

Board of Trustees Minutes

City, University of London Students' Union is a registered charity (charity number 1173858) and a company limited by guarantee registered in England and Wales (company number 10834450).

5pm Tuesday 8 October 2019 | Tait Building

Members	Initials	Meeting 1 08.10.19	Meeting 2 03.12.19	Meeting 3 04.02.20	Meeting 4 31.03.20	Meeting 5 26.05.20
Tuna Kunt (President) (Chair)	TK	✓				
Saqlain Riaz (VP Education)	SR	✓				
Rania Salim (VP Community and Wellbeing)	RS	✓				
Nick Ratcliffe (Lay Trustee and Deputy Chair)	NR	✓				
Edward Pearson (Lay Trustee)	EP	✓				
Janet Legrand (Lay Trustee)	JL	✓				
Alan Latham (Lay Trustee)	AL	✓				
Clare Searle (Lay Trustee)	CS	✓				
Katherine Higgins (Student Trustee)	KH	✓				
Emmanuel Pobee (Student Trustee)	EPo	✓				

Key: "✓" = Present, "A" = Apologies given, "N/M" = Non-member, "P" = Partial attendance, 'X' = Non-attendance

Included in the circulation	Initials	Reason and Meeting Section
Philip Gilks	PG	Chief Executive (Committee Secretary)
Hannah Roberts	HR	Deputy Chief Executive
Margaret O'Donnell	SB	Interim SU Head of Finance and Operations
Katharyn Kingwill	KK	Minute Taker
Gabriel Chin	GC	Governance Coordinator

Formal

1. Welcome and Apologies

There were no apologies.

2. Declarations of Interest

There were no new declarations of interest.

3. Minutes

3.1 Minutes of the meeting of the Board of Trustees on 11 July 2019 (Paper: BT1901M)

The Board approved the minutes of the meeting held on 11 July 2019.

3.2 Actions arising

(Paper: BT1902A)

Action ref 17, 10 April 2018, Friday Led Prayers

The Sabbatical Officers would take forward with the University discussions regarding Friday Led Prayers.

Action ref: 9, 10 April 2018, Ticket Suppliers and Events Programme

The Board agreed to close this action. The new Events Co-ordinator would be developing an Events Plan which would include consideration of ticket suppliers. PG commented that the Union was moving to a more diverse events programme, and that the team were holding initial discussions with promoters who worked with other unions.

4. Decisions taken between meetings

There were no decisions taken between meetings.

5. Items brought forward by the Chair

There were no items brought forward by the Chair.

Strategy

6. Strategy Update Report and Operations Plan (Paper: BT1903)

The Board considered the Operations Plan for the Strategy. The Strategy had now been launched and there were a series of presentations planned to a number of groups including City's Executive Committee (ExCo). Next steps had been to develop the implementation structure and the operations plan. Working Groups were established for priority areas, chaired by the Managers and each group has a Sabbatical Officer lead. These groups would be responsible for the delivery of the operations plan. Groups would provide regular 'one-page' reports to enable the Board to monitor progress on their priorities. It was proposed to use Monday.com to manage priority area projects and the external consultants Counter Culture were helping the Union to develop a three-year financial plan. Key Performance Indicators to measure outcomes of the Strategy were now proposed. In discussion the following points were made:

- PG and colleagues will clarify the KPI target definitions.
- Performance would become easier to monitor as the Strategy moved into the second and third years as comparative data would be available.
- Any requests for additional resource to support the strategic priorities would be considered in the City Annual Planning Round.
- The Board welcomed the development of the Short Term Loan Scheme and the potential development of a discount scheme now that the NUS card was less popular.

Decision

The Board **approved** the Operations Plan to support the Strategy 2019-2022.

Executive

7. Chief Executive's Report (Paper: BT1904)

The Board received an update from the Chief Executive. Activities had been focused on three main areas; the development of the Strategy and Implementation Plan, financial management and data protection. In addition, appointments were made to positions of; Activities & Events Co-ordinator, Academic Advisor, Governance Co-ordinator, Representation Assistant, Activities & Development Manager, Interim Head of Finance & Operations and Representation & Democracy Co-ordinator. A Management Board was established to oversee the Courtyard Café and the Union had worked with Property and Facilities to make it a more attractive space for students and staff. The Union and the University undertook a joint Student Representation Review over the summer; recommendations arising from this were being developed. In discussion:

- TK had attended Catering Committee to lobby for greater provision of catering points for students, a more varied offer, and to explore options for loyalty reward schemes.

- Elections were underway for the Leadership elections with voting due to take place in early November.
- PG was co-chairing the City Race Equality Charter Self-Assessment Team; the group will be launching a student survey with some good additional questions on religion and harassment in November.
- Welcome Week had gone well. There had been successful events targeted to specific groups as well as 'dry' events, and the programme would be further developed, particularly to appeal to the large proportion of commuting students. Freshers' Fair had been a success and a great team effort.

8. City Council Report

(Paper: BT1905)

The Board noted the SU President's Report to the University Council. Council had also received for information a report summarising the research undertaken by Social Engine along with the Strategy.

Finance, Risk and Audit

9. Management Accounts

(Paper: BT1906)

This item was discussed with item 10.

PG provided an update on the management accounts. Following recent concerns regarding the production of management reports for the Board, external consultants, Counter Culture, were invited to review financial processes and reporting. The SU Head of Finance left the Union in September therefore an interim Head of Finance (MO'D) was appointed for an initial period of three months; they were working with the external consultant to resolve identified issues. In discussion:

- Concerns had been raised with the External Auditors who would be undertaking the annual audit.
- A number of issues were identified by the external consultants who had produced a series of recommendations to address them.
- It was anticipated that these issues would be resolved over the coming months so that going forward department heads would receive accurate budget information.
- Further thought was being given to the staff resource required for financial management as it was felt that a 0.6FTE and a 0.6FTE co-ordinator was probably sufficient.
- There would be a stock-taking exercise for the shop.
- It was important to ensure that similar problems did not occur in the future so the interim Head of Finance and Operations would ensure that financial procedures were set out clearly for staff working with Sage software.
- The Board commented that the action plan was a good starting point to resolve these issues and thanked MO'D for her efforts to date.
- AP offered to assist MO'D resolve any outstanding issues.
- Draft audited accounts would be circulated to the Board for comment. **[Action]**

10. Finance Update - October 2019

(Paper: BT1907)

Discussed in item 9 above.

Governance and Related

11. Whistleblowing Policy (Review)

(Paper: BT1908)

The Board **approved** the revisions to the Whistleblowing Policy, which had been reviewed for accuracy, and now had an added section to clarify the retention of data in relation to the policy.

12. Data Protection Policy (Paper: BT1909)

The Board considered revisions to the Data Protection Policy, which had been reviewed in light of discussions between the Union and City. Legal advice had been sought regarding definitions relating to Freedom of Information (Fol) requests. The Union would not be subject to Fol requests normally, but information shared with City could then be subject to such requests. PG recommended that the Board defer its approval of the Policy and to consider it alongside the Data Sharing Agreement at the next meeting, after legal advice had been received.

Decision

The Board **agreed** to defer approval of the Policy until its next meeting and to consider it alongside the Data Sharing Agreement. **[Action]**

13. Appointments Committee and Trustee Board Recruitment (Paper: BT1910)

The Board considered the arrangements to establish an appointments committee to recruit two new Trustees, one Student Trustee and one Lay Trustee. EPo's term of office would end in October when he graduated and was therefore no longer a student. EP would end of his term of office in December. In discussion:

- CS and NR offered to participate in the appointments committee.
- KK would ask the College Secretary to nominate a representative from City for the appointments committee.

Decision

The Board **approved** the arrangements for the appointments committee.

14. Staff Student Protocol (Paper: BT1911)

The Board **approved** a Staff Student Protocol. This was a code of conduct between staff and students and had been developed to complement the Union's Articles of Association. It was based on protocols used by other unions. The Board thanked GC for his work to develop the Protocol.

15. Union Advice Service Standards and User Agreement, Case Closure Policy

(Paper: BT1912)

The Board considered an updated Union Advice Service Standards and User Agreement and Case Closure Policy. The Policy had been updated as part of the Union's effort to achieve the Advice Quality Standard (AQS) Kitemark and was aligned with best practice guidance. The Case Closure Policy formalised operational guidance and aimed to improve case management. In discussion the following point was noted:

- The Board suggested that the team review some of the language used in the Case Closure Policy as it was important that the guidance should be seen to be non-judgemental.

Decision

The Board **approved** the Union Advice Service Standards and User Agreement and Case Closure Policy, subject to some minor amendments to the wording.

Other**16. Any Other Business**

The Chair thanked EPo for his contributions to the Board during his term of office as a Student Trustee.

The date of the next meeting: 3 December 2019.