**Minutes of The Students’ Union at UWE Board of Trustees**

**13th December 2016 – 5.30pm**

**Present:** No conflicts of interest

**Trustees:** Ahmd Emara President & Chair

Jamie Jordon VP Education   
Sian Hampson VP Community & Welfare

Olivia Evans VP Societies & Communications  
Clare Davidson External Trustee  
Alvaro Loxton Student Trustee

**Apologies:** Sarah Eden External Trustee

David Osborne External Trustee

Chris Clements External Trustee

Serena Smith VP Sports & Health

**In attendance:** Tim Benford CEO

Phillippa Scott HR Manager

**39/16** **Minutes of the previous meeting:**

Agreed the minutes of the meeting held on 18th October 2016

**40/16**  **Action points from previous meeting:**

*Action* – TB to confirm final audit report date **(ongoing)**

*Action* – JJ: each motion to be agreed and allocated to officers and consider external trustees **(complete)**

*Action* – JJ to investigate marketing channels and themes of ideas **(ongoing)**

*Action* – TB / AE to recruit by December Board meeting **(ongoing)**

*Action* – Officer team to select target areas to present in December **(complete)**

*Action* – TB to update objectives with milestones, red/amber/green and highlight challenges **(ongoing)**

*Action* – DO to meet with TB to confirm consultant support **(complete)**

*Action* – DO/TB to create CEO support group **(ongoing)**

*Action* – TB to add current balance sheet to papers **(ongoing)**

*Action* – F&GP to look at Financial Regulations specifically section 24 **(complete)**

*Action* – AE /JJ to check OFFA agreement **(ongoing)**

**41/16** **Finance trading update**

Very positive for retail with strong manager in post. 4% up in U Block. Challenges on wet sales, TB currently working with Licensed Trade Manager to set clear objectives.

Current negotiations underway for extending use of space. University will continue to support with FBL delays.

F Block – proposal to keep until 2019

Bower – loss of circa. 1800 students.

*Action* – TB to create plan for trading projections

**42/16** **Student ideas:**

First student council held. Each item rated 2 or above was discussed and allocated to relevant officer. Engagement appears to be higher than previously and positive feedback received.

*Action* – set dates for feedback and an action plan to be created for each item.

**43/16** **Student Trustee recruitment:**

No successful appointment thus far.

Alvaro Loxton to stay for another year.

*Action* – TB to re-advertise

**44/16 Engagement statistics target:**

First meeting to be held on 4th January and reports to be drafted and sent to the Board for review

*Action* – officers to plan sub meetings by end of January

*Action* – officers to finalise plan of what to implement and circulate to the Board

**45/16 Complaints Summary:**

2 complaints received:

Fuel expenses policy – different policy applies for student staff and staff. F&GP passed 0.25p for students in 2011 however, HMRC’s recommendation of 0.45p

Security staff – complaint of behaviour. CCTV cleared allegation.

*Action* – TB to review fuel expenses

**46/16 Objectives & Management of CEO incorporating update:**

Document circulated in format of Red, Amber, and Green. Few areas to catch up on.

Amends made to overall document and separate document to be created for managers and insight to where TB is responsible.

*Action* – TB to create stability ratio.

*Action* – TB to lead on customer experience project and define what the customer experience for the SU is and create an objective to support with execution/delivery

**Items to note\***

**47/15 \*Report from Elected Officers:**

Board received and reviewed reports from SU President, VP Education, VP Sport, VP Socs & Comms and VP Comm & Welfare

**48/15 \*Report from Staff Committee**

**49/15 \*Report from F&GP Committee**

**AOB**

Beverages/Catering to be provided at next meeting.

Sabbatical officer handover to be improved.

*Action* – officers to create a structure and framework for handing over and giving advice to new Sabbatical Officers, including how they work with trustees and lessons learnt.

**Time and date of next meeting:**

Next meeting: Tuesday 11th April 2017

**Action Points:**

1. *Action* – TB to confirm final audit report date **(ongoing)**
2. *Action* – JJ to investigate marketing channels and themes of ideas **(ongoing)**
3. *Action* – TB / AE to recruit by December Board meeting **(ongoing)**
4. *Action* – DO/TB to create CEO support group **(ongoing)**
5. *Action* – TB to add current balance sheet to papers **(ongoing)**
6. *Action* – AE /JJ to check OFFA agreement **(ongoing)**
7. *Action* – TB to create plan for trading projections
8. *Action* – set dates for feedback and an action plan to be created for each item.
9. *Action* – TB to re-advertise
10. *Action* – officers to plan sub meetings by end of January
11. *Action* – officers to finalise plan of what to implement and circulate to the Board
12. *Action* – TB to review fuel expenses
13. *Action* – TB to create stability ratio.
14. *Action* – TB to lead on customer experience project and define what the customer experience for the SU is and create an objective to support with execution/delivery
15. *Action* – officers to create a structure and framework for handing over and giving advice to new Sabbatical Officers, including how they work with trustees and lessons learnt.