

Trustee Board Meeting

Monday 9th May 2022,

Mandela Room, Guild of Students, 18:00 – 20:00

Present

Robert Smeath, External Trustee **(RS)** (Chair)
 Jules Singh, Education Officer **(EO)**
 Aaliyah Simms, Welfare and Community Officer **(WCO)**
 Wei-Lun Chen, International Officer **(IO)**
 Danielle Murinas, Postgraduate Officer **(PGO)**
 Serabi Opiyo, BAME Student Trustee **(SEO)**
 Johnny Davis, External Trustee **(JD)**
 Emma Wedge, External Trustee **(EW)**
 Erica Conway, University Representative Trustee **(EC)**
 Henrietta Brealey, External Trustee **(HB)** (arrived at 18:15)
 Josephine Conway, Activities and Employability Officer **(AEO)**
 George Christian, Sports Officer **(SO)**
 Jake Poulton, Undergraduate Student Trustee **(JP)**

In attendance

Jo Thomas, Chief Executive **(JT)**
 Nick Bailey, Head of Finance **(NB)**
 Emily Badger, Director of Operations **(EB)**
 Scott Dawson, Student Voice & Representation Manager **(SD)** (Agenda Items 13a and 13b only)
 Sam Jones, Executive Assistant **(SJ)** (note taker)

Apologies

Yinbo Yu, External Trustee **(YY)**
 Tom Goodman, Postgraduate Student Trustee **(TG)**
 Ian Pain, External Trustee **(IP)**
 Mikey Brown, President **(President)** (Vice-chair)

The Chair welcomed all attendees and the meeting began at 18:10.

No	Item For Discussion	Notes	Action
1	Minutes of Previous Meetings (07.03.22)	<p>The Chair presented the previous Trustee Board minutes, dated 7th March 2022 for the Board's approval.</p> <p>The Board approved the minutes as an accurate record of the meeting.</p>	<p>Noted</p> <p>Approved</p>
2	Matters Arising	<p>The Chair noted two outstanding actions from the previous minutes.</p> <p>NB noted that the Guild had recently finalised its draft witness statements with the University and legal counsel as part of Guild's case with HRMC. NB noted that an update would be discussed in Agenda Item 11.</p> <p>JT noted that the Guild's Strategic KPI's and the additional funding agreed with the University would be discussed in Agenda Item 9.</p> <p>The Board noted the Matters Arising.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>

3	HR Committee Minutes (05.05.22)	<p>The WCO presented the HR Committee minutes, dated 5th May 2022 for the Board's approval.</p> <p>The WCO noted that the Guild's recent Staff Survey had been very positive, and the organisation was working to develop a new Wellbeing Group to implement a number of suggestions from the staff team.</p> <p>The Board approved the HR Committee minutes.</p>	<p>Noted</p> <p>Noted</p> <p>Approved</p>
4	Finance Committee Minutes (26.04.22)	<p>The SO presented the Finance Committee Minutes, dated 26th April 2022 for the Board's approval.</p> <p>The SO noted discussions from the meeting about the Guild's cash investments and plans to seek a better rate of return on a planned £1m investment.</p> <p>The Board approved the Finance Committee Minutes.</p>	<p>Noted</p> <p>Noted</p> <p>Approved</p>
5	Engagement Committee Minutes (27.04.22)	<p>The AEO presented the Engagement Committee minutes, dated 27th April 2022, for the Board's approval.</p> <p>The AEO noted positive discussions on the Guild's involvement in UoBE Festival 2022 and next steps for the 2023 festival events.</p> <p>The AEO noted positive discussions on the Guild's engagement strategy and data collection moving forwards.</p> <p>RS noted the importance of maintaining the work of the Committee at a strategic level. JT noted the Guild's plans to make adequate time available in meetings to discuss areas of strategic work.</p> <p>The Board approved the Engagement Committee Minutes.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Approved</p>
6	EDI Committee Minutes (12.04.22)	<p>The WCO presented the Equity, Diversity and Inclusion (EDI) Committee Minutes, dated 12th April 2022 for the Board's approval.</p> <p>The WCO noted that the recent meetings of the Guild's Welfare & Liberation Committee had not been quorate.</p> <p>The WCO noted that the Guild was currently reviewing its inclusivity calendar, and had discussed an updated definition of Islamophobia, which would be incorporated into the Guild's Zero-Tolerance policy.</p> <p>RS suggested passing information on the Board's diversity from recent Appointments Panel meetings with EDI Committee, for information. SJ to circulate.</p> <p>The Board approved the EDI Committee Minutes.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>SJ</p> <p>Approved</p>
7	Officer Action Plans	<p>The Officer Team presented their updated Action Plans, for the Board's information.</p> <p>The AEO noted considerable work on the Guild's planned Graduation Ball 2022, the first in-person such event for students since summer</p>	<p>Noted</p>

		<p>2019. The AEO noted that tickets for Grad Ball 2022 had recently gone on sale and ticket sales had so far been positive. The AEO noted ongoing work to support society committee member handovers and training over the summer period.</p> <p>HB joined the meeting at 18:15.</p> <p>The EO noted ongoing work on student assessments and timetabling ahead of the University's main assessment period in July. The EO noted slow progress of proposals to improvements to the University's extenuating circumstances process. The EO updated the Board on upcoming outreach and support for students as part of assessment support week. The EO noted recent successful lobbying for an additional student hardship fund of £10k from the University, which would be part of the Guild's support package for students in 2022/23. RS noted the positive work of the EO on participation in sports as part of the Guild's 'De-stressfest' project.</p> <p>The IO noted their continuing work on engaging incoming international students in the Guild as part of their induction processes at University. The IO noted that the 'One World' fair had taken place as part of UoBE Festival 2022, which had been very well attended and received positive feedback from University colleagues. The IO noted plans to deliver inclusivity training for student group's committee members before their end of their role.</p> <p>The PGO noted their engagement with the University's Graduate School on the accessibility of wellbeing support, as well as improvements to careers advice. The PGO noted several recent events held as part of the Guild's LGBTQ+ History Month series. The PGO noted ongoing discussions about the language used in University materials in relation to Postgraduate Taught and Postgraduate Research students.</p> <p>The SO noted some difficulties engaging with sports team committees in light of the disruption of COVID-19 throughout the year. The SO noted their ongoing work with UB Sport to update training sessions for summer 2022 to affect positive change in sports team culture. The SO noted their substantial work on the Guild's sustainability work over their year in office, including events for Go Green Week 2022.</p> <p>The SO noted their work on the University's engagement with the Birmingham 2022 Commonwealth Games. JD asked about the availability of legacy funding for the Commonwealth Games. The SO noted that current discussions on the Commonwealth Games Steering Group were focused on the delivery of the events themselves, however UB Sport was developing a new set of relationships with local stakeholders as a result of the Games, which would benefit future generations of students. JD noted the value of focusing on future funding opportunities via the Commonwealth Games legacy. HB noted that the legacy funding for the Games was being handled via an independent charity, with a focus on engaging local communities.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
--	--	---	---

		<p>The WCO noted their ongoing work on the Guild's Renters Union, which had been delayed due to the President's absence and was now being progressed. The WCO updated the Board on a new campus safety app, which the University would shortly be rolling out across campus. The WCO noted their ongoing work on the 'Sesh Safe' scheme. The WCO noted positive progress on safety in the local area as well as the 'Junk Busters' recycling scheme, which was growing again after disruption during the pandemic.</p> <p>JD noted the importance of the Guild receiving adequate recognition in its Community Welfare and wellbeing support for students. The Board discussed the Guild's profile in University communications. JT noted recent discussions at Engagement Committee on a lack of promotion of the Guild's identity on student facing communications, particularly on social media. JT noted planned discussions with colleagues in the University's Communication teams on the issue, which had been a long-term problem faced by the organisation. RS noted the significant difference in resource for communications between the Guild and University. RS noted the value of the Guild taking the lead on communications to students.</p> <p>The Board discussed the upcoming handover period for the incoming Guild Officer team.</p> <p>The Board noted the Officer's Action Plan updates.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
8	CEO Report	<p>JT presented the CEO Report, for the Board's information.</p> <p>JT noted positive progress on the Guild's IT Project, with Project Board meetings now taking place between the Guild and University.</p> <p>JT updated the Board on plans for the Officer Team's training programme over the summer period.</p> <p>JT updated the Board on a serious incident which had taken place on campus on Monday 28th March, where a student had unfortunately passed away on campus. JT noted that that in the early hours of Sunday 27th March, the student had attended a 'Fab N Fresh' club night and had been asked to leave by the Guild's security team.</p> <p>JT updated the Board on the Guild's response to the incident, noting the range of support provided to the staff members and students affected, provided in collaboration with the University. JT noted discussions at Guild Emergency Management Team (GEMT) meetings on long-term support for the affected staff that may be required. EC noted that the support offered by the Guild to staff and students had been exemplary and noted the valuable contribution of the Guild to the cross-campus response to the incident.</p> <p>JT noted that the Guild's insurers had recently visited the Guild to collect information held by the organisation, both on the events on the evening of the Saturday 26th May and the Guild's subsequent response. JT noted initial suggestions from insurers on actions for the</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>

		<p>organisation, including additional CCTV coverage in the building and the wider use of body cams.</p> <p>JT noted that representatives from the Guild had recently met with the student's housemates, who had put forwards a number of proposals including a memorial on campus.</p> <p>JT noted that the University currently understood that a coroner's report had been requested and was currently awaiting completion.</p> <p>The WCO noted the outstanding support provided to the Officer Team by the Senior Management Team and the organisation.</p> <p>JT presented minor amendments to the Engagement Committee Terms of Reference (TOR) for the Board's approval.</p> <p>RS suggested a minor change in relation to the term length of Committee members. SJ/JT to review.</p> <p>The Board noted the CEO report and approved the amendments to the Engagement TOR.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>SJ/JT</p> <p>Approval</p>
9	Strategy Update	<p>EB presented the Strategy Update, for the Board's Information.</p> <p>EB noted that work to implement the Guild's planned 2022-2027 Strategic plan was ongoing and recent discussions had been held with the Guild's Management team to develop greater ownership and understanding of the new strategic plan. EB noted a recent workshop held with the whole staff team on the strategic plan, and to capture their vision for the future of the organisation.</p> <p>EB noted plans to share historical KPI data as part the information provided at the next Trustee Board meeting. EB further updated the Board on planned work on data capture and use via MSL, the Guild's Customer Relationship Management (CRM) platform.</p> <p>HB asked about the Guild's market research with students in terms of the commercial strategy. EB noted that direct market research with students was not currently part of the Guild's strategic planning. JD noted discussions at Finance Committee on testing student interest in new retail providers in the building. EW noted the importance of assessing what services students saw as a priority, and which offerings were 'nice to have'. EB confirmed that further exploration of student views would follow as part of planned qualitative research.</p> <p>RS noted the value of focusing research on student's priorities for what the organisation should offer. RS noted the critical role of a 'digital first' approach in responding to student appetite for a 24-hour support service.</p> <p>EW asked about University research on student appetite for 'digital first' working. JD noted movements in the HE sector towards online chat functionality.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>

		<p>JD noted the value of expanding the Guild’s communications staff team to accelerate the organisation’s digital services and student engagement.</p> <p>EC noted the importance of focusing staff resource on action-orientated planning rather than additional data analysis and measurements.</p> <p>EW noted the importance of a culture change in the staff team in order to meet the challenge of the strategic plan. JT noted the value of engaging with the staff team on the strategic plan to help staff become invested in the ambitions of the new plan. EB noted the aim of transitioning the Guild’s management team to a more strategically-focused approach.</p> <p>The Board discussed the Guild’s engagement with University members of staff. EC noted the importance of focusing on the Guild’s strategic plan when new UoB projects arose.</p> <p>JP noted that Guild Society events did often not highlight the Guild’s involvement and support for the student committee members. JT noted the value of additional communications support within the organisation and the desire to better promote Student Groups events and projects.</p> <p>EB noted plans for a concise strategic dashboard to be brought future Trustee Board meetings to inform progress on the strategic KPI’s.</p> <p>The PGO noted the value to the Officer Team on having discussions on the Guild’s Strategic Plan and departmental targets earlier in the Officer training period. The SO noted recent positive discussions with the SO – elect on the UB Sport strategy.</p> <p>The WCO noted the range of diary pressures for the Officer Team which often delayed manifesto commitments.</p> <p>HB noted the value of a 5-year strategic plan to give the organisation a long-term direction. HB noted the importance of focusing on the long-term outcomes and organisational culture, regardless of any future funding settlement for the organisation.</p> <p>EW suggested looking to incorporate elements of new Officer Team manifestos in line with the organisations key strategic aims. JD noted the importance of staff members understanding the link between their own work and the organisation’s overall strategy. JD noted the importance of developing management overhead and resilience in the organisation for the Guild.</p> <p>The Board noted the Strategy Update.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
10	Management Accounts (March 2022)	<p>NB presented the Management Accounts for March 2022, for the Board’s approval.</p> <p>NB updated the Board on the Guild’s Management Accounts to the end of March 2022, noting that the Guild reported Net Income of £393.0k, positive by £150.5k or 62.1% compared to forecast, Net Income of</p>	<p>Noted</p>

		<p>£242.5k. NB noted that the single largest contributing factor was a large surplus in Venues where performance had exceeded forecast by £113.1k. NB noted that additional Sports Night events run during semester one had delivered a strong return. NB noted net savings of £37.4k from all other areas also contributed to the positive position.</p> <p>NB noted that the Guild had not received updated utility bills from the University, and had not been invoiced for utilities since July 2021. NB noted the possibility of an increase in electricity consumption due to additional ventilation systems usage in the Guild's venues during the COVID-19 pandemic. HB asked about the Guild's expected rise in utility costs. NB noted that the University was the Guild's utility provider and its utilities were hedged in the medium term, however a price-rise was still likely.</p> <p>HB asked about cost growth in other areas. NB noted some food and drink price rises were expected over the coming months, which the organisation may need to respond to with price rises in commercial services.</p> <p>The Board approved the Management Accounts.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
11	HMRC Update	<p>NB presented the HMRC Update, for the Board's Information.</p> <p>NB updated the Board on developments with the Guild's appeal with HMRC since the circulation of the paper. NB noted that the Guild and University had recently finalised its witness statements with legal counsel, which had now been shared with HMRC and the tribunal. NB noted an updated timeline for the tribunal.</p> <p>The Board discussed the Guild's legal costs to date. EC noted the importance of restricting legal costs to the level previously agreed by the Board.</p> <p>The Board noted the HMRC Update.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
12a	Bye-Law Amendments	<p>JT presented the Bye-Law Amendments, for the Board's approval.</p> <p>JT noted that the Guild had recently received feedback on the draft amendments to the Bye-laws from the University's Legal Services, team, who had proposed several further changes.</p> <p>The Board approved the Bye-law Amendments, subject to final amendment and sign-off by the Chair of the Trustee Board by chair's action.</p>	<p>Noted</p> <p>Noted</p> <p>Approved</p>
12b	Trustee Board Appeals Committee Policy	<p>JT noted that following feedback from the University's Legal Services team, final amendments to the Bye-laws would be approved by chair's action.</p> <p>The Board did not approve the Trustee Board Appeals Committee Policy.</p>	<p>Noted</p> <p>Noted</p>

13a	Officer Elections Report 2022	<p>SD joined the meeting at 19:55</p> <p>SD presented the Officer Elections Report 2022, for the Board's information.</p> <p>SD noted that the Guild had received approximately 6,000 votes in 2022, slightly below voter turnout in 2021. SD noted ongoing work in the Student Voice team to understand the decline in voter turnout, assessing factors including UCU strike action, the impact of COVID-19, and changes to ways student's engagement with the Guild.</p> <p>SD noted areas several recommendations for future Guild Elections from the report, including plans to review candidate withdrawal rates and support for candidates in the run up to elections week, a review of engagement efforts with international students, and possible changes to the Guild's elections timeline.</p> <p>The Board noted the Officer Elections Report 2022.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
13b	Democracy Update	<p>SD presented the Democracy Update for the Board's information.</p> <p>SD noted feedback on the Guild's Members Democratic Process and democratic committee structure. SD noted ongoing discussions on the levels of student engagement and turnout during the last 2-years of operation. SD noted a number of suggestions to retain from the last year, including plans to continue to run events hybrid where that increased accessibility.</p> <p>SD noted that recent meetings of the Guild's All Student Meeting (ASM) had failed to meet quoracy, as had a number of democratic committee meetings. SD noted that there was further work to do to make student democracy more engaging, and better promote the impacts of the Guild's democracy to the student body.</p> <p>RS noted the possibility of a wide-ranging discussion on the Guild's democratic processes. RS noted the current level set for the quoracy of the All Student Meeting. JT noted planned work with the Guild's incoming officer team on the Guild's democratic processes. EW asked about the development of engaged students from the democratic processes to stand as Guild Officer candidates. JT noted ongoing discussions about the Guild's 'pipeline' for future Guild Officers.</p> <p>RS suggested discussing an update on the Guild's Members Democratic Process at a future Board meeting.</p> <p>The Board noted the Democracy Update.</p> <p>SD left the meeting at 20:05.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>SD</p> <p>Noted</p> <p>Noted</p>

14	AOB (Any Other Business)	SJ reminded Trustees to complete the Board and Committee Effectiveness Reviews.	All
15	Meeting Reflection	No items noted.	Noted

The Chair closed the meeting at 20:15.

Date of Next Meeting:

Monday 4th July 2022, 16:00 – 18:00, Debating Hall (Guild of students)

DRAFT