

STUDENTS' UNION AT BOURNEMOUTH UNIVERSITY  
TRUSTEE BOARD MEETING | 3<sup>RD</sup> NOVEMBER 2016  
2 – 5PM | F304 | TALBOT CAMPUS  
CONFIRMED MINUTES



**STUDENTS' UNION  
AT BOURNEMOUTH  
UNIVERSITY**

**PRESENT**

Alexis Drayson (ADr) *Staff Trustee*  
Chris Buckley (CB) *External Trustee*  
Daniel Asaya (DA) *Sabbatical Trustee – Chair*  
Graham Briscoe (GB) *External Trustee*  
Ian Catley (IC) *External Trustee*  
Karen Churchill (KC) *Student Trustee*  
Libby Howe (LH) *Student Trustee*  
Mark Smith (MS) *Student Trustee*  
Robert Garza (RG) *Student Trustee*  
Vaishni Patel (VP) *Student Trustee*

**IN ATTENDANCE**

Alan James (AJ) *General Manager, non-trustee*  
Emma Bonell (EB) *minute taker*

**PART ATTENDANCE (TO PRESENT THEIR REPORTS)**

Georgia Larkins (GL) *SU VP Community*  
Jane De Vekey (JDV) *Insight and Policy Manager*  
Joff Cooke (JC) *Head of Student Engagement*  
Alan Dove (ADo) *Commercial Services Manager*

**APOLOGIES**

Geneva Guerrieri (GG) *Student Trustee*  
Sarah Newland (SN) *Finance Manager*

**1. WELCOME /APOLOGIES**

DA welcomed all present and introductions were made. MS was not present; it was noted that apologies had been received for GG and SN.

**2. CONFLICTS OF INTEREST**

GB noted that he is also an Independent Trustee at both Gloucester and Bath Spa Students' Unions.

**3. CHAIR'S ACTIONS**

None.

**4. PREVIOUS MINUTES: FROM 14<sup>TH</sup> JUNE 2016**

All present approved the minutes as an accurate record of the meeting.

**5. MATTERS ARISING**

5.1. *AJ to review title for Community Wardens.*

AJ confirmed that title of Community Wardens will remain for this year but will be reviewed with GL at the end of the year.

**To put on hold and review at the end of the academic year.**

- 5.2. *CSW to look into community newsletter, and to liaise with Sales Exec regarding opportunities.*

CB noted he may be able to help and suggested GL get in touch with him.

**ACTION: GL to liaise with CB.**

- 5.5. *AJ and CSW to review if the Clubs and Societies Committee could form part of the Activities Council.*

AJ explained that after some thinking it would still seem more appropriate for the Clubs and Societies Committee to be an off-shoot of the Executive Committee. All present expressed they were happy with that.

**Closed.**

- 5.9. *CB to discuss frameworks of KPIs and SPIs with GB.*

CB indicated he will have a conversation with GB at the end of this meeting.

**Closed.**

- 5.10. *AJ to investigate lone travel and personal safety of staff.*

AJ noted he has not committed his thinking into a paper for this item, but he has put some thought to it. GB added that he has worked with another charity where a policy has been developed, which he will pass on to AJ.

**ACTION: GB to share policy with AJ.**

## 6. PRESIDENT'S REPORT

DA presented his report and detailed some key points. He explained that SUBU Debates will be starting soon and the first meeting will discuss the issue of fancy dress. He mentioned that Black History Month went very well and that the BME awards night was very successful, with 300 students in attendance.

He highlighted some key points within his report regarding what the other Full-Time Officers have been focusing on:

- Jamie Swanson (JS), VP Education, is working passionately on entrepreneurship and getting students onto interview panels for BU recruitment;
- Charlie Souter-Phillips (CSP), VP Welfare, led a successful Safe Measures campaign over Freshers';
- Brooke Elias (BE), VP Activities, is working on more successes being highlighted and made more visible in the Student Centre.
- Georgia Larkins (GL), VP Community, will be presenting her report as part of the agenda.

He went on to explain that numbers were lower at the Summer Ball in June than usually seen at the event, but noted that ADo will add further detail in his report later on in the agenda.

DA highlighted that the Representation Department won the NUS award for Education, which makes SUBU the best in the country for representation, and he noted that 16 Students' Unions are now using the SimOn tool, which was created at SUBU. He went on to mention that Emma Smith, SUBU's Activities Manager, won the national Student Union Staff Member of the year award.

GB queried the laptop loan initiative DA mentioned in his report, and wondered if there is a loan system to purchase a laptop, rather than hiring? AJ wasn't aware of one, and DA noted that he would feed the idea back to JS.

<b>ACTION: DA to discuss idea of a laptop loan to purchase system with JS</b>
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IC expressed that the wording of "rent" could be confusing so he advised it isn't used.

ADr questioned if any problems had arisen relating to the division of roles with VP Welfare and VP Community. GL noted that there is lots of crossover in work with the Sabbs, and that that they all work strongly and closely together. AJ added that the role of the President has changed and different areas have been distributed between the VP roles. ADr felt that the changes in roles were good decisions.

IC sought clarification from the Lansdowne section of the report, in which Ally Hanks, Lansdowne Campus Manager, raised the point "subject to funding" relating to the installation of PCs in Bournemouth House. AJ confirmed that it refers to funding from BU, not from SUBU.

## **7. REPORT FROM VP COMMUNITY**

GL presented some highlights from her report. She focused on housing and mentioned the upcoming housing campaign, and she explained there will be workshops around mould, damp and completing inventories etc. As there hasn't been a housing fair before, feedback will be gained from students. Another issue is that first year students are not getting into Halls. She explained the Housing Survival Guide that was developed for September's Freshers', which focused on deposits and inventories; the wardens were trained a month earlier than last year so that they can help students with this immediately. She explained there is a new tracker for the Wardens, which ensures that students aren't being spoken to more than once. She is working on an accreditation scheme through agencies.

She also focused on Volunteering and Green and noted that there are new leadership teams for the year. There is a focus on food wastage, and student activism around sustainability. She noted that there were 30 charities present at the Volunteering fair at the beginning of October, that hygiene packs for the homeless are being made from donations of products to SUBU, and that there will be a gift amnesty after Christmas.

GB expressed he was pleased with the involvement with NUS, and that he would also like to see involvement with the EAUC (Environmental Association for Universities and Colleges). GB is involved with their Green Gown Awards and suggested that GL works towards a national entry.

**ACTION: GL to look into involvement with EAUC**

DA thanked GL for her report.

**8. REPORT FROM COMMERCIAL SERVICES**

ADo presented his report and highlighted some key points regarding the Commercial Services department:

1. Summer Ball numbers were down to 6000 and it didn't generate expected sales. He recognises that work on tying in with exam timetable is needed;
2. Sales generated from external exhibitors have increased 20% from last year. He commented on the brilliant relationship management that the Sales Executive builds, and that his figure for last year was approximately £125k;
3. The Old Fire Station (TOFS) is doing well; which has stemmed from the hard work on the "We Are Freshers'" campaign. He went on to explain that SUBU broke away from BU this year, and figures in TOFS increased by approximately 40%. He mentioned that is nervous that TOFS is always up and down, but he feels that the department is in a good place following the great Freshers' campaign, and that trading is very strong on some of our brands.
4. He explained that TOFS is on local authorities' radars regarding the regulations of building flats in old office blocks, specifically regarding the noise issue with the block of flats called Chocolate Box. He added that it is an issue that he and his team are managing on an almost daily basis with environmental health.

CB asked if noise levels are monitored before and/or after. ADo confirmed that no, they weren't, but there is statutory monitoring and monitoring of the number of complaints. He went on to note that our strategy will be to continue to flag it to the university, and do more work to soundproof the building. He added that the smoking area has been cut at the moment, as that is a big contributor to the noise.

5. The Student cafes are doing well, Dylan's is flat lining a bit, and the shop is ok.
6. He mentioned that SUBU worked with BU on a campaign for no drinks in Halls during Freshers' to try and impact on student behaviour. He confirmed that there was a slight improvement, and that the number of 999 calls from TOFS fell. He expressed that SUBU is keen to explore doing it again next year to try and cement into the lifestyle in Halls.

KC queried the deficit in cafes in Management Accounts. AJ commented that it is due to not taking money during the summer, so a loss is to be expected at this stage in the academic year.

*MS arrived.*

IC queried if the Summer Ball could sponsor Freshers' Week; ADo explained that the marketing for the event begins in January and IC suggested it could start it in Week 1 to form part of the package. ADo noted that there were logistical reasons for starting in January but that he would put some thought to the idea. ADr noted that it would be a good notion of SUBU being prominent at the first and last stages of the university journey, i.e. to start and finish with SUBU.

DA welcomed MS to the meeting.

#### **9. RESEARCH ON SUBU PERFORMANCE 2015/16**

JDV detailed her report and highlighted some key points:

1. The How's SUBU For You (HSFY) survey has been running for 6 or 7 years in its current form. She explained that in the past, obtaining responses from HSS students has been a struggle, but this year they were 23% of respondents. She expresses that it's brilliant that we've been able to engage, and we now need to act on what they've said. The satisfaction levels around 80%, which demonstrates a steady rise;
2. Question 23 of the National Student Survey (NSS) has been "I'm satisfied with my Students' Union" and last year rose from 3-10% above the sector average, which is the highest ever for SUBU. She went on to note that it ranked SUBU joint 23<sup>rd</sup> Students' Union out of 161. She explained the question is changing for 2017 and will be "The students' union (association or guild) effectively represents students' academic interests". GB commented that representing academic interests is only part of what we do. JDV noted that there is a comparable question in the HSFY survey, which means we can predict how we might do. She went on to note that we know how well BU has been doing with listening to student feedback.

DA thanked JDV for her report.

ADr asked how the change could influence the weighting of what SUBU does, to which JDV noted that there have been huge changes in the Representation department over the last year, and that we're always striving to represent academic issues anyway. JC added that SUBU is further ahead than many other Students' Unions anyway as it has invested in Representation. He is confident that SUBU is the best in the world at Representation, and SUBU is pushing BU to be better.

GB added that Representation is the closest link to BU and that it is an area that needs to be looked at closely as a challenge for the University.

JDV and JC were thanked for their presentation.

#### **10. GENERAL MANAGER'S REPORT**

AJ explained that the report should be taken as read, but he explained he wanted to discuss the matter of the External Trustee vacancy. He asked the Board their advice as to whether to focus recruiting on someone with a union/NUS background, or a specific skillset, or configuration around BME or female.

GB explained that in his other roles as a Trustee, a Task and Finish Group is set up for such recruitment. He suggested that, as the Board is made up of a large number of students, the recruitment is not focused on student voice, and suggested a finance/legal focus. He also explained that it is not unusual to co-opt additional non-voting members of the Board, normally when one retires, so that they can eventually take on the role. CB agreed that the student voice is well represented but expressed that this focus should not be actively excluded from the process. It was suggested that the future challenges of the union should be considered and reflected in what is sought.

GB mentioned that as a Students' Union, we are active in fundraising, and he noted that there is new legislation regarding this. He asked AJ to look at the impact of fundraising with regards to the new legal requirements.

**ACTION: AJ to look at the impact of fundraising with regards to the new legal requirements.**

IC suggested it could be potential for someone in the commercial sector, considering the commercial activities and income. It was agreed by all present to set up a Task and Finish Group to consider this. AJ asked who should head it up; CB explained that he is happy to take the lead. There was a discussion about members, the chair, and the time frame for decisions. It was agreed that CB would chair, with support from ADr, GB, RG, LH and VP, and that Terms of Reference (ToR) would be required and set up, and that the report back to the Board would be at the Trustee Board Meeting in February.

**ACTION: CB to chair a Task and Finish Group for External Trustee recruitment, with ToR to be established, and to report back to the Board in February.**

**11. UNCONFIRMED MINUTES OF THE AUDIT AND RISK COMMITTEE FROM 18TH OCTOBER 2016**

GB presented the minutes for information; no questions were raised. He explained he has produced paper (11.a.) to clarify his view of the conversation regarding the points raised on page 5 of the minutes.

**a. RISK MANAGEMENT REVIEW PROCESS**

GB expressed that there are lots of duplications between the ARC and Board meetings, and some recommended changes have been produced in the paper. He highlighted the main point that the Business Critical Risk Register and Action Plan is reviewed by the Trustee Board when it approves the following year budget, which falls in the June Trustee Board meeting. The ARC review an updated version of the Action Plan at each ARC meeting – and the Business Critical Risk Register is only reported on if an item moves up or down in risk level. GB confirmed that AJ was happy with the proposals.

All present accepted the paper and approved the changes.

**ACTION: EB to update agenda schedule.**

**12. UNAUDITED ACCOUNTS (FOR YEAR ENDING 31ST JULY 2016)**

CB queried whether the data set for block grants for all Student Unions is published anywhere, as it would be good to see correlations. KC agreed it would be good to see trends.

**ACTION: AJ/EB to investigate if there is a data set for all block grants.**

AJ presented the unaudited accounts and explained that the accounts would be presented at the next ARC meeting. He went on to note that the Commercial surplus has increased, and that it was predicted that last year there would have been a loss of over £5k, but we actually made £165k.

ADr queried if there is a reserves level that is too high. KC commented that it is an annual figure so it is currently not too much and that a year shouldn't be looked at in isolation. She went on to note that if the reserves are predicted to rise then it could be a problem. AJ didn't have figures to hand but reassured all that the figures are ok.

**13. MANAGEMENT ACCOUNTS: UPDATE FOR 2016/17**

AJ explained that there are too many minuses due to it being the first two months. He went on to note that figures are £60k better off than this time last year.

IC asked AJ to address café deficit, to which AJ mentioned that SN has been challenged with figures, and that it was a loss last year, too. He reassured the Board that the wages figure and gross profit figures will be checked. He went on to note that some staff members' salaries are split between different commercial outlets. KC expressed it is not a promising sign that the café deficit is increased, to which AJ reassured that the reality is ok.

**ACTION: SN to check wages and gross profit figures for the Student Centre café.**

CB checked with the student trustees that they were all happy with and understood the conversation regarding reserves, to which they all confirmed that they were.

**14. DRAFT TRUSTEE REPORT FOR SORP**

It was noted that this document forms the beginning of the audited accounts.

GB noted that lots of references within it need to be explained, and that it needs an introduction to SUBU. He also expressed that the readability could be improved, and that there should be references to the way ahead over next year. He went on to note that he can provide a document to help. It was suggested that the Nerve team could cast a view. CB mentioned that he remembers GB suggesting the same improvements for last year's version, too.

**ACTION – AJ/SN to make it more readable and to add an introduction.**

**15. SUSS PENSION REPORT**

AJ explained the document, which gives an overview of the background of the SUSS Pension issue. He went on to confirm that SUBU pays just over £70k. GB added that every pension in the sector is the same.

**16. VISION AND STRATEGIC PLAN UPDATE**

AJ presented the document and confirmed that there is no change, but that the Vision is now 2018, following on from approval from the Board to extend it.

GB queried what links there are with BU regarding working on their new Vision and Strategic Plan for 2018 and asked if we are involved with their Task and Finish Group for their planning, considering that SUBU is a key stakeholder. AJ confirmed that SUBU is invited to their meetings and consulted with.

**17. BUSINESS CRITICAL RISK REGISTER**

GB explained that this is the document that will only come to the June meeting and the Action Plan will be reviewed by the ARC, as discussed during agenda item 11.a.

AJ highlighted the first two items regarding finance, but reassured the Board that confidence from BU is still strong.

**18. SUBU's KPIs 2016/17**

AJ presented the document and highlighted that, based on last year's KPIs, most are fine and are amber or green, with only three that are red. He noted that he would liaise with EB regarding one of the red items: the monthly newsletter for staff.

**ACTION: AJ and EB to liaise about a monthly newsletter for staff.**

It was queried whether there is any significant project or funding that SUBU is considering for the next couple of years to focus on the issue regarding an idea to generate income. AJ noted that there isn't anything in his mind's eye. KC suggested that it could be opened to students, which AJ agreed was a great idea.

**ACTION – AJ to think about how to pitch it to students to think of an income generating idea.**

There was a discussion about sources for funding, such as the Lottery and Heritage funds; GB mentioned he has a list of corporate sources, including banks and building societies, that he will pass on for information.

**ACTION: GB to send AJ his list of funding sources.**

The document was approved by all present.

**a. TRUSTEE BOARD KPIS**

AJ sought advice from the Board regarding the Trustee Board KPIS. GB expressed that they should be regarding matters such as attendance, the time taken to fill a trustee vacancy. He went on to note that he is happy to work with AJ on this. MS to also be involved.

**ACTION: GB/AJ/MS to work together on setting the Trustee Board KPIS.**

**19. POLICY AND PROCEDURE TRACKER**

GB presented the document and explained that there were some changes to which policies would be reviewed more operationally rather than by the Board. He went on to express his confusion regarding SUBU's Executive Committee, as he hadn't realised it was made up of students; he thought it was the SUBU senior managers. AJ explained that the Sabbs and Managers meet weekly as a team; GB asked for the policies and procedures that are currently reviewed by the Executive Committee to be reviewed by the Sabbs and Managers group, and for them to review the review frequency of the policies and procedures.

It was explained that any updates to policies reviewed by the ARC would be detailed in the ARC minutes.

CB asked for clarity of who forms the Sabbs and Managers group, to which AJ confirmed it was him, all the Sabbs, and SN, ADo, JC and Ally Hanks (Lansdowne Campus Manager).

DA was unsure as to why the reviews couldn't stay with the Executive Committee; AJ explained it was due to the policies and procedures being operational and not most appropriate to sit with them, and that he would discuss it with him offline.

It was noted that the Risk Management Policy should state "ARC then Trustee Board", as it is reviewed by ARC with a final approval by the Board.

It was noted that the Strategic Plan should state "Trustee Board then AGM".

It was noted that the annual Health and Safety Report should be presented to the ARC and not the Board, and be added to the list.

**ACTION: EB to make the changes to the Tracker.**

The document was approved by all present.

**20. SUBU BUSINESS CONTINUITY PLAN**

AJ explained the only difference is the addition of the Appendix. There was a brief discussion about the use of personal phone numbers within the document, and AJ confirmed that he, ADo and SN are all part of the BU Major Accident Group, and they are all aware of the need for mobile phone numbers to be in the document.

The document was approved by all present.

**21. ENVIRONMENTAL POLICY**

AJ explained there are no changes. The document was approved by all present.

**22. DATA PROTECTION POLICY**

AJ explained there are no changes. He went on to note that he has met with BU legal services, and that JC recently attended a course in London to learn about the changes in Data Protection regulations coming into action in 2018. He is still to catch up with JC regarding this. He went on to note that one issue he is concerned about is regarding email addresses obtained for Clubs and Societies etc. CB commented that he has a presentation regarding storage of structured data that he is happy to pass on to AJ as it may be helpful with this matter.

**ACTION: CB to pass on presentation regarding storage of structured data to AJ**

The document was approved by all present.

**23. TRUSTEE BOARD AGENDA SCHEDULE**

AJ explained the schedule, which was first created in summer 2015. GB suggested that rather than omitting the Boston Review completely, that it is an item within the General Manager's Report. IC agreed it would be good to have some feedback.

**ACTION: EB to update schedule to reflect Boston Review within General Manager's Report.**

CB queried whether the student cycle, such as the AGM, should be added to the document for reference. EB noted that the dates aren't available very far in advance, so it wouldn't really be possible. AJ added that term dates change, too. CB went on to suggest it could therefore alternatively be reported on within the President's Report, to which AJ agreed.

The document was approved by all present.

**24. CHARITY COMMISSION UPDATES: SPEAKERS AT EVENTS**

AJ explained that SUBU won't bend over backwards to comply with Prevent, and that all Clubs and Societies have the same protocols. AJ expressed that he is satisfied that SUBU deals with this matter well. GB expressed that he is comfortable with AJ's comments on page 2 of the document.

**25. LEASE OF THE OLD FIRE STATION**

AJ presented the document and explained that SUBU was gifted TOFS in 1994, and BU have been trying to sort a lease for it since 1998. BU have come up with this lease, SUBU obtained some legal advice. AJ sought the Board's approval for he and ADo to continue to manage the matter.

IC questioned whether the CCTV matter is regarding just day to day costs or whether it is regarding the data protection issue, to which AJ confirmed it is both, along with and safety issues. He added that BU want to pay the bill for the utilities, but will give it back in the block grant; he explained that it is something to do them not wanting it to be on their carbon footprint.

KC explained that there are both VAT and tax implications if a lease is in place so she advised AJ to obtain some specific VAT advice from a VAT expert.

**ACTION – AJ to look into obtaining VAT advice.**

IC queried if BU is aware of the noise issues, to which AJ confirmed that they are aware.

All present approved the delegation of authority to the General Manager and Commercial Manager to continue to manage the matter.

## **26. CHANGES TO THE BY-LAWS AND CONSTITUTION**

AJ explained that BU found something within the documents that said that Exec couldn't change the constitution without approval at an AGM; he went on to highlight the proposals within the document. He explained the desire to adjust the quorum agreement; he went on to highlight the proposal to add: "Should this subsequent meeting also not be quorate, then the meeting will continue and those students present will be deemed to have fulfilled the need for a quorum."

ADr suggested adding a note to state "despite considerable efforts to meet the quorum". RG added that if it is such a struggle to get so many students to attend the first meeting, then the second meeting will be harder to be quorate and suggested to reduce the initial quorum. AJ commented that it wouldn't feel right to reduce the quorum considering there are 18000 students.

The changes were not approved, but it was agreed that a Task and Finish Group would be set up with AJ, RG and VP to finalise the detail. All present approved delegation to Chairs Action to allow things to change and progress following those discussions.

**ACTION: AJ to set up Task and Finish Group with RG and VP to finalise the detail for quorum.**

## **27. CONFLICTS OF INTEREST REGISTER FOR UPDATING**

These signed documents were collected.

## **28. SUBU IN THE PRESS**

There were no comments regarding this report.

**TRUSTEE BOARD MEETING | 3<sup>RD</sup> NOVEMBER 2016**

CONFIRMED MINUTES

**29. ANY OTHER BUSINESS**

None.

DA thanked all for attending.

**APPROVED:** \_\_\_\_\_

**DATE:** \_\_\_\_\_