

# DSU Board of Trustees Minutes

Meeting Two of the academic year 2022-23

Tuesday 2<sup>nd</sup> May 2023 / Adam Redfern Board Room / Microsoft Teams

Members	Initials	Meeting 1 11.10.22	Meeting 2 13.12.22	Meeting 3 07.03.2023	Meeting 4 02.05.2023	Meeting 5 27.06.2023
Geoff Kershaw (Chair)	GK	✓	✓	✓	✓	
Phil Gilks	PG	✓	✓	A	✓	
Laura Arends	LA	A	A	NA	NA	NA
Beverley Shears	BevS	A	✓	✓	✓	
Nyashadza she Nguwo	NN	✓	✓	✓	A	
Aashni Sawjani	AS	✓	✓	✓	A	
Amir Iqbal	AI	✓	✓	✓	✓	
Aliya Khan	AK	✓	✓	NA	NA	NA
Meera Dasani	MD	✓	✓	NA	✓	
Luke Martin	LM	✓	✓	✓	✓	
Mehul Parekh	MP	A	✓	✓	A	
Benjamin Smith	BS	✓	✓	✓	✓	
Stephanie Glazebrook	SG	✓	A	✓	NA	NA
Sarah Bradley (CEO)	SB	✓	✓	✓	✓	
Paula Heneghan (Clerk and HOF&CS)	PH	✓	✓	✓	✓	
Elgan Hughes (HOMS)	EH	✓	✓	NA	NA	NA
Andy Reynolds (HOIGE)	AR	✓	✓	✓	✓	
Amy Horner (Interim HOMS)	AH	A	A	✓	✓	

Catherine Searcy (Minutes)	CS	N/ M	N/ M	N/ M	N/ M	
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Key: “✓”=Present, “A” =Apologies given, “N/ M” =Non-member, “P” =Partial attendance, ‘X’ =Non-attendance

**Formal**

Item	Discussion	Actions
1. Introduction/ Apologies for Absence/ Conflict of Interest	<p>NN is currently on paternity leave so send his apologies TEXT REDACTED</p> <p>Apologies were also received from AS and MP.</p> <p>Stephanie Glazebrook has now resigned from her role as Student Trustee. GK thanked her for her contribution.</p> <p>Conflicts – no changes/additions.</p>	
2. Minutes of the previous meeting	<p>No comments/amendments.</p> <p>Minutes approved.</p>	
3. CEO Update	<p>SB gave a verbal update. Key highlights –</p> <ul style="list-style-type: none"> <li>• Strategy Task Force has been formed – internal group, that includes AI, to produce one strategic plan including North Star, strategic objectives. They will present in June to Trustee Board.</li> <li>• Strike action continues – UCU have voted again for action and SB anticipates to continue over next 6-12 months. Impact on DMU is still relatively low but pockets of students that are affected, are quite badly. Working closely with IOA to support students.</li> <li>• Leicester protest on 01/05/2023 – SB informed last week of a peaceful Palestine protest taking part. Alongside that, another protest took place at a local factory. SB and AI attended a meeting led by the Police to discuss ahead of the date - no knowledge of any DMU students taking part but nice to be included in discussions/awareness.</li> <li>• Executive Officer induction is being relaunched by AH team</li> </ul>	

	<ul style="list-style-type: none"> <li>• Trustee Board Away Day in diary for August 2023 – SB open to ideas on agenda items so please let her know if there is anything you would like to see, otherwise assume are happy with proposed items.</li> <li>• External Trustee recruitment to launch this week. Thank you to BS, PG and AS for being on the recruitment panel.</li> <li>• Financial update this month is very different. Goal is to produce a shorter/easier to read financial update with info from AR and AH too. Lots of looking forward.</li> <li>• Focus for 2023/24 is the budget</li> <li>• Block grant update – SB has not heard anything as yet which isn't unusual. Informal conversations remain positive</li> <li>• DMU has given their staff two cost of living increases this year. DSU matches DMU's cost of living so positive step but has affected finances.</li> <li>• Voice and Advice teams are running 'What Now?' workshops to support students following the outcome of elections</li> <li>• Lots of new staff starters</li> <li>• Welfare Executive role is now going out for bye-election – there is an AOB relating to this</li> <li>• Trialing pop-ups in half of the SUpplies space – next one is a sweet shop</li> <li>• SB, AR and GK met with TEXT REDACTED to discuss ideas for Function Rooms – big thank you to GK for assisting in setting up that meeting</li> </ul> <p>PG: Impact on relationships in regards to strikes?  AI: Isn't aware of any withheld pay by DMU. AI raised at termly update with Shushma Patel and they are continuing with their usual processes and those students who have missed lectures will catchup as per the norm. DMU has asked for us to keep them updated of any student contact re. missed assessments.  PG: How confident are you that DMU are tracking affected students?  AI: DMU are expecting some impact but not as severe as other universities. DMU are planning to ensure students are not affected as much as possible.</p> <p>BS: Aware of staffing changes within Finance at DMU – concerns?  PH: None – DSU has a good relationship with Debbie Muddimer who is interim acting Director of Finance following Pete Cross departure.</p>	
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	<p>BS: Main priority for SB over the next two months?          SB: Budgets and planning for 2023/24. SMT and I want to do as much as we can with the budget to bring that to June Board. Planning fortnight in May to get all staff team ready for next year.</p>																									
<p>4. Executive Officer Update</p>	<p>MD and AI gave a verbal update.</p> <ul style="list-style-type: none"> <li>• DMU Library Development project ongoing</li> <li>• Virtual Learning Environment (VLE) project now being tested</li> <li>• Leadership elections now completed –</li> </ul> <p>Executive Officers 2023/24</p> <table border="1" data-bbox="645 627 1552 815"> <tr> <td>Destiny Maz</td> <td>Academic</td> </tr> <tr> <td>Komal Shahzadi</td> <td>Equality, Diversity &amp; Inclusion</td> </tr> <tr> <td>Amir Iqbal</td> <td>Union Development</td> </tr> <tr> <td>Gurupriya Karasala</td> <td>Opportunities &amp; Engagement</td> </tr> <tr> <td>Vacancy</td> <td>Welfare</td> </tr> </table> <p>Liberation Officers 2023/24 –</p> <table border="1" data-bbox="645 922 1552 1185"> <tr> <td>Mcdonald Ikemefuna Odenigbo</td> <td>BAME</td> </tr> <tr> <td>Chelsea Hextall</td> <td>LGBTQ+</td> </tr> <tr> <td>Aria Dudhia</td> <td>Womens</td> </tr> <tr> <td>Chimdi Oriaku</td> <td>International</td> </tr> <tr> <td>Nerissa Doran</td> <td>Disabled</td> </tr> <tr> <td>Judith Olurankinse</td> <td>Postgraduate</td> </tr> <tr> <td>Toni Fazaeli</td> <td>Mature</td> </tr> </table> <ul style="list-style-type: none"> <li>• Free breakfast provision for students and staff has been extended to June</li> <li>• NUS Conference took place in March 2023. AI wasn't able to attend due to elections, AS attended as Lead Delegate. Some attended in person and some virtually due to train strikes but they were limited in engagement.</li> </ul>	Destiny Maz	Academic	Komal Shahzadi	Equality, Diversity & Inclusion	Amir Iqbal	Union Development	Gurupriya Karasala	Opportunities & Engagement	Vacancy	Welfare	Mcdonald Ikemefuna Odenigbo	BAME	Chelsea Hextall	LGBTQ+	Aria Dudhia	Womens	Chimdi Oriaku	International	Nerissa Doran	Disabled	Judith Olurankinse	Postgraduate	Toni Fazaeli	Mature	
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	<ul style="list-style-type: none"> <li>Responsible Futures reaccredited – some feedback received from the report that can be actioned</li> </ul> <p>GK: free breakfast provision – what is the plan for September 2023? Conscious of budgets and cost of living crisis continuing.  AI: Haven't yet thought that far ahead, very grateful for the extension to June and would hope that it can be extended further.  SB: Focus also on cost of graduations currently and supporting students with that.</p> <p>BS: Congratulations on Responsible Futures reaccreditation. Have we fed back to NUS about struggles with virtual attendees?  AI isn't sure as AS attended, but CS noted that AS was in regular contact with NUS at the time to highlight issues.</p> <p><b>ACTION: Check if feedback given to NUS already and if not, then ask AS to do so.</b></p> <p>PG: In review of the year, what would you do again and what would you not?  AI: Biggest achievement is the free breakfast provision for all DMU students. Some personal things working on have been a bit slow but getting to points now of presenting data/proposals to the university. Prep work is key and support in that from colleagues.</p> <p>MD: Everything until now has been well supported from DSU team and free breakfast for students and staff is highlight.</p>	AS
5. Student Council Update	Update from AI – <ul style="list-style-type: none"> <li>Elected Chair in first meeting</li> <li>In January 2023, passed 'The Grass Can be Greener' policy re. DMU's responsibility around sustainability</li> <li>AS brought SHAG policy to Council</li> <li>Will be bigger update next time as a lot on the agenda</li> </ul>	

**Substantive items for consideration**

<p>6. Financial Update</p>	<p>PH gave verbal update.</p> <ul style="list-style-type: none"> <li>• Have changed the way we are presenting figures - Monthly management accounts we hope will look quite different</li> <li>• PH has gathered feedback about the standard PowerPoint used at Trustee Board – looking at creating a ‘data dashboard’ of two pages maximum going forward, that would allow easy comparison between months and user friendly for all trustees</li> <li>• Budgets for 23/24 would fit into this format</li> <li>• March 2023 - Sales down in all areas which has affected bottom line.</li> <li>• Fixed costs such as salaries, speaker hire are still ongoing.</li> </ul> <p>GK: how measuring footfall?  AR: Had been using door counters but they were removed by Estates. New counters on order for Sept 23.</p> <p>AR gave an overview on Commercial.</p> <ul style="list-style-type: none"> <li>• Cost of living crisis has had an impact, when there are strikes footfall does drop, free breakfast has had an impact on morning coffee purchases. Have been able to control the costs to keep inline with predictions but unfortunately sales are down against forecasted budget. Compared to 2021/22 sales are growing though.</li> <li>• Supplies has had its first negative month since last year, but April is looking strong.</li> <li>• Actual transactional value (ATV) has gone up due to private hire transactional prices being higher</li> <li>• Private hire has been recently added back in to the Function Rooms figures as below threshold for declaring separately for tax purposes</li> <li>• Looking forward, Retail and hitting budget are the focus. Extensive Freshers 2023 planning has already taken place. More opportunity to advertise events and sell tickets.</li> <li>• External partner work to continue – TEXT REDACTED and another partner possibly for downstairs.</li> <li>• Pool tables used 350 times in March – estimate that on their own they would bring in approx. £7k</li> <li>• Private hire of Function Rooms – regular weekly booking in place</li> </ul>	
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	<ul style="list-style-type: none"> <li>• Supplies – TEXT REDACTED shop coming in from Sept 23 and we will take TEXT REDACTED of their profit. Contract not yet signed but will include a break clause for both parties.</li> <li>• The Union – Leicester based food company with 85 locations internationally have made contact and they are wanting to put in a proposal for taking over The Union food provision. AR confirmed no risk for DSU in relation to Chartwells contract. This company have recently launched within Aston Students Union.</li> </ul> <p>LM: Who else is interested as competition for the space downstairs?  AR: TEXT REDACTED are exploring that option of taking both spaces. GK noted that TEXT REDACTED bars have a food provision so they may want to both spaces to increase profit.</p> <p><b>ACTION: AR to reach out to the CEO at Aston SU to discuss their contract.</b></p> <p>BS: Do we know what Chartwells have planned for The Coffee Hut space? And do we have any plans for engaging student groups more going forward?  AR: Rebranding as a more cosmopolitan coffee venue. They do view us as a competitor. We will look at prices once they are open. With regards to student groups, we're working with a lot of different promoters in relation to Freshers and one particular promoter is keen to come in and run events for us on Wednesday's so that could engage sports groups, societies etc. Haven't got any more detail on that currently.</p> <p>BevS: Potential avenue is for you to chat to Commercial team in DMU. If DSU do not want Chartwells in there then you should be able to say so. We do not know if DMU are happy with the service they are getting themselves from Chartwells so worth a conversation.</p> <p>SB: Have raised repeatedly with DMU and will continue to raise. Chartwells were due to reopen The Coffee Hut in April and still waiting.</p> <p>GK: Selection criteria for external partners – how benefits students, financial etc. Agree that someone who wants to be part of DMU campus is good sign – can build things into the contract to support that. Want rigid agreement in place for them to sign.</p> <p>AH gave an overview of Membership Services -</p>	
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	<ul style="list-style-type: none"> <li>• Underspend due to staffing and in turn linked to projects</li> <li>• Elections voter turnout was a 4% increase above what we expected to achieve this year</li> <li>• Increased engagement with Zones and Council</li> <li>• High numbers of engagement with students on The Hub. MarComms are already looking at signage and visual presence in the area.</li> <li>• Student Experience meeting between students, DSU and DMU in progress</li> <li>• May 2023 Planning Project fortnight</li> </ul> <p>AR gave an overview on MarComms –</p> <ul style="list-style-type: none"> <li>• Have data in relation to social media accounts and engagement</li> </ul> <p>LM: Would suggest figures in green are shown as positive as they go towards reducing overall loss.</p> <p>BS: Show continuation of figures between areas so can see where gains made</p> <p>PG: Hybrid between old version of reporting and this format as not the clearest to view, figures are already in the management accounts. Redefine ‘good’ and measure of success re. finances in terms of number of Course Reps for example.</p> <p>BevS: Agree with BS suggestion of Finance paper and separate KPI paper. Keep as simple as possible for all users.</p> <p>AI: Previous format did what it needed to, this format contains too much info.</p> <p>SB: Rejig of CEO Report to include KPIs and then separate Finance report</p> <p>PG: Previously was an area on DSU website to access papers? Can it still be done?</p> <p>PH: Want to explore Sharepoint ability to allow Trustees to access their own Board papers so once format is finalised we will do that.</p> <p><b>ACTION: Feedback to PH on format to be incorporated going forward – split back into Finance Report and CEO KPIs</b></p>	PH
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	<b>ACTION: Online shared space for Trustee Board to access papers etc to be explored</b>	PH
7. Reserves and Investment Policy	<p>PH: Approved in June 2022 – PH has made some amendments to make them shorter. Nothing contentious in there but happy to take questions?</p> <p>GK: No questions or comments. Taking as read by all.</p> <p>BS: Could they be one document? As one needs the other to read clearer.  PH: I think it would be confusing to have it as one policy as they are distinct  PG: Feel it does need two separate policies.  LM: Have we looked at interest rates etc recently?  PH: On to do list already to review Coop and Redwood accounts.</p> <p><b>ACTION: PH to review TEXT REDACTED accounts and consider further long term investment</b></p>	
8. Risk Register	<p>SB updated format last year so have just updated risks including adding cost of living. Taking as read but open to questions.</p> <p>GK: No questions or comments. Taking as read by all.</p>	
9. Student Experience Activity	<p>AH: Have an activity for us to do looking at creating a distinctive DSU student experience. Ran at the All Staff Away Day in April 23 and AH fed those outcomes/feedback to the Board.</p> <p>BS: Are we asking students these questions?  AH: Ask these questions in the student survey. This task was more about ‘warming up’ staff minds ahead of May planning fortnight.</p> <p>BevS: None of the comments about difficulty to complete are surprising. How would our students know what sort of experience they SHOULD be having, so they can compare to what they had/have?  AH: DMU are going through a similar process so we can add into that. They have TEXT REDACTED to do that and we will be putting the student group together for it.</p> <p>PG: A student journey map for DSU could add some real value and transparency around expectations.</p>	

	<p>AR: Annual members survey is being updated ahead of being distributed very soon. Collate the data and pass to the appropriate Line Manager/department head. Distribute at end of May 23 and then Board will get feedback.</p> <p>Link shared by PG as suggestion - <a href="https://www.ucl.ac.uk/transforming-our-professional-services/sites/transforming-our-professional-services/files/ucl_high_level_student_journey_final_0.pdf">https://www.ucl.ac.uk/transforming-our-professional-services/sites/transforming-our-professional-services/files/ucl_high_level_student_journey_final_0.pdf</a></p>	
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Other Items for discussion		
<p>15. AOB</p>	<p>Welfare Exec vacancy – AK not returning next year so now need to run a bye-election as the next highest polling candidate did not accept the role. Returning Officer has moved on from their role so need to fill that before being able to proceed.</p> <p>NUS can provide a Returning Officer service, but Trustee Board need to approve their appointment. AH will explore the possibility of longer term arrangements for the Returning Officer, but time is quite urgent on this occasion.</p> <p>GK: Any objections? BS: Not on this occasion but permanently would recommend researching options ahead of next elections. AI agreed.</p> <p>PG: Reminder that DSU are already paying NUS to do this as part of the membership fee. In difficult situations, they do have expertise.</p> <p>NUS approved as the Returning Officer for the bye-election.</p> <p>LM: Student Trustees recruitment update going forward? AH: Starting the process with the Voice and Opportunities team, utilizing volunteering brokerage and jobs platforms to advertise. SB: anticipate 3 new student trustees vacancies.</p>	

Meeting closed

Items for receipt (not discussion)

Future Meetings

- 27th June 2023

**DSU Trustee Board Action Log 2022/23**

<b>Date action added</b>	<b>Action Reference</b>	<b>Action Required</b>	<b>Notes</b>	<b>Action Lead</b>	<b>Target Date for completion</b>	<b>Status</b>
<b>June 22</b>	5. CEO Update	Discussion outside of meeting regarding agreement with SULets		GK/SB		<b>Ongoing</b>
<b>Dec 22</b>	6. Freshers Report	KPI's shared at Trustee Board in either March or June.		SMT		<b>Ongoing</b>
	10. Reforecast 2022-23	2023/24 budget to be a breakeven budget.		SMT		<b>Ongoing</b>
<b>Dec 22</b>		Trigger points identified		SMT		<b>Ongoing</b>
<b>March 23</b>	8. Commercial Vision	AR to explore possibility of a contract with entertainment/games company like NQ64		AR		<b>Ongoing</b>
<b>May 23</b>	4. Exec Officer Update	Check if feedback given to NUS already and if not, then ask AS to do so (re NUS conference)		AS		
<b>May 23</b>	6.Financial Update	AR to reach out to the CEO at Aston SU to discuss their contract with TEXT REDACTED.		AR		
<b>May 23</b>	6.Financial Update	Feedback to PH on format to be incorporated going forward – split back into Finance Report and CEO KPIs		PH		
<b>May 23</b>	6.Financial Update	Online shared space for Trustee Board to access papers etc to be explored		PH		