








Our Culture

A strong culture acts as a solid foundation that helps an organisation perform well. We have created seven statements based on the feedback provided by staff within our workshops. They reflect what we collectively value as an organisation.

Going forward, the Culture Statements will be embedded into everything we do, such as how we manage performance, run our inductions, recruit new staff and work within teams. More information will be provided on this going forward, but for now, do please familiarise yourself with the Culture Statements below and discuss in your teams how these can be embedded in your daily work.

Our Culture	How we behave
 <p>We care about and value each other</p>	<p>Respecting and supporting colleagues at all levels of the organisation; making good use of people's abilities and skills; developing ourselves and others to be the best we can.</p>
 <p>Students always come first</p>	<p>Being answerable to our members and dedicated to putting them first; listening and responding to what members and customers need; showing courage to focus on the right things and exceed members' expectations.</p>
 <p>Diversity is celebrated</p>	<p>Ensuring equality of opportunity for all; promoting diversity across the organisation; respecting difference and harnessing diverse opinions, skills and perspectives.</p>
 <p>We embrace challenge and feedback</p>	<p>Taking time to listen to our members and each other; showing empathy, awareness and honesty in communication; responding constructively and applying what you have learnt from others.</p>
 <p>We get stuff done</p>	<p>Being united and sharing a clear, common purpose; understanding expectations and planning to achieve results on time; keeping things simple and efficient.</p>
 <p>We are bold and push the boundaries</p>	<p>Encouraging a culture of innovation to generate new ideas; being ambitious and looking outwardly for different ways of doing things; showing commitment to continuous quality improvement.</p>
 <p>Excellence is the standard</p>	<p>Expecting high standards in everything we do; taking action to achieve individual and collective results; taking accountability and communicating results back to colleagues.</p>

Officer update

Our officers have been working hard on a variety of subjects to support and represent our students. Sheriff has successfully reduced printing costs and Andrew has successfully lobbied the University in the procurement of lecture capture technology. Faizan supported students with easier access to the room booking system at the University.

There have been many successful campaigns and events including Black History Month, Education forum, the Feel-good campaign, Mind Your Head, Disability in Sport, raising awareness of the range of Halal food offered on Campus and they have also secured additional rooms for societies across campus. They even managed to attend every single graduation!

The officers have also supported our students during the recent University strike action, encouraged students to vote in the December general election and have been involved in the strategy work including taking a proposed new Officer Model to Union Council.

Ellis is currently well under way with plans for Varsity. They have really made a difference to the lives of our students in a short space of time!



Strategy review

Following on from last term's strategic consultation which engaged thousands of students, a lot of work has been taking place with Directors, Officers and Heads of Service, supported by Liz, to make sense of the findings and use it to generate plans for our service delivery over the next five years.

We have all been working hard to have a successful referendum. After this phase we will be straight into nominations and elections so the work to move the Unions' strategy forward continues.

In addition to this, your Head of Service or Director should have had a session with you to look at strategic planning for next 1-5 years. These sessions will enable everyone to contribute to the plan, and update everyone on the thinking around the student perspective and how our services are shaping up to change over the next few years.

Fredie

Here at the Students Union we are committed to embedding the FREDIE principles in everything we do; **Fairness, Respect, Equality, Diversity, Inclusion, Engagement.**

We're already using FREDIE principles within the organisation in many ways. For example, we have embedded FREDIE in our annual business plans, we offer a diverse range of Give It A Go events that are inclusive and accessible to all students, and we undertook disability training at the June staff development day; and our HR and recruitment policies are being reviewed against FREDIE principles.

We are also creating a FREDIE training plan and we will be looking to share this with you soon.

We want to showcase best practice linked to FREDIE so if you have an idea about how we might do this please contact Claire Judge.

Staff Survey

As communicated in a staff briefing last year, we had disappointing results within this year's staff survey. Given the financial challenges and ongoing voluntary redundancy happening during the time of the survey the results were understandable. The results do not reflect where we want to be as an organisation.

The results highlight five key areas of focus. These are based on the top five biggest percentage point drops.

- **I see the organisation's values being acted out in practice.**

Culture work needs to be embedded within everything we do. This is key to ensuring that we all display the correct behaviours and always treat each other with respect. We are intent on moving away from a culture of blame to one of ownership and where everyone is empowered to play their part in the Union's success.

- **I am given the training necessary for me to do my job effectively.**

We have tasked each manager with having training and development plans for every member of staff. If you haven't had a discussion about your development with your line manager please talk to your Head of Service or Director. Don't forget we also have access to a lot of free training courses via the Hallam University Intranet. Training and development doesn't need to mean a training course. If you would like time to work shadow someone or need time to research best practice in your area please speak to your line manager or a member of Directors Strategy Team.

- **SHSU has a compelling vision.**

We acknowledge that our current vision statement isn't serving us well. Our strategy for the next five years is being developed through the current consultation work and this will shape the future vision.

- **This organisation encourages individuals to learn and develop their potential.**

The Union needs everyone working to their full potential if we are to make the radical change needed. Should you have any further questions or ideas around your development or how you can further support our plans for radical change please speak to your Head of Service or a member of DST.

- **This organisation values diversity.**

A diverse work force makes for a strong one. As well as reviewing our HR practices against the FREDIE principles and working towards Investors in Diversity level two accreditation, we also want to introduce Equality Impact Assessments into how we work. Equality Analysis/Inclusive Decision Making documents are useful tools to ensure inclusivity and accessibility in everything we do. The idea is that we will be able to use an

"Inclusive Decision-Making Toolkit" for key organisational projects such as Welcome, Elections and Celebrate. We will keep you informed of the progress we make on this.



Stronger Communication

It is clear that a lot of the issues raised refer back to needing stronger communication. This newsletter is a direct result of your feedback. We pledge to issue a regular newsletter for an overview of where we are strategically as well as better celebrating our successes as an organisation. Please provide Claire Judge or your key contact in the Marketing team with good news stories regarding your work area that we can share across the organisation.

The Intranet has launched and provides lots of useful information. We need your stories from your areas to keep the intranet up to date.

Some members of staff have taken DST up on their "open door policy" announced last year and this is welcomed, but this may not always be the best or most appropriate feedback method for everyone and every situation. Going forward we will be looking at how we can better capture the views of staff throughout the year rather than just through the annual staff survey.

Consistent HR practices

We are also looking at ways we can resource a HR function to push forward our HR strategy and support all employees. Options include approaching the University to explore if a HR manager could be seconded to the Union for a year.