

# University of Derby Students' Union

## Trustee Board Summary Sheet

<b>Agenda Reference:</b>	TB/2019/
<b>Title of Report:</b>	Minutes of the last meeting – 29.10.19
<b>Written By:</b>	Sally Cunningham, HR and Admin Manager
<b>Presented By:</b>	Chris Hughes, Chair
<b>Action Requested:</b>	Approval

### Trustee Board Meeting

Tuesday 29<sup>th</sup> October 2019 - Boardroom S303 - Kedleston Road, Derby

#### IN ATTENDANCE:

Chris Hughes (CH)                      Chair

#### **Trustee Board:**

Helen Roberts (HR)                      External Trustee  
 Jacqueline Hallam (JH)                      External Trustee  
 Corey Beck (CB)                              Student Trustee  
 Joel Boulter (JB)                              Student Trustee

#### **Officer Trustees:**

Daniella Quill (DQ)                      President  
 Melanie Welaratne (MW)                      (VP) Education  
 Samira Mensah (SM)                      (VP) Welfare  
 Faye Davies (FD)                              (VP) Activities

#### **Union Staff:**

Vicky Hossack (VH)                      Chief Executive  
 Martin Beaumont (MB)                      Head of Operations  
 Suzy Stevenson (SS)                      Head of Membership Engagement  
 Steve Taylor (ST)                              Finance Manager  
 Sally Cunningham                              HR & Admin Manager (minutes)

#### APOLOGIES:

Adam Buss                                      External Trustee  
 Michael Spencer                              External Trustee

#### ABSENT:

Kiran Singh                                      Student Trustee

## **AGENDA ITEMS:**

### **Membership Services Presentation – Student Activities**

Faye Davies – (VP) Activities

Dan Bowden – Student Activities Manager

Anton Orlandi – Sports Participation Coordinator

Vanessa Lee – Activities Coordinator (Student Led Services)

Becky O’Neill – Student Activities Administrator

The Activities team presented an overview of what the department is responsible for, events offered over the busy Freshers period and the highlights so far. Planned upcoming events include a wide variety of opportunities for students to be involved in such as Raise and Give week (RAG), a trip to Berlin, the Poppy Appeals’ historic football game to a Charity Army vehicle pull.

The team's long term priorities and objectives will involve a new student sport and physical activity framework that will provide non-competitive sport aiming to increase student participation, all the while incorporating the department's strategic themes.

The Board duly **receive** Membership Services - Student Activities presentation

#### **1. Welcome and Apologies - CH**

Welcome to all board members and to our new Student Trustee Board member CB. Apologies noted above. No conflict of interest called. Duly noting: we are a Company Limited by Guarantee and a Charity.

#### **2. To approve the minutes of the Board Meeting held on 09.07.19**

**TB/2019/037**

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

#### **3. Matters arising from 09.07.19:**

Survey circulated to Student Union CEO’s capturing data of funding – **Agenda item**

Risk Register - Risk Rating agenda item for Audit & Risk Sub Committee meeting – **to be discussed at November’s mtg.**

ST to update Reserves Policy with correct figures (points 3.1 and 3.2) – **Completed**

Reserves Policy - to remove the facility development fund, remain at three months with a target of six months – **Completed, further review to be held on outcome of SUSS Annual General meeting.**

To arrange a meeting with the Officer Team for 2019/20 to clarify the Reserves Policy in more detail – **Completed**

Data Protection Agreement to be brought back to the next Board meeting for a decision – **Ongoing, still in negotiation with the University, once we have the draft copy it will be circulated to Trustees for approval.**

Circulate minutes from Finance & HR and Audit & Risk sub committees to all Board members – **Completed**

**FOR DECISION:**

**4. Annual Report - VH**

**TB/2019/038**

The process explained for our new student trustees in terms of submitting our statutory annual accounts with the report for the financial year 2018/19 ending 31<sup>st</sup> July 2019. The report provides a summary of all the information and the achievements we have had from the prior year.

Trustees are asked to note any amendments as required to the report along with the annual accounts are sent to our auditors, this will then come back to the Trustees in January for a full sign off.

Additional comments/clarification/recommendations:

- HR has emailed a couple of minor amendments but apart from that, this is a good report.
- The annual report will go on the Charity Commissions website once final approval is received.

The Board duly **approve** Annual Report – with amendments.

**5. Safeguarding Policy - VH**

**TB/2019/039**

As the Union works with vulnerable adults that access various Union services, particularly the advice service which provides services to Under 18 FE students studying at Buxton and Leek College, the Union are required to have a safeguarding policy.

A few changes have been made mainly around the incorporation of guidance and policy that helps our venues staff manage bookings. As we have seen in recent years an upsurge in secondary school Prom events in the Academy. The code of conduct that sits as part of the policy has been reviewed and adopts a best practice example from the NSPCC ensuring it is now far more comprehensive.

Additional comments/clarification/recommendations:

- Training is in place for the Designated Safeguarding Officers (DSO's), at level 2 for Safeguarding Young People (Colleges & Universities). Our Support and Inclusion Manager is our Safeguarding Lead trained at level 3.
- The Union is also working with the University to offer an online safeguarding training module this will be made available for all staff to complete.
- JH – queried page 8 point 1.6.3 Drink and drugs, *The Union will always endeavor to promote alternative activities to students at events.* Agreement to remove that line.

The Board duly **approve** Safeguarding Policy – with the amendment as noted above.

**FOR DISCUSSION:**

**Sector Benchmarking – VH**

**TB/2019/040**

This item follows on from an action at the last meeting to obtain Student Union CEO's data capture for funding and performance through a benchmarking survey. There were a lot of respondents so this should be representative of the national picture. The focus is not just on what commercially Unions are doing, it looked at a whole range of things and how CEO's in Unions are feeling about some key issues and what people are looking at.

#### Key Themes:

##### What does today's student look like?

Our international student community is growing at Derby, for example, this year we have seen large numbers of students from China.

The groups of commuting, local home and mature students (including those with caring responsibilities) feature heavily in our plans, in terms of who we are directing our services to.

##### How else have your students' changed?

Mental health and wellbeing is at the very top of our agenda as we develop our operational plans this needs to feature extensively.

Derby has certainly seen greater from students, linked to this is perhaps that £9,250 students pay for their degree each year, and what they expect in return for that investment.

In our more local research we have seen student hardship and financial concerns are high. Our students are very likely to be working for more than 15 hours a week and are worried about money.

##### Block grants and earnings

We sit in the 20% category receiving between £750k to £1m, reflective of a slightly smaller institution with fewer students.

##### Where does your income come from?

How we compare to the average figures in terms of overall turnover, 31% comes from our block grant and university funding with 69% coming from our commercial services. Nationally perhaps is an increased reliance on the block grant and less on commercial income, whereas our turnover is still weighted towards trading activities. Our split is our licensed trade takes 24%, retail taking 35%.

##### Commercial matters

Our trading turnover is looking at around £1.6m, in terms of profit we are around £116k in commercial surplus and profit for last year.

Our number one commercial challenge would be if the national minimum and living wage were to increase, this would have a significant impact as we employ 80+ student staff, and would affect our margin and increase our costs.

Additional comments/clarification/recommendations:

- Currently, we are quite confident in our financial stability, with more control around our finances and what we are able to do.
- Commercially we are under less pressure, as reflected in the block grant we have been awarded.
- It is interesting to see that students' manifestoes during the elections are more in line with how the student is changing and what is important to them, which reflects some results from this survey. For example, mental health, more social space are high on their priorities
- Students are becoming more vocal about where their money goes in terms of tuition fees and do feel strongly in receiving value for money.
- The University Estates meetings decision making process now questions how would the students respond, asking would this be the right judgement?
- It is also becoming clear many parents appear more concerned about whether tuition fees is value for money.
- This benchmarking survey will now become an annual exercise for comparison year on year.

The Board duly *receive* Sector Benchmarking

#### 6. SUSS Pension - VH

**TB/2019/041**

For the benefit of our new student trustees, a brief background was given, up to where we are now in terms of the results of the member consultation exercise that came through last week.

4 out of 5 members have responded choosing to accept the compromise should mean that £65k additional that we owe be reduced. However, we will not know if it is our members in the scheme are the ones that have accepted the compromise. We will not know the outcome until the Annual Meeting takes place in March 2020, when we find out what our new total debt is and whether we want to consider settling the debt and leaving the scheme. The advantages of that are it will prevent us from any further increases. If any Unions or the NUS cease to exist who hold a lot more in the scheme, the Union would not take a share of their liability.

Additional comments/clarification/recommendations:

- From our point of view, there has been very little response to the letter, possibly due to the busiest time of year; the start of a new academic year.
- Other Union Finance managers are in limbo until the evaluation figure is released, when an accurate figure is presented to us communication at that stage will take place with auditors.
- This Union has 3 members, but we are not sure whether all will be affected by the historic error.
- CH has met with the University's Head of Finance & Business Services (our external Board member) who is very supportive in terms of signing this off and recommends ST contact Mercers the pension experts the University work with for additional expert advice.

The Board duly *receive* SUSS Pension update

#### 7. Annual Plan KPI's Q1 - SS

**Tabled – 25.10.19**

A brief background was given for the benefit of our new student trustees.

The headlines are we are on track for quarter 1.

Our Programme Rep training has now moved online and is accredited as a CPD course, which means that students who complete the training can put that towards a wider accredited leadership qualification.

We have met with each individual College through NSS focus meetings, and all have been welcomed by the Colleges. This is an indication that the relationship we have with academic teams across the University and their desire to hear the student voice and representation has increased over the last year.

We have been tasked by the University to pilot the Peer Assisted Learning (PAL) scheme with Foundation Engineering study courses, there are 5 PAL leaders in place ready to start delivery. Again this has been very well received from the academics perspective, we will continue to deliver on that and therefore secure the programme for delivery across the whole University from next year.

Additional comments/clarification/recommendations:

- None raised

The Board duly *receive* Annual Plan KPI's Q1

#### **8. Buxton campus changes – DQ/VH**

**Verbal**

The University has announced a number of changes to the teaching provision in Buxton. Briefings have been held in the Dome with students and staff to inform them of the proposals and to begin consultation with them over the proposed changes. The changes are fairly significant, with Hospitality, Tourism and Event Management courses relocating to Derby from next year, with Culinary Arts following perhaps by 2021. There are also proposals to 'teach out' both Spa and Outdoor leadership courses with no further student recruitment taking place for these courses and the first year students currently in place will be the last cohort of students graduating from these courses.

It will obviously be a concerning time for staff and students based in Buxton with DQ and our Student Engagement Coordinator who is based at Buxton is supporting our members to raise their questions and receive support through any transition. Whilst the student demographics in Buxton will undoubtedly change over the next few years, the University has been clear that industrial placement opportunities will be offered in Buxton and therefore students will still be integral to the Dome operating as a more commercial space moving forward. It is vitally important that our own Union services are maintained through this transition period whilst we will need to review our offer as the student profile changes.

The Union is committed to keeping our dedicated staff resource in Buxton, having this in place has never been more important and there will always be a role for the Union in Buxton for both FE and HE students alike.

Additional comments/clarification/recommendations:

- Taking into account students who are in part time recovery or have taken a placement year, officially HE at Buxton College will cease by 2023.
- There are plans for potential funding from the Government for a 'high street' project by relocating HE into Buxton town centre maintaining a vibrant student presence. Leaving more commercial space in the Dome to, for example, hold wedding events.
- Student feedback for Spa Management is concerns over the quality of the course and with the industry on the decline, being unable to advance on those skills in the future.
- Outdoor leadership students have concerns about young people following the industry in terms of sustainability for the future.
- Culinary Arts student's concerns are where will the course be situated and when.
- Maintaining the student experience and opportunities to become involved in sport and be part of a student group is probably more important than ever. We have already begun to work with local communities by contacting and speaking to local golf, rugby and football clubs to support students with those opportunities.
- Our Student Voice team has been working closely with Universities Student & Graduate Engagement who have an open-door policy and encourage students to make contact with them.
- The Union will collate a central voice by working with our part-time Officers and Programme Reps and submit a report using an independent arbitrator.

The Board duly *receive* Buxton Campus changes.

**FOR NOTING:**

**9. Finance Update (September) – ST**

**Tabled – 25.10.19**

**Income summary 2 Months to 30 Sept 2019**

	<b>Budget</b>	<b>Actual</b>	<b>Variance</b>
<b>Core/Support</b>	247,810	222,140	(25,669)
<b>Venues</b>	84,276	72,877	(11,398)
<b>Retail</b>	71,790	81,623	9,833
<b>TOTAL</b>	<b>403,875</b>	<b>376,641</b>	<b>(27,234)</b>

**Net Surplus/(Deficit) 2 Months to 30 Sept 2019**

	<b>Budget</b>	<b>Actual</b>	<b>Variance</b>
<b>Core/Support</b>	25,657	15,782	(9,875)
<b>Venues</b>	7,327	(1,646)	(8,973)

<b>Retail</b>	(6,247)	202	6,449
<b>TOTAL</b>	<b>26,737</b>	<b>14,337</b>	<b>(12,400)</b>

**Core/Support Comment General**

**Marketing**

NUS card sales income down on budget £7k, Contracts down £2k. Freshers expenditure down £2k.

**Human Resource**

Staff development training timing expenditure ahead of budget £1.3k

**Activities**

**Clubs/Societies**

Memberships down £4.8k for clubs, but the second week of Freshers to fall into October, so could be timing.

Sports sponsorship deal (to be signed) reduced to £5k full year (£2.5k to date), against £8k budget (and prior year), so £1.5k down to date

Academic societies grant brought-forward from 18/19 (£12.5k) was released in line with spending last year. Nil released to date this year – budget (£15k) all in September, therefore £15k adverse variance showing due to timing only, but for both income and expenditure.

Memberships down £2.7k for societies similar to clubs.

Societies 'US fund' budget £20k only expensed when claimed, therefore £1.5 favourable variance to date timing only.

**Democracy**

September budgeted income £2k related to student rep conference funding for which we await confirmation of said funding from SAGE at the University. Manager aware not to commit expenditure until received.

**Commercials Comment Venues:**

**Academy**

Sales volume down to Budget (£7k 29%), sales margins down £8k, mainly buffet and wet sales, resulting in an adverse £7k variance to the net deficit.

**Events**

Sales in line with budget, though wristbands ahead £4k, but door sales down £4k. Net surplus £4k ahead.

**Blends**

Sales volume £5k behind budget, and margins £6.5k behind, £5.5k adverse bottom line.

### **Friargate**

Sales volume £1k ahead of budget, overall same net deficit position.

### **Retail:**

#### **Keddies**

Sales volume ahead of budget (£10k 15%), 4% ahead at on Gross Margins, resulting in £7k ahead net surplus.

#### **Street**

Sales volume in line with budget, and net deficit.

### **Britannia Mill**

Sales volume in line with budget, and net deficit.

### **Balance Sheet**

#### **Cash**

Bank position shows a positive movement by £83k over the period to £829k bank balance, drivers being positive trading £23k (before depreciation), supplemented by creditor increase £164k.

#### **Trade Debtors**

Balance at £61k (University £33k), has increased from Year-end (£48k), mainly due to Fresher's (including Albatross Taxi's £11k unpaid and overdue) and University.

#### **Other Debtors**

Mainly prepayments (NUS affiliation - £25k) and accrued income £96k.

#### **Trade Creditors**

Balance £171k, with a University balance £23k.

#### **Other Creditors**

Mainly accrued costs (audit £10k, Nuffield hire £9k, general PO commitment £59k, and wages accrual £16k.

Additional comments/clarification/recommendations:

None raised

The Board duly *note* Finance Update (September) 2019.

### **10. CEO Report - VH**

**TB/2019/042**

An overview from the report was given with the opportunity for questions.

Additional comments/clarification/recommendations:

- In terms of the election process, NUS takes an overview role of all Student Union elections as Returning Officer, however, in reality, it is the Deputy Returning Officer role that makes all decisions.

- The key change this year for the Part Time Officer programme has been about preparation for succession, which will lead to a large number of candidates for Election 2019/20.

The Board duly **note** CEO Report.

### **11. Marketing Report & Student Media Review Reports - VH**

**Tabled**

What is noticeable within the marketing report is the amount of teamwork that went into delivering Freshers this year, nowhere is that more evident than between the venue and the marketing team pulling together to deliver the three-tiered wristband offer. We were advertising much further in advance than we ever have, and the fact that we sold 926 from July to move-in day was a real achievement to everyone involved. VH noted the excellent exhibition of teamwork.

The Insight and Communications Coordinator who looks after our social media has brought a lot of ideas to the content with postings going out far more regularly than before, with the content really engaging. Stats from the social media report shows September as hugely busy across all of our platforms, with massive spikes of engagement across Facebook, Twitter, and Instagram.

Additional comments/clarification/recommendations:

- Marketing & student media reports will accompany these draft minutes via email.
- The current favourite student social media platform is Instagram showing far more student engagement, closely followed by Facebook. Twitter appears more popular with staff and externals.

The Board duly **note** Marketing Report & Social Media Reports.

### **12. Officer Trustee Report – OT's**

**TB/2019/043**

The reports are a repeat from our Scrutiny Panel meeting that took place last week that was live-streamed. In terms of student engagement saw good student attendance with our largest panel. CB Chaired the meeting where Officers received a lot of comments and questions.

Additional comments/clarification/recommendations:

None raised.

The Board duly **note** Officer Trustee Report.

### **13. Membership Services Report – SS**

**TB/2019/044**

Key highlights are the cases have increased since last year, particularly over the summer months which is a new trend. With caseloads continuing to be focussed around the academic side at Kedleston Road. The quality of the services continues to remain high, students in closed cases are rating as good or excellent. Next quarter the report will include Student Voice update so this is more reflective of both services that the Union offers.

Additional comments/clarification/recommendations:

- We have seen trends in areas such as sexual harassment allegations that resulted in the Union producing a Zero Tolerance Policy covering all forms of harassment.
- If there was a particular trend in relation to security this would be raised with University Campus Services or MB.

The Board duly **note** Membership Services Report.

#### 14. Events for the Diary – VH

TB/2019/045

**All Staff Christmas Event** - Friday 13th December from 9.30 am – 4 pm. Trustees are welcome to join our festive games and activities, including the annual Officer Christmas Quiz.

**Elections Results Night** - Friday 6th March 2020 from 7.30 pm. Trustees are invited to join the staff team as they watch the drama of elections night unfold from the upstairs of the Academy bar.

The Board duly **receive** Events for the Diary.

#### 15. Any Other Business – All

JH raised an amendment to the Safeguarding Policy as noted in agenda item 5.

The Chair has received JH’s resignation, JH will be sorely missed for her contribution to full Board and HR & Finance sub committee meetings. The Chair and the Board wish JH all the very best for the future.

No requests for a closed session. Meeting ended at 7:15 pm.

**Date of next meeting – Tuesday 21<sup>st</sup> January 2020. 5pm – 7:30pm. Room S303.**

#### Trustee Board Meeting Action Summary 29.10.19:

No	ACTION	ACTION OWNER	DUE DATE	STATUS OF THIS ACTION
1.	Risk Register - Risk Rating agenda item for Audit & Risk Sub Committee meeting – <b>to be discussed at the next meeting</b>	VH	NOVEMBER 19	ONGOING
2.	Reserves Policy - to remove the facility development fund, remain at three months with a target of six months – <b>waiting to receive the outcome of the SUSS re-evaluation.</b>	VH/ST	MARCH 2020	ONGOING
3.	The final decision for the Data Protection Agreement – <b>still in negotiation with the University, once we have the draft copy it will be circulated to Trustees for approval.</b>	VH	AWAITING ON UNIVERSITY	ONGOING

✓ COMPLETE OVERDUE OUTSTANDING ONGOING