they were entirely unsuitable for use.

The project has been split into two phases with Phase 1, which consisted of full refurbishment of the ground floor and two architecturally noted helictical oval and round staircases in the listed 1911 Reilly Building completed. This has provided LGoS and the university with a magnificent reception. This is now used as the first point of contact for all students, visitors and staff wishing to contact LGoS (or the small Student Recruitment Team who have also moved into the Liver Room to share the space).



The Gilmore Hall restored to its former glory and used as the main entry point into the Reilly Building from the newly created University Square entrance.



The *second phase* of the building redevelopment is concerned with a portion of the basement, the entire ground floor and the first and second floors in the 1930's extension which houses the Stanley Theatre as well as the 1960's building which houses the Mountford Hall and Courtyard spaces.

There will be a new food servery on the ground floor (run by the universities Hospitality Liverpool department), new bars in the Courtyard and Mountford Hall, brand new state of the art audio visual equipment for the Mountford Hall, fully refurbished audio visual equipment for the Courtyard and Stanley Theatre, a smaller 'local' bar, a new coffee shop, new 'internal street' with space for societies to showcase their activity and access support, a new retail unit and refurbished shop, refurbished Stanley Theatre with raised seating, new society rehearsal and workshop space in the basement, new society spaces on the first and second floors, refurbished society space in the Reilly building on the first and second floors, refurbished offices for staff and finally two new outside spaces at the front and back of the building for people to socialise and relax in.

The roof has been fully repaired and all windows have been replaced or refurbished. The heating system is being renewed and the whole building will benefit from wifi access as well as AV equipment in all meeting and society rooms.



This building refurbishment has of course posed its challenges as many buildings of this size and date do, there has been a need to remove much asbestos and also remain flexible in our plans, as the building to some degree dictates what can and cannot be done with it. However, despite all of the difficulties it remains a hugely exciting prospect and if Phase 1 is anything to judge by it will look wonderful and will also give our members a fantastic resource in which to develop themselves and will enhance their time at University immeasurably.

## Improved Services & Support

Much of this year has been shaped by the building redevelopment. This has offered challenges to the Membership Services Department in how we deliver our services and communicate with our members. This section outlines how we have responded to this challenge and supported our members.

We have invested in staff capacity in two main areas; student society support and course representative support.

### Marketing

- **Media Sales**

In 2012/13, we continued to work with BAM, a company specialising in the students' union market, to make media sales. On our behalf, they sold a range of media opportunities to companies, including a presence at our Welcome Fair, leaflet distribution, website adverts, emails, poster sites and adverts in our annual all-student mailing.

In May 2013, following consideration of options available to LGoS, we renewed our agreement with BAM for a further two years.

- **Rebrand**

This year, LGoS undertook a tender process to find a company to rebrand the organisation. We received a high number of tenders and subsequently chose a Liverpool-based company Smiling Wolf. They have reviewed the annual Guild Student Survey results, met with officer and staff and held focus groups in order to understand LGoS.

They are continuing to develop the brand and supporting documents and guidance. The brand will be launched in May 2014.

- **Website**

In spring 2013 the Trustee Board considered a number of options for a new web platform and chose NUS Digital. From May 2013, we worked on preparing for the August launch.

### Key Performance Indicators (KPIs)

For the 2012/13 academic year, our Board of Trustees has agreed a number of key performance indicators for the entire organisation, directly targeted at improving the service we provide for students. These include challenging targets set for how many students we talk to on a face-to-face basis, and ensuring we communicate the positive changes that we secure for students more regularly.

### Staff Development

The 2012/13 academic year sees the first increase in our block grant for six years, with an additional investment of £150k provided by the University. This capital will be used to develop three key areas of our offer, as identified by students and student groups as services they would like to see expanded.

We will also continue to invest in our staff, with a group of our managers continuing on a training course with Blue Edge Training, and those due to be working with volunteers undertaking a 'how to manage volunteers' course.

## Engaging Activities Programme

With our move to Abercromby Square we will clearly lose some of the impact of a single building used by students on a daily basis. To mitigate this, we have already formed a working group explicitly tasked with developing a range of activities to keep students engaged with the organisation for the year we are out of our main building. This will include initiatives like a student activist academy and large scale events celebrating the cultural diversity of our membership.

## Advice Service

Unfortunately we were unable to recruit an additional post for academic advice in 2012-13. However, this is an organisational priority for 2013-14 and plans are in place to recruit an Advice Manager who will take the lead on overseeing how the advice service can develop over the next 3-5 years.

## Champions for Change

Building on the success of the Activist Academy last year, this year we are going to launch our Champions for Change programme. The programme is designed to take students through the different stages of a campaign and support them in developing skills to make change in their community.

## Give it a Go Programme

For 2012/13 we launched a brand new activity programme, called 'Give it a Go', which is designed to offer students a more clearly defined opportunity to get involved in all the activities LGoS has to offer. We held a diverse range of 33 taster sessions with our societies, including *AstroSoc* and *BakeSoc*. This gave an opportunity for society committee members to plan, lead and advertise interactive and fun sessions as well as giving students the opportunity to learn more about societies.



We held 27 taster sessions with our volunteering projects, including our Roof Garden and Green Fingers project. We also held 10 diverse training sessions, designed to help students develop their skills, which will have a direct impact on their employability whilst studying and beyond. From practical skills, such as Food Hygiene certification, to calligraphy and how to chair a meeting,



students enjoyed a broad range of sessions. In order to offer a wide variety of training sessions, we have developed links with the University's Continuing Education and Confucius departments.

A team of 30 Give it a Go assistants helped with the coordination of 37 trips around the UK in 2012/13. We focused at the beginning of the year on helping new students to find their way around campus and around the city. This section of the programme included free trips to Crosby Beach, Campus Orientations and tours of the city and local parks. As the year progressed, our trips became more far reaching as we visited Edinburgh, Chester Zoo, Windermere, Oxford, Cambridge and Stratford-upon-Avon. 1250 tickets were sold from LGoS Reception for the trip and 95% of students would recommend their trip they attended to a friend. Below is a summary of feedback that we received which repeatedly contained comments about how well organised the trips were, the friendliness of our GiaG assistants and about how our trips were good value for money.

Working with University Residences, we offered a 75% price reduction for students living in University of Liverpool Halls, directly aimed at promoting integration and a sense of community amongst new members. This focus on our halls' residents saw us take 312 halls students to Alton Towers over one weekend.



## Improved Communication

As a democratic organisation we recognise that we must do as much as possible to actively promote and communicate with students – engaging in a two-way conversation that keeps us up to date with the student voice, and our members up to date with how we’re working to improve their lives.

This year we’ll be taking a number of steps directly situated within this endeavour:

- i. **Branding** – we have already undertaken a review of our branding, updating the look and feel of the organisation to coincide with the new academic year. In 2013/14 we will also run a full scale rebranding exercise, involving consultation with our members and other stakeholders, to launch as we move back into our building during spring 2014.
- ii. **Impact Reporting** – as well as our Annual Report and Impact Report, we will instigate a programme of monthly updates for our members. This includes highlighting ‘three positive changes’ we have made for students over the course of the month, including examples from across the entire organisation.
- iii. **Blogs & All Student Email** – we have already updated the process through which Officers communicate regularly with the membership, implementing a more structured and cohesive approach to blogs and the all student email. The Board of Trustees also set a KPI of four blogs each month as a tool for increased accountability.
- iv. **Face-to-Face** – last year Officers and Staff spoke to over 3000 students over 300 hours involving them in a number of campaigns including Make the Most of I.T, Pound in Your Pocket, Keep Your Cool and the Building Refurbishment project.
- v. **‘A Really Big Chat’** – an initiative new this year, Officers have agreed KPIs with the Board of Trustees on the amount of time they’ll spend communicating with students in a more informal manner.
- vi. **Videos** – we’ve recently upgraded our video making capabilities, and have already received positive feedback on their impact from members and other stakeholders. These include, for example, our 2011/12 Impact Report and a host of ‘how to get involved in 60 seconds’ interviews with the Officers. This will continue in the 2013/14 academic year.
- vii. **Digital Development** – in 2013/14 we will look to develop our digital platform, and to increase online engagement with our members. This may include mobile apps, targeted email correspondence and improvements to the structure and format of the site. We will also continue to improve our web content.

**“Just a Chat”** - In addition to continuing the regular face to face sessions, the Officers are also going to be holding sessions in the libraries every week offering students a cup of tea and a chance to chat to their SRO. The aim is to raise the profile of the officers and make them more accessible to students to raise issues and concerns.

## Plans for 2013/14

### Membership Services

The main priorities for Membership Services are;

1. **Skills development-** Employability is a key concern of our members. We will support students to develop record and reflect on the skills they get participating in LGoS activities. We will also work with the University to develop a Higher Education Achievement Report for students.
2. **Links with the city-** Students make up 10% of Liverpool's population. We will develop a community strategy that helps us develop links with, and influence within, Liverpool City Council. We also aim to develop further volunteering and community links.
3. **Better understanding of members-** We aim to identify and research the experience of key groups of students to develop our understanding of their needs. This will include reaching postgraduate students, international students and accommodation.
4. **Democracy and Governance-** We will carry out a review of our democratic and governance processes, to ensure they are effective and fit for purpose.
5. **Developing student leaders/ change-makers-** We aim to provide opportunities for students to become active change makers in their local and global community, including through running an Activists Academy.
6. **Fundraising-** We aim to support student societies to raise £450000. We will work with our RAG society to raise the profile and success of fundraising.
7. **Programming-** We aim to develop a thriving, engaging environment by developing a calendar of events based around a theme, that brings together societies, volunteering, policy, campaigning
8. **Widening Participation-** We will develop a strategy for how LGoS will widen participation at the UOL.
9. **Advice –** We are committed to delivering a comprehensive advice service that meets the needs of members. We will recruit an Advice Manager and create a three year development plan.
10. **Committee Work-** Effective representation on University Committees is key to improving students' lives. We will build a better understanding of the issues being raised from Staff Student Liaison Committees, through Faculties and to University Committee to ensure that we can be our most effective.
11. **Elections-** We aim to increase participation in our elections. In particular we aim to open up our elections to underrepresented groups, particularly women.
12. **Communications-** We are creating a Marketing Team that will ensure we communicate our range of services, activities and opportunities to our members in an engaging and involving way. They will also be responsible for rolling out our new brand

## Social Enterprise

The move into the newly refurbished building presents LGoS with a number of opportunities to develop its commercial offer to support its Membership Services activity. Highlighted below is a précis of the Business Plan approved by the Board of Trustees and outlines the plans being made to maximise these commercial opportunities.

### Vision

The future vision for the Social Enterprises Department is to:

1. Make a major contribution to positioning LGoS at the centre of students' lives whilst at University.
2. To increase participation in and attendance with LGoS.
3. To offer high levels of service and good quality, competitive retail and food and drink options for students.
4. Help to get LGoS recognised as a leading students' union.
5. Underpin Membership Services activities by providing steady and reliable income streams.

### Critical Success Factors

There are a number of key elements which have been identified and which will need to be addressed in order that the organisation achieves its targets.

- Recruitment - The first of these will be around the structuring and recruitment of a team of professionals who have specific areas of expertise. This, it is hoped, will ensure that we are able to get our core services to the membership correct by understanding what it is we do and doing it well. Recruitment is the key to this success.
- Engagement - Improving levels of customer loyalty by ensuring that Social Enterprise is providing the types of services demanded by its membership.
- Pricing - Pricing goods and services in a competitive manner and in a way which is perceived by the membership to be fair.
- Marketing - Marketing goods and services effectively and in a timely fashion.
- Night time Economy - Developing a night time economy by providing activities which the membership wishes to access.
- New Money - Continuing to look at potential income streams and seeking to exploit these wherever possible.

### Competitive Advantage

There can be little doubt that LGoS currently enjoys a significant degree of membership loyalty within certain segments of its membership profile that anecdotally, would prefer to use LGoS if it were to provide similar or competitive alternatives to commercial operators around us. In addition, the Guild building is central to the campus and is already being talked about in terms of being a student Hub.

The completion on Crown Place Residencies will mean that up to 3200 students will be in residence on or around the campus. This will provide the opportunities required for LGoS to expand its services to become a 7 day site and will present opportunities of a commercial nature as a consequence.

Within the context of NUS Extra LGoS has the capacity to offer local deals on goods and services in line with competitors. LGoS gets an income from each NUS Extra Card sale and can use this to develop brand loyalty, further.

An opportunity exists to develop a night time offer in and around the Guild building. Before closing, LGoS was not open on either Saturday or Sunday unless a concert or special was programmed in. There is currently very little by way of competition for the student market in this part of town and as we seek out underpinning income streams, this is one area where we have significant growth potential.

The size and capacity of the venue for certain types of activities provides us with a great competitive advantage. There is nowhere in Liverpool of this size and artists who are looking for venues of this type will often play both Liverpool and Manchester. In addition, the quality and size of the in-house PA and lighting rig will mean that live music events should be more profitable than previous.

### Events

We will look at the detail of the Live Music Contract and test the market in an attempt to achieve the best possible deal for LGoS. Whilst we have not made large sums of money in this area, previous, a point of consideration is that it has been a driver for bar sales.

In addition to the live music events which the venue currently hosts, it is proposed that LGoS hold a number of events throughout the year in line with other similar organisations. These will be opportunities to underpin our standing membership by producing memorable commercially successful events.

### Retail

- **Carnatic** - The reopening of two halls appears to have presented Carnatic Shop with an opportunity to increase trade. We are currently in the process of applying for a Premises Licence from which we can sell alcohol. The unit will have a small refurbishment. We will take a view on sales figures in December and the end of Semester One to make further recommendations. Again Opening and closing times will be amended to reflect trading patterns in an attempt to make the shop profitable.
- **Atlantic Point** - The only changes proposed at Atlantic Point relate to the opening and closing times which were highlighted in the Retail Interim Report and which, it is hoped, will take advantage of the needs of the residents.
- **Guild Shop** - The shop layout has been altered to reflect the drop in sales that the shop has encountered since the move out. We have curtailed our alcohol sales, reduced our confectionary and crisps lines in an attempt to reduce wastage. A much larger proportion of the shop is given up to clothing merchandise and stationary giving the impression that we have maintained our level of operation.

Deals on stationary are currently being prepared which compete with the local Ryman's via The NUS Extra Card scheme offering great discounts to the membership. We have undergone a process of price-pointing in an attempt to ensure that we are not uncompetitive. Opening and closing times are similar to previous with The Shop Supervisor spending as much time as possible on the shop floor in an attempt to reduce costs and get a great understanding of the requirements of service users.

- **Merchandise** - A range of clothing had been purchased in time for the start of the new academic year. The buying decisions have been made based on EPOS data of what sold well last year. We have kept stock levels to an absolute minimum in an attempt to keep costs down. We have been assured that we can order additional items if required with turnarounds of less than 2 weeks.



- **Online Merchandising** - The migration to the new website has presented an opportunity to improve our online merchandise offer. We have a working group putting together the offer and populating the new website in an attempt to maximise the selling potential to distance learning students.

### Bars

- **Local** - The refurbished Guild building will offer alcohol through a new bar which will be situated in the building. In order to support the bar sales, a programme of entertainments will need to be delivered in the new 'Pub'. In addition, it may be time to look at televised events which students in accommodation on campus can take advantage of during the course of the weekend. Again here, some kind of promotion will be necessary in order that students choose the 'Pub' as opposed to going to one of our competitors.
- **Mandela Bar** - A potential area for development and one which will have a number of positive outcomes relates to exploring the potential for the provision of a late night venue. The old Mandela Bar represents this potential opportunity. The venue is almost ready to use and could provide a cost effective solution to concerns regarding the lack of engagement during the redevelopment works. Put together right, the venue can also provide a valuable new income stream which would make a long term contribution to the operating surplus of LGoS.

### Reception

LGoS is looking to increase its reception cover to take it into the evening period, during term time when the building is most widely used. We hope that this will provide our members with a better level of customer service.

### Box Office

Increased reception cover along with the new website operating system means that LGoS can offer an exciting new Box Office Service. If this is pursued it would provide new money to the organisation.

### NUS Extra

NUS Extra represents another opportunity to develop additional income. Further, it is very much in the Members interest to own an NUS Extra Card due to the potential savings they stand to make. A separate Sales and Marketing Plan has been produced for 2013/14 to foster sales growth. The target for the first year is to increase sales by 20% from 2,489 to 3,000. We are currently on track to achieve this.

### Job Shop

Hospitality Liverpool have spoken to us about establishing a pool of Student labour which they can access on an 'as and when basis' due to the fact that they have onerous recruitment procedures and we have people looking for casual work. As such we will explore the possibility of establishing a Job Shop which will meet this need. Other organisations similar to ourselves have done this successfully, but have received funding to help get the scheme up and running at a time when employability issues are increasing in importance for students.

### Catering

We will look to get the joint working initiative bedded in to provide LGoS with an excellent food offer and a reliable income stream.

### Coffee Shop

We will be exploring the possibility of bringing in a coffee franchise to run the Coffee Shop. There are significant benefits to this course of action and if we are able to present the right offer it could make a significant contribution to the overall operating surplus. Market research conducted by NUS suggests that the Coffee offer presents possible the biggest commercial opportunity within the Social Enterprises portfolio.

## Our Governance, Structure and Management

### Our Governance

Democratic principles are at the heart of our governance structure; the student voice is important at every level of the organisation. LGoS is a Students' Union within the meaning of the Education Act 1994. LGoS is devoted to the educational interests and welfare of its members, and is an independent representative body of students at the University of Liverpool. We are an Incorporated Charity and a Company Limited by Guarantee without Share Capital.

We are governed by a Memorandum & Articles of Association effective from 1 August 2010, and a set Bye Laws, both approved by the membership, the University of Liverpool, and the Charities Commission. The Articles of Association state that:

- i. Liverpool Guild of Students is devoted to the educational interests and welfare of its Members. These Articles have been structured to give the Trustees reasonable authority to manage the affairs of the Guild in a business-like manner to ensure that the Guild complies with charity law and other legal requirements. Members enjoy the right, which must be exercised in accordance with charity law, to elect the majority of the Trustees and to dismiss all the Trustees.
- ii. When acting to further its powers and in accordance with its objects, the Guild shall not discriminate on the grounds of age, gender, race, colour, parental status, class, religion or belief, ethnic or national origins, creed, sexuality, nationality, size, socio-economic background, disability or medical condition, except that positive action may be taken to aid any disadvantaged section of society.
- iii. The Guild shall not affiliate to any political party or religious organisation.

We also have a Memorandum of Understanding with the University of Liverpool.

### Annual Members Meeting

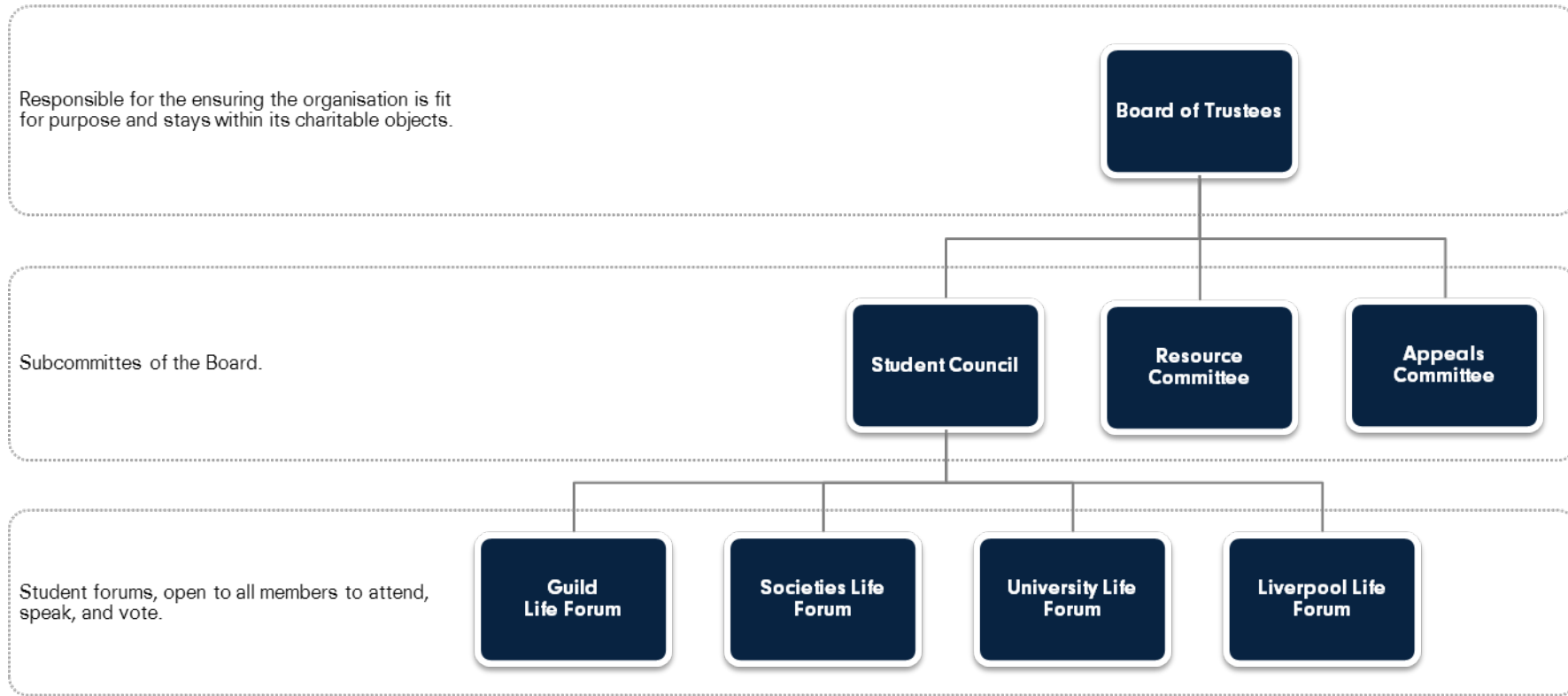
Under our articles, we are required to hold an Annual Members Meeting each year, presenting our accounts and the Trustees Annual Report to the membership. In 2012/13 academic year, this took place on the 6<sup>th</sup> December 2012, although the required quorum was not met. The rescheduled meeting successfully took place a week later, on 13<sup>th</sup> December 2012.

### Risk Management

Risk management is the responsibility of the Trustee Board. The senior managers of LGoS have delegated authority for identifying the risks facing the organisation and reporting these to the Trustees as they arise in relation to items of business at the Board. In addition, the senior managers provide the information to enable the Trustees to undertake an annual review.

## Our Structure

The democratic governance structure of organisation is arranged as follows:



## The Trustee Board

Our Board of Trustees is responsible for ensuring the organisation remains fit for purpose, and for setting the strategy of the organisation in consultation with senior staff. It also approves all policy<sup>2</sup>, our annual budget, and monitors organisational performance against agreed key performance indicators (KPIs). The Trustee Board's remit can be summarised as:

- i. Formulating, implementing and monitoring strategic plans.
- ii. Providing effective financial management and oversight, including the formation of budgets.
- iii. Safeguarding the reputation of the organisation.
- iv. Monitoring and evaluating the performance of staff, services and activities.
- v. Supporting the Chief Executive and reviewing their performance.
- vi. Providing effective Risk Management Systems.
- vii. Ensuring comprehensive ongoing member consultation.
- viii. Promoting the active involvement of members.
- ix. Ensuring effective election/selection, induction and appraisal of Trustee Board members.
- x. Considering Committee Reports.
- xi. Any other duties required by charity law, the Education Act 1994, the Companies Act 2006 *inter alia*.

The membership of the Trustee Board is defined as follows:

- i. Four Student Representative Officer Trustees.
- ii. Four Student Trustees.
- iii. Four External (Co-opted) Trustees.

A structured induction process is run for all new Trustees, which includes training on processes, and the principles which underpin effective trusteeship.

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<sup>2</sup> It is important to note the role of the Board with respect to position policy (for example that which is generated by the membership) is to ensure it complies with our charitable objects.

The Student Representative Officer (SRO) Trustees are elected by the entire membership during a cross campus election, and hold office for 12 months. As directed by the Education Act 1994, they are able to serve a maximum of two terms. In 2012/13, the four Officers were:

- i. President (and Chair) – Sam Butler
- ii. Deputy President – Tom Bee
- iii. Vice President – Maggie Hayes
- iv. Vice President – Chi-Chi Nwokoro

The four Student Trustees are also elected by a cross campus ballot, and serve for a term of two years – although they must be registered students at the University of Liverpool to hold office. During the 2012/13 academic year, these posts were filled by:

- i. Charlotte Nichols
- ii. James Telfer
- iii. Sam Van Geffen
- iv. Martin Poile

The four External Trustees are positions that are advertised and then appointed to by the Board. They are recruited for on the basis of their expertise and experience, and hold office for a term of four years. In 2012/13, these posts were filled by:

- i. Dr Gary Walker
- ii. Sue Hoey
- iii. Pamela Bell-Ashe
- iv. Ben Miller

LGoS started the year with three external Board members and ended the year with only one External Trustee in post. The recruitment of three new trustees has now occurred, and they officially join the Board on the 1 August 2013.

## Resource Committee

As laid out in our Articles of Association, the Resource Committee is one of two standing subcommittees of the Board, and is responsible for monitoring all financial matters of the organisation. In 2012/13 it met five times, and had the following membership:

- i. Dr Gary Walker (Chair)
- ii. Tom Bee
- iii. Sam Van Geffen

## Appeals Committee

The Appeals Committee is constituted in accordance with Article 45 of the Articles of Association. The role of the committee is to hear all appeals of LGoS decisions. Individual members, student officers and staff are able to make an appeal to this body. The Appeals Committee is chaired by an External Trustee and its membership may include trustees, members and LGoS and/or University of Liverpool staff.

## The Student Council

The second standing subcommittee of the Board is Student Council, which has the following authority (as set out in the Articles):

- i. Make recommendations to the Trustees.
- ii. Review and scrutinise the decisions and actions of the Trustees.
- iii. Make non-binding motions of no-confidence in one or a number of Trustees.
- iv. Coordinate Community Forums.
- v. Coordinate Overview & Scrutiny.
- vi. Coordinate Advisory Groups.
- vii. Appoint honorary Life Members of the Guild in accordance with Article 13.
- viii. Appoint a patron of the Guild in accordance with Article 14.
- ix. Promote the rights of Members.
- x. Discuss and debate issues pertinent to Students.
- xi. Consider any business referred to the Student Council by the Trustees and other Guild bodies.

In 2012/13 the Student Council met four times, with the following members:

Alex Coleman	Rachael Gibson	Surabhika Lunawat	Liv Farrar <sup>3</sup>
Harry Anderson	Daniella Persaud	Andrew Wills	Nada Ally
Chris McCory	Niall Gilchrist	Charlie Brensinger	Ralitsa Zlatkova
Fraser Johns	Folu Egbeoluwa	Evelin Petkova	Lorna Turnbull

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<sup>3</sup> Liv Farrar was only a member of Student Council for one meeting only.

## **Guild (Community) Forums**

As provided for in the Bye-Laws, LGoS operates four Student (Community) Forums, which are open to all members to attend, speak and vote. In 2012/13 these consisted of:

**Guild Life** – for all matters related to the LGoS

**University Life** – for all matters related to the University of Liverpool

**Liverpool Life** – for all matters related to the City of Liverpool

**Societies Life** – for all matters related to Student Societies

## **Referenda**

As per clause 51 of the Articles, there is also a provision to make decisions by referenda, which may be called by:

- i. A simple majority of the Trustee Board.
- ii. A two thirds majority of Student Council.
- iii. A simple majority of Members present and voting in an Annual Members' Meeting with a quoracy of 3% of the membership.
- iv. A secure petition signed by 3% of the Members.

These decisions include motions of no confidence in individual Trustees, policy formation, and affiliation to external organisations. In 2012/13 no referenda were held.



## Our Management

The day to day management of LGoS, as set out in Article 36, is delegated to the Chief Executive Officer, with direction provided by the four elected Student Representative Officers. All other staff are organised in one of three Directorates following a restructure. Social Enterprise and Central Services have been merged under the direction of The Director of Operations.

## Chief Executives Department

The Chief Executive retains direct responsibility for the following areas:

- i. Democracy and Governance.
- ii. Human Resources
- iii. Administration
- iv. Financial Management

## Operations

A proposed line management structure has been approved by the Board of Trustees which clusters the following activities into one Department.

- i. Venues Management (including licenced trade).
- ii. Facilities Management.
- iii. Reception.
- iv. Coffee Shop.
- v. Retail.
- vi. Student Green Fund, Sustainability and Student Switch-Off.

## Membership Services

The Membership Services Directorate provides support for the following functions, and is managed by the Director of Membership Services:

- i. Policy Formation.
- ii. Student Representation.
- iii. Advice Services.
- iv. Communication.
- v. Campaigns.
- vi. Student Societies (including Halls of Residence Committees).
- vii. Student Volunteering.
- viii. Marketing
- ix. Experiential Marketing
- x. Digital and Design Support.

## Statement of Trustees' Responsibilities Year Ended 31 July 2013

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including its income and expenditure, of the charity for the year.

In preparing those financial statements the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the requirements of the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### Provision of information to auditor

Each of the persons who are trustees at the time when this trustees report is approved has confirmed that:

- so far as that trustee is aware, there is no relevant audit information of which the company's auditor is unaware, and
- that trustee has taken all the steps that ought to have been taken as a director in order to be aware of any information needed by the company's auditor in connection with preparing its report and to establish that the company's auditor is aware of that information.

Approved by the Trustees of Liverpool Guild of Students on 30<sup>th</sup> January 2014 by:

Sam Butler, Trustee

Gary Walker, Trustee

## **Auditors Report**

### **Independent auditor's report to the members of Liverpool Guild of Students**

We have audited the financial statements of Liverpool Guild of Students for the year ended 31 July 2013 which comprise the statement of financial activities, the balance sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the 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 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 its members as a body, for our audit work, for this report, or for the opinions we have formed.

### **Respective responsibilities of trustees and auditor**

As explained more fully in the statement of trustees' responsibilities, 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. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

### **Scope of the audit of the financial statements**

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

### **Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 July 2013 and of its incoming resources and application of resources, including its income and expenditure, 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.

## Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements.

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

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

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

**Jonathan Dudley** (Senior statutory auditor)

for and on behalf of Dains LLP, Statutory auditor.

Suite 2  
Albion House  
2 Etruria Office Village  
Forge Lane  
Etruria  
Stoke on Trent  
ST1 5RQ

Date: 30<sup>th</sup> January 2014

Dains LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

## Financial Statements

### Liverpool Guild of Students Statement of Financial Activities (incorporating an income and expenditure account) for the year ended 31 July 2013

	Note	Unrestricted Funds			2013 Total	2012 Total As restated
		General Funds	Designated Funds	Restricted Funds		
<b>Incoming Resources</b>		£	£	£	£	£
Incoming resources from generated funds						
Voluntary income	2(a)	1,234,385	-	9,000	<b>1,243,385</b>	1,021,164
Activities for generating funds	2(b)	984,381	-	-	<b>984,381</b>	1,636,381
Incoming resources from charitable activities	2(c)	10,644	-	9,740	<b>20,384</b>	19,402
<b>Total Incoming Resources</b>		<b>2,229,410</b>	<b>-</b>	<b>18,740</b>	<b>2,248,150</b>	<b>2,676,947</b>
<b>Resources Expended</b>						
Cost of generating funds						
Fundraising trading: cost of goods sold and other costs	3(a)	1,237,981	132,352	-	<b>1,370,333</b>	1,719,238
Charitable Activities	3(b)	828,491	103,195	105,378	<b>1,037,064</b>	809,111
Governance cost	3(c)	57,309	-	-	<b>57,309</b>	65,430
Total Resources Expended		<b>2,123,781</b>	<b>235,547</b>	<b>105,378</b>	<b>2,464,706</b>	<b>2,593,779</b>
<b>Net Incoming/(Outgoing) Resources before transfers</b>		<b>105,629</b>	<b>(235,547)</b>	<b>(86,638)</b>	<b>(216,556)</b>	<b>83,168</b>
<b>Transfers</b>						
Gross Transfers Between Funds		(98,310)	98,310	-	-	-
Net Movement In Funds		7,319	(137,237)	(86,638)	<b>(216,556)</b>	83,168
<b>Reconciliation Of Funds</b>						
Total funds brought forward as at 1 August (restated)	17	129,581	878,476	186,939	<b>1,194,996</b>	1,111,828
Total funds carried forward at 31 July		<b>136,900</b>	<b>741,239</b>	<b>100,301</b>	<b>978,440</b>	<b>1,194,996</b>

All amounts relate to continuing operations. All gains and losses recognised in the year are included above.

The effect of a prior year adjustment has been to increase the total reserves as at 31<sup>st</sup> July 2012 by £70,113 (note 17).

The notes on pages 59 to 71 form part of these financial statements.

# Balance Sheet as of 31 July 2013

Company number: 07324992

	Note	As At 31-Jul-13	As restated 31-Jul-12
<b>Fixed Assets</b>		£	£
Tangible assets	5	156,489	494,842
Investments	6	5,460	5,460
		<u>161,949</u>	<u>500,302</u>
<b>Current Assets</b>			
Stock	7	97,368	103,602
Debtors	8	218,980	268,987
Investments	9	602,734	-
Cash at bank and in hand		275,708	897,283
		<u>1,194,790</u>	<u>1,269,872</u>
<b>Creditors</b>			
Amounts falling due within one year	10	<u>(304,378)</u>	<u>(503,839)</u>
<b>Net Current Assets</b>		<u>890,412</u>	<u>766,033</u>
<b>Total Assets Less Current Liabilities</b>		1,052,361	1,266,335
<b>Creditors:</b>	11	(73,921)	(71,339)
Amounts falling due after more than one year			
<b>Net Assets</b>		<u>978,440</u>	<u>1,194,996</u>
<b>The Funds Of The Charity</b>			
Restricted Fund	13	100,301	186,939
Unrestricted Funds:			
General fund	13	136,900	129,581
Designated funds:			
NUSSL Investment Fund	13	5,460	5,460
Fixed Assets Fund	13	136,041	378,016
Pension Liability Fund	13	375,000	375,000
Transition Fund	13	120,000	120,000
Guild Strategic Development Fund	13	50,000	-
Elizabeth Gidney Legacy	13	54,738	-
Total charity funds		<u>978,440</u>	<u>1,194,996</u>

The notes on pages 59 to 71 form part of these financial statements.

Approved by the Trustees of Liverpool Guild of Students on 30<sup>th</sup> January 2014 by:

Sam Butler, Trustee

Gary Walker, Trustee



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# Notes to the Financial Statements for the year ended 31 July 2013

## Note 1 - Accounting policies

### a) Basis of Accounting

The financial statements have been prepared in accordance with the Charities Accounts & Report Regulations 2008, the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005) and with applicable accounting standards issued by the UK Accountancy bodies.

They are prepared under the historical cost convention.

### b) Incoming resources

Incoming resources are included in the Statement of Financial Activities on the basis of amounts receivable for the year. Income from commercial activities is included in the period that the relevant services are provided or goods supplied. Income from charitable activities is recognised when the entity has certainty of receipt, becomes legally entitled to them and they can be measured in financial terms with sufficient reliability.

Grants receivable are included in the Statement of Financial activities as soon as the conditions attaching to the grant are satisfied.

### c) Resources expended

Resources expended are included in the Statement of Financial Activities on the accruals basis. These are based on the amounts payable for work done or services provided in the year.

#### i. Cost of generating funds

Costs of generating funds comprises all costs relating to attracting commercial income.

#### ii. Charitable activities expenditure

Charitable activities expenditure includes the costs identified as wholly or mainly attributable to achieving the charitable objectives of the entity, including direct staff costs, other direct costs, and apportioned support costs.

#### iii. Governance Costs

Governance costs are those costs related to the governance of the entity, to allow it to operate, and to generate information for public accountability. Direct costs will include audit and accountancy, legal advice to trustees and costs of trustees meetings.

#### iv. Support Costs

All support costs borne have been apportioned to costs of generating funds, charitable activities and governance costs. The basis of the apportionment is on a staff FTE basis. Buildings and operations expenditure is not apportioned to governance costs as they are not a significant driver.

### d) Recognition of liabilities

Liabilities are recognised as soon as there is a legal or constructive obligation committing the entity to pay out resources.

### e) Fund accounting

The entity has the following funds which are shown separately in the accounts:

#### i. Restricted funds

Restricted funds are funds that are used in accordance with specific restrictions imposed by donors or that have been raised by the entity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. Details of the restricted funds held are given in note 12 to the financial statements.

#### ii. Unrestricted funds

Unrestricted funds are funds which are available for use at the discretion of the Trustees in furtherance of the objects of the entity and which have not been designated for other purposes.

#### iii. Designated funds

Designated funds are unrestricted funds that are allocated for specific purposes as set out in note 12 to the financial statements

### f) Cash Flow Statement

The Trustees have taken advantage of the exemption in Financial Reporting Standard No. 1 from including a cash flow statement in the financial statements.

### g) Fixed assets and depreciation

Fixed assets are stated at cost less accumulated depreciation. Assets are not capitalised below £500 cost per item/set.

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value over the useful economic life of that asset as follows

i. Property Improvements: 5% straight line per annum:

ii. Office Equipment and Fixtures & Fittings: 10% - 33.3% straight line per annum

iii. Specialist Equipment: 20% - 33.3% straight line per annum

iv. IT equipment: 20% - 33.3% straight line per annum

### h) Stock

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.



## Note 1 - Accounting policies (continued)

### i) Pension Costs

The Guild participates in the Students' Union Superannuation Scheme (SUSS) and the University of Liverpool Pension Fund (ULPF). Both schemes are defined benefit schemes which are externally funded and contracted out of the State Second Pension. The funds are valued at least every three years by a professionally qualified independent actuary with the rates of contribution payable being determined by the trustees on the advice of the actuary. The schemes operate as a pooled arrangement, with contributions paid at a centrally agreed rate. As a consequence, no share of the underlying assets and liabilities can be directly attributed to the Union. Under the terms of FRS17, in these circumstances contributions are accounted for as if the schemes were a defined contribution scheme based on actual contributions paid through the year.

With effect from 30 September 2011 the SUSS Scheme has been closed to future accrual. Since that date only deficit contributions have been paid to the Scheme.

As a consequence of the SUSS scheme closing to future accrual the Guild has set up a group personal pension scheme with Scottish Equitable PLC called the National Union of Students Pension Scheme (NUSPS) which is a money purchase scheme contracted into the State Second Pension. This is available to all members of staff who have completed their probationary period.

### j) Investments

Investments are stated at cost less any provision for diminution in value.

## Note 2 - Incoming Resources:

	Unrestricted Funds			2013 Total	2012 Total As restated
	General Funds	Designated Funds	Restricted Funds		
<b>(a) Voluntary Income</b>	£	£	£	£	£
University Block Grant	1,097,304	-	-	<b>1,097,304</b>	947,304
Elizabeth Gidney Legacy	54,738	-	-	<b>54,738</b>	
Other voluntary income	82,343	-	9,000	<b>91,343</b>	73,860
	<b>1,234,385</b>	-	9,000	<b>1,243,385</b>	1,021,164
<b>(b) Activities for Generating Funds</b>					
Retail	556,058	-	-	<b>556,058</b>	844,159
Bars	97,980	-	-	<b>97,980</b>	280,306
Catering	107,049	-	-	<b>107,049</b>	166,736
Events	64,688	-	-	<b>64,688</b>	191,544
Marketing	147,940	-	-	<b>147,940</b>	137,636
Rental income	10,666	-	-	<b>10,666</b>	16,000
	<b>984,381</b>	-	-	<b>984,381</b>	1,636,381
<b>(c) Charitable activities</b>					
Interest receivable	10,644	-	-	<b>10,644</b>	10,801
Guild Awards	-	-	-	-	213
Net Clubs & Societies income	-	-	8,740	<b>8,740</b>	7,388
Sundry income	-	-	1,000	<b>1,000</b>	1,000
	<b>10,644</b>	-	9,740	<b>20,384</b>	19,402

### Note 3 - Resources Expended:

	Unrestricted Funds			2013 Total	2012 Total
	General Funds	Designated Funds	Restricted Funds		
<b>Cost of generating funds:</b>					
<b>(a) Commercial Activities</b>	£	£	£	£	£
Retail	708,002	47,893	-	755,895	949,172
Bars	141,859	51,873	-	193,732	305,479
Catering	159,637	12,637	-	172,274	186,716
Events	146,968	12,229	-	159,197	217,028
Marketing	81,515	7,720	-	89,235	60,843
	1,237,981	132,352	-	1,370,333	1,719,238
<b>(b) Charitable Activities</b>					
Permanent Staff Costs	542,946	-	-	542,946	504,748
Suss Lump Sum Payments	22,000	-	-	22,000	23,155
Casual/Temporary Staff Costs	15,699	-	-	15,699	14,491
Death Benefit Insurance	3,061	-	-	3,061	2,080
Staff Recruitment	1,843	-	-	1,843	555
Staff Training and Welfare	10,504	-	-	10,504	8,612
Redundancy Costs	-	-	-	-	9,161
Cleaning Costs	2,428	-	-	2,428	3,353
Security	4,266	-	-	4,266	5,988
Publicity/Promotional Costs	18,244	-	-	18,244	10,584
Equipment Hire	6,342	-	-	6,342	6,954
Small Equipment	1,165	-	-	1,165	1,730
Licences	30	-	-	30	227
Rebranding	2,776	-	-	2,776	-
Maintenance of Building/Equipment	6,052	-	-	6,052	7,423
Refuse Collection	3,536	-	-	3,536	5,129
Horticultural Projects	112	-	-	112	3,027
Conferences	5,976	-	-	5,976	2,540
Travel, subsistence and refreshments	8,160	-	-	8,160	8,142
Rent payable	175	-	-	175	-
Printing, Postage & Stationery (Incl Copier)	4,955	-	-	4,955	2,760
Telephone & Fax	599	-	-	599	2,086
Insurance	20,232	-	-	20,232	22,046
Subscriptions & Journals	1,048	-	-	1,048	961
Health & Safety	220	-	-	220	1,647
Legal & Professional Fees	1,268	-	-	1,268	2,640
Consultancy Charges	30,384	-	-	30,384	21,701
Society Grants Awarded	12,028	-	-	12,028	11,895
Guild Awards	1,104	-	-	1,104	-
Give it a Go	500	-	-	500	-
Campaigns	5,189	-	-	5,189	3,613
NUS Affiliation Fees	27,722	-	-	27,722	27,302
Sundries	1,170	-	-	1,170	406
Bank Charges	12,044	-	-	12,044	-
Depreciation	-	36,912	46,450	83,362	93,024
Loss on write off of fixed assets	-	66,283	58,928	125,211	-
Transition Costs	53,859	-	-	53,859	-
Irrecoverable VAT	854	-	-	854	1,131
	828,491	103,195	105,378	1,037,064	809,111

### Note 3

#### Resources Expended (continued):

	Unrestricted Funds			2013 Total	2012 Total
	General Funds	Designated Funds	Restricted Funds		
<b>(c) Governance costs</b>	£	£	£	£	£
Permanent Staff Costs	39,590	-	-	39,590	47,412
SUSS Pension Lump Sum Payments	93	-	-	93	1,003
Staff Training and Welfare	762	-	-	762	806
Conferences, Travel and Subscriptions	1,064	-	-	1,064	999
NUS Affiliation	2,010	-	-	2,010	2,554
Election Costs	3,291	-	-	3,291	1,948
Legal and Professional Fees	2,295	-	-	2,295	4,165
Audit	7,800	-	-	7,800	6,000
Printing, Postage and Stationery	359	-	-	359	348
Telephone and Fax	45	-	-	45	195
	57,309	-	-	57,309	65,430

### Note 4

	2013 Total	2012 Total
<b>(a) Staff Costs</b>	£	£
Wages and Salaries	995,469	1,005,422
Pension Costs	86,051	95,388
<b>Total Emoluments</b>	<b>1,081,520</b>	<b>1,100,810</b>
Social Security Costs	84,005	78,312
Other Staff Costs	76,224	38,233
	<b>1,241,749</b>	<b>1,217,355</b>
<b>(b) Trustees remuneration and expenses</b>		
Trustees' remuneration and employer's NI costs	81,892	80,997
Trustees' expenses	4,966	4,956
Employment of Trustees as workers	641	12,616
	<b>87,499</b>	<b>98,569</b>

Authorisation to remunerate trustees is provided in the Articles of Association of the Liverpool Guild of Students.

## Note 4 (continued)

Trustees' remuneration and employer's NI costs comprise the cost of employing the 4 sabbatical representation officers (2012: 4).

Trustees' expenses comprise travel, conferences and other costs incurred by trustees in the course of their duties.

Employment of Trustees as workers refers to student trustees employed in unrelated capacities by Liverpool Guild of Students, principally in delivery of commercial services.

The number of staff with salaries in the range £60,000 to £60,999 was 1 (2012: £nil).

	2013 Total	2012 Total
<b>(c) Average weekly employees</b>		
The average weekly number of employees during the year was made up as follows:		
Commercial activities	6.8	11.1
Charitable activities	16.0	11.0
Governance	1.0	1.0
Building and operations	10.8	12.4
Finance and administration	7.2	7.4
Marketing	1.0	1.0
	<b>42.8</b>	<b>43.9</b>

## Note 5

### Tangible Fixed Assets

	Property Improvements	Office Equipment and Fixtures & Fittings	Specialist Equipment	Computer Equipment	Total
<b>Cost</b>	£	£	£	£	£
At 1 August 2012	2,257,538	904,640	155,625	148,968	3,466,771
Additions	-	330	-	4,008	4,338
Assets written off	(2,257,538)	(646,370)	(125,507)	(140,067)	(3,169,482)
At 31 July 2013	-	<b>258,600</b>	<b>30,118</b>	<b>12,909</b>	<b>301,627</b>
<b>Depreciation</b>					
At 1 August 2012	2,074,302	637,448	125,200	134,979	2,971,929
Charge for the year	69,739	82,119	11,103	10,284	173,245
Assets written off	(2,144,041)	(594,928)	(122,132)	(138,935)	(3,000,036)
At 31 July 2013	-	<b>124,639</b>	<b>14,171</b>	<b>6,328</b>	<b>145,138</b>
<b>Net Book Value</b>					
At 31 July 2013	-	<b>133,961</b>	<b>15,947</b>	<b>6,581</b>	<b>156,489</b>
At 31 July 2012	<b>183,236</b>	<b>267,192</b>	<b>30,425</b>	<b>13,989</b>	<b>494,842</b>

**Note 6**  
**Investments**

<b>Cost</b>	<b>£</b>
At 31 July 2012 and 31 July 2013	<u>5,460</u>
<b>Net Book Value</b>	
At 31 July 2013	<u>5,460</u>
At 31 July 2012	<u>5,460</u>

At 31 July 2013 the Guild held investments in the following companies which are incorporated in the United Kingdom.

<b>Name of Company</b>	<b>Main Trading Activity</b>
NUS Services Limited 270 B Shares of £20 60 A Shares of £1	Purchasing Services

## Note 7 Stock

	2013 Total	2012 Total
	£	£
Bars	9,376	14,758
Catering	2,486	2,743
Shops	85,506	86,101
	<b>97,368</b>	103,602

## Note 8 Debtors

	2013 Total	2012 Total
	£	£
Trade Debtors	80,809	78,400
Other Debtors	12,654	9,268
Prepayments & Accrued Income	125,517	181,319
	<b>218,980</b>	268,987

## Note 9 Investments

	2013 Total	2012 Total
	£	£
Carrying value at the beginning of the year	-	-
Additions to investments at cost	602,734	-
Disposals at carrying value	-	-
Carrying Value at end of year	-	-
	<b>602,734</b>	-

These are represented by short term building society and bank deposits

## Note 10 Creditors

	2013 Total	2012 Total
<b>Amount falling due within one year:</b>	£	£
Trade Creditors	52,528	222,400
Other taxes and social security	1,142	10,004
University Creditor	120,000	171,293
Other Creditors	83,682	53,782
Accruals	47,026	42,678
Deferred Income	-	3,682
	<b>304,378</b>	503,839

## Note 11 Creditors

	2013 Total	2012 Total
<b>Amount falling due after more than one year:</b>	<b>£</b>	<b>£</b>
University Creditor	73,921	71,339
	<b>73,921</b>	<b>71,339</b>

## Note 12 Capital Commitments

There are no capital commitments as at 31 July 2013 (2012: None)

	Balance 1 Aug 2012 As Restated	Movement in Funds		Transfer Between Funds	Balance 31 Jul 2013
	£	Income	Expenditure	£	£
<b>Unrestricted funds:</b>					
General Fund	129,581	2,229,410	(2,123,781)	(98,310)	136,900
<b>Designated funds:</b>					
NUSSL Investment Fund	5,460	-	-	-	5,460
Fixed Assets Fund	378,016	-	(235,547)	(6,428)	136,041
Pension Liability Fund	375,000	-	-	-	375,000
Transition Fund	120,000	-	-	-	120,000
Guild Strategic Development Fund	-	-	-	50,000	50,000
Elizabeth Gidney Fund	-	-	-	54,738	54,738
Restricted Fund	186,939	18,740	(105,378)	-	100,301
<b>Total Funds</b>	<b>1,194,996</b>	<b>2,248,150</b>	<b>(2,464,706)</b>	<b>-</b>	<b>978,440</b>



## Note 13

### Movement on Funds

#### Restricted Funds

The restricted funds comprise:

- £20,448 The net book value of any fixed assets purchased from restricted funds.
- £78,853 The balances of clubs and societies' own income accounts.
- £1,000 Green Project funding.

#### Designated Funds

The designated funds are unrestricted funds that are created by the trustees for specific purposes:

- The NUSSL Investment Fund represents the value of shares held by the Guild in NUSSL.
- The Fixed Assets Fund is the net book value of fixed assets purchased with unrestricted funds.
- The Pension Liability Fund is a reserve to meet pension deficits payable in the future.
- The Transition Fund is a reserve to be utilised in the event of any significant organisational change or restructuring that may occur in the future, including costs associated with the move back into the Guild Building following refurbishment in 2013/14.
- The Guild Strategic Development Fund is a fund set up for the support Trustee-led development projects to engage with the Guild's membership.
- The Elizabeth Gidney Fund relates to a legacy received during the year which is to be allocated to projects that are appropriate to the memory of the bequeathed.

#### Reserve transfers

Transfers are made from general reserves to other reserves in order to ensure that adequate funds are available in order to fulfil the purpose of each fund.

## Note 14

### Analysis of Net Assets Between Funds

	Designated Funds	Restricted Funds	General Funds	Total
	£	£	£	£
Tangible Fixed Assets	136,041	20,448	-	156,489
Investments	5,460	-	-	5,460
Cash	54,738	79,853	743,852	878,443
Other net current (liabilities)/assets	545,000	-	(533,031)	11,969
Long term liabilities	-	-	(73,921)	(73,921)
	741,239	100,301	136,900	978,440

## Note 15

### Related Party Transactions

The following have been identified as related party transactions per the requirements of FRS 8:

- i. University of Liverpool: In the year Liverpool Guild of Students received a grant of £1,097k (2012 £947k) from the University of Liverpool, there was £1,248k (2012: £1,354k) of purchase recharges (including payroll and building repairs) and £120k (2012 £58k) of sales recharges (including room hires and catering). Liverpool Guild of Students' net year-end creditor with the University of Liverpool was £150k as at 31 July 2013 (2012: £334k).
- ii. Trustees of Liverpool Guild of Students: see Note 4 (b) - Trustees remuneration and expenses.
- iii. National Union of Students Services Ltd (NUSSL): Liverpool Guild of Students owns shares in NUSSL, see Note 6 - Investments. NUSSL operates a purchasing consortium which transacts with Liverpool Guild of Students.

## Note 16

### Pensions

The Guild participates in three pension schemes: the Students' Union Superannuation Scheme (SUSS), the National Union of Students Pension Scheme (NUSPS) and the University of Liverpool Pension Fund (ULPF)

#### SUSS

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

The most recent valuation of the scheme was carried out as at 1 October 2010 and showed that the market value of the scheme's assets was £67,141,000 with these assets representing 58% of the value of benefits that had accrued to members after allowing for expected future increases in earnings. The deficit on an ongoing funding basis amounted to £47,869,000.

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

The following assumptions applied at 1 October 2010:-

- The investment return would be 6.6% per annum before retirement and 4.6% per annum after retirement
- Pensions accruing on the CARE basis would revalue at 3.2% per annum.
- Present and future pensions would increase at rates specified by Scheme rules with appropriate assumptions where these are dependent on inflation.

The 2010 valuation recommended a monthly contribution requirement by each Union expressed in monetary terms intended to clear the ongoing funding deficit over a period of 20 years and will increase by at least 3.2% each year. These contributions also include an allowance for cost of the ongoing administrative and operational expenses of running the Scheme. These rates applied with effect from 1 October 2011 and will be formally reviewed following completion of the next valuation due with an effective date of 1 July 2013. Surpluses or deficits which arise at future valuations will also impact on the Union's future contribution commitment. In addition to the above contributions, the Guild also pays its share of the scheme's levy to the Pension Protection Fund.

The total contributions paid into the Scheme by the Guild in respect of eligible employees for the year ended 31 July 2013 amounted to £61,970 (2012 - £75,530 but this includes an additional proportion of contributions in respect of future accrual as well as deficit contributions).

### **NUSPS**

As a consequence of the SUSS scheme closing to future accrual on the 30 September 2011 the Guild has made available the National Union of Students Pension Scheme (NUSPS) with Scottish Equitable PLC which is a money purchase scheme. A member of staff can join the scheme once they have completed their probationary period and can choose their level of contributions between 4% and 8%. The employer contribution is 3% and 6% for former members of the SUSS scheme.

The total contributions paid into the scheme by the Union for the year to 31 July 2013 amounted to £30,918 (2012 - £27,666).

### **ULPF**

Prior to the introduction of the SUSS in 1990, certain employees were eligible to join the ULPF, operated by the University of Liverpool. Currently there are 3 members of staff in the ULPF. The most recent valuation of the Scheme was carried out as at 31st July 2012 and showed that the market value of the scheme assets was £245,873,000 with those assets representing 94% of the benefits that had accrued to members after allowing for expected future increases in earnings.

The major assumptions and other data that have the most significant effect on the determination of the contribution rates are as follows:

Rate of increase in salaries	2.45%
Rate of increase in pensions in payments	1.70%
Revaluation rate for deferred pensioners	1.90%
Rate of inflation	2.45%

The total pension contribution paid into the scheme, in respect of eligible employees for the year ended 31<sup>st</sup> July 2013 amounted to £7,874 (2012: £11,417).

## Note 17

### Prior Year Adjustment

The comparatives have been restated to reclassify the clubs & societies own income accounts from creditors to restricted funds.

As per the prior year financial statements the clubs & societies balances of £70,113 were treated as a creditor but have now been reclassified as a restricted fund.

The net effect of this adjustment on the net movement on funds for the year ended 31<sup>st</sup> July 2012 is an increase of £7,388.