



ANNUAL

MEMBERS

MEETING

2020

de montfort 

Summer 2020

demontfortsu.com

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Introduction

The purpose of this document is to help give you a clear picture of the structure, governance and management of the De Montfort Students' Union (DSU).

The information compiled in this report is sourced from the 2019 Trustee Board Report, the 2019 Auditor's report and DSU governance documentation – these documents can be found on the DSU Website.

Everything in this AMM is relating to the 2018/19 academic year.

De Montfort University Students Union Limited (DSU) is a company limited by guarantee (**company number 06634464**) and a registered charity (**charity number 1138587**).

DSU is governed by the Articles of Association and Bye-Laws; these documents are available on the DSU website.



Key people – Executive Officers

DSU's Executive Officers are elected by the student population to hold office from 1 July to 30 June. The Executive Officers together are known as the Executive Committee.

The Executive Officers who held office during this report period are:

- **Union Development Executive** – Kate Askew (Appointed 01/07/2019 (Resigned 12/2019)
- **Academic Executive** – Laura Flowers (Appointed 01/07/2019)
- **Equality and Diversity Executive** – Diya Rattanpal (Appointed 01/07/2019)
- **Student Opportunities and Engagement Executive** – Aisha Ismail (Appointed 01/07/2019)
- **Welfare Executive** – Katie Hobbs (Appointed 01/07/2019)
- **Deputy President of Education** – Mollie Footitt (Resigned 30/06/2019)
- **Vice President of Activities** – Derrick Mensah (Resigned 30/06/2019)
- **Vice President of Welfare and Community** – Jessica Okwuonu (Resigned 29/10/2018)



Key people – DSU Staff Structure

External Trustees

All External DSU Trustees are appointed to the Trustee Board by an Appointments Committee.

Student Trustees

Student Trustees are current students appointed to the Trustee Board through an application process and the Appointments Committee.

Elected Student Trustees

This includes all the DSU's elected Executive Officers.

Trustees during this period included all elected DSU Executive Officers and the following:

External Trustees

Danielle Gillett (Chair)
James Brooks (Appointed 21/08/2019)
Sam Hagger (Appointed 21/08/2019)
James Gardner (Resigned 12/08/2019)
Robert Gofton (Resigned 05/02/2019)

Student Trustees

Kalem Todd (Resigned 01/05/20)
Laura Toher-Hindle
Samuel Sayer (Appointed 05/03/2019)
Youseff Labib (Appointed 01/07/2019)
Tyler Arther (Resigned 03/06/2019)
Daniel Czyzak (Resigned 03/12/2019)

Key people – DSU Staff Structure

The Chief Executive Officer (CEO) works closely with the Executive Officers and is head of the Senior Management Team.

The Senior Management Team during this period was made up of...

Chief Executive Officer – Penni Robson

Head of Commercial Services – Joe Stephenson

Head of Finance, People and Central Services – Paula Heneghan

Head of Membership Services – Colina Wright

Acting Head of Membership Services – Elgan Hughes

Risks and Risk Management

The major strategic, business and operational risks to which DSU may be exposed, as identified by the Trustees, are regularly reviewed and systems or procedures are put in place to mitigate those risks.

A Risk Register had been established which is updated and reported to the Executive Committee and Trustee Board quarterly.

The key matters covered are explained on the following pages.



Risks and Risk Management

Funding

DSU receives the majority of its income from DMU as well as generating its own from commercial services. Annual budgets are set and approved by the Trustee Board with management accounts and variances to budget regularly reviewed. DSU is also represented on the DMU Board of Governors to ensure regular reporting and communication with our main funder.



Retention of key staff

We use experts to assist with key recruitment decisions. We provide enhanced support and supervision giving people opportunities to progress, as well as involving Key Staff in strategic planning.



Governance management

We have a corporate governance structure aligned with Charity Commission best practice guidelines. This involves strong communication with staff and Trustees, review of policies and procedures, regular meetings and information on performance and progress with clear, defined decision-making processes. DSU completed a full governance review in 2018 which endorsed our new structures as best practice.



Risks and Risk Management

Financial systems and control

Qualified in-house finance professionals produce accurate and up to date financial reporting with close monitoring of internal controls and a regular review of processes and procedures to ensure they are fit for purpose.



Compliance with laws and regulations

We constantly monitor and review changes as well as adhere to best practice, using specialist support where necessary.



Brexit

No significant risks have been identified as a result of the decision to leave the EU. Close monitoring of the impact of Brexit on the student body and DSU will continue and is supported by DMU and NUS.



Aims and Objectives

The main aims (formally known as “objects”) of DSU as set out in its governing documents are:

To advance the education of the students of DMU for the public benefit by:

- Providing representation, advice and assistance to students on matters affecting their welfare and interest as students
- Being the recognised representative channel between students and DMU and any other external body
- Providing sporting, social, cultural and recreational opportunities and facilities for students so as to further the education purposes of DMU
- Promoting and encouraging contact and co-operation between students
- Advancing the welfare and physical and mental wellbeing of students

Relationship with DMU:

- For the year ended 31 July 2019, DSU received a Block Grant from DMU of £1,046,865 (2018: £1,046,868). For the financial year 2019/20 DMU have agreed a Block Grant of £1,287,868.
- DSU is extremely grateful for the university's continuing support including the use of the Campus Centre Building and ongoing financial and other support which the university has provided during the year.
- The stable Block Grant and continued use of campus space ensures DSU can keep supporting its student members and deliver the best service to achieve its aims and ambitions.

Review of Achievements and Performance

MARKETING AND COMMUNICATIONS

2018/19 has seen further development in the way DSU communicate with our members. With the formulation of stronger working relationships with key departments at the university as well as better internal communication and cohesive working within the union itself, we have ensured events, campaigns and information about DSU are better communicated in a more timely and connected way, using a broad range of channels.

We have dramatically increased the quantity and quality of our video output and communications, which is widely used across campus and online, and continues to achieve good engagement numbers.

During the year the department was able to add to the staff team with the creation of the Events and Communication Coordinator role. The creation of this role has allowed us to offer more engaging and offer more opportunities to students. Throughout the next academic year the Marketing and Communications department will concentrate on ensuring that we are listening to our members and are working to improve our communications further with our members and key stakeholders.



Review of Achievements and Performance

STUDENT VOICE

The 2019 officer elections were the first to be run after the full governance review, which included changes to the election regulations, new full-time roles and a return to voting at ballot stations. As expected, the re-introduction of ballot stations led to a drop in voter numbers; 1,891 students cast a total of 10,305 individual votes. 36 candidates stood for 12 posts, all but one were contested.

The Annual General Meeting was well attended and the students voted overwhelmingly to approve the changes to the Articles of Association and Bye-Laws which came about as part of the governance review. The annual accounts and Trustee Board report were well received. Student Councils were also well attended and there was keen debate about union policy as well as considered Executive Officer scrutiny. DSU continues to work closely with the university to develop the academic representation scheme ensuring that the student voice is heard at all levels. Students are valued members of many university committees; they attend a variety of meetings including Academic Board, Academic Quality Committee, Programme Boards, Staff Student Representative Committees, course validations and periodic reviews.

Consideration is currently being undertaken as to the future of School Rep Coordinators, who are managed by the university. DSU is heavily involved in this review and will work side by side with the university to ensure any decisions taken are in the interest of the student body.



Review of Achievements and Performance

ACTIVITIES: SOCIETIES

DSU has continued to support student groups and increase the number of students involved. DSU currently has 179 societies and the new online system has removed barriers and enabled easier access for students and committee members. The total society memberships has reached 7,396, with a total of 1,109 committee members. These societies are all student-led through committee volunteers.



Review of Achievements and Performance

ACTIVITIES: MYUNIPAL

MyUniPal has transitioned into a group mentoring scheme focusing on the transition into higher education. The team works closely with, and is a full member of, the mentoring working group (Mentoring For All) which includes 5 mentoring schemes across the university working in partnership to ensure accessibility of mentoring on and off campus.

In the academic year 2018/19, the scheme engaged with over 50 volunteers that supported International Welcome Week, Freshers' Week 2018, Refreshers' Week 2019 and different peer support initiatives. For the academic year 19/20 the scheme will continue supporting International Welcome Week and Freshers' Fair as well as giving an opportunity for volunteers to develop peers support activities in their networks.



Review of Achievements and Performance

ACTIVITIES: DMU SPORT

In 2018/19 DSU sold 4,315 memberships to Sporting Clubs with 1,687 individuals purchasing a membership. 397 of these individuals became student leaders and are elected committee members for the group.

The Activities department continues to work in partnership with the DMU Sport team and are currently planning the training and support of new committee members and creating a calendar of events for 2019/20.



Review of Achievements and Performance

ADVICE

The Advice team has provided excellent advice and support to students this year on more than 2,500 cases. The Advice team helped students gain over £95k in returned damage deposits, Student Finance England funding cases, rent write-offs and immigration application fees saved.

In addition, the team have represented students in many university committees including disciplinary, academic misconduct, complaints/appeals and deferrals. The advisers have also supported individual students with more challenging cases such as supporting students through court proceedings regarding housing deposits and liaising with the Home Office on a very complex case regarding a lost passport.



Review of Achievements and Performance

SUPPLIES

SUpplies sells a variety of specialist supplies for DMU courses including stationary and clothing while also offering dissertation and binding services. SUpplies has made a profit of £24k (2018 £25k). Constant product reviews, relationship development on the DMU Campus, excellent customer service and a small scale redecoration have been key to our success this year.

In addition, DSU have been able to provide a full-time contract to our Retail Manager to allow consistent opening of SUpplies throughout the year.



8:30 am - 4:30 pm / Monday - Friday

Review of Achievements and Performance

DSU SALES AND ADVERTISING

DSU Sales and Advertising achieved a net profit figure of £50k (2018 £34k). This increase is down to a strong Freshers' Fair booking performance and direct sponsorship agreements with a number of national and local companies.

Sales of the newly branded NUS Extra Card (Totum card) were maintained.



Review of Achievements and Performance

DSU FUNCTION ROOM AND SU'S DINER

DSU's new American style catering, SU's Diner, opened in September 2018 with a focus on quick service and value for money. DSU continue to develop this offer in line with student feedback and have revamped the menu as well as making improvements to the seating and service delivery. The DSU Function Rooms (including private hire bookings) made a profit of £13k (2018 £80k) due to lower than expected sales in particular on the relaunched Friday night event.

Following investment into the Function Rooms during the year we have seen an increase in usage of this space in particular by our student groups and also our colleagues within DMU when holding events for students.

Throughout the year there was a keen focus on cost control and service delivery. This has enabled the posts of Head of Commercial and Venues Manger to be made full time to ensure consistent service and the ability to meet out of term bookings.



SU'S DINER

Your American style diner.
Great value, great choice.

Review of Achievements and Performance

STUDENT UNION LETTINGS LTD (TRADING AS SULETS)

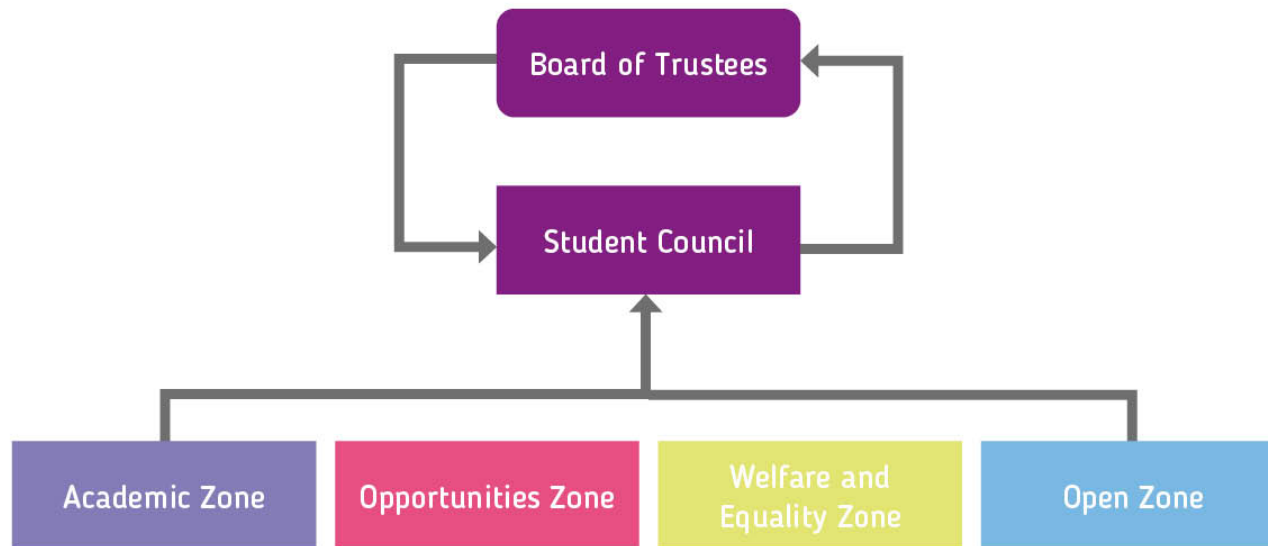
On 1 August 2012 the trade and assets of the Lettings operation were transferred to a new limited company Student Union Lettings Limited (trading as Sulets). Sulets is a registered charity and company limited by guarantee, with two members - DSU and The University of Leicester Students' Union (ULSU). Sulets supports DSU with sponsorship of activities and events during the year and we ensure it continues to contribute to our aims and objectives through our Board representation.

In the opinion of the Trustees, Sulets is not a subsidiary undertaking of the Charity. All funds generated by Sulets are restricted for use by Sulets in line with the objects of that charity.

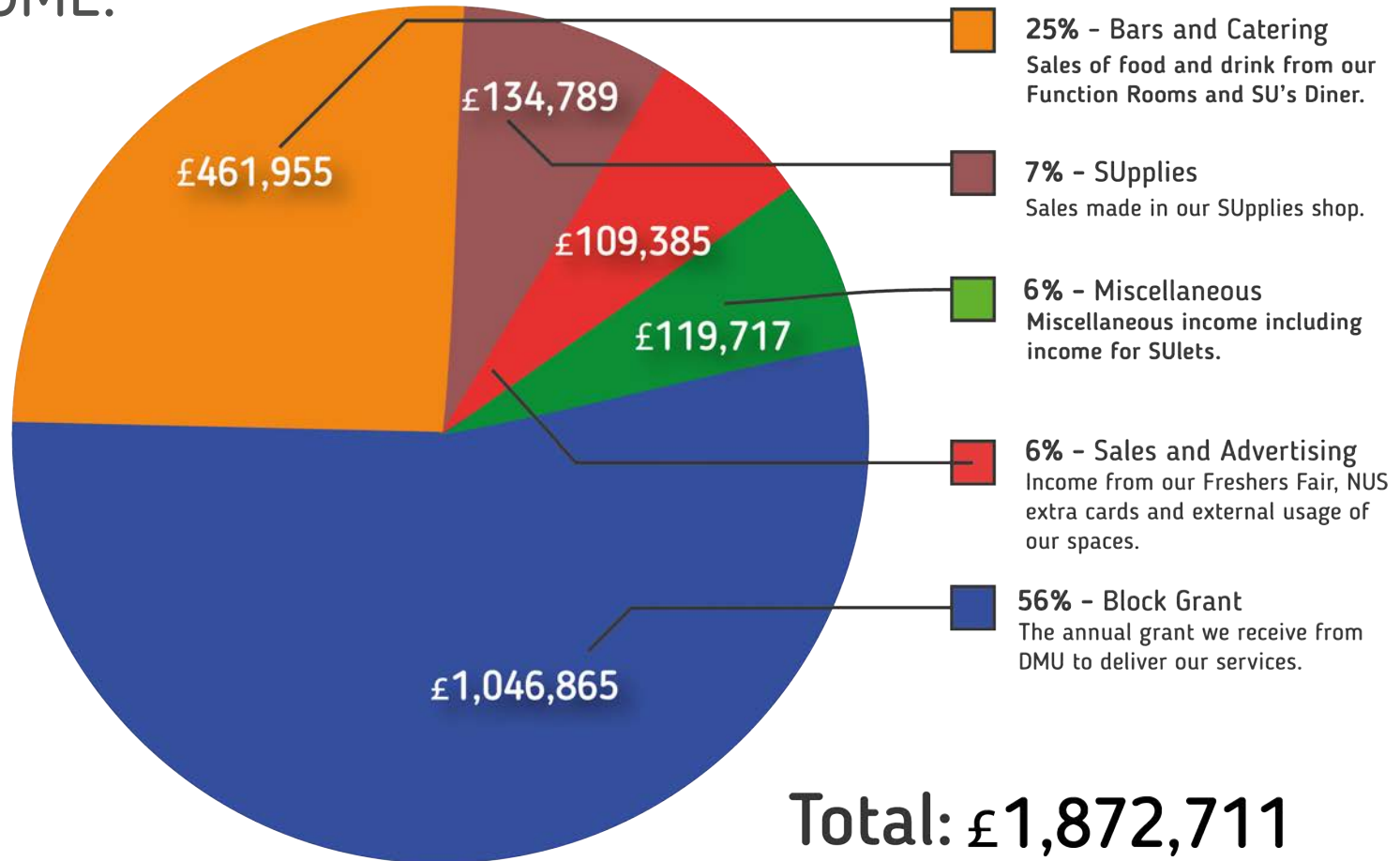
Student Council and Zones

Following the DSU Governance review; in line with the Bye-Laws, a new Student Representation model was introduced in the form of Zones in 2019. Four new Zones were created – each headed up by the relevant Executive Officer(s).

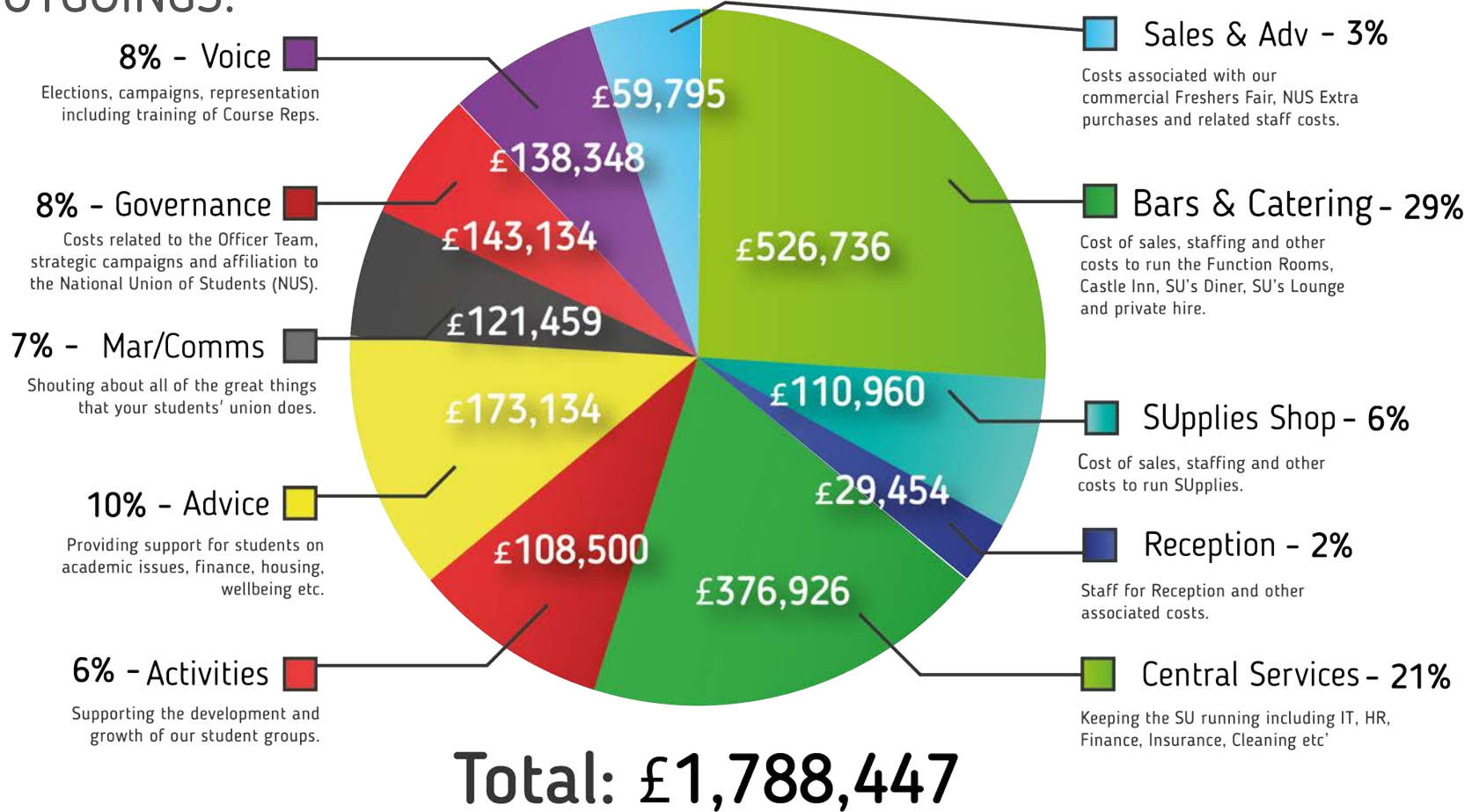
The new Zonal model is aimed at providing a more focused opportunity for students to raise issues relating to their student experience. Members of the four zones make up the voting body of the Student Council.



INCOME:



OUTGOINGS:



Affiliations fees for the year ended 31 July 2019

NUS Affiliation Fees	£44,125
Advice UK Membership	£332
Free Movement	£360
Demon Media SRA Student Radio Association	£96
Demon Media The National Student Television Association (NaSTA)	£65
SLUGS: SSAGO - The Student Scout and Guide Organisation	£4
TOTAL	£44,982

Plans for the future

Following completion of the governance review in 2018, DSU began the process of preparing a new Strategic Plan for the next three years until 2022. We have updated our mission and vision. Work is being done in conjunction with key stakeholders to ensure we meet the needs of all our student members.

MISSION:

Empowering you to create an unforgettable journey by looking out for your wellbeing, creating a sense of belonging and providing opportunities to get actively involved.

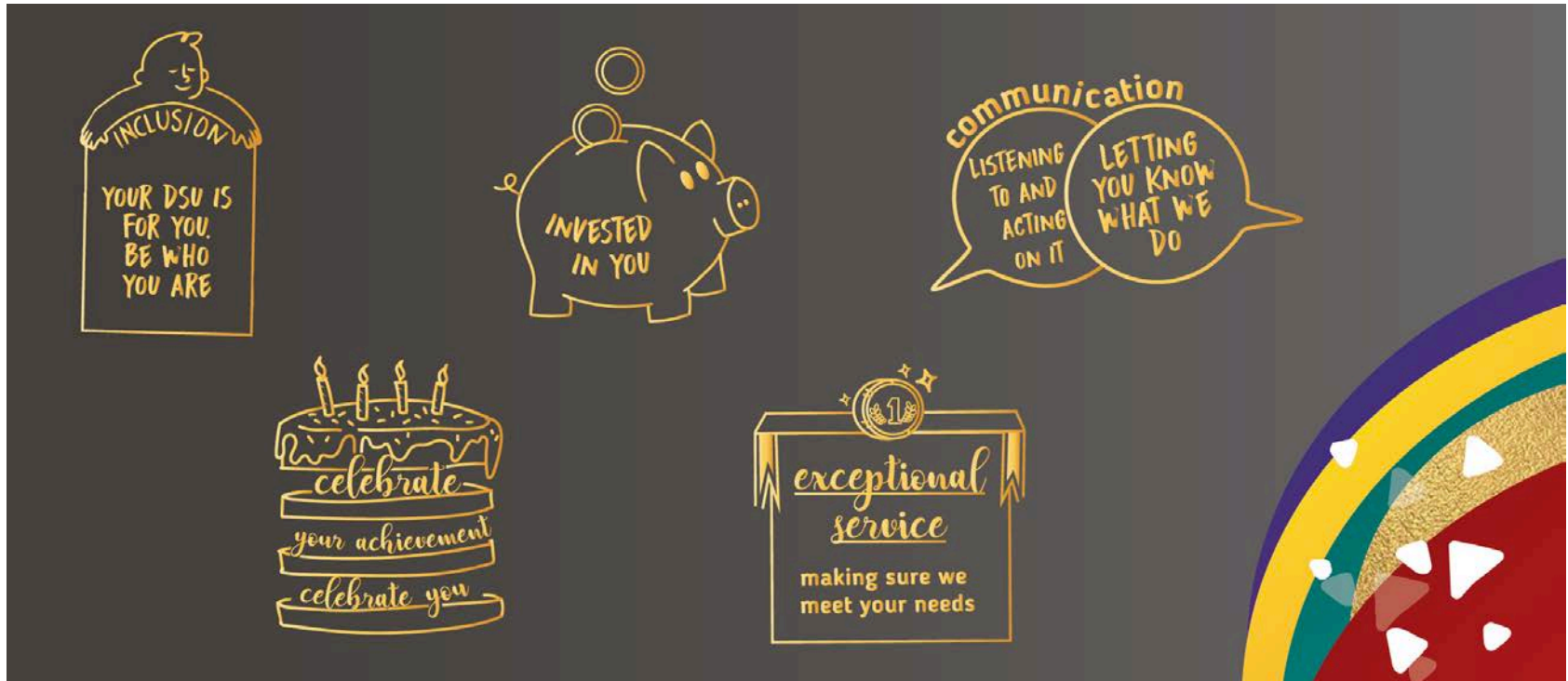
VISION:

To put De Montfort Students' Union at the heart of your journey.



WE ARE DSU

To ensure we are creating an unforgettable journey for students, we will have golden threads running through everything we do. These golden threads will include...



As outlined in the new Strategic Plan, by 2022 we will...



Thank You

Your continued cooperation, engagement and support of DSU is always appreciated.

We hope this document has allowed you to gain an insight into the governance and operations of the union.

At DSU we hope to build upon our achievements and ensure that students are supported throughout their journey at DMU.

Should you have any comments, questions or queries – please send them to:

Voice@DMU.ac.uk