

# Board of Trustees Meeting

## Minutes

**Date** 20<sup>th</sup> October 2022  
**Time** 16.30  
**Venue** SU HQ

**Circulation:**~ Will Brewer, Anna Taylor, Emma Birch, Hamza Rehman, Tomi Amole, Chih Hsiang Lo, Jack Sperry, Thom Barnes Wise, D’Juan Blake, Caleb Heather, Tom Chaloner, Shydle John, Jake Thomas, Angella Hill Wilson, John Dubber, Robert Pegg, Harnaik Dhillon, Azzees Minot

**Executive Board:**~ Tracy Murphy, Mark Crook, Louise Marjoram, Steve Russell, George Dowding.

**Apologies for Absence**  
Azzees Minot, Roohi Mehra

**Declarations of Conflict of Interest**  
No conflicts raised

### 1.1 Minutes of the previous meeting

The Minutes of the 21<sup>st</sup> July 22, be approved as a true and accurate record of that meeting.

### 1.2 Matters Arising

No further matters raised

### 1.3 Chairs Update & Full Time Officers Report Will Brewer / FTO’s

The Chairs update and FTO reports are taken as read, the president and officers highlighted the salient points, including

- Welcome Week had been a great success with engagement across all areas, the full-time officers worked incredibly hard in an amazing team effort.

The key focus areas were~

1. Advice Centre
2. Dirty Duck
3. Bread Oven

## 4. Academic Talks

FTO's participated in 46 separate Academics talks and Welcome talks to approx. 6000 students, footfall in both the Bread Oven and Dirty Duck has increased, following the promotional Duck and Baguette costumes, which both Officers and Staff wore.

We have seen good engagement with marginalised groups, and 19,000 students visited the Clubs and Societies fayres.

### 1.4 CEO Update

**Tracy Murphy**

The CEO report provided an update from each Directorate, highlighting in brief the following main points:

- Communication & Marketing – George Dowding.
  - The new external signage has received good feedback, and **TM** thanked the team for the short turnaround in completion.
  - The Website has been refreshed with a cosmetic update and is now looking brighter and clearer, very good feedback on the changes.
  
- Membership Services – Louise Marjoram
  - Governance Regeneration will be covered later in the Meeting
  - Focus now on Autumn Elections
  - Recruitment – new members of the team include Students Voice advisor, Advocacy Co-ordinator and Projects and Campaigns manager, One remaining advert is out for a role which has focus on International and Post Graduate students.
  
- People and Development – Tracy Murphy.
  - Continuing work on the Policy updates.
  - The Engagement survey has been completed and Directors are working on action plans, but are mindful that the survey was carried out in May 22 and is more of a snap shot in time, opinion and views may have changed.
  - Hybrid Working policy is being revisited
  - End of Year party, the initial concept wasn't popular, we are therefore considering different options utilising the funds.
  - Benchmarking project continues, generally we pay at a good level.
  
- Operations – Steve Russell
  - All outlets are trading well and we have seen a significant upturn in the Dirty Duck, up 30% on last year, the Bread Oven has doubled turnover, it is still not quite pre-pandemic levels but that was prior to competition from

Pret-a-manger's on campus. Curiosity slightly down on last year

- Copper Rooms all events went well with the exception of the Freshers Party which was down 600 ticket sales, we will consider our event plans for next year's welcome week.

**TM** added in view of the cost of living crisis we are working very hard to offer as many Students as possible casual work.

**WB** added that Welcome week and the outlets have had a great start to the term and the Website update looks great.

**AHW**, inquired as to how the visits to other University Students Unions' had gone, the team felt they had been very beneficial seeing how other places work, and that a lot of the work we are doing is as good if not better than our counterparts, although the majority of SU buildings were far more welcoming and inviting than Warwick SU. **WB** has had discussions with Sir David Normanton, Chair of Council and Rosie Drinkwater, University Group Finance Director regarding a new SU building, this is in the University Plans, **WB** will update with more information as and when it is available, possible timeframe 2026 – 2030. **TM** added we are looking at our reception area to better use the space to be more welcoming and promote what we do to better effect.

**SR** added that Sheffield and Leeds suffered the same constraints as we did last year, **SR** intends to reconnect with the two Unions to see how their Term one initial weeks have traded.

**MC** added from a financial position, the SU's we visited pay far less than we do, i.e. Rent/Lease cost and Utilities to the University. **HD** suggested we use our benchmarking with SU's to frame our block grant conversations with the University. **MC** suggested we need to discuss our SUSS position with the University to look at a financial covenant and support, **WB** commented that we would not get any further assistance from the University until our Governance Review is complete.

**AHW** expressed that the SU visits had been a very worthwhile exercise and should become a regular part of the SU calendar.

## 1.5 Management Accounts P2

**Mark Crook**

**MC** apologised for the late presentation of the management accounts. Taking the accounts as read, the figures don't include any Energy figures at this point. **MC** requested any queries.

## 1.8 Union Brand Image Update / Action Plan

**George Dowding**

One of the CEO actions was to improve the Brand Image of the SU, we have made a good start by improving the exterior signage, **GD** provided the board with the draft Communication and marketing plan which offers a direction of travel. **GD** was asked

about the lifespan of the vinyl building wraps, and responded that it depends greatly on the cost. Council are required to approve the signage on the side of the building and will **GD** will bring it back to the Board to get funds in place.

**JD** questioned how we measure student interaction, we use the Pulse survey but questioned whether we should measure less and do more, possibly we are over surveying our students, and inquired into the Karma system. **GD** suggested as a team they have discussed ceasing the use the Pulse survey, we will work with the University to provide more targeted information going forward, the next termly survey will be part University / SU. **JD** added that there was less focus on the Commercial operations than he expected, **GD** agreed and will provide a separate plan for Commercial, **RP** added that **SR** can provide an amazing programme but requires a comms & marketing plan and resource.

Karma is an Engagement tool which Identifies ways to increase meaningful student engagement with the SU, especially with students from WMG, WMS and WBS, utilizing the wealth of MSL Data. **WB** suggested for any students' surveys' we have a You Said We Did section. **JD** added don't circumvent the democratic process through over surveying, the primary way of getting change for students is through the elected officers.

**TM** highlighted the number of colleagues who have left the Coms and Marketing department, which has given us an opportunity to look at the structure of the team.

## 1.9 Governance Update

**Louise Marjoram**

**LM** provided the Board with the Governance Regeneration project proposals highlighted the work carried out since the last Board meeting, including:~

- Operations Practices in progress and most implemented
- Changes to the Articles of Association they are now registered with the charity commission
- By law changes, most passed with the exception of a number of contentious points
- Two team away days
- Sector Russell Group reviews
- SU visits
- Consultations with the Full and Parttime officers and outlining By law proposals.
- Continuous dialogue with the University council
- Full time officer make up will be put on hold in the short term.

What next – First student council on the 1<sup>st</sup> November, and 2<sup>nd</sup> Student Council on 29<sup>th</sup> November where the changes will be voted on. **LM** will be working with individual chairs of committees so that when voting goes through, we get a clear steer of the Democratic structure for the next year.

## 1.10 Action Log

**Marie Claire Churchill**

**MCC** ran through the action log and will update.

### **1.11 AOB**

**TM** updated the Board on a suggested Cost of Living support payment which would be paid to all colleagues in the November pay run, £200, non-consolidated grade 6 and below, £150, non-consolidated grade 6 and above, the cost to the business will be approx. £14k. **TM** seeks the Boards approval to make the payment. **WB** added the University have made a payment to their staff of £550.

The Board approved the Cost of Living payments.

### **Next Meeting – 8th December 2022**