

Meeting of the UWESU Board of Trustees

Thursday 17th October 2013 at 5:30pm

Agenda

Apologies and declaration of any conflicts of interest.

08/14 Minutes of the Previous Meeting:

To agree the attached minutes of the meeting held on 25th July 2013.

09/14 Matters arising:

See action points on the minutes.

10/14 Report from Elected Officers:

To note the attached reports from the five officers.

11/14 Report from the General Manager:

To note the attached report from the General Manager.

12/14 Report from Staff Committee:

To note the main items discussed at Staff Committee since the last trustee meeting.

13/14 Report from Finance & General Purposes Committee:

To note the main items discussed at F&GP Committee since the last trustee meeting.

14/14 Accounts for 2012/13:

To receive a presentation from the auditors, Baker Tilly, on the accounts for the year ended 31st July 2013 for UWE Students' Union and UWESU Services Limited and to approve signing those accounts.

15/14 Risk Management

To consider the attached paper on Risk Management from the General Manager and agree any necessary actions.

16/14 Strategic Review

To receive presentation from the President on current progress of Strategic Plan.

17/14 NUS Quality Students' Unions

To review attached paper from the General Manger and agree appropriate action.

18/14 Objectives & Management of General Manager

Permanent agenda item.

Time and date of next meeting: Thursday 12th December 2013 at 5:30pm in 4F10

Minutes of UWESU Trustees Meeting

25th July 2013 at 5:30pm

Present:

Trustees:	Charlie Roper (CR)	President & Chair
	Chris White (CW)	VP Sports & Health
	Tom Renhard (TR)	VP Community & Welfare
	Hannah Khan (NG)	VP Societies & Communication
	Craig Pocock (CP)	External Trustee
	James Clune (JC)	External Trustee
	Chris Nicholls (CN)	Student Trustee
	Holly Manners (HM)	Student Trustee

Apologies:	Peter Brasted (PB)	External Trustee
	Megan Edmunds (ME)	VP Education

Trustees elect:	Anthony Harding	Student Trustee elect
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In attendance:	Hugh Boyes (HB)	General Manger
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Apologies received from Peter Brasted and Megan Edmunds.

01/14 Minutes of the Previous Meeting:

The minutes of the meeting held on 27th June 2013 were agreed.

02/14 Matters arising:

1. Officers reports to be no longer than one page, to be agreed as a group and to be sent out with the papers for the meeting. ***To carry forward to next meeting.***
2. HB to ensure that a full and complete report on the summer ball is produced at the next meeting of F&GP in July. ***This was done at the meeting of F&GP on 25th July. HB went over the four action points that had been agreed by F&GP.***
3. HB to ensure that monthly written report on the progress of the building is made to F&GP and circulated to all trustees. ***Report sent 28th June, report will be sent shortly for July.***
4. HB to contact University about type of contract with BAM and whether JC can sit in on monthly meetings once construction starts. ***This was done on 1st July, university have agreed that JC can attend relevant meetings.***
5. Five officer trustees to decide which one of them will be the director of UWESU Services Limited. ***It was agreed Tom Renhard was to be the director.***

6. CR & HB to report back on any capital contribution agreed to the new building. **None to date.**
7. HB to circulate comments on trustee survey to all trustees. **Done on 28th June.**
8. HB to set up additional trustee meeting at end of July. **Done**
9. CR to liaise with CP to arrange appraisal of the General Manager. **To do after this meeting.**

03/14 Block Grant & Budget for 2013/14

There was considerable discussion around the papers submitted and questions raised. The decisions made were;

- The surplus should be £6,000 before the Nursery surplus is added;
- The level for expenditure to be capitalised is to be increased to £2,500;
- The capital budget is set at £40,000;
- F&GP are to agree any minor adjustments and clarifications within the limits set above;
- Agreed funding to the society for the printing of Western Eye shall be reduced to £2,500;
- Agreed of the £10k one-off grant, £5k shall be allocated to the Networks and £5k to Societies, CR to seek reassurance from UWE.

04/14 Election dates & Returning Officer

Agreed dates for elections and appointment of Stuart Hook as Returning Officer.

05/14 Interest Rate for intercompany loan

It was agreed that interest of £2,346 should be paid by UWESU Services Ltd to UWE Students' Union in respect of the intercompany loan.

06/14 Recruitment of External Trustees

It was agreed that the President would lead the recruitment and that he would be joined by CW, HM and JC to form the Appointments Committee. The process would start in September.

07/14 Audit Plan

The proposed audit plan by Baker Tilly was noted. The accounts would be presented at the next trustee meeting.

Time and date of next meeting: Thursday 17th October 2013 at 5:30pm in 4F10

Action Points

1. Officers reports to be no longer than one page, to be agreed as a group and to be sent out with the papers for the meeting.
2. CR & HB to report back on any capital contribution agreed to the new building.
3. CR to seek reassurance from UWE about proposed use of £10k grant.
4. CR to start trustee recruitment in September.

Charlie Roper – Students' Union President

Block Grant Increase – Increase in our Block Grant was a key success.

Actions completed: Presented paper at Board of Governors, met with VC

Hidden Course Costs Campaign – (Ongoing.) The Hidden Costs campaign calls for UWE to commit to full transparency of additional course costs prior to application on all courses, and to absorb essential costs within the tuition fee.

Actions completed: Planned campaign, promotional materials web and online, university contact with Rachel Cowie and Cassie Agbehenu. Visit to Campuses with giant receipt.

UWE Student Charter – (Ongoing.) Working on changing and re-writing the UWE Student Charter with an added joint introduction between VC & I.

Actions completed: Pushed for a new design (shorter), edited introduction and reviewed all content.

Induction Talks – These went well, but I believe they could have gone better. I wish to look into a presentation team for next year to cover presentations with help from elected officers.

Actions completed: Wrote presentation, presented presentations.

Accommodation Talk – The two accommodation talks that the team and I presented to all students living on Frenchay was successful. We received good feedback from students afterwards and thus were able to build our reputation as an organisation.

Actions completed: Wrote Presentation, presented presentation, and liaised with UWE.



UWESU Settle-In Team – I led a project which expanded the very new UWESU Settle-In Team. Partnering with funding from Unite Accommodation, we were able to **knock on nearly every new students door in the first week of term** and a follow up early October to see how things were and signpost students to the correct places if there was a need. This helped us gain on the spot feedback and action as required.

Actions completed: Planned the project, obtained funding from

Unite, recruited and trained teams, door-knocked with the teams, arranged for an impact video to be made, collated feedback, got our logo printed on over 1000 lanyards that went to every student in town.

Presentation to Technical Staff in the South West – Presented at a workshop on how Technical Staff impact on the student experience. This has led to a thank you email from the VC & the presentation being used at other workshops across the UK. UWE are also now looking at how they allow technical staff access to the curriculum.

Actions completed: Prepared presentation with VP Education, presented presentation, followed up ideas with UWE.

Student Governor Forum – First Student Governor Forum has been successful with excellent feedback from governors and senior university staff alike. This was noted in both Academic Board and a team meeting with Deputy VC, John Rushforth. The forum is unique to UWESU/UWE and I will be developing this a lot this year to make sure we stay best practice.

Actions completed: Set agenda, decided on content, briefed officer team, chaired meeting.

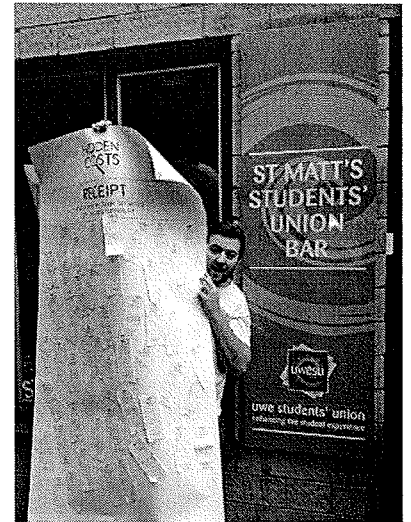
Steve West/Charlie Campus Walk Arouns – I pitched an idea to the VC to do campus walk arounds to engage with students who may not normally engage us or the VC. This was well received. This is part of my wider push to get a better partnership with UWE.

University Staff Survey – Survey purpose is to raise the Union profile amongst university staff and to research what University staff know about the Union. This will help formulate a communication strategy to enhance the University staff knowledge of the opportunities available to students.

Action Completed: Survey drafted, met and got support from the VC, meeting arranged with University HR

Car Parking (Ongoing) – The increase in car parking costs have been a big topic on the agenda recently. We've been working to find the best solution for this issue. This has taken up a considerable amount of time.

Actions completed: Collated feedback, questioned the university, proposed ideas, released a statement.



Board of Trustees Report – VP Community and Welfare

It has been a busy period on the Welfare front since the last Board of Trustees meeting in July. Our Networks have increased by approximately 34.8% from 23 to 31 over the summer period with two more looking likely to be setup over the next couple of weeks. This is double the number of Networks setup last year. So far the most successful of the new Networks has been the Postgraduate Network with 33 members with more work being done to encourage student in others and more.

Networks membership has already increased to 1010 members (as of 10/10/13) compared with 550 members last year representing an approximate 83.6% increase in membership. This can largely be put down to the removal of the fee to join thanks to the funding allocated in the summer which has encouraged engagement and removed one of the biggest barriers to participation: joining fees.

Over the summer I took part in a Time To Change (TTC) Village Event at the Harbour Festival to challenge Mental Health stigma and discrimination that is still very prevalent in today's Society. I ensured the Union and the University became fully involved, with the Volunteering opportunity going out to over 17,000 people on Jobshop as well as the staff of UWE. It was hugely successful with over 1,300 'conversations' taking place over the course of the weekend. We are also currently running a Mental Health Awareness week which has engaged with hundreds of students so far through conversations, making information available, selling cakes, giving out apples and inviting students to get involved in our "What makes you happy" activities (leaf on a tree/boards/interviews) to promote positive Mental Health and the importance of good wellbeing.

Looking towards Christmas I will be focussing more on the accommodation aspects of my manifesto by continuing to develop Halls Reps, research around student deposits and the development of a resource for accommodation campaigns, a proposal for a Rate Your Landlord Campaign in partnership with the UWE, University of Bristol and Local Community partners through my role as Chair of the Student Community Partnership Group, a role seeking to improve student/resident relations and celebrate the contribution of students, our Unions and our Universities to this great city. This will seek to build on the Moving In Campaign that is currently being implemented by the Student Community Partnership Group promoting awareness of recycling in the city and improving relations with local community partners. As a part of this myself and the VP Societies and Communications have become the 'faces of recycling' as part of this campaign.

Working with the VP Sports, we will be putting together a Sexual Health, Advice and Guidance Week (SHAG Week) to promote better Sexual Health and raise awareness of safe practices, availability of services in the local community as well as ensuring the campaign is diverse in its support for different groups of students at our university.

I will also be looking at different strategies to improve diversity and strengthen our commitment to being a "Safe Space" through strong student engagement across the campuses, at the Community and Welfare Committee and at important meetings including Faith Advisory Board and Equality and Diversity Forum. I will be exploring the possibility of electing a part-time International Officer on our Executive. Consultation will be done on this with the appropriate bye-law amendments being submitted to AGM should students be broadly in favour of this from the consultation.

Board of Trustees Report

Student Services- I have established a relationship with the student services and have discussed ways in which we(the SU) can develop our involvement in enhancing the students extra curriculum even more by using current University awards, such as the Future awards (which appears on the student's HEAR) as well as our own Extra Mile/ Student Reps Certificates. Promoting these awards to students is key and the university and I hope to use resources ensuring that a UWE graduate has more than 'just a degree'.

Open days Charlie and I had a meeting with Fay Croft at the start of September. In preparation for this meeting I thought of new idea in which the SU could get involved with the Schools and College Partnership (SCP) that the university operates. After this meeting I was extremely interested in the project which the university hold where pupils from various schools around Bristol participate in open days. Many of the guided tours around the university are already given by students, however the pupils often have 'taster' lecture and seminar sessions run by academics. With this already put in place I believe input from the SU by having student led lectures would be more beneficial and successful, one reasoning is the closure age gap and peer learning outcomes. This has led to a discussion with the SCP and we are now working together trying to incorporate the idea for upcoming events. We hope that academic societies will eventually organise(in partnership with academics) all lecture/seminars that the SCP conduct.

Student Rep Forums- I am currently working with the Blackboard and MyUWE liaison trying to create a personal discussion forum for every programme at the university giving every student the opportunity to engage and acknowledge the problems or feedback that their course is voicing through there student reps. It is also important that we provide a mechanism for students to see the affects that their feedback has and what actions that the university and SU are taking to ensure the voice of the students' are being heard.

MyUWE – I am working closely with the Blackboard and MyUWE liaison to ensure that the SU is apparent on MyUWE. Currently we are shown as a 'University Service' and I feel this is completely unacceptable. We operate separately from the university and we want students to come to us as a first point of call with any problems they may face. This could be jeopardised if students think we are run by the university. With the MyUWE team I have designed a new layout for MyUWE which will have a separate Students' Union tab with Student Reps and Academic Societies as subheading. Hopefully the whole MyUWE will agree with this design and after Christmas will relocate our Students' Union link.

BarandBeyond – Bar and beyond is a campaign that was proposed due to the lack of knowledge that I felt the student body had on what services that the students' union provides. My aim with the help of Sarah and Ed (our student rep co-coordinators) is to engage the student body in what we do and what we provide. It is making sure that students understand that we provide the Sports, societies, networks and student reps. That we are different, run by students and we are here to represent them and not the university and the more that the student engage with the SU the more we can provide for them.

Trustees Report- Vice President Societies and Communications

In the last Board of Trustees meeting £5000 of the University's allocation to UWESU was agreed to go into the societies budget. As agreed by the Board, I have used that money to offset the cost of removing the societies passport. The removal of the passport has made the process for joining societies clearer and easier and all societies are now far more financially accessible. It has demonstrated a strong and positive response to student feedback by showing the students that their voice has been listened to and action has been taken to remove something that they weren't happy with. This has set me off to a very strong start to the year in terms of my relationship with my membership.

By the end of last academic year there were 1,616 students signed up to a society. There are now 1,472 students signed up to a society for this academic year at the point this report is being written. The large majority of societies reported a vast increase in interest and sign ups during Freshers week compared to last year. This shows a really positive start to the year and reflects the work I have done so far to remove barriers to participation.

I have removed the requirement of a minimum membership fee for societies that do not require funding from UWESU. So far Labour and Chess have become free societies. They are now completely financially accessible and will hopefully see an increase in membership. Removing this barrier will hopefully encourage more student societies to affiliate with UWESU in the future.

Over the summer I had a big role in supporting the production of the UWESU Freshers Guide and Newspaper. My main role was to provide feedback at every stage of production to ensure the final product was delivering an appropriate and consistent message about our organisation to new students. This year I want to develop and define the communications side of my role further and am now working in the media office once a week to concentrate on communications and promotion.

I have been working closely with UWE in pushing our Sustainability agenda forward with a focus on increasing student engagement and activism in sustainability issues at UWE. At my first Sustainability Board meeting I secured £40,000 of funding from UWE for the Students' Union to recruit a Green Leader Co-Ordinator. The purpose of this role will be to co-ordinate student participation in sustainability campaigns and projects at the University. Now we have secured the funding I am now working to get the role established within our organisation.

I held a really successful informal meeting with members of our society committees during Freshers Week. This gave them the opportunity to feedback on what I had done so far for them, what I am planning for the year and what issues they would like me to prioritise. The session has helped committees to feel involved in the representative system and empowered to lead change and make their voices heard. I am looking to sustain and develop this engagement through my three Societies and Communications Meetings across the year.

I have secured support from John Rushforth in developing a stronger relationship between the University and Academic Societies as it works in conjunction with the University 2020 strategy. I have worked alongside the VP Education in developing initial ideas of how we can encourage academics to recognise and support the societies and up until Christmas will be pushing to get these plans put in place.

Board of Trustee's Report - VP Sports & Health

During the summer I worked hard to try and remove as many financial barriers associated with Sport. The Sports Fee (formally known as the passport) was reduced from £20 to £15. Currently we have **2262** (11/10/13) students who have purchased sports fee's in order to join one or more of our 38 sports clubs

Currently we have seen two sports nights that have made over £3000 for the union clubs, inspirational friends and are already putting money towards the sports ball and awards dinner.

I have also put places in for a "tour" that will be centralised for the first time in over 3 years. This will bring more commission into uni.

I have liaised with OUTUWE surrounding my joint out in sport campaign with UoB as well as liaising with Hannah Pollack surrounding different ideas, on Thursday I went to NUS Out in Sport training and have some ideas to launch the campaign with Bristol and potentially Bath, Bath Spa, Cardiff Met, Swansea and Coventry.

Sports night has just finished its third night and has made over £5,000 in three weeks. Plus money coming from the Brass Pig.

Myself and the executive, as well as a number of sports club members have reviewed the aims of the varsity series, as well as looking at a rebrand. We are looking to focus developments with Rugby Union, Polo and Basketball.

We are holding an inter-team rounder's tournament, on Sunday 19th October to raise money for inspirational friends and help raise club funds. Currently we have 6 male teams and 4 female teams signed up.

SHAG (Sexual Health and Guidance Week) is being organised between myself and Tom. We are planning to keep it relatively fun with more hard hitting aspects that are in a conference environment.

Myself, Colin and the exec have looked at any advancements we could make with the sports ball and awards night to ensure the event breaks even at worst. We are looking to increase turnout and to try and have a more diverse range of teams in attendance

Paper for Board of Trustees

Operational Report from General Manager

Finance update

The accounts for the year ended 31st July 2013 show a surplus of £135,960. However I believe it would be useful to view this as composed of three elements as shown below;

Main Union activities	£43,191
Nursery	£19,515
Clubs, Societies & Networks	£73,254

Due to the change in accounting policy brought on because the Union is now a registered charity, the total reserves accumulated by 97 individual clubs, societies & networks is £106,066. These balances used to be dealt with as creditors before the 2012 accounts.

Clearly this result is much better than indicated at previous meetings. The reasons are mainly that in previous projections I had assumed the C,S&N would spend their surplus balances, they have not done that and this is unusual. They are being encouraged to do so this year.

A comparison is attached, the main differences on the income side are a much better performance from Retail, the loss from the Graduation Ball and Other income exceeding our expectations. On the expenditure side the main saving was around over anticipation of spending of the Sports fee income. In addition the Nursery had a very good summer period and improved its surplus.

The management accounts for September have not yet been finalised, we have had issues with both payroll and the new EPOS system. Freshers ticket sales were substantially above budget and the Freshers Fair income in line with the budget. I will give a verbal update on how the trading sales are going.

New Building

The building was given planning permission on the 21st August. However at the Project Board meeting on the 4th September the Stage E Cost Plan indicated that the building was at least £1.3m over budget. At the Stage D sign off in June the building was only £350k over budget.

What the future holds is uncertain as we are getting mixed messages from the various meetings we have attended. The indications seem increasingly that the building cost should be within budget and that will either necessitate significant changes to the existing design or more probably a re-design. The university plans around the heart zone and bus station also seem to be in a state of flux. In addition it seems likely that the university will not be moving their main catering operation to the old HP restaurant.

The only project that seems to be going ahead is the building of student accommodation on the land on the opposite side of the farmhouse to our proposed building.

Vicki Goodwin, our project co-ordinator has left, I am awaiting clarity on how the project will develop before deciding how best to replace her.

Auto-enrolment

As a result of our information drive with staff we now have 39 staff in NUSPS, which is 44% of total staff. WE have put 1 member of staff through NEST in September and learnt a lot about the process. We will have to auto-enrol around 20 staff in the October payroll.

Strategic Planning

The SU President will give a brief update. On the staff side we need to complete the departmental and personal plans so that they tie up with the new strategy. I will be meeting with all line managers to formalise that requirement, but I am aware that most managers are aware of the direction of the new strategic plan.

Health & Safety

There have been no serious H&S matters since the last meeting. During the summer I have been working on the H&S action plan and other matters that arose out of the audit done in the spring. A full report & review will be going to the H&S Committee meeting on the 24th October.

Risk Management

This is a separate agenda item.

St. Matthias & Glenside Campuses

The university have confirmed that the campus will close at the end of this academic year. Also indications are that the Glenside campus may well stay open past 2018 and if this is the case we will need to have discussions with the university to improve our facility there.

Reports from Trading Services and Membership Services Managers

I have attached progress reports from both the Trading Services Manager and the Membership Services Manager.

Hugh Boyes
11th October 2013

Outturn for 2012/13 Versus Final Result

	<u>Budget</u> <u>2012/13</u> £	<u>2012/13</u> <u>Outturn</u> £	<u>2012/13</u> <u>Results</u> £	Variation to Outturn	Variation to Budget
<u>Income</u>					
Block Grant	840,800	840,800	840,800	0	0
Sports Hall Grant	120,000	120,000	120,000	0	0
Frenchay F&B	98,000	58,700	58,227	(473)	(39,773)
St. Matthias F&B	(1,200)	(14,100)	(8,226)	5,874	(7,026)
Bower Ashton F&B	(1,100)	(3,400)	1,555	4,955	2,655
Glenside F&B	(5,300)	(11,600)	(9,158)	2,442	(3,858)
Other Trading Income	61,000	58,000	72,335	14,335	11,335
Retail (all sites)	271,200	206,200	278,502	72,302	7,302
Freshers	20,000	25,000	21,949	(3,051)	1,949
Union Events	0	0	(35,995)	(35,995)	(35,995)
Student Letting	21,000	23,200	24,963	1,763	3,963
Trading Services Costs	(151,700)	(152,600)	(160,804)	(8,204)	(9,104)
Other Income	189,000	241,000	280,086	39,086	91,086
Total Net Income	1,461,700	1,391,200	1,484,234	93,034	22,534
<u>Expenditure</u>					
Sports & Activities	283,800	311,900	291,192	(20,708)	7,392
Student Support Services	249,900	244,200	247,901	3,701	(1,999)
Campus Offices	61,200	53,600	47,187	(6,413)	(14,013)
Student Officers	161,500	162,600	158,733	(3,867)	(2,767)
Media, Marketing & IT	108,900	106,400	106,645	245	(2,255)
Management Costs	217,800	215,700	211,656	(4,044)	(6,144)
Financial Services Costs	184,400	189,500	187,604	(1,896)	3,204
Depreciation	63,500	72,200	70,124	(2,076)	6,624
Sports Hall Costs	120,000	120,000	120,000	0	0
Total Expenditure	1,451,000	1,476,100	1,441,042	(35,058)	(9,958)
Surplus / (Deficit)	10,700	(84,900)	43,192	128,092	32,492
Nursery	14,400	9,100	19,515	10,415	5,115
Clubs, societies & networks	0	0	73,254	73,254	73,254
Surplus / (Deficit) per a/c	25,100	(75,800)	135,961	211,761	110,861
Capital Expenditure	40,000	40,000	41,851		

Based on
March a/c

Board of Trustee Report from Trading Services - October 2013

Freshers:

Another year, another record broken with Freshers' Week 2013. We are proud to say that our initial projections show our income at a little over £150,000 for tickets alone; equating to over 117% of tickets sold. Using tactical overselling, safe venue management and the use of extra door sales we had surpassed 100% of sales early in Freshers' Week - days before some of the biggest events had even come to pass. We entered Freshers' Week with the majority of events sold out. For the few that hadn't, we promoted the use of door sales as an alternative in an effort to boost their income on the night.

Based on feedback from previous Freshers' Weeks, we made a conscious effort to reduce the price of tickets this year whilst maintaining the value and high standard of events that we are accustomed to delivering. However, we were concerned that our financial KPI's would suffer as a result. Fortunately, even though the individual spend per person is down this year compared to last, the total number of students buying tickets has dramatically increased. A huge 19,579 tickets were sold in total – 4,500 more than our most optimistic predictions.

For the first time in recent years, we were successful in selling-out the main event and even sold an additional 110 tickets on the door. Not only was the Freshers' Closing Party a success from a financial point of view, the monitoring of exit conversations and social media produced some of the most positive feedback we have received to date; highlighting once again that, despite a reduced ticket price, the quality of event has been maintained if not increased.

As a further testament to the power of Freshers' Week and the UWE Students' Union brand, several of Bristol's top venues were so confident in our ability to produce a significant footfall that we were able to secure them without booking fees or entertainment costs. This has been undoubtedly crucial in producing the surplus.

Finally, all venues including our own Student Union bars have reported a noteworthy growth in bar spend on previous years.

Marketing:

Becca Sharp has recently taken over Catherine as the new Marketing Coordinator as Catherine goes back to finish her final year. A main focus for marketing this term has been welcoming new students to the University and getting them involved with the Students' Union. A key part of this was Fresher's Fair introducing students to the Sports Society's and Networks we offer as well as local & national commercial companies in the area. There were 193 stalls all together with 107 being from the Students' Union alone. Stall holders told us they had an enjoyable day at the fair and that there was a great atmosphere, they also mentioned the staff were very friendly and helpful. The fair was a great success with 3,000 students attending in the first hour and an estimated 11,800 attend throughout the day! Total income from the fair was £51,803, a healthy £7,148 up on last year (2012 income £44,655) with only 2 extra external stalls booked. Communication has seen a great improvement over the summer with website traffic up 22%, followers on Twitter at 6,920 up 22% and Facebook likes at 9,317 up 40%. This all contributes to our reach to students indicating it's getting greater and we plan on it continuing to grow.

Licensed Trade:

Frenchay: Really encouraging start to the year at Frenchay. A good August with a number of international students on campus coming in for lunch has been followed by a very busy Freshers' Week. So far, we are 19% up on sales against last year, or roughly £37,000. The Tuesday Lock In has picked up where it left off last year and the first couple of One Fifty Fridays have been busy. Red Bar daytime trade has been disappointing so far, but Escape Bar food sales continue to rise (some days we've taken over £2,000 on food/coffee). Coming up in the next month or so, on top of our regular weekly line up, we've got an Oktoberfest event as well as two Halloween parties (one in Escape Bar and one in Red Bar).

Bower: The bar at Bower Ashton has also had an encouraging start to the year, roughly 7% up against the same period last year, or £400.

Glenside: Good daytime trade so far has unfortunately not been matched by the evening trade at Glenside. Freshers' Week evening events were quieter than last year, and the first couple of Friday nights have also not been as busy. We have added a weekly Film Night on a Thursday, initially being funded (staff costs and licence fees) until Christmas by the University. So far we are approx. 27% down on last year, or £4,600.

St Matt's: The bar continues to struggle with the loss of students on the campus and is currently 22% down on last year, or £3,100, however the recent Open Mic night showed that we can still pack the bar for events.
Across all bars – 12% up against last year

Retail:

Frenchay: During early September 3 new tills were installed as existing tills were unreliable. 2 New self-serve tills were also introduced. A new back office EPOS system was installed and a lot of additional work has been completed to ensure smooth service for customers. Buttons on tills have been reduced by barcoding all Clothing, Card stock, Newspapers and anything else we can now has a bar code, making use of self-serve tills easier. Customers are adapting to the new self-serve tills and if they want to spend over £3 by card they are

keen to use, but many customers are still wanting to pay by cash, wanting cash-back or tobacco products or do not want to spend over £3. We are making customers fully aware of the new service.

We have had Amazon Lockers installed within the shop to assist with footfall and we have been taking the Your Street gift card as 6,500 new students were given a £10 gift card by UWE to spend at independent shops.

Sales for August to the start of term have been very up and down, the 1st week of term we were down by £3,065, (offer signage not available from NUSSL until the Thursday and then only compulsory and limited Meal Deal signage received) 2nd week of term we took £46,551.78 ex vat £295 down against last year..

Sales down by £3,351 net down to 28.9.13

Bower Ashton: There have been some site changes (construction- on-going) and these have reduced easy access to the shop. We have put signage up direct customers to the shop but sales are currently down from last year by £270 net down to 28.9.13

Glenside: Glenside centre opened much later than last year, we have lost a large amount of sales due to not being able to open compared to previous year. We have reduced the opening hours this year -opening an hour later at 9.30 each day as the majority of sales over the last year during this first hour were just for car parking and we were not getting much in add-on sales. The bar are now selling car parking for the 1st hour. And we are saving 5 hours a week in student pay approx. £1,500 across the year. Sales down by £3,105 net to 28.9.13

St. Matthias: Sales at St. Matthias are low the same as last year we have reduced our opening hours on Wednesdays and Fridays and we are now closing at 1.30pm due to the lack of students on campus on these days. Staffing costs are reduced as a result. Sales are down across most Major Groups due to footfall £1,101 net down to 28.9.13

Student Lettings: July to September has been very successful for Student Lettings as we let all vacant properties during clearing weekend. We are up on last year's takings by 25% so far

We now have 5 managed properties so the bulk of our fees still come from Landlord's who only need us to draw up their legal contracts. We are again working with several other agents and about 10% of our fees come from them now.

Unite now has many new student rooms in the city centre in conjunction with UWE, so this has impacted on our Wessex bus sales, as these first year students are entitled to a free bus pass. We have however managed to claw some of this loss with the return of the main body of students, so at the moment we are 20% down on last year's figure.

First Bus sales are 12% up on last year

Nursery: has been busy throughout the summer .Occupancy remained at high levels, mainly due to the large number of employees' children attending.

Our August report was reflective of the occupancy levels. It showed a significant increase in income while salaries and costs remained within budget.

There are currently 92 children attending the nursery. Our baby room occupancy this week stands at 81.7%, toddler room has reached occupancy of 85.5% while the preschool room stands at 95.5%.The ratio of employees (64) to student parents (24) continues to be disproportionate despite allocations placing priority on students. This is mainly due to students dropping out before commencing their attendance as a result of financial or other reasons. There is still a minority of community parents (mainly students who graduated and decided to retain their place at nursery).

The nursery has submitted and gained the Bristol Standard for the year of September 2013 to September 2014. The educational authority commented positively on the thorough and detailed submission. They felt it demonstrated great team work and highlighted the fact that the children are at the heart of everything the nursery does.

We continue to offer our extracurricular music and dancing sessions on a monthly basis, free of charge. Our activity plans for the term ahead include clay sessions, Diwali puppet shows and outings.

We continue to liaise with the Department of Education and accommodate placements for students on the Early Years teacher programme and undergraduate placements.

Representation

Ensuring that we are listening to the student body, taking action and providing information to effect change

Democracy and Governance

Annual General Meeting – 21 st November	Date agreed Megan Edmunds lead officer Trustee Report due 12 th November
Committee Dates	Date Set papers www.uwesu.org/representation.committees
Elections	Stuart Hook has formally agreed to act as Returning Officer By-elections – 8 candidates – Voting 15/18 th Oct NUS Conference – Voting 18 th /21 st November Annual Elections – Voting 18 th /21 st November

Student Conduct Policy – Membership Services have commented on the updated policy.

UWE Word Count Policy – Membership Services have commented on the updated policy

Advice**Quality Mark**

The Advice Centre were recently audited by The Assessment Network, on behalf of Advice Service Alliance. The external assessor spent a day in the Advice Centre, reviewing the range of processes and checking the quality of record keeping.

The Advice Quality Standard Certification will last for two years. This is a great achievement, not just for the Advice Service, but also for the Students' Union and UWE.

The Union therefore retains the Advice Quality Standard Certification. Full Audit Report provided to the Trustees for information.

Case files: September: Over 200 queries with 150 open case files

Student Reps – recruitment in progress and currently online with last year figures. Training for Students Rep is under way. KPI 700 trained reps

Sports and Activities - reshers Fair Involvement: Providing the opportunity to represent UWE in your chosen activity on a local, regional, national & international platform

Feedback on the service received to develop & where appropriate for the elected representatives to campaign for change and more engaging committees eliciting effective feedback

Campus Staff and Campus Officer - Training delivered by Charlie and Nerys cover the role of the officer and staff member, effective feedback action planning and project requests.

Opportunities

Maximising your experiences and development whilst at University by the creation of opportunities

Freshers Fair

Took place on the 20th September. Showcasing the range of opportunities – full report to follow.

Jobshop: During the last 8 weeks there have been 113 adverts with 1258 vacancies. UWE are currently using the Jobshop to advertise the popular Student Ambassadors and Hospitality Services. Over 2500 additional students have registered with the Jobshop already this term with the database now holding over 18000 email addresses.

The last Jobshop survey received a very positive 86% satisfaction rate. We are continuing to evaluate the feedback so that the service is improving and suiting the needs of the students.

Skills Bank through the JobShop Now that the first academic year has started we will discuss ways in which we can develop the skills bank idea.

Volunteering

This year UWESU Volunteering is giving students the opportunity to set up **Student Led Charity Groups**. These are opportunities for groups of students who feel passionately about a certain cause to work together as a group to support the charity through volunteering and fundraising. Student Led Charity groups are intended to be easy to set up, free to join and receive support from UWESU Volunteering. The scheme started this academic year and we already have 2 charity groups established and another starting up. We look forward to seeing this opportunity grow throughout the year and expect it to bring significant benefits to the students and local community.

Sports and Activities

Aim to provide members with the opportunity to coordinate & develop their chosen activity in a supportive, fun & exciting environment

Provide members with the opportunity to develop themselves in their chosen activity to the highest level they want to attain

Provide constantly evolving opportunities to develop whether with transferable generic or specific training & qualifications

Showcasing University Sport to its best capabilities by hosting the most comprehensive local, regional & national programmes & championship events, providing the membership with the opportunity to participate or coordinate in these events

Development of Polo Varsity, Varsity 10k and to develop system to develop more academic societies

Media

Priority Communications: Main priority Freshers communications, to promote the range of opportunities available to students

Freshers Communications: Including: Website, Guide, Newspaper, Social Media, Wallplanner, Fair App. and numerous posters, flyers, t-shirts, banners.

Key Indicators: Website traffic up 22% Facebook up 40% Twitter up 22%

Community

Supporting and creating a range of different communities both on and off campus

International Student Welcome

The Advice Service co hosted the International Student Welcome Fair; the aim of the fair was to introduce the new international students to UWE and to showcase the array of Students' Union services, activities and opportunities available. We decided on a very British theme and received positive feedback from students and stallholders and will be evaluating this soon, in order to develop the event for next year. Over 200 students attended.

Sports and Activities

To re-establish the unequivocal UWE pride & support in one another irrespective of what activity or ability
To develop the strongest extracurricular identity with students finding support & identity with others who have common interests
To establish & develop links with the local community to develop a comprehensive activity based volunteer programme

Networks

Networks had a strong presence at Freshers Fair and contributed to the arena demonstrations. Many social and group activities are planned for the first term and we hope to evidence much of this activity.

Membership figures are very encouraging up to 900 and 7 new networks are in the process of being established.

Social Media

We had a strong uptake on our social media sites throughout the summer building a community feel before students even arrived on campus

Campus

Campus staff developing action plans to increase community and volunteering engagement.

Additional Information

Impact Report

Membership Services team have produced the first Impact Report on behalf of the UWE Students Union.

University Staff Survey

Working with Charlie Roper to deliver a survey for University Staff to identify the staff's knowledge of the services and opportunities provided by the SU for students. In progress (Mid Nov – Dec)

Quality Mark – NUS will be launching a Students' Union Quality Mark programme to audit performance – To discuss with Hugh and Charlie

Prevent Agenda – working with the Charlie and Tom

Staffing

Leavers - John Geldard – Bower Ashton Campus Administrator has resigned. Sarah Bailey has transferred from St Matts to Bower.

Emma Brown – has gone on maternity leave

Starters:- Duncan Stokes will be joining the Rep Team 4th November on a 1 year fixed term contract

Recruiting Campus Administrator Glenside

Nerys Neath

Membership Services Manager

12/14
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**Summary Report to Board of Trustees of actions of
Staff Committee**

Major decisions and actions - July 2013 – September 2013

Update

Recruitment

A further spate of resignations resulted in recruitment for the following positions:

Rep Co-ordinators – Sarah Hickie & Edward Burrell

Support Co-ordinator Hartpury – Janine Fox

Societies Development Co-ord – Richard Hofheinz

Venue Supervisors – Libby Owen & Terri Hammond

F&B Graduate Intern – Mel Caudron

Volunteer Support Officer - Bethany Squire

Community & Campaigns Support Co-ord - Phillipa Hyland

New Matters

Approved the recruitment of a fixed term Representation Support Manager, to provide cover for the period of maternity of the Representation & Community Manager in the area of student reps and Hartpury. The Membership Services Manager will cover the other parts of the role.

Hugh Boyes 11th October 2013

Summary Report to the Board of Trustees of actions of the Finance & General Purposes Committee

Major decisions or long term commitments made since June 2013

- Budget and Project Initiation Request agreed for International freshers Fair.
- Agreed to extend the current kit contract with Kukri until May 2017 subject to this being the last renewal with a full tender required for the next renewal.
- Agreed to upgrade the EPOS system back office and purchase 3 standard and 2 self service tills for Frenchay retail as a cost of £19,000.
- Agreed the 2013/14 budget.
- Agreed bar prices for 2013/14.
- Agreed a 3 year insurance agreement with Endsleigh. To go out to tender for renewal in 2016.
- Agreed to pay staff a week 53 payment in 2012/13 at an estimated cost of £21,000.

Steve Skinner

3rd October 2013

Title of Paper:	Risk Management
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Author:	Hugh Boyes
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Meeting Date:	17 th October 2013
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1. Introduction & background
The risk management policy and register was last approved by the Board of Trustees on 18 th October 2011. The attached documents have been reviewed by the Senior management Team over the summer.

2. Proposal <i>(set out the proposal – if appropriate, include any question you specifically want the Committee to answer)</i>
That it be noted that the risks below have been rated as high risk; <ul style="list-style-type: none"> • Failure of trading activities to achieve required budget surplus. • Union's income does not keep pace with expenditure. • Failure to be fully involved in the development of Frenchay Campus. • Failure to adhere to Health and Safety legislation. • New Student Union building not built or unsatisfactory building agreed.

3. Recommendations <i>(what action, if any, would you propose the Committee takes?)</i>
That the trustees note that mitigating actions are being taken as detailed in the risk register. That next summer the Senior Management Team review the format of both the policy and register to ensure it is meeting our requirements.

4. Impact <i>(summarise the impact of your proposal, including any resource/cost implications/benefits)</i>
The proposed actions should reduce the risks identified by the review process.

5. Attached Papers <i>(list any attached additional evidence papers)</i>
Risk Strategy and Risk Register

6. Board Action	
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Title of Paper:	NUS Quality Students' Union
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Author:	Hugh Boyes
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Meeting Date:	17 th October 2013
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1. Introduction/Background
<p>NUS are introducing Quality Students' Union to assure the quality, standards and overall effectiveness of students' unions. The Union will view the criteria and then complete a self assessment at each stage. That self assessment will be audited by a team from NUS. The Part A will be audited remotely and the Part B by a 2 day visit.</p> <p>This scheme has been brought in to replace SUEI, which was a process that we signed up to five years ago, progressed part of the way through and then left as it was agreed that the time costs of continuing with the audit process outweighed the benefits to be gained. However it should be noted that we did make many improvements as a result of taking part.</p>

2. Proposal
<i>(set out the proposal – if appropriate, include any question you specifically want the Committee to answer)</i>
That we sign up for the process in November and complete Part A in that month with the objective of completing Part B by June 2014.

3. Recommendations
<i>(what action, if any, would you propose the Committee takes?)</i>
Agree that the Union should proceed with above proposal.

4. Impact
<i>(summarise the impact of your proposal, including any resource/cost implications/benefits)</i>
<p>If we do not, we lose an opportunity to measure ourselves against some useful external criteria and thus use that auditing process to identify where we can improve the organisation.</p> <p>We would also potentially lose credibility with the University as they have specifically raised that they would like us to participate.</p>

5. Attached Papers
<i>(list any attached additional evidence papers)</i>
Criteria for Part A, the whole document is available if required, on S Drive at: S:\SU\General\Projects\Quality SU

6. Decision of Board of Trustees	
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Criteria for Part A

Area	Criteria	Yes	No	Typical evidence
Strategic planning	The union has a strategic plan with a horizon beyond the current year Sabbaticals, senior managers and department managers see it as guiding their actions.			Strategic plan
Policies, processes and structures	The current financial position is sustainable and the union can support its planned outgoings for the foreseeable future without having to seek emergency loan facilities from the University or bank. Also has a feasible plan to reduce any unstructured debt over time.			Annual audited accounts/cash flow forecasts/no NUS hardship application submitted in the last 12 months
Policies, processes and structures	The union generates monthly financial reports within 3 weeks of the month end and annual financial reports that are appropriately reviewed			Examples of monthly reports and commentary presented to the trustee board
Policies, processes and structures	The union has a trustee body or other oversight/governing body			Trustee membership and terms of reference
Policies, processes and structures	The union has a health and safety policy, signed by the chief executive, that is legally compliant			Health and safety policy
Policies, processes and structures	The union has a statement or policy on equality and diversity			Documented evidence, e.g. equality and diversity policy
Democracy and governance	Fair and open cross-campus ballots are undertaken for all major positions within the union			Documented evidence, e.g. report from the returning officer
People	All staff have legally compliant employment documentation. The union has appraisal processes and development plans for all staff, including the chief executive			Documented evidence, e.g. people strategy, statement, plan or policy
Communication	The union has some form of plan that outlines how it will communicate with its members			Documented evidence/communication plan
Participation	Turnout was at least 5% of the membership at the most recent election and 50% of positions were contested.			Election turnout
Review and evaluation	Performance and delivery is measured and monitored			Documented evidence: organisational strategic plan or operating plan
Impact	50% or more of students are satisfied with the students' union			National Student Survey question 23