

Present

Ruth Pipkin, External Trustee **(RP)** (Chair)
 Syed Sadath, Guild President **(President)**
 Alex Keen, Education Officer **(EO)**
 Lara Parker, Sports Officer **(SO)**
 Ravikiran Rajashekar, International Officer **(IO)**
 Hope Aquilina, Welfare & Community Officer **(WCO)**
 Devansh Jhamnani, Activities & Employability Officer **(AEO)**
 Ritakshi Maheshwari, Postgraduate Officer **(PGO)**
 Simone Hawley, BAME Student Trustee **(SH)**
 Dionne Enam Williams, Undergraduate Student Trustee **(DW)**
 Mitali Gohel, External Trustee **(MG)**
 Johnny Davis, External Trustee **(JD)**
 Helen Stone, External Trustee **(HS)**

In attendance

Jo Thomas, Chief Executive **(JT)**
 Nick Bailey, Director of Finance & Systems **(NB)**
 James Lindsay, Director of Community & Representation **(JL)**
 Adam Sheridan, Director of Engagement **(AS)**
 Lisa Clark, People & Administration Manager **(LC)**
 Chike Dike, Executive Assistant **(CD)** (note taker)
 Elliot Packham, Systems Development Manager **(EP)** (for Agenda Item 5 only)
 Lee Mogridge, Facilities Manager **(LM)** (for Agenda Item 9 only)

Apologies

Emily Badger, Director of Operations **(EB)**
 Emma Wedge, External Trustee **(EW)**
 Mikey Brown, Postgraduate Student Trustee **(MB)**
 Shruti Kohinkar, International Student Trustee **(SK)**
 Erica Conway, University Representative Trustee **(EC)**
 Yinbo Yu, External Trustee **(YY)**

The Chair welcomed attendees and the meeting began at 16:00.

No	Item for Discussion	Notes	Action
1a	Minutes of Previous Meeting (08.07.2024)	The Chair presented the minutes of the previous meeting, dated 8 th July 2024, for the Board's approval. The Board approved the Trustee Board minutes.	Noted Approved
2a	Matters Arising	The Chair noted the action tracker. The Chair noted 2 x outstanding actions to be brought to future Trustee Board meetings.	Noted Noted

2b	Declarations of Interest	<p>The Chair asked Trustees to declare any possible conflict of interest relating to the items on the meeting’s agenda.</p> <p>No interests were declared.</p>	<p>Noted</p> <p>Noted</p>
2c	Administration for Committees	<p>The Chair noted there were two vacancies on the Audit & Risk Committee and thanked SH for agreeing to fill one of the vacancies.</p> <p>The Chair asked if any of the Trustees would like to volunteer to fill the remaining vacancy for the Audit & Risk Committee, to inform JT and the Chair.</p>	<p>Noted</p> <p>Noted</p>
3	CEO Report	<p>JT presented the CEO Report, for the Board’s information.</p> <p>JT noted that the summer has been busy at the Guild with training development for the new Officer team, preparations for welcome week, supporting Officers with manifesto commitments.</p> <p>JT noted the Guild had successfully hosted the NUS Lead and Change conference and garnered a lot of praise for the conference.</p> <p>JT noted 2 vacancies for HR committee for independent members of appropriate skills. JT highlighted these vacancies will go to the Appointments Panel for approval.</p> <p>JT noted the OFS consultation around sexual harassment and misconduct, which Officers will be feeding into.</p> <p>JT highlighted a proposal for the Community Warden name to change to Community Engagement and the student staff be known as Community Ambassadors.</p> <p>JD asked JT for an overview of the difficulties around recruiting for the role of Communications and Marketing Manager. JT noted that the market is difficult at the moment. The Chair added that candidates’ salary expectations were high but the quality of candidates from external recruiters had been underwhelming.</p> <p>The Chair congratulated the team for completing the Joes Venue refurbishment project over the summer and in time for Welcome Week.</p> <p>The Board approved the name change from Community Warden to Community Engagement and student staff name change to Community Ambassadors.</p> <p>The Board noted the CEO Report.</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>Approved</p> <p>Noted</p>
4	Officer Plans Action	<p>The Officer Team presented their Action Plans for the Boards information.</p> <p>The Officer Team noted the plans had been developed over the summer training period and had been presented earlier during the Board away day.</p> <p>JD noted it would be useful to receive Part time Officers updates for progress. JT noted this could be arranged at a future meeting.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>

		<p>HS asked the AEO how practical it would be to get Selly Express hours extended. The AEO noted the bus times currently ends at 12am and he would like to extend this to 3am. The SO noted it may be difficult to determine and schedule for late night activities. The Chair noted this would be a good discussion for the Officers to take away and discuss further outside of the Board meeting.</p> <p>The Chair noted that it may be worthwhile having an Officers priorities catch up in future.</p> <p>The Board noted the Officer Action plans.</p>	<p>AEO/JL</p> <p>Noted</p> <p>Noted</p>
5	<p>Strategic Updates</p> <p>KPI</p>	<p>JT and EP presented the Strategic KPI Updates, for the Board's approval.</p> <p>JT noted that at the July Board meeting it was agreed to come back to the September meeting with a comprehensive view of progress at the end of year 2 of the strategy.</p> <p>JT highlighted that much work has been done with data analysis and dashboards which have been developed according to the key aims in the strategic plan.</p> <p>EP presented the measures for Aim 1 – Engagement and Participation, noting this generally trending upwards. JT noted that the KPIs have University measures and highlighted those KPIs are the areas that the University looks at in assessing the Guild's performance.</p> <p>EP noted Aim 2 – Representation that the NSS score is up 2% and is trending upwards. JT added that some interventions for this aim include the elections plan, NSS improvement plan and new democratic model. JT noted the focus around NSS as well as PTES.</p> <p>EP noted Aim 3 – Community & Support, while generally trending upwards some aspects are slightly behind. JT noted the Residence Life model is about to launch along with the recently approved Wellbeing framework, and Advice development.</p> <p>In terms of Strategic Enablers, JT noted that at the end of year 2, the £2m IT infrastructure plan was completed, and work on the Guild People Strategy refresh would start soon. JT noted that in the recent staff survey 80% of staff recommended the Guild as a good place to work.</p> <p>EP noted the overall Guild engagement with 24k unique students engaged over the academic year noting there were possibly more students we did not capture in the data. EP noted the University population is 43k. and further noted that 29% of international students engage with the Guild.</p> <p>JD noted that it is important to prioritise events now that we have this data available to us and suggested that the Board have further</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>conversations around student engagement and resources into events and areas that students engage with.</p> <p>MG expressed some concern with reducing the multi-year year targets and wondered what the impact reducing targets would have.</p> <p>JT noted that achievable targets is the priority and added that when the strategy was written the circumstances were very different. The Chair added that most targets are stretched, and they would be comfortable with a reduction where it is identified as too ambitious.</p> <p>SH noted impact on morale may be a good reason to reduce a target but otherwise there might not be good reason to reduce. JD noted that University expectations is something to keep in mind.</p> <p>The Board approved the Strategic KPI Updates.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Approved</p>
6	Review of Officer Elections 2024 & Recommendations for 2025	<p>JL presented the Review of Officer Elections for approval.</p> <p>The SO noted the importance of focusing on developing the candidates and highlighted that the Officer election period 2024 were not quite aligned with assessment/dissertation which resulted in some people requesting an extension.</p> <p>The SO noted that the proposed three-day training period might be excessive and is difficult for people to commit that time for training for a role they may ultimately not get.</p> <p>JD noted that we could be more ambitious and there is an opportunity to utilise the Part time Officers more. JD also noted the Guild should revert to a 5-day voting window. JT and JL agreed to take away for further discussions in Engagement Committee. JL noted it may be useful to get data around the incentives and voting.</p> <p>The Board approved the Officer Elections review and recommendations for 2025.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>JT, JL</p> <p>Approved</p>
7	NSS Report 2023-24	<p>JL presented the NSS Report 2023-24, for the Board's approval.</p> <p>JL noted that the University have seen some improvement but not as much as previous years and is tracking below the sector in several areas. The Guild question is tracking behind by 6.68%, is ranked 15th in Russell Group table, and ranked highest in club and societies.</p> <p>The Chair noted we need make sure students know and are aware of all the things the Guild does.</p> <p>The SO noted that anecdotally students do not see the departments of the Guild the way we see it, students use their one interaction with a specific department as their whole perception of the Guild, so it is important to maintain quality of service across all departments.</p> <p>JD noted the 3% increase in NSS Score and that this should be celebrated.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>

		The Board approved the NSS Report 2023-24.	Approved
8	Risk Register and Policy	<p>NB presented the Risk Register and Policy, for the Board's approval.</p> <p>NB noted that this item was carried over from July meeting, and both the Register and Policy were approved by Audit & Risk Committee in June 2024.</p> <p>NB noted that the Guild Management Policy is reviewed by Trustee Board annually and defines how we monitor and measure risk as an organisation.</p> <p>NB noted that the changes proposed are from Audit & Risk Committee. and noted a key change is the definition of likelihood and impact. NB noted Audit & Risk Committee feedback was that scores were fairly high in terms of residual risk, which would be reviewed.</p> <p>MG noted that it would be good to have a summary of the risks at the top of the paper.</p> <p>The Board approved the Risk Register and Policy.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Approved</p>
9	Annual Health & Safety Report	<p>LM presented the Annual Health & Safety Report for the Board's approval.</p> <p>LM noted the Guild works closely with the University Safety Services to minimise risk.</p> <p>LM noted that Health & Safety Committee met five times during the year with an additional meeting this year due to an incident.</p> <p>LM noted that all actions from the internal audit have been completed.</p> <p>LM noted that risk assessments remain a top priority within the Guild and 200 risk assessments had been completed across the last year.</p> <p>LM noted a recommendation of the internal audit was to create a digital risk assessment management system which is in development.</p> <p>LM noted that as part of risk mitigation, training is offered to Student Group committee members and extended to Hall Reps. LM noted all the Venues Duty Managers have completed Risk Assessment training.</p> <p>LM noted the two major incidents in the last 12 months, which had been previously discussed.</p> <p>LM noted a detailed review of the emergency procedures took place over the summer and the extensive review will be presented to Health & Safety Committee. LM noted that 95% of core staff have completed their online mandatory Health & Safety training.</p> <p>HS asked what plans the University has for the Guild building in respect of Health & Safety. JT noted that the University supported with a number of changes to improve the safety of the building.</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>

		The Board approved the Annual Health & Safety Report.	Approved
10	Good Governance Action Plan	<p>JT presented the Good Governance Action Plan for the Board's approval.</p> <p>JT noted this paper was brought forward from the July Board meeting.</p> <p>JT noted that it is good practice to look at Good Governance and noted the action plan presented.</p> <p>The Board approved the Good Governance Action Plan.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Approved</p>
11	Governance Attendance Reports	<p>JT presented the Governance Attendance Reports for the Board's information.</p> <p>JT noted that these are annual reports, and all the Committees will receive their attendance reports in their upcoming meetings.</p> <p>The Chair encouraged the Board members to reflect on the reports and try to increase attendance for the next year.</p> <p>JT encouraged Board members to let the team know if there was anything the Guild could do to support better attendance. The Chair reiterated that the preference is for Board meetings to be in person noting there are mitigations if a member is unable to join in-person.</p> <p>The Board noted the Governance Attendance Reports.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
12	Appointments Panel Report	<p>JT presented the Appointments Panel Report for the Board's information.</p> <p>JT noted the Guild will be electing for student Appointment Panel members in the Autumn elections.</p> <p>The Board noted the Appointments Panel Report.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>
13	AOB (Any Other Business)	Nothing to discuss.	Noted
14	Meeting Reflection	<p>The EO noted that the Away Day prior to the Board meeting was very helpful especially for new Board members.</p> <p>The Chair noted that if any members had any thoughts or feedback on the Away Day, they should relay to the JT. The Chair noted another Away Day scheduled for January 2025.</p>	<p>Noted</p> <p>Noted</p>

The Chair closed the meeting at 18:25.

Date of Next Meeting: Monday 28th October 2024