

**University of Derby Students' Union
Trustee Board Summary Sheet**

Agenda Reference:	TB/13/02/24/001
Title of Report:	Minutes of Board meeting – 24 10 23 (2)
Written By:	Sally Cunningham – HR and Admin Manager
Presented By:	Dominic White
Action Requested:	Approval

Trustee Board Meeting Tuesday 24 October 2023 (4) - 5 p.m. Room W1 and Teams

Attendance	P/A
Trustee Board	
Narinder Sharma (Chair)	A
Tony Atherton (TA) External Trustee	P
Nicola Hartley (NH) External Trustee	P
Narinder Sharma (NS) External Trustee	P
Rosie Smith (RS) for the Head of Financial Accounting for the University External Trustee	P
Dom White (DW) President	P
Gabriela Gretkowska (GG) (VP Activities)	P
Holly Lloyd (VP Education)	A
Jack McGuinness (JM) (VP Welfare)	P
Andrew Wilson (AW) Student Trustee	P
Pieter Van Ellewee (PV-E) Student Trustee	P
Union staff	
Emma Taylor-Large (ET-L) Co-CEO	P
Martin Beaumont (MB) Co-CEO	P
Steve Taylor (ST) Finance Manager	P
In attendance	
Sally Cunningham HR and Admin Manager (Minutes)	A

1. Welcome and Apologies - DW

DW welcomed all to this meeting. Duly noting we are a Company Limited by Guarantee and a Charity. There is an assumption that everyone has read the papers for today's meeting, giving the opportunity for questions to be asked with clarification given as required. Along with a warm welcome to PV-E our new Student Trustee.

2. Apologies/absentees & conflict of interest.

Apologies and absences are noted there are no conflicts of interest raised.

3. To approve the minutes of the Board Meeting held on 04 07 2023 (1) – DW – TB/ 24/10/23/1

Minutes from the last meeting **agreed** as a true and accurate record.

Matters arising from: 04 07 2023 (1) – DW.

A paper detailing information on the SUSS Pension for the next full Trustee Board meeting – **Completed - agenda item 5.1.**

TO NOTE:

4.1 Officer Manifesto Themes Presentation.

TB/24/10/23/2

DW gave a verbal overview of the work the Officers have done so far for the Trustee Board, a presentation has been delivered across the university and has been very well received, the University are very pleased with what it is the Officers have managed to pull together.

For this year, the Officer themes are community and belonging. The Officers want to make sure that they are building a large Derby community with a strong sense of belonging across all campuses, whether that be here at Kedleston Road or Buxton and around the world with the International Campuses. The Officers are keen to enable students to explore all the options that are available to available to them.

The Officers and the Union support the University such as developing at Derby and supporting students in gaining extracurriculars, but also qualifications and experiences alongside their degree, and student voice visibility presence this year. As you may have seen or may come to see, we have a great push this year for Officers to be as physical as possible in their presence, but also visible with their presence across all of our campuses. And this links back to our Let's Get Visible plan - to make sure that we are as present and as visible in the students' lives as well as academic.

Our themes are all linked together with that visibility, that voice, that presence we are making sure we are promoting, for example, schemes such as Develop at Derby, ensuring students are having that exploration, that opportunity and the chance to change and with that, this helps develop a sense of Community and a sense of belonging within our campuses and much further. So, our themes very much overlap within with each other, and importantly they also overlap with the University's and the Union's goals and our own personal goals as Officers.

President Manifesto – DW:

This year DW is focusing on more cost-of-living support as well as more inclusive examination and assessment, continuing some of his work from last year. Some of his proudest work, is seeing an increase for accessibility and inclusion in working to continue to develop the Para Sports Programme and to also to provide more facilities for students in thinking about how we can provide more quiet study spaces for our students in the rooms that are available but also supporting our nursing students. And student parents, even who are nursing with the creation and improving of quality of nursing rooms.

Some other work we have been doing for example in the Sports Hall with a facilities aspect is we have performance analysis, that is cameras installed inside and outside of the Sports Centre and in working directly with the Estates team to improve the visibility of our nursing rooms. Through this work we have discovered that actually not every campus has a student parent nurse room.

We are now exploring options on how we can make sure every building and every campus, within our retinue has a place where student parents are able to have a nursing opportunity.

VP Welfare Manifesto – JM :

Throughout his time at University, JM has seen multiple people drop out from being unable to access the student well-being services, but only in his final year did he have somebody approach him who was actually living with JM say in his words that he was going to take a tactical fail so that he would not progress to his second year, where his grades mattered from being unable to access the services. This is why JM feels strongly in wanting to streamline passes for student's well-being in working with the Head of Student Services to look at how that can be implemented. JM has been aware in some cases students being affected by other students in not being aware of their visible and not visible disabilities, and some student cases being physically injured on University transport, such as the Unibus and that is why JM wants to develop a strong sense of community, to ensure people are aware of others visible and non-visible disabilities.

JM is involved in working with student well-being in setting up a Student Services Advisory Panel to allow University Executive and Equality, Diversity, and Inclusion Officers the chance to feed into key topics around the development of those services. JM has also been liaising with Student Engagement and Enhancement to gain recommendations into research into barriers to involvement in the University and Union of Students activities to develop that sense of community even further.

As part of JM's student safety manifesto point, he has been working on developing a nighttime safety plan of action to engage with security and boost uptake in the new app that we have released called Safe Zone.

VP Activities Manifesto – GG:

This year GG is working increasing media presence and improve support to all Sports, Societies and Student LED Services. That is to try and showcase what they do as a whole across the University and show students that there is availability of them to get involved in all sorts of different activities across the board. Secondly is to increase accessibility and inclusivity of the activities offer. So, this year GG will be carrying on the Para Sports programme that DW started last year. So that students see that there is availability for any sort of sports and societies they want to get involved in, as well as improving new societies as they come to showcase to students that there is something available to everyone. And to provide greater support and opportunity for societies - we have a very diverse community within the University, and we want to showcase that through our societies.

We have a lot of cultural, religious societies who are preparing for the Global Gathering event on Monday 30th October at Kedleston Road. We are trying to get more opportunities like that to showcase how diverse the University is, by bringing that sense of community and belonging for those International students who move away from home and come to study here with us. So, over the past couple of months since GG has been in post GG ran a social media workshop to support with the media presence – that is a sense of giving them strategies and techniques on how to improve their social media. But also try and get them to promote their offering and showcase the students what they're doing across the board, whether that's charity events, whether that's give it a go, sessions to try and get that kind of increased engagement and increased memberships.

We have got 2 Power Sports opportunities coming up, in November for Disability History Month and another in April once again with different kind of sports and opportunities for student involvement.

Recently we recruited for the Societies Council, GG is currently having regular meetings to catch up with all the work that has started, GG will continue to speak to societies to gather feedback on what we can do to improve their student experience across the board.

Additional comments/clarification/recommendations:

- It all looks really good, very clear the Officers have put a lot of work into it.
- Very well thought through in putting Students right at the heart, the Board wish the Officers the best of luck in achieving all of their manifesto points.
- DW - thank you for giving us the opportunity to present the pieces of work that we have been working really hard on. On behalf of the Officers - a big thank you to ET-L for all her help with the facilitation of this as well as the Independent Governor and Co-Chair of the Student Affairs Committee, for offering their support to enable the Officers to reach this current position.

The Board duly *note* Officer Manifesto Themes Presentation

4.2 Union of Students Update – ET-L & MB

TB/24/10/23/3

ET-L firstly apologies for turning up a little bit later than expected. ET-L has been dealing with some student protests that were being planned, ET-L is hopeful this has been stopped, that was in relation to the conflict in the Middle East, ET-L has been working with the University and the students to put some plans in place around that. ET-L feels it is important for the Trustee Board to be aware of the work that has been going on.

In terms of the Union update, there is quite a lot in the paper and will take the paper as read some of the things ET-L is keen to highlight have come from conversations with the University around how they are keen to supporters in increasing the number of academic societies, where we have already seen that increase, which is really positive, but what we understand is where we need to push forward in having that academic buy in. Following a meeting with ET-L, MB and DW with University executive is that they are really keen to get behind this and look at some ways of increasing that growth with societies. On speaking to the team one of the ideas that we have is to host an Academic Society Showcase, this would be a real collaboration with the Union and the University to do some work around that.

ET-L is keen to update on Advice who have seen an increase in the number of students that they are supporting. That has put a bit of pressure on the team because at the moment we are a member of staff down, interviews are taking place tomorrow so hopefully it will be a successful recruitment. However, ET-L feels it is really important to highlight that despite that increase of numbers, when we are looking at the feedback from students filling out their advice, feedback form after students have had an appointment with the team.

99% of students are saying that they would use the service again and 100% are saying that the Union Advisors were welcoming and friendly. Although there is that slight pressure there, the team are handling that fantastically and we are not seeing any impact on the students.

Finally, it is really important to draw attention to the work that has gone into Student Voice and Representation. This is an area we have previously discussed around poor engagement we were disappointed with in terms of last year's Elections with the number of candidates that put themselves

forward, not in terms of the candidates that were successful because they are obviously doing a very good job, but we really were hoping to see the numbers increase there. We have put a lot of effort into working with the Voice Team and the Officers who actually to understand the sorts of things that we can put in place. So, we hopefully should increase those numbers in the Elections that will be taking place February, March time, and is detailed within the report. It has been great because we have had an opportunity to test drive some of those changes with our Snap Elections that have recently taken place where we were able to implement the new idea around personal statements rather than manifestos, to eradicate those barriers, we have seen students have definitely welcomed that change because we have had a lot less questions asked to the team around those. This time we have had free campaign impacts for the students. We ran a campaign headquarters, disappointingly we did not have lots of students attend, possibly because it is the first time that we have done it. We have now got lots of visuals, lots of footage that has been taken. When it comes to promoting this to the candidates that will hopefully be putting themselves forward for our main elections, they will really be able to see the impact and how that how much support is actually in place to help them be as successful as possible in their campaigning.

The Board will probably be aware that we have not got a KPI update in the papers today, this is because ET-L is waiting for those to be signed off prior to going to our Student Affairs Committee. Following that, ET-L will be able to provide an update at our next Board meeting.

MB - we are about to head into a year since marketing fell under my area, MB is able to provide a good summary of some of the things that we see as successes up until this point, where we have tried to change things as a Union and how we market things, how visible we are, how much control we are attempting to give to the Officer Trustees to deliver through their own material and resources which is where we have seen successes in Thursday Thoughts.

We have gained higher quality level with the use of microphones and infrastructure that we have bought in terms of Freshers which we have just gone through. There is a breakdown of the footfall that we saw, but the biggest success out of it is the level of brand exposure that we are starting to get now and the brand activations that we are bringing on site. So, we are actually starting to build quite a decent relationship with Coca-Cola as a starting point, which then bring Monster in as well and get those brands on site. We have had Lucozade and the lingerie company Boux Avenue. Along with our continued relationship with Dominos and also ODE onsite and in the cases where they have come in, they have given away all of their free stock that they had. We have recently been approached although we were not successful in the end around getting the Coca-Cola Christmas lorry on site as part of the Union's activities. So, the work that we are doing with these companies is opening up those opportunities that we would not have got previously such as the Officers uniform that they now have - another big exposure point that we have worked on.

The steps that we have taken shows that there will always need to be that next level and over the next year, where we are hoping to increase our social media followers on Instagram by another thousand to try and get that over the 9000 mark. All of which is quite a bit of work that we are doing towards that because over the last few years, we have not grown at the rate that we should have done.

Within our Commercial that are venues and retail, we have had quite a lot of student staff recruitment take place this year, we do find every couple of years we go into that cycle where the amount of staff

leaving is larger than we would like and we have to a full recruitment drive which is not ideal when you consider they all start at the busiest time of the year. So, they are literally dropped straight into the fire, but we are seeing good progress with that.

There is focus on Basecamp with some disappointing news to come that was not in the paper. We did a complete change with our menu within Basecamp in the aims of trying to reach a higher level of financial success versus where we were from. The information as you can see, provided that did happen, but last week our extraction fan broke in the kitchen that is potentially going to cost us 25K To replace. Currently we are not able to serve the food that has proven successful for us. We have got a significantly reduced menu in there, and we are seeing some issues with that. However, as normal work with the University to ascertain within our lease agreement what is classed as fixtures and fittings and which are University responsibility and which are our responsibility, once this has been agreed MB will give an update.

From a retail perspective, we have just shared one of our success stories of the last few months, which has been the Neutral Range - a clothing collection that we have launched in the outlet. We gave full control to the Retail Manager and the Communications Coordinator (Commercial) they delivered and launched this range, which as you will see on the information we have seen quite a lot of sales movement in that, and we are going to look at starting to do more bespoke clothing launches in the future due to the success we see behind it.

Additional comments/clarification/recommendations:

- In terms of the function going down currently MB has not been able to re forecast the lost sales, it went down when MB was unwell and then since then we have not had chance to deal with it. However, MB is assured that we should have an answer from the contractors within the next couple of days. That will give us an idea around what our options are, they are looking at short term fixes and the long-term aim and what the financial elements of that are - we just want to get back online as quick as we possibly can.
- Are there any other things in Basecamp that we think that they are high value in terms of the kit, have we got somebody at some point doing a review of the contracts and what is involved, and do we have the right insurance? Do we have the right maintenance agreement?
- Based on what has happened and some of the issues that they found within the extraction was because of its age, the kitchen within Basecamp has been designated as a project within the University now, that means that MB alongside members of the Estates and Maintenance team will be looking at the whole kitchen as a viewpoint and seeing what next steps we need to make to prevent situations like this from happening again moving forward.

It is a case of seeing what the cost is to prevent this from happening in the future. THE Union are not fortunate in the way the University catering providers are, their kitchens are regularly refurbished because they need to be for the size and scale that they deal with. If we look at in terms of investment in our kitchen and Basecamp, there has been no significant investment in there probably since it was built as a kitchen, and nothing was invested in there. When the Basecamp changeover happened other than a few little items such as a new fryer, that type of equipment

The Board duly **note** Union Update

4.3 Student Affairs Committee (SAC) Update - DW

TB/24/10/23/4

ET-L - the reason this is within the Board papers is coming from conversations at SAC, they are really keen to see a bridge between the Union's Trustee Board and SAC, and as such, we thought it would be important for us to share. The things that the SAC are working on but also NS will now sit will sit on that Board as an observer of Student Affairs Committee. We feel this is another great opportunity for us to bridge that gap between the Union Trustee Board and SAC at the University.

DW - in relation to the SAC update, there is just a couple of pieces that we wanted to make the Trustee Board aware of for example the security and student safety, the Head of Student Engagement, reported on new arrangements for an improved partnership with the Derby City Council to address student safety issues, for example, the city is now divided into 5 localities to enable improved focus on problem areas. We are working in collaboration on antisocial behaviour as well as a joint bid to the Government's Safer Streets bid in 2024, SAC will have oversight of the bid, which will then be sent to the Governing Council of the University for approval. This also forms part of a nighttime economy work plan as well.

SAC also congratulated University Student Living (DSRL) which was awarded Platinum Certification in the Global Student Living Index Survey, making us the only University in the UK to receive such a prestigious certification. DW has recently been told that it has just come through that we have also received two more awards from the awarding body for Best Student Housing and Best Environment for the second year running, which makes us the only University to have two years in a row.

And finally, the next steps that were taken from that meeting is that SAC will consider updates from Student Services as well as progress on the review of the Student Futures Manifesto. Then we will be looking at our Student Engagement and Impact Report in addition to the CEO report.

Additional comments/clarification/recommendations:

None raised.

The Board duly **note** Student Affairs Committee Update

4.4 CEO Recruitment Update – Chair

Tabled

NH has had a quick catch up with NS Narendra earlier today, however It is agreed MB will give an update based on the e-mail that NS sent out to some members of Board where he made a note that the Board have been tasked over the next few months for recruiting two vital roles with the CEO being one of these and that the Board need to decide if they want to use a recruitment agency or alternatively do it themselves. It was done externally last time, and NS suggested three companies he has reached out to who are Peridot, Atkinson, HR consultant and Berwick. Regarding that, and what is probably just important in terms of the minutes of this meeting is to have it minuted what the current plan and what the time scales are that we are looking at. MB is aware that the University would probably be keen to understand what the Board's approach is and what time scales we are looking at for getting a permanent CEO position in place.

NH – in terms of her earlier catch up with NS, one of the things NS suggested and asked NH to throw it out here was that to move that along to get to a point where we have (whether those are the right three companies) - Atkinson was one that NH thinks that VH was aware of as well and thinks there was Harris Hill to consider who we used in the past. And then to consider NH, because of her HR

background, to look at a whether there was a way of doing it in-house and quickly bring that to the Board to say this is what we found, and this is the cost and here are all the things that are required rather than do it as a group, but if we wait until the next meeting then we are months down the line, NH knows both ET-L and MB must be working very hard, and the University could be thinking what are we doing? NH does not know whether that is a workable thing to get us moving quickly and does not know what the recruitment agencies have suggested. We could ask those same agencies to also do benchmarking in terms of what is the right level of this role now in the in the current time to make sure that it takes us forward as well in terms of salary and benefits, etc to make sure that we are sitting in the market?

Additional comments/clarification/recommendations:

- An immediate concern and hopefully does not come across as disrespectful in saying that our track record lately for completing things between Board meetings has not been great. If we look back the one of the previous Board meetings, there was a suggestion around a Board away day being arranged and that that was going to happen and that has slipped. It would be great to have some understanding around at what point between now and the next meeting and will that information be coming through because people who have catch ups with University Executive who are asking us those questions – it is useful for us to have a timeline or an answer that is not just discussing this because that has been our default, one that we have had to give lately.
- This is not meant to come across as just being a solely financial discussion, but from experience of using recruitment agents or seeing recruitment agents used in the University, there are considerable cost, normally 10 or 20% of salary, depending on who you use, do we have any allowances in the budget for that kind of cost or a benchmarking cost if we need that. But some have experience of seeing recruitments fail within a year having spent an amount of money from using head-hunters is there any mechanism for protecting ourselves against that sort of time taken to onboard someone paying out a considerable cost and then having that recruitment fail? This is not saying that we have capacity to do it in-house so this might be an absolutely necessary cost because the organisation cannot continue to go on without the additional role in place. How have we covered that?
- We recall 8k being the CEO recruitment cost last time, but we also do not budget of that level in terms of this recruitment costs. We tend to deal with it as a refocus ad hoc expenditure when it comes up.
- We have already talked about having a cash outlay for the potential replacement of the extractor fan, if this is an additional cash outlay forecast adjustment and we have not gone to ST's paper yet around the pension possibility. We know we have a really healthy cash balance which is great, but it is just seeing how these things map through the year again, it is just exploring what the impacts are.
- Some of NS's idea was as well as looking at how much it is to outsource, could we manage it in house and could we use some of our own expertise and for example NH's recruitment team and then come up with a solution, being very mindful of what has been raised in terms of not letting this slip. So, to have a timeline to say here are the pros and cons and here are the costs. What does the board think to do an in-house solution and the benefits, pros, and cons of putting it out to one of the companies, depending on what their cost is?

- There are a number of factors here and I totally agree with what was mentioned earlier in terms of coming to a decision. Not having a permanent CEO in place is a risk and it is just wrong for an organisation like this. We need expediency but we need the right person with the right tools and the right capabilities to drive this organisation forward. Therefore, we cannot rush it also with budget considerations in mind, we have got to go for trying to find the best possible person for that role. And whoever does get it, whether they are local, whether further afield is the right person and the right fit.

A recommendation is that that NH, NS and PV-E (having extensive HR backgrounds) have delegated responsibilities from the Board to move things forward with a request of milestone updates as and when they occur, and if any decision needs to be made that is Board wide we hold an extraordinary meeting, it is that important and that necessary. But we delegate responsibility, accountability and decision making with the best intentions in mind to get it done right - but quickly.

In terms of recruiting people, 20% of any salary is going for any decent recruiter and is going to hit the budget. But if we can reduce that by utilising NH's recruitment team, the support that gives is fantastic. But considering the specialist need of this role requires a specialist recruiter to find capable people locally or further afield.

The Board duly *agree* CEO Recruitment Update recommendation - NH, NS and PV-E to have delegated responsibilities in terms of CEO recruitment.

4.5 Management Accounts - ST

Verbal

ST gave a brief update on where we are at the end of the first two months of the year to September. Where we are just in the process of completing the draught accounts. Our work on the annual audit has been quite concentrated this month, but results coming in in the draught just in terms of bottom line. We are recording a small surplus just over under 2K against our budget, 36K for the two months.

A couple of key factors in that deficit or adverse variance to the budget, probably one of the main ones and it comes down to our budget preparation. We did put in the challenging 20K from Buxton and Leek College, the grant to come in at the start of the year in August. We are potentially hoping to push the University to get that settled early in the year, which we have done in the past two years. Experience has been that we have had to argue or beg one or the other.

That 20 k will probably as we come to our reforecast, we are probably going to have to take a more realistic view on that, which I think disappoints us as a leadership team to say that we have not got that resolved as yet. ET-L received an e-mail asking for confirmation of how it works because there is a new member of staff in the team based at BLC – it is progressing.

We are looking at the reforecast process at the end of October going into November for the year and will be probably taking a more realistic view and hopefully we will be in a better position to know when that is coming in. In terms of that deficit of 2K for the two months against 36K that 20K presents a sizeable chunk of that deficit. Equally, we have a contribution from the University towards Freshers, which we have only just received. The purchase order from the University for the 35K contribution towards the Wristbands at Freshers, of which about 25K, will move through into our income and

expenditure. Again, those two items will put us much more on track with where we expected to be at the end of September.

The good news and MB will be able to expand on it in more detail, is in the commercial areas we are tracking our sales forecast pretty close. Even being up in the Basecamp on turnover, which makes it even more disappointing in terms of the extraction fan.

Retail, we are slightly down around 6% in Keddies our main retail outlet. Markeaton Street seems to be quite a bit down in terms of what we are forecasting doing around about 2 1/2 against 4 1/2 budgeted. We need to be looking at what is happening there with the turnover. But as I say, these are draught numbers, we have got a number of items still to be looked at.

MB - In the next few months is that Markeaton Street shop will be closing down once we get approval this week and we should be taken over the ownership of the catering outlet down at that campus which is currently run by the University's catering supplier. What the Union are planning to do is merge the shop and the Blends into one space, which we think should be highly profitable versus what is currently down there. We have not got those figures plugged into our forecast yet because we have not got a firm yes about it. However, we have spent 12K on two new coffee machines, that is how confident we are that it is going to move forward alongside that we will be getting an additional coffee outlet at Britannia Mill, which is not far from Markeaton Street, and we have the financial figures for what that is achieving currently. We believe that we can turn that around into a surplus as well as alongside spreading some of our financial costs in terms of salaries etc across those sites to cover those accordingly.

The main challenge in Keddies that we are facing, and we will continue to make moving forward are the impacts on GPS that we are seeing, particularly in relation to our Meal Deal. The advice that came out from NUS was for our Meal Deal to be priced at £3.99 moving forward and we made the decision internally to only go to £3.59 just to try and mitigate some of that cost in the short term and do what we should be doing as a Union, which is supporting students and not charging them.

ST - We are working through the draught accounts at the moment while trying to tie up the audit this week and early next week, ST will circulate the management accounts next week.

Additional comments/clarification/recommendations:

None raised.

The Board duly *note* Management Accounts

TO DISCUSS:

5.1 Students' Union Superannuation Scheme (SUSS) – MB & ST

TB/24/10/23/5

The paper is to reiterate the update following the last board meeting on the 4th of July, it is unfortunate that progress has not been made.

The Independence Governance Group (IGG) have itemised in the final few paragraphs regarding it being part of a legal process, which did come as a surprise as we were looking for some direction.

To move this forward, we had a follow up discussion that took place, with an action that we make a formal application to the trustees to actually repay our current liability when we get the final numbers and to request to commence the process formally, they did not answer that question directly and still

have not done. Having had the discussion at the Audit and Risk sub-committee who wish to proceed with this. ST feels it is a question of potentially appointing legal representation as the IGG are alluding to.

Additional comments/clarification/recommendations:

- It is frustrating that we have not moved forward since when we spoke about it last until we can confirm if we ask something are we committing to something and that is something we will not know it is a little strange that you ask for something but by asking for something you have committed to it because they have invested a time and effort to get you a number that they should readily be able to give you. So, until we can really, categorically understand what the chain of events are and what are the milestones or the gateways that commit or not, we cannot make a decision and that first gateway is if we ask are we committed?
- Do we think that we need to have that advice from IGG, or would an independent legal adviser, given that we have to take one anyway, be able to give us an opinion on whether or not we are committed once we raise the question, because if we might be able to speed it up by not relying on IGG.
- As alluded to earlier that ST was hoping for direction from NS as to if he had any legal representatives that he would potentially wish to use as he chose the people to deal with the CEO issue.
- Recommendation to utilise legal representation, and we to accept we are going to it incur those costs.
- And we acknowledge that by doing so might save a long-term cost in excess of what the legal costs might be.
- We are going through speculative and repeated conversation the action that needs to be minuted is NS to give an update over e-mail to the Board and an intended action as soon as he is well enough.
- The Union have used legal representation for minor credit control issues that is Smith's Partnership in Derby.

The Board duly *receive* Students' Union Superannuation Scheme (SUSS) and agree to utilise legal representation, accepting we are going to it incur those costs, this will be under the direction of NS.

5.2 Proposal for new Students Union website - MB

TB/24/10/23/6

The paper is an initial outline of a problem or a challenge that we have faced for some time. Our current website is powered by MSL, who is a company that a lot of Student Unions use reinforced by a lot of data from University data sources. However, currently our Graphic Design & Digital Coordinator is spending one day a week maintaining/keeping the website live, and that is many of the issues that are happening in the background. It is not very accessible in terms of mobile devices and the wide variety of services that we want and the aim of this and why this has been brought it to Board today MB is a firm believer in seeing if there is an appetite for something before we start the ball rolling and exploring something at a higher level. The costings that have been provided within the report do not include the labour costs. Internally our Graphic Design & Digital Coordinator has the capability to build the website and do the work for us within his current salary. However, the consideration has to happen in terms of what happens to cover the day job, which is basically the sole full-time designer that we

have as an organisation. And is probably the key behind the wide variety of work that we do, the cost of bringing in another designer for example, and what I wanted to explore if Board are happy for this to proceed. We need to consider if that will outweigh the cost of paying an external company to build a website, which I am sure many of you will have experience in that and how much they can cost.

To begin the initial outlay of projects of this type is going to cost the amount as outlined. Just for his deliverables, we are looking at potentially 4.5 K for the actual infrastructure elements. On top of that, for example, should our Graphic Design & Digital Coordinator leave the organisation and that salary is going to go into the project for, potentially just under 12 months. You are looking at a cost there of around £25 K for the labour for the person to do it around certain elements of their day job, which we would have to backfill with someone to do the design work.

Additional comments/clarification/recommendations:

- TA built his own website, because the cost of bringing in externals can escalate and escalate it starts with a set price and all of a sudden you're paying a huge fortune. Going from TA's limited knowledge of websites and different organisations around the world is 6 years old for a website is archaic. The Unions is around 15 years old, so it is probably beyond its service life. If we really want to reach every student as the strategy entails, this is a key tool to be able to do that. Considering we reach around 22,000 within the University of Derby and have the data for every student that enrolls.
- So if we are going to spend £1.00 or £0.50 per student to enable them to access, a gold level standard website that gives them all the information they need access to do things that they did not even know that they needed considering all the information that the website should hold, that is not a bad investment and, we should start to look at it from that point of view, not in terms of costs, but if we're going to we need to do it right, but we need to do it without with a fixed cost in mind, because that will escalate if you go external.
- If we think about the way that technologies have advanced and the way that people view things on the phones and things now and our website is not compatible for mobile use at the level anywhere near should be then we are already against it in terms of barriers.
- The average person is picking up their phone around 1000 times a day. Now they are spending a long time on a laptop, but they are not looking at websites. If you really want to get in front of people, you have got to be on smartphone technology and you have got to show determination with social media.
- We should not even think 5 years as future proof, but what is it that you as a body need to really get in front of or at least give the opportunity for everybody to be connected to the University and the University to the Union.
- AW has been saying for the last 2 years that that website is difficult to use. He cannot search features on it or find anything and as a disabled user he gives up because it triggers a meltdown. For example, to vote in the Snap Elections, he messaged the Union to ask for the direct link because he could not find it. It really does need to change because it is not user friendly at all.
- We can look at student feedback we could potentially use Thursday Thoughts or some of our social media to get some polls out there around if people find our website suitable or what challenges they face.
- As a business case we have in-house capability as well, we will make it so it is not just about a cost here, but also about capability, we as a Union would rather have internal resources that

we develop, but we will make sure that we make a rounded view of it. The benefit is if we had to backfill the Graphic Design & Digital Coordinator role of any type, we have currently got an extremely good student Design Assistant and when we actually went out for recruitment of that role, there were many applicants so we could actually be offering more student roles and opportunities internally to cover Ben's work, which is something we would Not get by going externally.

- As part of a Business Case in terms of if we rely on Ben, which is fantastic if we can point it internally, what happens if the current Graphic Design & Digital Coordinator leaves and takes some of all that knowledge so could MB ensure this is covered so we future proof it.

Action: For the next meeting an action MB to bring a full business case with the full internal customs for what that would look like and what type of staffing changes we need to make. And to reach out to 1 internal and 3 external businesses to tender for a website build and we can compare those costs – that could change as our needs change.

The Board duly *receive* Proposal for new Students Union Website

5.3 Trustee Recruitment.

Verbal

Additional comments/clarification/recommendations:

- ET-L - We are keen for NS to drive Trustee recruitment but essentially you will have been aware that when we were going out for student trustee recruitment, NS fed back around tightening up our processes around that. We need to go out to recruit for an external trustee now that NS has become the Chair, a conversation was going to be around, what do we want that to look like? Because ET-L has not been involved in that process before, she is keen to understand from trustee board particularly the externals, what has happened previously and what do we want to see moving forward.
- From TA's own experience of being recruited, that was a recruitment exercise for himself and NH going through the same process – by being questioned by both the previous Chair and CEO at the time, but the reality is it from a first point of call, in terms particularly for an external trustee is to know we have got good networks between us. Perhaps we should be looking more locally and using our network rather than paying somebody to look for people for us. This is a great opportunity to help and support and to give something back. And there are people out there that would be more than willing. It is just getting connected to them. The first step would be getting the role profile, making sure it is up to date We do not know how NS joined but if we can have a look what was used there, and TA will try and dig out what he originally had. And start to just to canvas the network that that that we have on LinkedIn on TA's own network with people in the local area to see if there is an appetite to come and join this this brilliant team.
- NH - what would be helpful is if maybe ET-L, TA and NS while working on this is, to consider are we looking for somebody with a particular skill set, somebody with finance or somebody with marketing? Is there some somebody out in out in our networks that when we know the kind of skill area or expertise we want to add to the Board?
- MB - in terms of there has not been when we bought MS in who was meant to be the main commercial support or challenge combined with TA in terms of skill set wise to work with MB more. But with MS not being able to make many meetings and then departing, we did start to see that that kind of lacking for me - as an individual MB wants to be challenged by people

with knowledge in a specific area. Rather than looking into the work MB is doing, so I do feel that that is lacking from a commercial side and would be a good addition to Board.

- A suggestion rather than wait until January, February, let us create some expediency. If Board could think about what the skill sets are and canvas some opinion and see if there is anybody interested and let us just do it even if it is a small matchmaking exercise by the time we get to January February we might actually be 80% of the way there.
- ET-L will get the role profile and send that over.

Action: TA and NH to put out some feelers once they have received role profiles from ET-L.

The Board duly *receive* Trustee Recruitment

5.4 AOB - All

Action: MB to reschedule an Audit & Risk Sub Committee meeting (2) as 06 12 2023 was cancelled due to not being quorate.

Meeting ended at 7:45 pm

Closed Session

Non-trustee members left the meeting apart from MB.

Date of next meeting: 13/02/2024 (3) 5 pm – 7 pm. Teams and Room TBC

Trustee Board Meeting Action Summary 24/10/23 (2)

No	ACTION	ACTION OWNER	DUE DATE	STATUS OF THIS ACTION
1.	SUSS Pension Scheme - to utilise legal representation.	NS/ST	As soon as possible.	
2.	Business Case for new Union of Students website.	MB	13 02 2024	
3.	Trustee Recruitment - to put out some feelers once they have received role profiles from ET-L	ET-L, TA & NH	As soon as possible.	
4.	To reschedule an Audit & Risk Sub Committee meeting as 06 12 2023 was cancelled due to not being quorate.	MB	When convenient for those Board members.	

✓ COMPLETED OVERDUE OUTSTANDING ONGOING