



# STRATEGY 2019-23



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The Students' Union always aims to provide services that benefit every student here at London Metropolitan University. It provides the glue that binds our vibrant community together. We firmly believe that the whole 'SU' family, staff and student leaders, are hungry to help, humble to listen, hard-working and passionate to do what's right - and are a force for both the wellbeing and happiness of our students. It's been a pleasure for us to help drive forwards the SU as it builds its services to do even more for students into the future.

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*RENARTA GUY & SIMON TO, OUTGOING AND INCOMING MET SU BOARD CHAIRS - 2019/20*



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# INTRODUCTION

Students at London Metropolitan University come from very diverse and wide-ranging backgrounds, they strive to better themselves, are highly ambitious and hard-working. For the Students' Union to play a role in shaping their time at University and help them grow we need to re-align ourselves in order to be able to engage effectively with them and increase our relevance.

Our new 4-year strategic plan developed in consultation with the students' union officers, trustees, staff and ultimately students looks to address this challenge. Built on five core themes all focused around YOU the student.

The five themes of our new strategy

1. YOUR Union
2. Representing YOU
3. Supporting YOU
4. Developing YOU
5. OUR Future

The Students' Union has worked to develop this strategy over the course of the past year and we believe this new plan encompasses the values of what it means to be a student whilst amplifying the voice students will have whilst at London Metropolitan University. This strategy presents opportunities for students to contribute to the development of London Met whilst making a difference to their University experience. We are excited at the opportunities this strategy presents and look forward to walking the journey of the next four years with all our students.

*Graeme Hope, CEO & Diini Muse, Students' Union  
President 2019/20*

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# MISSION, VISION & VALUES

## OUR MISSION

Supporting students at London Met to succeed in their studies and transform their lives for the better

## OUR VISION

Our Vision is a connected community in which all students, from any background, receive the highest quality educational experience possible

## OUR VALUES

London Metropolitan Students Union is driven by values that are central to who we are.



**WE  
ARE**

Student-led  
in everything  
that we do

Advocating  
for change  
on behalf of  
our members

Equitable  
in representing  
all our students

Striving for  
excellence  
in what we do

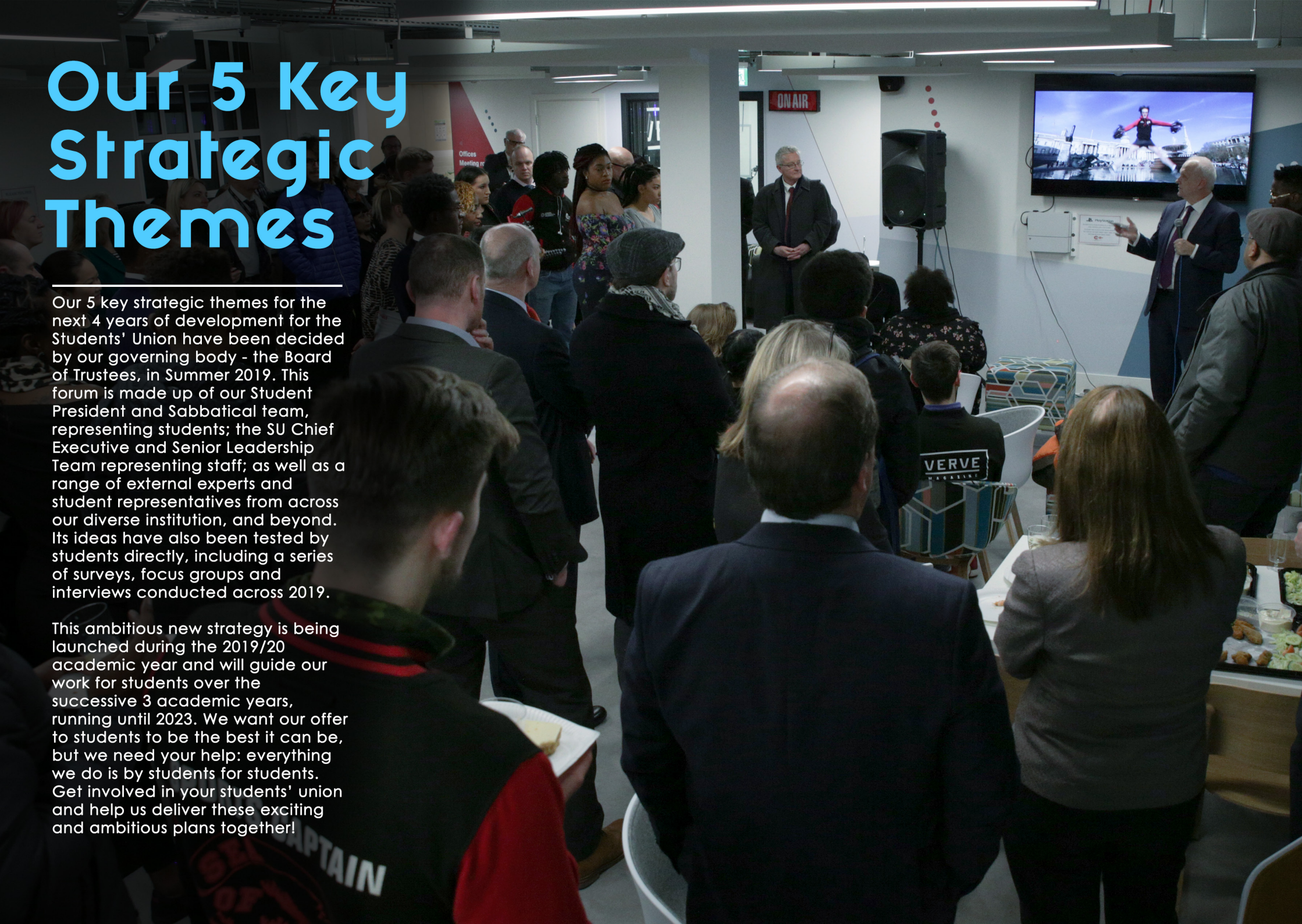
Trusting  
in our reciprocal  
relationships with  
the University,  
partners,  
beneficiaries and  
customers



# Our 5 Key Strategic Themes

Our 5 key strategic themes for the next 4 years of development for the Students' Union have been decided by our governing body - the Board of Trustees, in Summer 2019. This forum is made up of our Student President and Sabbatical team, representing students; the SU Chief Executive and Senior Leadership Team representing staff; as well as a range of external experts and student representatives from across our diverse institution, and beyond. Its ideas have also been tested by students directly, including a series of surveys, focus groups and interviews conducted across 2019.

This ambitious new strategy is being launched during the 2019/20 academic year and will guide our work for students over the successive 3 academic years, running until 2023. We want our offer to students to be the best it can be, but we need your help: everything we do is by students for students. Get involved in your students' union and help us deliver these exciting and ambitious plans together!







# YOUR UNION

Your Union is your home while studying at London Metropolitan University. We are your safe haven; your place of study; where you come to meet like-minded people; where you join a Sports Club or a Society; or where you receive the support you need to succeed on your course of study. It is a series of physical spaces based across our two campuses at Holloway and Aldgate, but also a virtual space where you can connect with us on our website, our radio station or through our social media channels. Whatever this union means to you, we are on your side and we have an ambitious set of targets to be the best that we can be.

## HOW WILL WE ACHIEVE THIS?

- Enhance and expand our existing SU spaces on Holloway and Aldgate campuses to develop the best facilities for students
- Introduce a cross-campus Student-led Teaching Awards programme
- Fundraise for and identify brand new spaces for students



# 2 REPRESENTING YOU

Our main focus is to represent you during your time as a student at this university. There are many ways in which we do this: through our Sabbatical team of full-time student officers; through the University's own representative structures and committees and, of course, through our 'Student Rep' system – where we directly involve students in decision-making on their degree modules and courses. However, we can and should be doing more. Some of these structures have been in place for many years and now need renewing and changing to meet the needs of a 21st century student.

## HOW WILL WE ACHIEVE THIS?

- Pilot and test a brand new system of Student Representation
- Create a 'Student Manifesto' – capturing the most important aspects of the 'Student Voice' so that we can lobby the University for the changes that students need, when they need them
- Launch a Student Rep Congress, involving academics and students reps





# SUPPORTING YOU

The SU cares about your wellbeing as our top priority. We will provide you with the best possible support on offer, ensuring you know how to access it. We will raise awareness on important topics including: mental health, bullying, discrimination and matters of consent. We will become key partners in our local communities across the City of London where we are based.

## HOW WILL WE ACHIEVE THIS?

- Run a Mental Health Awareness campaign and expand our provision in this area
- Develop a diverse set of opportunities for students to Volunteer where they live and study or get involved in Business
- Map our local community and develop our role working in it





# 4

## DEVELOPING YOU

The SU believes that helping you, our members, develop should be the biggest focus in everything that we do. This means that we need to provide you with the very best opportunities to test and grow your skills and experience. This might be through joining a Sports Club or a Society, being a Student Rep, or it could be by Volunteering at a local charity, or gaining a Placement in a local Business. You will tell us what matters most to you and we will aim to provide the best opportunities for you - that is our promise to you in your continuing personal and professional development, that we know matters so much.

### HOW WILL WE ACHIEVE THIS?

- We will relaunch our Sports Clubs and Societies with many more opportunities for you to engage in these student-led groups.
- We will introduce a tiered awards programme so that you can celebrate and recognise the skills and experiences that you gain, from Bronze, through to Silver and Gold Awards - acknowledged across the University and beyond.
- Hold a Student Volunteering & Charity Week annually





# OUR FUTURE

We know that we need to create an SU that works for you, not just for today but also into the future. Our future SU needs to be responsive to changes in what it is to be a student, whilst also delivering a high quality of activities and services to you. Most of all, we need to realise that 'Future SU' for you, today.

## HOW WILL WE ACHIEVE THIS?

- Ensure that we offer Value for Money in everything that we do.
- Build Partnerships with organisations that will create opportunities for our students to learn and build their career.
- Enhance and grow our Media offering to students





# OUR KEY STRATEGIC ENABLERS

Our strategy is built upon 5 key themes, however successful implementation of our key priority areas will be underpinned by the following key strategic enablers. They will ensure that the Students' Union has the right foundations and support in place for the overall delivery of the strategy by 2023. They are:



## Our Financial Health

We will ensure that our finances are healthy and that we are both a viable and sustainable organisation, secured through clear planning, fundraising and budgeting.



## Our Governance

We will put in place a robust governance structure at all levels of the organisation, that provides a firm foundation for all our operations and appropriate checks and balances to ensure a fully functioning leadership team.



## Our Operations

We will deliver our work effectively, efficiently and in an impactful way. All of our services will work directly towards the delivery of this strategy, guided by the latest up-to-date policies and procedures.



## Our People

We will build an organisational culture which promotes innovation, collaboration and high levels of performance. We will be a great place to work for our staff, students and volunteers.



## Our Students

We will create an empowering experience for our students to get the best out of their time at London Met. We will provide a high quality service in everything that we do.



# GET IN TOUCH

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