



STUDENTS' UNION AT BOURNEMOUTH UNIVERSITY  
TRUSTEE BOARD MEETING  
TUESDAY 14<sup>TH</sup> JUNE 2016 | 1PM–4PM  
ROOM: SC504 | TALBOT CAMPUS  
CONFIRMED MINUTES

**PRESENT**

Aaron Newbury (AN) *Student Trustee*  
Adam Trimby (AT) *Student Trustee*  
Alexis Drayson (AD) *Staff Trustee*  
Chloe Schendel-Wilson (CSW) *Trustee – Chair*  
Chris Buckley (CB) *External Trustee*  
Graham Briscoe (GB) *External Trustee*  
Ian Catley (IC) *External Trustee*  
Ryan Cannon (RC) *Executive Trustee*  
Scott Morgan (SM) *Student Trustee*

**APOLOGIES**

*Vivien Lebbon*  
*Graham Briscoe*  
*Emma Bonell*

**IN ATTENDANCE**

Alan James (AJ) *Non-Trustee*  
Barbara Fletcher (BF) – *Advice Team Leader*  
Gillie Lewis (GL) *minute taker*  
Joff Cooke (JC) – *Head of Student Experience*  
Jonathan Leung (JL) – *VP Activities*  
Sarah Newland (SN) *Non-Trustee*

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AGENDA ITEM	DISCUSSION POINT	ACTION(S)
1  WELCOME & INTRODUCTIONS	Apologies were received from Vivien and Graham. Ryan stated that he had to leave by 3pm.	
2  DECLARATION OF CONFLICTS OF INTEREST	<b>Nothing was declared</b>	
3  Chairs Actions	There were no 'Chair's actions' to report.	
4  MINUTES OF PREVIOUS MEETING	There were no amendments and the <b>previous Minutes from April were approved.</b>	
5  MATTERS ARISING	<p>Graham Briscoe had met with the Chair, AJ and SN the previous day to comment on aspects of the previous minutes and the agenda. His comments were used verbally and are placed in brackets in these minutes when appropriate.</p> <ul style="list-style-type: none"> <li>• Community Website. Chloe had set up monthly meetings between BU and SUBU in order to improve the sharing of content etc. <b>COMPLETED</b></li> <li>• Media Plan Comms Dept. Chloe and Angus were working with BU Marcomms. There was a SUBU Communications review and restructure being considered with a view to improving SUBU Comms especially as there is no longer an elected officer in that team. <b>COMPLETED</b></li> <li>• Gloucester SU hadn't contacted Chloe. [Graham was happy for the matter to be closed]. <b>CLOSED</b></li> <li>• Sophie Bradfield to raise next two points with Democracy and Equality team to be included in their planning for year ahead. <b>COMPLETED</b></li> <li>• Community Wardens, this matter is ongoing and will transfer to the new VP Community. <b>ONGOING</b></li> <li>• The Old Fire Station, there was nothing to report or declare. It was business as usual. However a watching brief was ongoing regarding the noise issues. <b>COMPLETED</b></li> <li>• Staff Satisfaction Survey. It was stated that this survey should also be extended to the student staff. This had not been done yet. Aaron queried how useful it was likely to be. SN commented that any staff information is helpful. <b>ONGOING</b></li> </ul>	

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<b>6</b>	<b>REPORTS</b>	
<b>6. GOVERNANCE REVIEW</b>	<p><b>Governance Review</b>  <b>i) Action Plan</b>                  Alan commented that there were 13 action points from the Governance Review.</p> <p>It was considered that the actions as presented here were mainly for the General Manager.</p> <p>[GB gave input on this matter in particular the previous day                  Item 1 e.g., Terms of Reference to be investigated. These are proposed actions on Jackie’s guidance]                  Item 2 It was confirmed that the Deputy Chair was Chris. This had been decided at the original formation of the Board in late 2011, most notably so the Deputy Chair could assist the Chair and it was deemed appropriate at the time that the incumbent should be very familiar with Students’ Unions.                  Item 5 [Graham wanted to be involved in working on this item re agenda and timings of Board meetings]                  Item 6 [Graham had also suggested that he could work with Alan to develop a balanced scorecard]                  Item 9 It was suggested that the Trustee Board could do more social things together.                  Item 12 It was suggested that there should be some KPI’s for the board.</p> <p>Ian queried whether there had been a written report from Jackie? Was there anything accepted or rejected? Alan responded that the 13 action points were taken from Jackie’s executive summary.</p> <p>Aaron recommended that the Student Trustees visit each department in SUBU to help them understand their role, prior to the first Trustee Board Meeting.</p> <p>Alexis stated that the meetings are extra role for SUBU staff. If the meetings were held outside of normal working hours it would help to separate the trustee roles from the daytime role.</p> <p>Ian felt that it would be helpful if student trustees had buddies. It would give them an opportunity to contact each other outside the meeting room. It should be reviewed after a year.</p>	
<b>7   PRESIDENTS REPORT</b>	<p>No written report was available so Chloe gave a verbal update.                  Daniel (President) is interested in continuing with the SUBU interest in national matters via NUS.                  Brooke (VP Activities) is keen to encourage student involvement and more clubs and societies support.                  Georgia (VP Community) is very keen to support the first years not in halls. She was planning a Comms</p>	

	<p>campaign on Accommodation.</p> <p>Jamie (VP Education) was going to help shift the University focus back to teaching. He was also interested in improving placements and employability.</p> <p>Charlie (VP Welfare) was going to continue the work started by Reece on alcohol impact, lad culture and night time social behaviours.</p> <p>Annual Review had been held the previous week and the Trustees were thanked for attending.</p> <p>The University had held an away day with 60 members of senior staff. The whole afternoon was about the student experience. It went well. The elected officers took along 12 students. There were group sessions on what students think about their time in BU. The students all commented on why they came to Bournemouth and what would they change. This proved really powerful. There was a very positive response from those attending. Comments about placements and Poole House appearance were particularly taken on board.</p> <p>NUS Green Impact ‘Gold’ Award achieved this year.</p> <p>Performing Arts Society were runners up in a national award for their show ‘The Wedding Singer’.</p> <p>SUBU has been shortlisted for an NUS education award.</p> <p>Volunteering student Lauren Burton and the RAG Committee were recognised by Bournemouth Mayor for their volunteering work in the community.</p> <p>There would be 6 new student trustees next academic year.</p>	
<p><b>8. REPORT FROM STUDENT ENGAGEMENT DEPARTMENT</b></p>	<p>Joff Cooke – Head of Student Engagement.</p> <ul style="list-style-type: none"> <li>• SimOn update - Student Feedback via a new data capture for Reps called ‘Simon’ short for ‘Simple Online Tool’ via conversation and prompts themes. All comments captured and put in to a report, direct to the Rep. They don’t have to type it up. Also reflects who came to the meeting and how many agreed with the comment. The three core questions driving SiMon are:</li> <li>• what works well?</li> </ul>	

	<ul style="list-style-type: none"> <li>• what doesn't work well?</li> <li>• ideas for improvement?</li> </ul> <p>The intent is, with library, IT estates, and student services to get live feedback from student reps as it happens. This should speed up the effectiveness of our student representation. 1128 uses of SimOn leading to 20000 comments via the system this year. It's an early warning system on student opinion and enables us to pick out issues for the following semesters. The system underpins the partnership approach with BU. Kent, Southampton and Brighton are also looking at it. Joff will be talking at the Digital Summit in Liverpool about it and NUS are keen to integrate it with their tool on Union Cloud. It could revolutionise the national student voice as it picks out both individual and collective issues.</p> <p>Aaron asked if there was anonymity on the report. Joff confirmed all responses were reported anonymously. Aaron suggested that the best way to get students on board is to introduce it in Freshers' week.</p>	
<p><b>9 – REPORT FROM VP ACTIVITIES</b></p>	<p>Jon Leung spoke about the £33k spend on Clubs and Socs and described how he had also worked on Academic Societies. There was around £10K ring-fenced by BU for Academic Societies. Jon's highlights have been mostly come from looking after the Activities Council. He strongly recommends that the new officer should spend more time in Activities Department. Time is a challenge but the new community officer role should make the matter easier.</p> <p>Aaron requested how many of the 6000 members were double counted by being members of other societies. JL confirmed that it is 6000 individuals. Jon felt that Union Cloud would be able to pull off a report. Aaron suggested that the iSUBU app be used to facilitate sign ups to Clubs and Societies.</p>	<p>VP Activities to provide report on multiple club membership.</p>
<p><b>10 – REPORT FROM LANSDOWNE CAMPUS (TAKEN AS READ)</b></p>	<p>Scott asked whether shifts at Lansdowne are being covered by staff.</p> <p>Chloe reported that it was a shared responsibility with the sabbaticals.</p> <p>There is no doubt however that we need to have a better staff presence at the Lansdowne.</p>	

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<p><b>11   REPORT FROM SUBU ADVICE</b></p>	<p>Barbara reported that Hanna Coles, who was previously our SUBU Advice receptionist, has now been trained as an Advice Worker whilst Alexis is on Maternity Leave. A new receptionist has been employed. This role now encompasses social media as well as administration. As a consequence the numbers on Facebook and Twitter have increased. They were getting the message out about Advice services.</p> <p>Ian asked about whether there are seasonal variances in the workload?</p> <p>Barbara recalled that it used to be principally a drop in service. Now it also included an appointment service. There are lots of appeals and complaints during this time of year. There had been a variance in kinds of complaints. It was noticeable that non-standard students were requiring advice on non-standard issues such as domestic violence, and benefits. There are also increasing mental health issues across the campus not just in Advice but also in Chaplaincy.</p> <p>Ian wondered what the mechanism was for helping Advice staff after a problem with a client.</p> <p>Barbara suggested that one to ones were helpful in this circumstance. She stated that anyone in the team can talk to anyone else in the team. Alexis, the manager, has one to ones with the General Manager, and also confidentially with the BU Chaplaincy. It felt like there was lots of support out there.</p>	
<p><b>12   GENERAL MANAGERS REPORT</b></p>	<p>The Executive Committee structural change was explained. The four new councils meant that the Executive Committee purpose needed redefining.</p> <p>There are concerns about the Poole House Shop, one of the most significant surplus contributors to SUBU, as there may be a shift away to focus on the new Fusion Building.</p> <p>Alan was encouraged by how the community work, should be further strengthened by the new fifth sabbatical in the role of VP Community.</p>	
<p><b>13   BOSTON REVIEW (TAKEN AS READ)</b></p>	<p>There were no questions.</p> <p>Alan explained that the US visits had developed as part of the Student Centre research.</p> <p>One staff member and one sabbatical officer now tended to go.</p> <p>The visit was seen as personal development alongside getting ideas from an international experience.</p>	
	<p><b><u>Committee and Task &amp; Finish Group Updates:</u></b></p>	
<p><b>14 UNCONFIRMED MINUTES OF THE AUDIT AND RISK COMMITTEE</b></p>	<p>In the absence of the Chair, these were ‘taken as read’.</p>	

<p><b>(ARC) MEETING ON 5TH MAY 2016</b></p>		
<p><b>15 AUDIT AND RISK COMMITTEE TERMS OF REFERENCE - ADDITIONS</b></p>	<p>Sarah commented on the changes to the ‘terms of reference’ as discussed at the ARC meeting. It was felt and approved that the terms of reference should also include the need to ‘review policies referred to the committee by the Trustee Board.’ All present approved.</p>	
<p><b>16 -</b></p>	<p><b><u>Finance:</u> Management Accounts</b></p> <p><b>i) Update for 2015/16</b></p> <p>Sarah talked through the figures featured in the papers. She explained how the growth in size, new building, and expanding departments, as well as commercial decline, had led to an Increase in the block grant of £300K. The Commercial areas, meanwhile, seemed to be doing better than anticipated this year.</p> <p>The Summer Ball: Ticket sales were slower this year due to the timing of exams and competition from other events. 6000 sold versus 7000 last year. This was likely to affect the figures by £30k or so. Scott wondered whether Alan Dove the Commercial Manager will be looking into these factors. Alan J reported that Alan D was looking in to the options for next year even before the event. Things will be done differently and we have got new ideas for next year. Chloe felt that the Ball needed to be more defined to stand out for its target student demographic. Ian requested that the highlighting on paper copies be clearer.</p> <p><b>ii) Forecast for remainder of 2015/16</b></p> <p>Expenditure explained for the rest of the year. Originally we anticipated a surplus pre depreciation of £46K. This was now anticipated to be £106k. Chris commented that this was a good result.</p>	<p>SN – highlighting on documents to be clearer.</p>
<p><b>17</b></p>	<p><b>Budget Projections for 2016/17</b> Sarah explained the presented papers.</p>	

	<p><b>i) Revenue Projection</b>                  The Board considered the Student centre coffee shop versus the new Fusion Building coffee shops and campus centre of gravity and how this may impact on the Union’s surpluses next year.                  Next year there will be Investors in People fees to support, c£6k, as well as staffing costs around the fifth sabbatical. It was always intended to increase our staffing by one in 2016/17 and by one in 2017/18. In fact it was felt that after such a strong commercial year, relatively speaking, that we should continue with another member of staff for next year, although we were not sure which department they would fall into.                  Whilst reserves, on the basis of this budget, were reported as ‘red’, this was primarily because we had decided to ‘ringfence’ £90k for the ongoing HMRC VAT invoice.</p> <p><b>iii) Capital Projection</b>                  SUBU tends to, as before, significantly fund its own capital requirements. Occasionally it will be able to draw down capital funding from the University but that is not common.</p> <p>Approval for the Board to approve the budget for 2016/17 as presented.                  Chris proposed. Alexis seconded.  <b>All present approved.</b></p>	
	<p><b>Strategic Plan</b></p>	
<p><b>18 - VISION AND STRATEGIC PLAN UPDATE</b></p>	<p>Alan advised that the Visioning session 2016 was attended by over thirty students, many of whom did not work for SUBU. Line managers were now producing action plans for next year, based on what was heard from students and other research such as SimOn. 20 of those students also went to the BU strategic away day with the sabbatical officers too.                  The location of the sabbatical officers has been a challenge in the new student centre when working with departments. All present discussed the pros and cons of the location of sabbaticals and accessibility for students and staff.</p>	
<p><b>19 - BUSINESS CRITICAL RISK REGISTER: ACTION PLAN UPDATES</b></p>	<p>Alan talked through the key points as per papers served. Most actions were completed with some still on-going.                  Chris asked whether, with the delay of our VISION and Strategic Plan, the risk dates have been changed in line with the 2016 vision being almost at an end?                  Alan declared that he saw these risks as broadly operational. However due to the financial and reputational risks identified as ‘business critical’ they may have a significant financial risk. These risks are unlikely to change massively whatever the VISION or strategic plan.</p>	

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<p><b>20 - SUBU ANNUAL TARGETS AND KPIS:</b></p>	<p><b>i) progress report of 2015/16</b>  <b>ii) approval of 2016/17</b></p> <p>Alan explained the targets as per the papers. The measurable KPI's were explained.  Chris asked that if the Trustee Board looked at KPI's would they then take responsibilities from Alan.  Alan stated that his interpretation of the Trustee Board KPI responsibility is for he and the rest of SUBU to do the work, with the Trustee Board questioning in order to polish and subsequently approve. GB is currently working on a balanced scorecard.  Ian suggested that directional KPI's for the Board would be good and the board should be as synchronous as the rest of the organisation.  Chris wondered if the Board's terms of reference translate into KPI's.  Chris was happy to share the framework for this. KPI's and SPI's. Chris would be discussing this with GB.</p>	<p>CB to discuss with GB.</p>
<p><b>21 - GENERAL MANAGER'S APPRAISAL FEEDBACK</b></p>	<p><b>i) Action Plan for 2016/17</b></p> <p>As requested last year Alan completed a report on his 360' appraisal. Board given summarised report and action plan. Personal rather than organisational KPI's.</p>	
<p><b><u>Policy Reviews</u></b></p>		
<p><b>22 - EQUAL OPPORTUNITIES POLICY</b></p>	<p>VP Welfare (Reece Pope) had put together the document. It was taken as read and noted that the General Manager is responsible for the policy.  Chris asked whether we get external validators for policies, even if it's only the University.  Alan explained that with most operational policies, as opposed to those 'positional' policies, which are taken up by the elected officers often through consultation with the members, the University are consulted and comparisons made between ours and their policies.  Chris asked as to whether we have a policy on data management and data control? He commented that there were changes in European law imminent. <b>AJ to investigate this.</b>  Ian wondered whether we are responsible with regards to data-sharing with BU?  Alan stated that we are, however, he saw no issues with this from a Trustee Board point of view.  Alexis pointed out that the policy referred to HR. SUBU does not have an HR department as such so the policy should say 'General Manager' rather than HR.  <b>All present approved.</b></p>	<p>AJ – speak to BU re data management and control policy.</p>
<p><b>23 - COMPLAINTS</b></p>	<p>Alan stated that the 'complaints procedure had been in place since the Education Act 1994. This had been reviewed on the basis of experience from time to time. There were some small amendments as per the</p>	<p>AJ and AD to work through the policy in</p>

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<p><b>PROCEDURE</b></p>	<p>papers served. The students can complain about SUBU services offered by using this policy. The policy is kept with Advice and students can seek advice on the complaints procedure even though Advice is part of SUBU. Advice manages this with the utmost confidentiality. Individual students are never discussed. Alexis commented that the Advice complaints procedure had been changed so that SUBU Advice conformed to the FCA. She queried whether there should be only one complaints policy. Advice differs to general one. Alan and Alexis to work on this once Alexis returns from Maternity Leave in January.</p> <p><b>All present approved.</b></p>	<p>January 2017.</p>
	<p><b><u>Other Items</u></b></p>	
<p><b>24 - HEALTH AND SAFETY AUDIT REPORT (FROM BU AUDIT)</b></p>	<p>Alan reported that this audit was done by BU. It focussed on the Commercial area. The audit was completed in conjunction with the Commercial Manager. It focused mostly on building and operational issues. There were no immediate priorities. Alan intended to have further detailed discussions with Alan D. Chris asked whether staff working on different sites change the profile of the document. Alan agreed that there was a need for improvements on lone working arrangements. Gillie asked about 'cover for lone travel?' Chris felt that this should be investigated too.</p> <p><b>All present approved document.</b></p>	<p>AJ to investigate lone travel and personal safety of staff.</p>
	<p><b><u>Items to Note (silent papers):</u></b></p>	
<p><b>25 - SUBU IN THE PRESS</b></p>	<p>Chloe commented that PARTS (the Performing Arts Soc) were nominated for a National Societies award. They came runners-up. BU 'don't panic' campaign, Reece, VP Welfare featured in the Independent.</p>	
<p><b>26</b></p>	<p><b><u>Any Other Business</u></b></p> <p>Gillie mentioned that SUBU staff were quoted on BU website green pages.</p> <p>Alan reported on a recent meeting he had had with the BU Clerk to the Board (and Head of Legal Services). When ratification was sought from BU for the change to the by-laws to accommodate the fifth sabbatical it was turned down. In SUBU's view the Executive committee could authorise a change to the By-laws and the General Manager and sabbatical officers felt that any impact on the constitution was merely as a 'consequence' of that. The BU Clerk to the Board had a different opinion and sought external advice. As a consequence she determined that a quorate meeting was required to retrospectively approve. Alan</p>	

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	<p>advised her that a quorate 'general' meeting will not be possible until October/ November. As a consequence the Clerk of the Board and Alan were going to present a compromise to the University Board on Friday.</p> <p>Chloe gave a vote of thanks to Aaron, Adam and Scott for all their work. Chris, the Deputy Chair stated that he had attended the Annual Review and thoroughly enjoyed it. He was always impressed about what a fantastic union it was. He thanked Chloe for the brilliant job of leading it she and her team had done for 2 years. Her contributions to the Trustee Board Meeting were always excellent. He commented that the Trustee Board Chair is different to the President job and Chloe had a great job of both. All present wished Chloe well in her future career.</p> <p>Chloe thanked everyone for their input and contributions to the Board.</p>	
	<p><b><u>Dates for next meetings and SUBU events</u></b></p> <p><b><u>Trustee Board:</u></b> 27th October 2016   Timings and location TBC 10th February 2017   Timings and location TBC 5th April 2017   Timings and location TBC 6th June 2017   Timings and location TBC</p> <p><b><u>Audit and Risk Committee:</u></b> 16th September 2016   TBC 25th November 2016   TBC</p>	

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

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