

**MEETING OF THE BOARD OF HUU LIMITED**  
**Held on 19 July 2018 at Canham Turner**

**Present:** Stuart Ferguson (Trustee, Chair, SF); Alan Bolchover (Trustee, AB); Osaro Otobo (President, OO); Andrew Costigan (President of Welfare & Community, AC); Isobel Hall (President of Education, IH); Thomas McNamara (President of Activities, TM); Nicholas Wright (President of Sport, NW); Madeline Holden (Student Trustee, MH); Rebekah Greaves (Student Trustee, RG)

**Attending:** Andy King, Commercial Services Director (CSD); Liz Pearce, Membership Services Director (MSD); Kevin Pearson, Finance & Resource Manager (FRM); Rachel Kirby, Marketing & Communications Manager (MCM); Kate Jude, HR Manager (HRM); Stephen Willis (University Chief Finance Officer, UCFO); Emily Normington, Executive Support Co-ordinator (Minutes, ESC)

**Apologies**

Received from Gaius Powell (Trustee, GP); Kathryn Sharman (Student Trustee, KS); Connor Massey (Student Trustee, CM) and Jane Stafford (Incoming CEO, JS).

1 **Minutes of last meeting**

The minutes were approved as a correct record.

2 **Matters arising from last meeting**

The matters arising from the last meeting were noted as on the agenda or complete.

5 **Board Membership 2018/19**

The board approved the proposed membership for 2018/19.

6 **Employee Engagement Survey 2018 Presentation**

HRM presented the 2018 Employee Engagement survey results, which was completed by 66% of employees. HRM showed the highlights, lowlights and the areas with the largest improve or decline in positive response. HRM noted that 22 questions were agreed with Huddersfield Students' Union to allow for benchmarking.

NW asked whether a third institution could be included in the 2019 survey, to enable a wider benchmarking exercise; HRM said there is scope for this to take place and will be sharing the findings with other students' unions in the North at a quarterly HR forum.

AB queried how individual departments scored for the survey; HRM advised this analysis is ongoing.

UCFO asked what Huddersfield SU's NSS score was for the students' union question, and was keen to identify whether students feel they receive value for money. HRM to research and share this statistic with the Board. **Action: HRM**

IH queried how accurate the data is, if staff can be identified from the survey; HRM said the survey is anonymous and staff can skip demographic questions. HRM added that some demographic questions will be reviewed for 2019 to improve anonymity. FRM said the survey

represents a good sample of staff, with a number of positive results overall. FRM asked whether the dissatisfaction with pay increases turnover; HRM said turnover is tracking lower than the national charity average.

The Board thanked HRM for the presentation and analysis; HRM thanked ESC for support with the results analysis.

8 **Management Accounts Period 10 2017/18**

FRM presented the financial situation to the end of period 10. HUUSL are £33k behind budget, mainly due to ongoing stock management issues within SPAR. CSD explained that a number of grocery lines will not be stocked during the summer to minimise wasted stock. CSD added that margins in the shop have been reduced in the 2018/19 budget. UCFO asked what the expected retail position will be by the year end; CSD expects approximately £205k. SF queried whether there are stock and margin issues within Bars; CSD advised that margins are lower in the Bars due to increased sales of premium products. MH asked how many students are on campus during the summer; MCM noted that footfall varies based on events and conferences on campus. UCFO recommended finding out which courses are timetabled during the summer.

9 **Report from Senior Management Team**

MSD highlighted the focus by the Student Voice & Opportunities Team (SVOT) on international students. SVOT are working with the International Office to promote the international offer and successes during their recruitment. OO asked if the Student President team could be informed of the international student engagement strategy, to ensure a joint approach.

MSD met with Hull City Council regarding their relationship with HullSTARS. Hull City Council remain committed to working with HullSTARS, however will not offer discounts to landlords who are part of the scheme. MSD advised that in the latest Student Pulse survey results, students would like a peer review system for student housing; said HullSTARS and HUU Homes will fall within the wider organisation rebrand, with additional work required to ensure students and landlords are aware of the service.

HRM updated the Board on the CEO induction, ahead of Jane Stafford starting on 6<sup>th</sup> August. Jane has already met with SMT, some University staff and CEO's of other students' unions as part of the on boarding process. During her first couple of weeks, Jane will meet with several members of HUU and University staff.

MCM reiterated the impact of students having to opt in to receive students' union email newsletters, which will see a reduction in the organisations mailing lists. The Marketing team will be running competitions and offering incentives for email sign up in September. The rebrand will be formally launched on A-Level results day on 16<sup>th</sup> August, when the new website will go live. Staff received further information and training regarding the brand at the staff away day on 1<sup>st</sup> June. First year students will receive printed material using the new brand with their offer letters from the University. MCM and CSD have been working on the wristband strategy for WelcomeFest, with first year and returning students being offered early bird discounts.

10 **Student President Team Highlights**

OO advised the team have agreed their team objectives to combat loneliness, improve mental health provision and ensure students receive value for money. The student president team will continue to be aligned to individual faculties. OO attended graduation ceremonies last week, and gave speeches at 8 ceremonies. OO's main focus for the year will be a governance review to improve democratic processes.

AC has contacted other students' unions to research their mental health campaigns and is working with the Student Engagement Co-ordinator to plan campaigns for semester 1. AC added that campaigns will be based around the busiest times for the University Wellbeing teams to ensure advice is given at appropriate times of the year.

IH is reviewing the course rep system and training following a recent course rep survey. IH is also co-ordinating a postgraduate forum and welcome week, University workshops to improve academic representation and exploring companies to provide a free printing service on campus.

NW attended a BUCS conference last week, and is compiling a summary report. NW has also organised for an external professor to run a workshop with clubs to identify, challenge and improve their behaviour. NW will also be focusing on engaging mature students.

TM is meeting with the University Library to promote societies. TM is also considering buddy schemes and society inclusivity. MCM added that printed lists of clubs and societies will be included in WelcomeFest packs and for open days.

12 **Health & Safety Report**

Report taken as read.

13 **Any Other Business**

AB queried whether the John McCarthy Bar would be formally renamed as Scoop; CSD advised the space would be called Scoop at J Mac. MCM added that the name change will be communicated to students.

14 **3 Big Things**

The Board agreed the three big things from the meeting as:

1. The board received a presentation regarding the Employee Engagement Survey 2018. Trustees were shown the highlights, lowlights and the areas that have seen the largest increase or decline in satisfaction since 2017.
2. The board were updated on the progress with the relocation to the second floor of Student Central, which has now been communicated to staff.
3. The board showed their support for student led company Liqueur Shack, who will be occupying a bar within Asylum on club nights in 2018/19.

**Next Meeting**

18 October 2018, 10:30am.