

STUDENTS' UNION AT BOURNEMOUTH UNIVERSITY
TRUSTEE BOARD MEETING | [09TH OCTOBER 2019]
[13:00PM] | [F112] | [TALBOT CAMPUS]
CONFIRMED MINUTES



STUDENTS' UNION
AT BOURNEMOUTH
UNIVERSITY

PRESENT

Adeyinka Balogun (AB) Chair
Jenni Winter (JW) External Trustee
Catriona Cannon (CC) External Trustee
Olu Baptist (OB) External Trustee
Mark Stephenson (MS) Student Trustee
Stephanie Njoaguani (SNj) Student Trustee
Imuetinya Giwa-Osagie (IG) Student Trustee
Sophie Nott (SNo) Staff Trustee
Abidemi Abiodun (AA) Sabbatical Trustee
Joanna Ann (JA) Sabbatical Trustee
Lea Ediale (LE) Sabbatical Trustee
Lenrick Greaves (LG) Sabbatical Trustee

IN ATTENDANCE

Samantha Leahy-Harland (SLH) Chief Executive
Alan James (AJ) General Manager
Sarah Newland (SN) Accounts Manager
Debbie D'Silva (DD) Minute Taker

PART ATTENDANCE (TO PRESENT THEIR REPORTS)

Jane De Vekey (JDV) Head of Insight & Policy
Alan Dove (AD) Commercial Manager

APOLOGIES

Martin James (MJ) External Trustee

1. FORMAL WELCOME /INTRODUCTION TO NEW TRUSTEES & APOLOGIES

- 1.1 Apologies received from Martin James
Formal welcome extended to all new Trustees by Chair.

2. CHAIRS ACTIONS

SABBATICAL OFFICERS ON THE TRUSTEE BOARD

- 2.1 AB advises that as a result of a vote by existing Board members, the Sabbatical officers have been appointed to the Board of Trustees.

3. DECLARATIONS OF CONFLICTS OF INTERESTS

- 3.1 None reported

4. MINUTES OF PREVIOUS MEETING FOR APPROVAL – 5TH JUNE 2019

- 4.1 Minutes of the previous meeting were approved by all present.

5. MATTERS ARISING/ ACTION LOG

INCLUDING ITEM 60: ADVICE RESPONSE

- 5.1 AB provided an update for the progress of the outstanding items.

- Item 61: Consultation with JW regarding the HR aspect has yet to happen. However Warner Goodman Solicitors have been supporting us by reviewing current HR policies and practices.

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- Item 28: DD Mental Health Policy needs moving forward, to be reviewed by SLH and Warner Goodman and update at Jan TBM.
 - Item 31: International Students' alternative graduation ceremony, AB is waiting to hear if approval is given for a 2nd Graduation ceremony and will provide update at next TBM.
 - Item 34: IZ provided training over the summer. It was recognized that the timing was not ideal, and this will take place earlier in future. SLH to develop a clear training and induction plan going forward.
 - Item 62: SLH will provide update to the next ARC meeting.
 - Item 64: DD to look at the Go-To conferencing solution in more detail and report back.
 - Item 35: Health & Safety Policy – Staff Stress, SLH to work with DD to finish that project.
 - Item 58: AB offered a brief review of the situation, highlighting a potential relationship with the Co-Operative. His research shows that Uber Eats (or alternatives) are expensive to set up. He plans to work with RG and AD to provide a solution. Ongoing.
 - OB happy to help with any meeting with third parties to offer support.
 - SNj is currently a Deliveroo Ambassador so there is a potential opportunity to use her knowledge and contacts to negotiate.
 - Item 65: Staff Satisfaction Survey. SNo created a PowerPoint presentation for staff to highlight the training available and arranging a suitable time to deliver to staff is in progress.
 - Item 60: Alexis provided a summary that highlighted savings to students.
- 5.2 JW and OB questioned how this information could be used. SNo gave some additional information stating that these measures represent a tangible measure of impact and has been useful as a department KPI.
SLH commented that this is a useful quantitative measure of the effectiveness of our advice department.
- 5.3 AB suggested that we should advertise this to the students, to show how SUBU has helped students to save this money and how SUBU advice service can support them.

ACTION: SLH to contact Comms team and Advice on work to promote this aspect of Advice.

ACTION: DD to update action log and liaise with relevant staff members to complete actions.

6. PRESIDENT'S REPORT

- 6.1. AB provided a synopsis of his report. CC questioned the stressful part that he referred to. AB explained that it was providing the Induction Talks and he noted the staff did a great job welcoming and signposting the new intake and how the Fresher's fair was a great success.

7. REPORT FROM SU VP COMMUNITY

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- 7.1. AA provided an update on his achievements in the past 12 months and his expectations of the next few months. He highlighted his success with the exam period night bus and is happy to report this is going forward again this year. He also commented that he was working with the BU Transitions team to find ways to improve International Students inductions. They collaborated to provide 4 workshops for students; feedback will be collected and reviewed to be able to improve these sessions going forward. He mentions the calendar of events that are currently being promoted to celebrate Black History Month.
- 7.2. IG mentioned the free bus service, and questioned how this was promoted. AA provided a brief history of the project and outlined its successful development and confirmed it will happen this year. Timetables have been produced which will show this additional service as the “E” bus for the exam period.
- 7.3. AJ remarked that the International Student barometer may provide valuable feedback. SLH suggested contacting Mandi Barron to follow up on this recommendation.

ACTION: AA/ SLH to contact Mandi Barron regarding using the International Student Barometer feedback to assist SU VP Community with future International Student Induction Workshops.

8. REPORT FROM COMMERCIAL SERVICES

- 8.1 AD presented his report on the performance of the commercial services . He explained the challenges faced and forward projections. He also explained the variances between the two campuses. In particular, AD highlighted the following:
 - The process of the Summer Ball entry was changed this year and proved successful.
 - An NUS health check was undertaken to review the functioning and effectiveness of the commercial departments. The report identified several areas of good practice across the commercial areas. The report included recommendations for improvement which the relevant teams are taking forward.
- 8.2 CC questioned the longer-term position of commercial activities within SUBU, in light of the changes emerging across the sector. AD commented that trends were continuing to evolve and change, for example, home cooking is falling, students are increasingly brand focused; and sales of bottled water is an ongoing issue. Further discussion continues on how the commercial services embed changing trends into their strategy and trading going forward, including the potential impacts of Brexit.

ACTION: AB / DD to arrange a session with Trustees and SN /AD to explore commercial and financial opportunities

9. RESEARCH ON SUBU PERFORMANCE

- 9.1 JDV presented the Trendence Survey which surveyed University (and school age) students from 25 Universities across the UK about the impact and value of Students’ Unions. JDV highlighted that generally SUBU was performing well against the rest of the sector.
- 9.2 The board discussed the findings and limitations of the response rates and survey methodology. JW raised that whilst the findings were interesting, the value of participating

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in this again should be considered. SLH questioned what do the “neither agree nor disagree” mean. JDV suggests that this could be a lack of knowledge or lack of interest. This survey is used to mirror the NSS.

- 9.3 SNj commented that as a Student Rep, the table top talk that they attended highlighted that students are unaware of this survey noting that students may prefer using alternative feedback systems (e.g. informally through friends) rather the formal platform. Different methods and merits of feedback was discussed and further consideration of this would form part of the student voice strategy being developed as part of the student engagement team’s work.

ACTION: JDV to provide additional information regarding the other Universities who were involved in the Survey

<JDV leaves>

10. GENERAL MANAGER’S REPORT

INCLUDING LEASE FOR STUDENT CENTRE

- 10.1 AJ presented his report. He noted the change in the student numbers, and that the potential reduction in fees to BU could have an impact on SUBU. Areas of note were:
- the SimOn feedback reporting system and the latest University development to set up a series of student focus groups led by the Vice-Chancellor.
 - increased student accommodation provision for this academic year conversely which may lead to rising accommodation costs for students.
- 10.2 SNJ questioned the SimOn feedback system and why Student Services were not supportive of the method. LG responded that it focuses on what students want to comment on, although its primary function is to capture academic feedback rather than service feedback. MS commented that in his experience as a student rep, he acted on the issues directly, but when it is reported on SimOn, it allows common issues to be identified.

Lease for the Student Centre.

- 10.3 AJ confirmed that the Student Centre lease was nearing a conclusion. SN confirmed that as part of the lease, utilities, telephony, and IT support continued to be the responsibility of BU.

11. ARC MEETING 13TH SEPTEMBER 2019 UNAPPROVED MINUTES

- 11.1 Minutes of the previous meeting were approved by all present.

12. YEAR END MANAGEMENT ACCOUNTS FOR 2018/19:

13. ACCOUNTS 19/20 REFORECAST

- 13.1 SN presented the accounts and highlighted that the forecast spend for 19/20 had been revised since May with the latest staff costs. This was now showing a higher projected deficit than previously estimated.
- 13.2 OB and the Board sought clarity on the detail of the accounts, including the approach and policies in place to monitor and approve individual budgets across departments. It was recommended that given the forecast, further work was needed to understand the detail of the forecast and opportunities for clarifying the control measures and scrutiny of spending across the organisation.

ACTION: SN / DD to arrange a detailed Management Accounts session for Trustees

<BREAK>

14. DRAFT TRUSTEE'S REPORT FOR AUDITED ACCOUNTS 18/19

14.1 This was in progress and SLH would finalise and submit to the November ARC meeting.

ACTION: SLH to complete the Draft report for ARC.

15. BALANCE SHEET & KPI RATIOS

15.1 Noted by all present.

15.2 CC commented on the usefulness of this information. SN noted item 10, and that this particular liquidity figure was within a comfortable limit.

16. SUSS UPDATE

16.1 For review next TBM.

17. VAT UPDATE

17.1 For review next TBM.

18. VISION AND STRATEGIC PLAN UPDATE

18.1 AJ updated on the progress to date around the new SUBU vision. He explained that departments have been given an opportunity to develop operational plans in line with the vision and themes. SLH will now take this work forward with the Board and SUBU.

18.2 AB commented that he is keen for SLH and Departmental staff to share more detail on the vision with the Trustee board members.

ACTION: SLH to organise a Trustee session focusing on the SUBU Vision and Strategic Plan

19. PLANS FOR CURRENT ACADEMIC YEAR

19.1 Over the years the Board has accepted the view that AJ is in a facilitation role and that he presents the overall view of the Union. He implores that the Board now need to think ahead beyond the finances and more about the departments to be more balanced, using the scorecard model going forward.

20. SUBU ANNUAL TARGETS/KPIs: PROGRESS REPORT

20.1 Noted by all present.

21. BUSINESS CRITICAL RISK REGISTER

21.1 AJ highlighted that this had been reviewed by ARC and for the purposes of this meeting, the key risks had been identified. AJ reiterated that the financial risks were the primary concern presently.

21.2 Noted by all present.

22. STAFF SATISFACTION SURVEY

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22.1 AJ provided an update on the last staff satisfaction survey conducted in 2018. Since then, AJ had been working with key staff to develop an action plan. SLH will now take this work forward.

23. HR, JOB EVALUATIONS, COOLE REPORT

23.1 AJ provided an update on outstanding items and highlighted that SLH will now take these forward. CC commented on the job evaluation process and AJ provided a brief history, and clarified that SUBU utilised the Hays model.

<AD leaves>

24. BUSINESS CONTINUITY PLAN

24.1 Some minor amendments; changes from GM to CEO and AJ to SLH.

24.2 Noted by all present.

25. ARC TERMS OF REFERENCE

25.1 SN presented the Terms of Reference for review and highlighted the proposed adjustment to the maximum spend for Professional / Legal services allowable via the ARC.

25.2 JW questioned the appropriateness of this particularly in light of the wider financial context. The Board agreed that the Terms of Reference were approved but the maximum spend authority through the ARC should remain the same and not be increased.

26. CONFLICTS OF INTEREST POLICY

26.1 Policy approved by all present.

27. EQUAL OPPORTUNITIES POLICY – RE-SUBMISSION

27.1 Policy approved by all present.

28. STAFF VOLUNTEERING POLICY

28.1 The staff volunteering policy was discussed and it was recommended that adjustments were made to allow for appropriate flexibility and engagement.

ACTION: SLH /DD to review and make alterations to Staff Volunteering Policy
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29. OPERATIONAL POLICIES REVIEW

29.1 DD advised that there had been a lot of work to date on operational policies within departments. This is to ensure that they are monitored and reviewed on a regular basis. No further action required.

29.2 AJ clarified the differences of Operational Policies to Union Policies.

30. STATUTORY REGULATIONS CHECKLIST

30.1 No significant change. Noted by all present.

31. ANNUAL RE-SIGNING OF CONFLICT OF INTEREST DOCUMENTS

31.1 Noted by all present.

32. SUBU IN THE PRESS

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32.1 Noted by all present.

33. CAMPAIGNS & EVENTS CALENDAR

33.1 Noted by all present.

<IG leaves>

ANY OTHER BUSINESS

34. ARC MEETING DATES & TIMES CONFIRMATION

34.1 Next ARC meeting to be held at 2pm 27th November 2019

35. DATES FOR NEXT TBM

35.1 Next meeting dates agreed a **12:00 Wednesday 22nd January 2020** and **12:00 Wednesday 29th April 2020**

35.2 The June meeting will be for the same day as the SUBU Annual Review, which will be confirmed in due course.

36. ARC COMMITTEE MEMBERS INVITATION

36.1 AB requested that all members interested in joining the Audit & Risk Committee and HR Task & Finish Group be forwarded to DD

ACTION: DD to collate & summarise at next TBM
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37. AOB

37.1 On behalf of the board, AB thanked Alan for his considerable contribution to SUBU over the past 25 years. This was warmly echoed by the Board.