

MEETING OF THE BOARD OF HUU LIMITED
Held on 25 May 2017 at Student Central

Present: Trustees: Stuart Ferguson (Chair, SF); Simon Clements (SC); Robin Gilchrist (RG); Gaius Powell (GP)
Student Officers: Matthew Thorneycroft, Vice-President Education (VPE); George Bainbridge, Vice-President Welfare & Community (VPWC); Amy Jackson, Vice-President Activities (VPA); Matt Bramall, Vice-President Sport (VPS); Simon Hernandez, Vice-President Scarborough (VPSc)
Student Trustees: Andrew Paluszkiwicz (AP); Osaro Ootobo (OO); Rebekah Greaves (RGr)

Attending: Jackie Berry, Chief Executive (CEO); Andy King, Commercial Services Director (CSD); Liz Pearce, Membership Services Director (MSD); Kevin Pearson, Finance & Resource Manager (FRM); Kate Jude, HR Manager (HRM); Rachel Kirby, Marketing & Communications Manager (MCM); Stephen Willis, University CFO (UCFO, part of meeting), Emily Normington, Executive Support Co-ordinator (Minutes, ESC), Jennie Watts, Vice-President Welfare & Community Elect (JW); Salman Anwar, Vice-President Education Elect (SA, part of meeting); Jack Craig, Vice-President Activities Elect (JC, part of meeting); Caitlin O'Neill, Vice-President Sport (CON); Madeline Holden, Student Trustee Elect (MH); Kathryn Sharman, Student Trustee Elect (KS).

Apologies

Received from Shannon Webb (SW).

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 completed or on the agenda.

3 **Approval of 2017/18 Budgets**

FRM gave an overview of the budget summary and the detail explored within the budget commentary. FRM advised that budget managers have had more involvement in setting budgets this year. The budgets are cautious and balanced, with a small surplus budgeted. A strategic fund budget of £20k has been included; FARC challenged this and were keen to see the fund increased. The 2017/18 budgets for the charity and commercial were recommended for approval by FARC.

FRM requested approval from the Board to use the CAPEX budget to fund works to Sanctuary in summer 2017. SF asked whether the works are necessary considering the proposed changes to Student Central; CSD said the works would be beneficial to HUU and work would not be reversed if wider building works were to take place.

FRM said Humberside Police have recovered an additional £271k from pensions in relation to the fraud, which should be received by 31 May. An additional amount is expected to be confirmed from a further two pension schemes soon. SF queried whether the recovered money will be transferred to an investment manager; FRM said FARC are inviting Cazenove

to present investments at the July meeting, with the positive balance providing an opportunity to change investments.

RG said FARC consider the finances to be steady and were disappointed by the lack of innovation presented in some areas. VPE queried what the budget impact would be if student staff were recruited to replace the AU Executive. It was confirmed that this would result in a deficit budget. VPA said including a budget for an additional member of support staff within Membership Services was a positive.

The Board approved the budgets for 2017/18 and a CAPEX spend of £113,775 for works to Sanctuary.

4 **Jobshop**

HRM presented the proposal to move the Jobshop to the University Careers Service to create a central place for students to access CV advice and vacancies. The University service have more external contacts and would provide an improved service, with HUU student staff vacancies continuing to be advertised through Jobshop.

AJ queried whether in the long term, HUU and University Careers could hold joint events such as part-time job fairs; HRM said this could be suggested to the University.

The Board approved the transfer of the Jobshop to University Careers.

5 **Financial Performance Period 9**

FRM presented the financial performance for period 9, adding that the period 10 results have been presented to staff. The shop and catering sales remain positive, with a significantly positive surplus expected at the year end. SF asked how much HUU invested in the change to SPAR; CSD advised this cost was around £20k. FRM said more will be done to ensure charity funds are fully invested next year.

RG asked if there are any outstanding matters that may affect the year-end figures; FRM said the only possible effect is the ongoing VAT tribunal against 4 students' unions, FRM and Armstrong Watson are monitoring the developments.

SC asked what is being done to improve staff benefits, CEO said money has been included in the budget to provide a benefits platform package for staff. HRM is meeting with various benefit platform providers alongside the University HR department to identify the best offering.

CSD circulated an update on the End of Year Ball (EOYB) and highlighted that around 60 tickets are sold per day. For the first time, tickets for the event will be sold on the day, a ticket collection marquee will also be set up if there are over 100 uncollected tickets. CSD will be meeting with Humberside Police this week to improve security at the event; thorough security checks will also be carried out. CSD expects there to be no cost implications as a result of enhanced security.

SF asked what they key findings are for future years; CSD said students are more difficult to reach due to social media; AJ added that buying EOYB tickets used to be a big event for students. MCM hopes that the new marketing structure will improve future marketing of EOYB.

VPE asked whether Infinity Cards will still be available next year, CSD said they will no longer be available as they due to the very low level of actual usage, if did not feel appropriate that

HUU continued to sell them. CSD is reviewing alternative offerings which will be taken to UEC.

8 **Employee Engagement Survey**

HRM presented the findings of the Employee Engagement Survey 2017 to the Board, adding this is the last year we will use the NUS survey. HRM and CEO chose a selection of students' unions and third sector charities to benchmark results against. The overall response rate for the survey was 69%, compared to 57% in 2016. HRM also presented the changes made since 2016.

SF queried how far behind other organisations HUU stands; HRM said the results have been briefed to all staff and workshops have been completed to identify what changes staff would like to see. The workshops focused on lowlight areas and other areas of interest such as rewards.

9 **Rate Your Union Survey Results**

Item moved to the July meeting.

10 **Rebrand Update**

CEO updated the Board on the decision to re-evaluate the timeline for the rebrand; MCM will continue work on the rebrand following her maternity leave with a view to implementing the new branding in 2018.

11 **Report from Student Officers**

VPE highlighted the positive impact the Student Voice Project will have, following the changes to Student Staff Committees, consistent branding for all feedback channels and enhanced use of technology to provide feedback. The project will continue in the next academic year.

VPWC explained that work to the 'Fit to Sit' policy will be continued by JW next year. VPWC is presenting the proposed changes at the Student Progress Committee in June. VPE added that the current policy is not fit for purpose and needs updating. VPWC is working with KS for additional input on changes to the policy.

VPA updated the committee on recruitment of the Hullfire Executive; VPA hopes to have external engineers ensure the radio studio is appropriately maintained. The media alumni went well, with positive feedback received. The society awards were cancelled due to low ticket sales, a smaller informal event will take place to present the winners with their awards. VPA has now resolved the issues with societies booking rooms. In the short term, societies will have access to library teaching rooms which are 24 hour. JC and Chair SEC will be included on the tender panel for a new timetabling system in the next academic year.

VPS said the sport branding working group is a joint venture with the University as part of the next phase of the sports projects. The group hopes to unify sports branding, to align the Sports & Fitness Centre, Campus Sport and the Athletic Union; with a view to improving the promotion of sporting success and enhancing sponsorship opportunities. MCM asked whether the University are aware of the rebrand taking place at HUU; MSD said they are and the sports branding project is being managed by University Marketing. MCM said it must be established who will have ownership of the branding.

VPS and FRM will be meeting with incoming and outgoing treasurers to explain financial processes before September. VPS is also working to ensure HUU review and approve sponsorship deals made by clubs. VPS updated on the appointment of a new kit provider, O'Neills. VPS, MSD, FRM and CSD have suggested amends to the tender document for a one year contract.

VPSc updated on the Scarborough transition; the HUU team in Scarborough have moved offices. The remaining HUU furniture was transferred to the Hull campus on 23 May. VPSc said final transition plans are being confirmed with the University. The Scarborough exam period has now ended, VPSc is providing input on a guide for students regarding intercalation and resits. SC and the Board thanked VPSc for his work on the transition over the last two years.

12 **Report from CEO & Senior Managers**

MSD updated on the decision to move the HullSTARS Housing Fair to November following a vote by students. In recent years, the fair has moved from February to December, due to the early student housing market in Hull. MSD said the earlier fair will be reviewed before a date is agreed 2018. The November fair will use the 'don't rush' campaign branding. MSD said work has also begun on reviewing data to better hold landlords to account who do not improve their low ratings. AP said it is important the 'don't worry' branding is used so students are not rushed. MSD said the venue for the Housing Fair will be reconsidered, to enable additional stalls to be offered to the police and environmental health.

VPE added his thanks to the Student Voice & Opportunities Team (SVOT) on the work put into running all awards events.

HRM report was taken as read. SC noted the contribution made by SMT which has been reflected in the improved employee engagement survey results. GP asked whether a rolling Bradford score of 18.86% was high or low; HRM said compared to other organisations the score is low.

MCM gave an overview of the current and proposed structures of the Marketing team, the new structure would spread the workload across 3 positions and improve capacity. MCM added that the new structure would better support all departments within HUU.

FRM updated on the legal changes to General Data Protection Regulations.

13 **Report from Finance, Audit & Risk Committee**

VPS updated on the FARC meeting on 11 May; adding that most agenda items have already been covered earlier in the meeting. VPS confirmed that Cazenove will be invited to attend a future FARC meeting to present details of the current investments. FARC approved the amended forecast, considering the effects of leaving the EU and more on campus accommodation.

The risk register currently has no red risks due to the implementation of tighter financial controls. Health and safety training for all staff is now managed centrally by HR. Risks are still presented relating to data protection changes in 2018. FRM will include cyber fraud on the risk register.

14 **Report from Appointments & Governance Development Committee**

OO updated the committee on the AGDC meeting on 27 April. The committee reviewed the elections report and provided their feedback; emphasising the importance of improving candidate welfare. The committee were also keen to promote elections during semester 1, to raise awareness and the importance of elections.

Student engagement changes should also be more ambitious to encourage participation; a working group will be established to review engagement practice. Engagement and outreach was agreed as the ideal background for the next external trustee; which will be

advertised from the end of June. A verbal update was given on the increased faculty focus by Student Officers and possible changes to the format of Union Council.

The committee gave feedback on the updated complaints procedure, which will make processes simpler. AGDC also noted the changes to Standing Order and policy from Union Council and the board dates for 2017/18.

15 **Health & Safety**

CSD presented the health and safety report, highlighting the review of risk assessments to ensure all HUU activity is supported by an accurate and suitable risk assessment.

HUU have admitted liability for the RIDDOR incident, a claim is ongoing and CSD will continue to update the Board on any progress. CSD added that a defrosting procedure is now in place.

16 **Any Other Business**

The committee agreed the 3 big things from the meeting would be the decisions made around the strategic direction of HUU, the significant positive result for the year end finances and the approval of the budgets for 2017/18; with the board proposing increased funding for strategic development.

RG thanked the 2016/17 Student Officer team for their support and input over the last year. RG also thanked the student members who have presented the FARC update to trustees.

SF thanked the outgoing Student Officer team and Student Trustees for their contribution to the board.

Next Meeting

20 July 2017, time to be confirmed