| **Description:** | Trustee Board Meeting | | |
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| **Date:** | 14th December 2022 | **Time:** | 17.30pm- 19.30pm |
| **Chair:** | Hafsa Haji | **Location:** | Zoom |
| **Staff present:** | Ed Nedjari (CEO)  Wala Osman (HR Manager)  Oliver Roscoe (Head of Commercial Operations)  Victoria Chwa (Education Officer)  Danielle Sevenoaks (Communications Manager)  Hafsa Haji (SU President)  Tor Grant-Callier (Campaigns and Activities Officer)  Pradeep Thatai (External Trustee)  Eireann Attridge (External Trustee)  Elsabet Genti (Student Trustee)  Luca Di Mambro-Moor(Student Trustee) | | |
| **Apologies:** | Rhiannon Suchak (Student Engagement Manager)  Lisa Ronson (Finance Manager)  Islam Alkhatib (Welfare and Liberation Officer) | | |

**Minutes**

| **Ref.** | **Item** | **Summary Points** | **Action** |
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| **1** | **Welcome and Introductions** | The chairperson welcomed everyone to the call and introduced the new student trustees that have joined the meeting for the first time.  Chairperson also asked everyone to introduce themselves. |  |
| **2** | **Declarations and note any**  **possible conflict of interest** | No Declarations and possible conflict of interest. |  |
| **3** | **Minutes from last meeting**  **and subcommittees**  **● Approval**  **● Actions Update** | Chairperson asked if everyone approves it, trustees approved.  No action was taken on board. |  |
| **4** | **Declarations for any other**  **business items** | No other business was declared. |  |
|  | **Organisational Updates** |  |  |
| **5** | **CE Report** | The CEO informed the trustees this last term has been busy in terms of some of the issues that have come from the university. From an organisational and operational point of view they believe that the SU is evolving and rebuilding, compared to months ago.This shows that as a SU we have become stronger and are able to overcome our challenges.  They also noticed that the SU is probably in a better position compared to some departments in the university.  A code of practice which is the document that governs the university and the SU’s working relationship, was requested from the university two months ago and they are yet to provide it. No response has been given since the request of the document, meaning that the university doesn’t have one so the SU might have to write one up. They will bring in externals to self check some of the things that the SU does, rather than just looking at it from an internal point of view; this will help us see if we are doing things in the correct way and if changes are necessary. |  |
| **6** | **Full welcome week report** | The CEO believes that the welcome week was a success and there was a good number of students participating in the fairs and events.  They mentioned that as an SU we need to rethink how we can improve the fair, so in terms of locations, looks of the fair, and what students should expect from it. Our aim as an SU is to welcome students, make them feel comfortable and make them aware of what we offer. Some ideas for the next welcome week have been brought up, such as changing it to a sit down chat or housewarming. They are also aware that most of the students don't have the money yet in their banks so they are unable to purchase tickets for SU events.  The Head of commercial operations added that for the commercial department, welcome week is the busiest period. Their objective was to exceed all the income comparisons to the previous year, but this didn't quite happen and the bar has been hit quite badly in terms of income. |  |
| **7** | **Membership Services update** | The Student Engagement manager was away so the CEO updated the trustees with the membership services update and thanked the Student Engagement Manager and their team for the work they have been doing over the past few months.  They presented a document and explained how the democracy structure works at the SU and the changes that needed to be made. They asked if the trustee can give an answer about the question that was previously asked about the usage of MSL for students to use during voting and the trustees agreed it can be used.  The CEO also added that MSL, which is our membership services system,is used for tickets, sports, societies and sending information out to campaign groups. |  |
| **8** | **Risk Register** | In the risk register spreadsheet, information about cost of living and financial risks of the university were added. The CEO told the trustee that this document will be sent also by email, since the pdf version doesn't allow the full size of the excel document to be seen. |  |
| **9** | **Commercial and Welcome week report** | The Head of commercial operations updated the changes that happened in the SU over the summer. They worked on a few developments such as relocating the cafe to the lower ground floor, installed some touchscreen devices for Wayfinding, and developed an online shop which currently sits within our MSL base setup. They also brought in some new functions, VT sports, large drop down projector screens, all to improve the student experience.  A lot of feedback was received from students saying that they weren't quite clear as to what was happening for their welcome week as the university did not give those communications in a timely manner.  Although some students subscribe to the mail list, we also need the new enrolled students; we need their contact details and need to get our message across to them early. In terms of learning going into next year, they will aim to have everything put away, planned ready to go at least two weeks prior to A Level results day. A lot of students said they didn't know where to go, when the lectures were starting and some of them didn't have their student funding yet. So all in all, these factors affect the sales due to many students not attending the welcome week.They needed to recruit a new food and beverage manager in late September, early October, as the previous F&B Manager moved on. An interim F&B Manager was recruited and they quickly took over the operations and already made an impact .This year hasn't been easy but they still managed to generate a profit of 23k. |  |
| **10** | **Communication and Marketing Update** | The comms manager introduced themselves and told the trustees their employment started in August of this year. Since joining the SU, they have started to establish what they are doing as a marketing team since they are a team of two with a student staff that works on a limited contract.  It was explained that one of the things they really want to improve on is making sure that in the future, anything they do is recorded. This will help in identifying what needs to be improved and what was done correctly.  An example is Welcome Week, where they had only started their employment in August, so they couldn't plan that far ahead. For this reason, welcome week was very rushed in terms of communications.For next year they will ensure they plan really far ahead and make sure that even if the university's marketing is not very engaging, they will make it engaging for the SU. A full website or a web page to get students to feel like they're more engaged with Welcome Week will be created. The winter ball is an example that when things are planned ahead of time, they become successful. The event had tickets on sale for some weeks and on the day of the event, all tickets were sold out.  Their other big project is to try and revitalise the SU as a brand overall. A lot of work around who we are as an SU is being done. A whole rebranding of the SU might be needed and not only the image, but the wording, the way we speak to students and the website is going to change too.  Another plan for next year is to work with HR on internal communication. This could be anything from rebranding our email signature, or everyone using a particular type of language when sending emails, to students. |  |
| **11** | **Finance Update** | The CEO mentioned the difficulties the finance manager has been facing with the IT Issues and software issues. At times they are unable to get necessary information from the university because their department also works differently and they are unsure of where some of the data can be collected from.  A document with management accounts from 31st October 2022 was also shared with the trustees. |  |
|  | **Officer Updates** |  |  |
| **12** | **Sabbatical Officers Update** | The SU president told trustees that since the last meeting a lot has happened in the university, with students still unsure of what is happening with their compensations. The officers sent out a performance audit report, which was received and noted by counsel. The report was viewed and they received a response from the university senior management.  The university will now review all the complaints from the students, who've decided that the money that they've been offered isn’t enough.In some cases their courses have not offered any money at all. The sabbatical officers have asked to be part of those reviewing the complaint forms, but the university declined so they requested to be part of the panel instead.  Three days of national strike action across universities in the UK happened this year. The college was insisting on getting the SU to do strike related activities, but they declined as this would have shown support to the strikes.  The education officer updated the trustee on how the CARE project is going. Their engagement numbers in terms of workshop participation has dropped, but they have also expanded in a lot of ways. They collaborated with the Lewisham Council on their 16 days of activism against gender based violence campaign and provided an active bystander workshop session for the community, and are now in talks with other collectives.  The chairperson thanked everyone for their contributions and updates during the meeting and wished everyone a merry christmas. |  |
|  | **End the meeting** |  |  |

**Action Items**

| **Ref.** | **Action Item** | **Action / Decision** | **Action By** | **Due Date** |
| --- | --- | --- | --- | --- |
|  | Housekeeping | Family friendly policy | HR Manager | ASAP |