

**MEETING OF THE BOARD OF HUU LIMITED**  
**Held on 19 October 2017 at Student Central**

**Present:** Stuart Ferguson (Trustee, Chair, SF); Simon Clements (Trustee, SC); Robin Gilchrist, (Trustee, RG); Gaius Powell (Trustee, GP); Osaro Otobo (President, OO); Salman Anwar (Education Officer, SA); Jennie Watts (Welfare & Community Officer, JW); Caitlin O'Neill (Sports Officer, CON); Andrew Paluszkiewicz (Student Trustee, AP); Madeline Holden (Student Trustee, MH); Kathryn Sharman (Student Trustee, KS); Rebekah Greaves (Student Trustee, 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); 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) Part of meeting: Tania Struetzel, Democracy & Governance Co-ordinator (DGC); Chris Turnock, Interim Director of Learning & Teaching Enhancement (CT)

**Apologies**

None received.

**Conflicts of Interest**

None raised.

**NSS Presentation by Chris Turnock, Interim Director, Learning & Teaching Enhancement**

CT presented the results of the National Student Survey (NSS) 2017 to the Board. For 2017, questions were added, removed and reworded making it difficult to compare results directly against previous years. Three categories of questions included in NSS are used as part of TEF. In 2017, Hull received a response rate of 70%, which is 2% above the national average. 6% of respondents were students on the Scarborough campus. Subject groups receive anonymous free text comments in addition to the responses statistics.

The Student Experience Enhancement Review (SEER) assesses subjects against their average NSS score to determine how well a subject is rated. Subjects are then rated on a scale of 1 to 4, with subjects rated a 4 receiving the lowest NSS scores. SEERs panels are then held for staff and student representatives in the subject area to identify areas of good practice that can be shared with other subject areas and understand why satisfaction is low and agree actions for improvement. CT advised that within the last 3 years, some courses have improved from level 4, to level 1. RG asked how HUU can assist with improvements to NSS results; CT said the University engage with Student Officers and academic representatives and use their feedback to make change; any improvement in this area will benefit student experience, and so NSS.

GP asked how subjects and faculties will respond to receiving a level 4 SEER rating; CT said whilst staff will be disappointed with results, they will be working to agree actions to ensure improvements are made. CT added that lecture recording will allow academic staff to review lectures to see how they can be more engaging. JW said a lot of NSS actions are retrospective and queried whether the Hull Student Survey (HSS) could be used to proactively make change. OO said some courses have been in Level 4 for 3 years and asked what the time frame for

improvement would be; CT said using data earlier from HSS and module evaluation can ensure action is taken sooner. KS is a School Representative and asked whether staff involved in SEERs panels receive feedback from School and Course Representatives to provide detail to improve understanding of scores; MSD advised that feedback from reps is communicated to the University.

The Board thanked CT for the insight into NSS data.

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 complete or on the agenda.

3 **SWS & NSS Presentation**

DGC and SA presented detail of the Student Written Submission (SWS) 2017 and the ongoing work to improve academic representation at HUU. The SWS reviews survey data and minutes of Course Rep forum meetings to make recommendations for the year. This year the Student Voice Operations Group will be monitoring progress and improvements to ensure consistency between faculties.

This year Course Reps can apply for the role throughout the year, without standing in an election; elected representatives are also in place for faculties and the Mature, PG Taught and PG Research Officer roles have been filled. SA is working with HUU staff to build a course rep community and better communicate the course rep role and achievements. Visibility online is being improved, with rep lists available and faculty newsletters.

DGC reported a significant drop in responses to the Student Voice question 23; the question was optional, with only 37% of respondents answering. DGC compared responses for students' union satisfaction against others, many of the highest scoring universities for this question have a similar representation structure to HUU. Improved support is being offered to Part Time Officers by the Student Engagement Co-ordinator.

RG asked how many course reps return for a second year, DGC said the course rep survey showed 30 reps would return; reasons for leaving the course rep role included a lack of community feel, time commitment and not seeing an impact of their work.

GP commended staff for the quality of the SWS and asked where the document goes next, DGC advised that the document is received by relevant University staff including Associate Deans and members of UEG via University Student Experience, Employability & Engagement Committee and University Learning & Teaching Committee. MSD added that a trimesterly report is being trialled to record feedback from reps and surveys in a timely manner. UCFO would like the University Executive to see the SWS directly in future.

RG asked whether representative recruitment is low across students' unions, DGC advised that staff at other students' unions are having similar issues. JW queried whether academic teaching staff promote the course rep role to students, DGC and CT advised that lecturers promote being a rep.

AP raised concerns over late communications, particularly around the change of date for Welcome Week; MCM said HUU had wanted early communication of the date change from the University, adding that communication with students is being reviewed with the University.

The board thanked DGC and SA for their presentation, and the staff involved with writing the SWS.

4 **Sub-Committee Terms of Reference Review**

ESC updated the Board on the proposed changes to the terms of reference for the Appointments & Governance Development Committee and Finance, Audit & Risk Committee. The Board approved the amends to both terms of reference, noting that the next review will take place in October 2018.

5 **HUU Vision Presentation**

MCM presented to the Board research taken since WelcomeFest 2016 on creating a vision statement. Over the last year, students, staff and stakeholders have given feedback on their perceptions of HUU through surveys and focus groups. Since June 2017 staff, trustees and students have reviewed vision statements, which have led to the proposed vision statement. MCM asked the Board for their thoughts regarding the proposed vision statement.

OO said the statement would encompass the key elements and tells students what we do; RK added staff could also relate to the statement. UCFO agreed that HUU's objectives are made clear in the statement and asked how services will link to the vision; MCM advised this will be explored in the rebrand phase. AP would like to see be your best you within the top line of the statement; MCM said this will come through the mission when used in communications. The rebrand is targeted for launch for the start of the new academic year.

**Action: MCM**

SF asked how HUU will live the mission and how will this be measured; MCM said changes to student surveys will provide regular feedback which can be benchmarked against other students' unions. CEO added that staff objectives are aligned to the mission and values, the introduction of a vision statement will inspire and challenge staff to achieve. GP asked for clarification of a time period for the vision to be achieved; CEO/MCM will work on this now the statement has been accepted by the Board.

**Action: CEO/MCM**

The Board thanked MCM for the progress made to date and presentation on the vision.

6 **WelcomeFest Video**

A WelcomeFest video showing statistics and footage of events was shown to the Board.

7 **Financial Performance Update**

FRM presented the figures for P2 to the Board, noting that a deficit is to be expected this early in the year, due to budgeted low levels of income. FRM advised that the Sanctuary closure was not budgeted for. SF asked how Sanctuary is performing since the refurbishment; CSD said it is doing well. FRM added that SPAR continues to perform well, recently making almost £15k in one day; CSD added the branch has the second highest turnover for SPAR in the North. It was a concern that catering and coffee sales were both 33% behind budget and this would be monitored.

FRM said 1,600 wristbands were sold; CSD advised that a wristband will be sold for refreshers in January. JW said students were buying wristbands whilst in the queue for Asylum; SA added students appreciated the speed of entry with a wristband. CON expects the AU to be disappointed by the removal of the Infinity Card; CSD advised that £2 for every club member attending Tower goes into the club account to compensate them. AP said marketing has been improved this year, with varied events being promoted.

- 8 **VC Report to University Council Update**  
OO and JW updated trustees on the VC's first update to University Council in September, topics included the TEF rating, facilities, student voice and student recruitment. OO noted that the Student Officer team have regular meetings with the VC and reminded trustees that the VC will be presenting at the December meeting.
- 9 **Report from CEO & Senior Managers**  
CEO advised that External Trustee interviews took place on 18 October, the successful candidate has yet to be offered the role. CEO added the candidate is alumni of the University and has experience of membership organisations, as requested by AGDC. CEO updated on additional work to create strategy dashboards for each department, with a maximum of 3 KPI's each. **Action: SMT**
- MSD said the Your Ideas scheme has been well received by students so far this year, a number of ideas have been taken to UEC for action. MSD also advised that HullSTARS figures are now on track. Recruitment is ongoing for a second Education Co-ordinator to support academic representation. RG suggested the Board consider ways to improve the academic representation structures to reflect a focus on each faculty. SF and GP agreed this should be reviewed by AGDC. **Action: AGDC**
- CSD report taken as read. RG asked how the ground floor refurbishment has been received; CSD said overall the changes have been well received, with the only concern being the colour of the unisex toilets, which is being resolved. AP queried the change in mirrors for the Sanctuary/Asylum toilets; CSD advised the original mirrors did not meet requirements.
- 10 **Report from Appointments & Governance Development Committee**  
OO updated on the AGDC meeting on 7<sup>th</sup> September 2017. The committee considered the focus on academic representation, as agreed at the July Board meeting. The committee reviewed the updated charity governance code, recommending a skills audit takes place by the end of December 2017. AGDC noted progress made to date on updates to the code of conduct for the Student Officers and CEO; agreeing the inclusion of safeguarding within the documents. The terms of reference were reviewed, alongside a decision to use formal voting when consensus cannot be reached. CEO was actioned to review the current grading system for risks within the committee remit to improve clarity.
- 11 **Report from Finance, Audit & Risk Committee**  
KS gave an update from the FARC meeting on 12<sup>th</sup> October 2017. The committee reviewed and amended the terms of reference, as discussed under item 4. FRM was actioned to review insurance arrangements for 2018, as HUU enters the final year of a 3 year deal with Endsleigh. The committee actioned SMT to review minibus testing arrangements. FARC approved for £10k to be used to create a support fund to assist AU teams in debt.
- SC queried whether historic debt could be cleared, CON advised that FARC agreed to help clubs who are in debt, whilst teaching them how to manage their finances to reduce or remove debt.
- 12 **Health & Safety Report**  
CSD reminded trustees that statistics cannot be compared against 2016 due WelcomeFest starting earlier in September. CSD added there has been one serious incident in Asylum so far, incidents have reduced since the removal of the stage as a dancefloor. SF asked how often staff are retrained; CSD said staff complete Flow training every 2 years, with commercial staff receiving training annually.

13 **Any Other Business**

RG was pleased with how the recently appointed trustees have taken to the role and developed an understanding of HUU.

14 **3 Big Things**

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

1. The Board received an update on HUU's new vision statement and agreed the next steps for its communication and implementation.
2. Trustees received presentations from the Interim Director of Learning & Teaching Enhancement at the University and from Tania Struetzel and Salman Anwar on the National Student Survey (NSS) and academic representation.
3. Trustees were updated on the University's new VC; since starting her role in August, the VC has attended HUU events including school/faculty rep training and fairs during WelcomeFest to meet students. The VC will meet regularly with the Student Officers and CEO; she will also be speaking to trustees at the December Board meeting.

**Next Meeting**

14 December 2017, 10.30am