

## Present

Robert Smeath, External Trustee (Chair) **(RS)**  
 Joshua Williams, President **(President)**  
 Amanda Sefton, Education Officer **(EO)**  
 Joanne Park, International Officer **(IO)**  
 Ryan Ginger, Activities and Employability Officer **(AEO)**  
 Amelia Gibbins, Welfare and Community Officer **(WCO)**  
 Tobiloba Adeyemi, Postgraduate Officer **(PGO)**  
 Mayya Konovalova, Student Trustee (International) **(MK)**  
 Alice Tucker, Student Trustee (Undergraduate) **(AK)**  
 Chris Davies, External Trustee **(CD)**  
 Johnny Davis, External Trustee **(JD)**  
 Wyn Williams, External Trustee **(WW)**  
 Richard Evans, External Trustee **(RE)**

## In attendance

Jo Thomas, Chief Executive **(JT)**  
 Henrietta Brealey, Incoming External Trustee **(HB) (Observing)**  
 Mike Carolan, Facilities Manager **(MC)** (for agenda item 3 only)  
 Adam Sheridan, Director of Engagement **(AS)** (for agenda items 6 & 7 only)  
 Emily Badger, Director of Operations **(EB)** (for agenda item 8 only)  
 Sam Jones, Interim Executive Assistant **(SJ)** (note taker)

## Apologies

Krizstina Mair, Student Trustee (Postgraduate) **(KM)**  
 Bob Saunders, External Trustee **(BS)**  
 Rosa Alaluf, Student Trustee **(RA)**  
 Josh Dooler, Sports Officer **(SO)**  
 Erica Conway, University Representative Trustee **(EC)**

**The Chair welcomed everyone and the meeting commenced at 18:05.**

No	ITEM FOR DISCUSSION	NOTES	ACTION
1	<b>Minutes from meeting held 01.07.19</b>	RS presented the Trustee Board minutes from the previous meeting held on 1 <sup>st</sup> July 2019 for the Board's approval.  <b>The Board approved the Trustee Board minutes.</b>	<b>Noted</b>  <b>Approved</b>
2	<b>Matters Arising</b>	<b>The Board deferred discussion on the action tracker to the next Board meeting.</b>	<b>Noted</b>
3	<b>Annual Health and Safety Report</b>	MC entered the room at 18:10  MC presented the Annual Health and Safety Report for the Board's approval.	<b>Noted</b>  <b>Noted</b>

		<p>MC noted that Health and Safety committee had met 5 times over the previous academic year, with areas of discussion including a Security Review, a Policy and Procedure Update, an Incident Report Review, the Health &amp; Safety Management System, Fire safety and Health and Safety training.</p> <p>MC noted that the Facilities team were now working more closely with University security to ensure issues could be dealt with quickly as they arose. MC noted a slight rise in the number of incident reports for 2018/19 compared with 2017/18.</p> <p>HB enquired how the figures compared with other Student's Unions. MC noted that they did not have the information to compare currently. RE noted that the numbers report were below those at BCUSU per capita, and that benchmarking across SU's would be useful, but would be difficult to compare like with like.</p> <p>JT noted on-going work to improve incident reporting in the Student Groups department, including additional staff training for newly recruited staff.</p> <p>RS noted an increase in incident numbers for 2018/19 compared to 2017/18. MC noted that this was believed to be due to better reporting, and the introduction of body cams for Venues staff. JT noted that the number of figures had increased; however the severity of the reported incidents had decreased.</p> <p><b>The Board approved the Annual Health and Safety Report.</b></p> <p><b>MC left the room at 18:20.</b></p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Approved</b></p> <p><b>Noted</b></p>
<p><b>4</b></p>	<p><b>Officer Action Plans</b></p>	<p>The Officer Team presented their Officer Action Plans for the Board's Information.</p> <p>The President noted plans to improve the Universities offer for care leavers, develop a new working relationship with West Midlands Police, improve student access to mental health services, and implement a new democratic structure to increase student engagement and formal participation.</p> <p>The WCO noted their plans for improving perceptions of safety in Selly Oak, introducing sexual health testing in the Guild and residences, working on an effective mental health strategy for the University, and making the arrivals process for new students less stressful.</p> <p>The AEO noted plans to use Guild communications to highlight the positive work done by societies, introduce new awards for volunteers, a new handover structure for committees, and improving Careers Network opportunities for PG and International students.</p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>

		<p>The IO noted plans improve the employability skills offer for international students, improved training and support with mental health for International students, and developing a multicultural perspective on Mental Health for University staff through training.</p> <p>The EO noted plans to improve extenuating circumstances procedures, promoting a year in industry opportunities, tackling the BME attainment gap through a broader curriculum, and implementing the new Student Rep System.</p> <p>The PGO noted plans to work closely with the graduate school to develop a new PG skills acquisition program, signposting to existing support services for PGs, improving the Guild's communications with PGs and new PG study spaces on campus.</p> <p>JD noted that the majority of the officer team had included mental health in their action plan, and enquired why mental health had not been decided on as a priority campaign. MG noted that a large amount of work on mental health was already in the pipeline, and the team had felt that campaigning resources would be better directed at areas where work was further behind.</p> <p>RS noted that the action plans should be well communicated to the student body., and JD suggested delivering short video updates on action plans. The EO suggested communicating officer aims and wins by theme. CD noted the need for a coordinated communications approach for officer action plans, with messaging structures around a narrative by theme.</p> <p>MK noted the difficulty in communicating aims with PGR students, and suggested linking up with Westmere to promote events together. HB noted the value of highlighting the continuity of the Guild's mental health work across generations of officer teams.</p> <p><b>The Board noted the Officer's Action Plans.</b></p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>
5	<p><b>Priority Campaigns</b></p>	<p>The Officer Team presented the Priority Campaigns Paper for the Board's Information.</p> <p>The PGO presented plans for a Black Students Experience Gap campaign, including a comms strategy, and a 3 year black student strategy beyond the current term of office.</p> <p>RE noted that the University would include the Black Attainment gap on their Access &amp; Participation plan, and should be able to provide large data banks and funding to tackle the issue, as directed by the OFS.</p> <p>The President noted that the issue of the Black Attainment gap would not be solved in 1 year, but progress could be made each year of the strategy.</p> <p>The EO noted that while work was progressing on the Black Attainment gap at College level, there was little push from the</p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>

		<p>University centrally to tackle the issue.</p> <p>The President noted the need to evaluate the Guild's own structures also and improve Guild engagement with black students.</p> <p>HB enquired if there was best practice at other SUs that the Guild could make use of. The President noted their visit to Glasgow University, which had implemented a scheme to pay reparations for historical involvement in the slave trade.</p> <p>AT enquired how black students would be involved in the campaign. The EO noted plans to reach out to black cultural societies, and connect with Student Reps in departments.</p> <p>The IO presented plans for the Student Safety priority campaign. The IO noted indications from NSS data that final year students had felt less safe in Selly Oak and at University compared to previous years.</p> <p>The WCO noted a decrease in crime levels in Selly Oak, despite high levels of fear and concern from the student body, perpetuated by social media and news coverage. As well as tackling high crime areas and lobbying the University for more resources, the campaign would aim to tackle student misconceptions about safety in the Selly Oak area.</p> <p>WW suggested engaging local MP's and councillors in the campaign.</p> <p><b>The Board noted the Priority Campaigns Paper.</b></p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>
6	NSS Report 2019	<p>AS entered the room at 18:40</p> <p>The EO presented the NSS Report 2019 for the Board's Information.</p> <p>The EO noted a decrease in overall satisfaction at UoB by 0.55% despite a higher national satisfaction rate, ranking the institution 40th out of 139. Assessment and Feedback had again performed poorly with overall satisfaction 5% below the sector average whereas Question 26 saw a marginal increase of about 1% to 56.36% putting satisfaction with the Guild above the sector average.</p> <p>The EO noted satisfaction among black students was more than 10% lower than white students.</p> <p>RE noted that the increased satisfaction with learning resources was likely due to the (new) library opening.</p> <p>The EO noted that the NSS data would be fed into the Student Voice report, to be presented at the next Board meeting.</p> <p>JT suggested reviewing the Student Voice report at the March Board meeting, 6 months after its presentation to the University. The</p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>

		<p>Board agreed to review the impact of the Student Voice report at the March Board meeting.</p> <p>CD noted that targeted Guild comms might help students to understand Question 26 of the NSS. AS noted that the regulations on promotion of NSS were restrictive, but could be possibly rolled into comms around the new Student Rep System.</p> <p><b>The Board noted the NSS Report 2019.</b></p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>
7	<b>Democracy Review Update</b>	<p>The President presented the Democracy Review update for the Boards Information.</p> <p>The President noted that concerns expressed by the Board in the July meeting had been considered and incorporated into the on-going review.</p> <p>The President noted that the new structure aimed to reduce overall bureaucracy and barriers to engagement, while balancing demographics and various interested parties.</p> <p>The President noted that the timeline was tight, but if approved a new democracy subgroup would be formed to progress with the review, with the final proposal being presented the Board at the January meeting.</p> <p>JP noted at the previous meeting the Board had deferred the decision on whether to make scrutiny panel attendance compulsory for full-time officers. The President noted that Officer question time and scrutiny panel would be merged to increase engagement and media coverage. The Fulltime Officer Team agreed to attend the meetings for their time in office.</p> <p><b>The Board noted the Democracy Review Update, agreeing to progress with the consultation timeline and form a democracy subgroup.</b></p> <p>AS left the room at 19:10</p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Approved</b></p> <p><b>Noted</b></p>
8	<b>Strategic Plan Update Year 1</b>	<p>EB entered the room at 19:10.</p> <p>EB presented the Strategic Plan Update Year 1 for the Board's Information.</p> <p>EB noted a mixed set of outcomes from the first year of the strategic plan, with strong progress on Engagement and Participation and Academic &amp; Learning Experience, with more work to do on Support and Communications.</p> <p>EB noted that due to staff capacity issues, some departmental targets had been pushed back while core departmental functionality had been maintained.</p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>

		<p>EB noted that the current monthly student pulse survey had been useful but comparisons had been difficult with previous years due to the changed methodology. EB suggested the Board consider reverting to the former methodology for the remainder of the strategic plan.</p> <p>JD noted that the current methodology may give richness to the data for the student journey that may be lost with reverting to the former model with its less frequent format.</p> <p>JT noted that the new methodology had been useful; however with ten other student's unions involved, the question set included questions that the Guild would not choose, and produced a large dataset that was complex to interpret. JT noted that the Guild did not have research functionality in house to assist managers in interpreting data.</p> <p>JT noted that staff motivation had been made more difficult with the new methodology, with time spent on understanding the data output rather than on strategy delivery.</p> <p>JD suggested continuing the current model to the end of term one, to allow for a full year of data collection. RE suggested running both models concurrently. EB noted the expense of the current system and the need for the model to provide value for money.</p> <p>The Board agreed to form an informal group to discuss the research methodology outside the meeting. HB, JD and the EO agreed to be part of discussions ahead of the next Board meeting.</p> <p><b>The Board noted the Strategic Plan Update Year 1.</b></p> <p>EB left the room at 19:30</p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>
9	<b>Trustee Board Attendance Report</b>	<p>JT presented the Trustee Board Attendance Report for the Board's Information.</p> <p>RS noted that attendance at Appointments Panel had been poor in 2018/19. JT to discuss low attendance with relevant members across all committees.</p> <p><b>The Board noted the Trustee Board Attendance Report.</b></p>	<p><b>Noted</b></p> <p><b>Noted</b> <b>JT</b></p> <p><b>Noted</b></p>
10	<b>Appointments Panel Report</b>	<p>JT presented the Appointments Panel Report for the Board's Information.</p> <p>JT gave an update on the recent Appointments Panel round. Two vacancies were expected this year, and recruitment would begin shortly.</p> <p><b>The Board noted the Appointments Panel Report.</b></p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>
11	<b>Review Update</b>	<p>JT presented the Review Update for the Board's Information.</p>	<p><b>Noted</b></p>

		<p>JT noted that SUMS had been appointed to as the consultancy for the review, with Helen Baird as the principal consultant. Meetings had been arranged and carried out with various stakeholders across the Guild and University, and the Review Panel had held its first meeting.</p> <p>JT noted that comparator institutions had been selected and approved for the review, which were large campus based Russell Group universities of a similar scale to UoB.</p> <p><b>The Board noted the Review Update.</b></p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>
12	<b>CEO Report</b>	<p>JT presented the CEO Report for the Boards Information.</p> <p>JT noted that planning was well underway for welcome week and the summer capital projects were on schedule to finish in time for the start of term.</p> <p>JT noted vacancies for Board members for Finance Committee and HR Committee. The Board appointed JD to Finance Committee, and the AEO and AT to HR Committee.</p> <p>JT noted that the Good Governance group needed to meet again to discuss the board effectiveness report and the previous action plan. The Board appointed the WCO to the Good Governance group.</p> <p>JT noted that due to technical issues involving University IT systems and email accounts, the MedSoc legal transition had not been completed and was paused. Despite this, Guild staff were offering support to MedSoc and the relationship with the new committee was very positive.</p> <p>JD noted a higher level of resignations over the summer period. JT noted that for various reasons staff turnover had been higher than usual, including several staff relocating to different cities and front-line staff often being at the first stage in their careers. AT noted that several positions had remained vacant for longer periods, and JT responded that a number of roles had demanded several rounds of recruitment in a difficult job market.</p> <p><b>The Board noted the CEO Report.</b></p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>
13	<b>TB Away Day Outcomes</b>	<b>The Board deferred this item to the next board meeting.</b>	<b>Noted</b>
14	<b>AOB</b>	RS noted that this was RE's last board meeting. The Board thanked RE for his 6 years' service on the Trustee Board, and wished him best of luck in the future.	<b>Noted</b>
15	<b>Meeting Reflection</b>	There were no items discussed during the meeting reflection.	<b>Noted</b>

**The Chair closed the meeting at 20:05.**

Signed .....

Date .....