

**CONFIRMED
UNRESTRICTED**

**University of Nottingham Students' Union
Minutes of the Virtual 62nd Meeting of the Trustee Board
Held on Wednesday 3rd June 2020, 2.00p.m.**

Attendees:

James Pheasey (JP), President, (*Chair*)
 Michele Colenso (MC), Lay Trustee
 Jacob Collier (JC), Community Officer and Trustee
 Millie Doherty (MD), Sports Officer and Trustee
 Dave Ellis (DE), Lay Trustee, (*Vice-Chair*)
 Charlie Gill (CG), Student Trustee
 Carole Harvey (CH), Lay Trustee
 Rachel Munton (RM), Lay Trustee
 Tsemaye Salami (TS), Student Trustee
 Samaira Saleem (SS), Student Trustee
 Cassie Ulrich (CU), Education Officer and Trustee

Other Attendees:

Abdi Ahmed (AA), Postgraduate Officer
 Janette Alvarado-Cruz (JAC), Director of Student Influence
 Susan Dosangh (SD), Governance and Admin Assistant, (*Secretary*)
 Dave Goodacre (DG), Director of Finance and Support Services
 Daryl Ormerod (DO), Chief Executive
 Georgina Pittman (GP), Activities Officer
 Myles Smith-Thompson (MS-T), Equal Opportunities and Welfare Officer
 Beth Yearsley (BY), People & Development Manager – (Item 5 – Staff Satisfaction Survey)

Apologies:

Ed Millinger (EM), Student Trustee

No	Item	Action
62.01	<p><u>Introduction and Apologies</u></p> <p>JP welcomed everyone to the meeting, noted that the meeting was quorate, and introductions were made. He also took the opportunity to acknowledge MS-T by congratulating him on his recent appointment and expressed thanks for his contribution and services to the Students' Union during his time as Equal Opportunities and Welfare Officer.</p>	

62.02	<p><u>Declaration of Interests</u></p> <p>No conflicts of interest to declare. TS has requested to raise an item as part of Any Other Business.</p>	
62.03	<p><u>Minutes of 61st Meeting and Matters Arising</u></p> <p>The minutes of the meeting were accepted as a true and accurate record.</p> <p>Restricted minutes - the approach used for the restricted minutes, ie password protecting the document worked for everyone so agreed this approach would continue for future restricted minutes.</p> <p>It was agreed that at each Board meeting the real life experiences of students should be included through hearing directly from student Board members.</p> <p>Action: SD to ensure the Student Living and Query Data is indicated as a separate item on future agendas</p> <p>Action Tracker – updated ahead of today’s meeting, noting each item has progressed.</p>	SD
62.04	<p><u>Senior Management Team – Updates</u></p> <p>DO introduced this item by setting the scene around the latest Government, University and Students’ Union position re: Covid-19.</p> <p>University – on campus teaching planned to commence 21st September, which in turn will help firm up our plans. It is expected we will see extended timetables, lectures being duplicated with fewer students in lecture theatres.</p> <p>Students’ Union – piece of work to prioritise the opening up of buildings on campus is underway. Initial priority on research facilities and projects, particularly related to Covid-19. PS leading on this work within the Students’ Union.</p> <p>Furlough scheme extended which means the SU has been insulated from the immediate financial impacts of Covid 19 for the current financial year.</p> <p><u>Student Engagement – NM</u></p> <ul style="list-style-type: none"> - Welcoming new student group committees. Supporting information pack on what activities/training is going to happen at the start of the year has been emailed to these committees, with ongoing communication planned for these groups. - Launched the Volunteer Awards this week. Plans are coming together for the Activities Awards. Sports Awards event has been completed online. 	

- Welcome2020 - project team are considering their plan. However, ongoing challenges with the pace and uncertainty of information coming through from the University/Government,

Working with the University in regards to Welcome and how we can collaborate.

- SUMS – project on track for Go Live the third week of August.
- MS-T said in light of recent events in the US, there is a perception that both the University and Students’ Union are not doing enough in this space. NM said it is important that we ensure we have a co-ordinated response and she is having a further conversation with JAC with a view to how we respond to this and look at how we are engaging with our groups. MS-T asked if there are any timeframes in which we expect to see something, NM noted efforts to publish an extended statement with calls to action for members, and welcomed support from the Officer team to make this happen.

MS-T said three of the black-majority student groups have been particularly vocal in their views about no action being taken by the University and in seeking support from the Students’ Union, and added that the controversy with the International Officer-elect was problematic.

Student Influence – JAC

- Equality related business - we have collaborated with the University on the creation of a corporate position statements with the Students’ Union driving the agenda. JAC took the opportunity to read out both statements during the meeting. (Statement has gone up on Facebook/Twitter). Whilst it has been a collaborative effort, Officers felt it was still important for us to present slightly different messages. JAC also acknowledged the support from the BME Officer and MS-T with this messaging. The BME Officer is being supported to follow up that message with a further longer message which includes links to educational resources, petitions, and support services.
- Student living and Query Data – students are starting to return to campus to clear out their accommodation and the University are hoping this is completed by the 8th June.
- Nightline – support acknowledged during this meeting.
- BME Mentorship – MS-T asked for some further information regarding what this was about. JAC said she currently mentors two BME students and has started to have conversations with DO as to whether this is something we could introduce to the Students’ Union.

Social Enterprise – PS

- Conversations being held on how we plan to re-open the building in a safe manner adhering to social distancing guidelines.

Student staff are starting to ask the question of when they will be coming back and if we will be offering employment and we are not yet able to provide clear and definitive answers.

- Identified a small amount of stock that is going out of date. It has been re-purposed for the students who are still on campus and anything without a value

	<p>will be donated to Food print.</p> <ul style="list-style-type: none"> - Remaining staff within this function are supporting on the Welcome project team. - Hayley Williams our Students' Union Employability Development Manager has reported that student engagement in her work has increased during lockdown. Attendance at seminars has increased which is a positive view with how students are integrating. 	
62.05	<p><u>Staff Satisfaction Survey – item presented by Beth Yearsley, People and Development Manager</u></p> <ul style="list-style-type: none"> - The results and a detailed report had been shared with everyone prior to the meeting. These types of surveys are common across organisations to gain feedback from the staff teams to enable them to make it a more rewarding experience for everyone. - Slide deck shared to help the team understand and interpret the results, as well as headlining some key factors. BY took the opportunity to provide some context to the results provided by Agenda Consulting. (Agenda Consulting – a research consultancy helping UK and international not-for profit organisations develop and sustain the highest level of employee and volunteer engagement). - Consideration for the new structure – staff want more opportunities to advance within the organisation. At the moment some staff feel do not have the opportunities to do so. - Clarity around moving up in the pay scale and rewarding for great performance is important to our people. Staff are positive about the total benefits package, but opinions regarding pay is pulling satisfaction scores down. - Whilst communication is better within small teams, improved communication between teams is recognised as a weakness. - Key factors for engagement – scores relating to our commitment to values has dropped compared to other Student' Unions. - Leadership - lead by example – significant drop compared to last time and compared to our peer group. - BY said if anyone wishes to see the data trends, she is happy to provide these. - Words highlighted in both the positive and negative word clouds were also shared during today's meeting. - Fair to say that the data suggests a trend in that the longer you are here the worse a staff member rates their experience. No firm data or necessarily a causation/correlation, but those who have been here a while have a sense of frustration and it re-emphasises the need to focus on diversity. - SS asked if the individuals from BME background are represented in the feedback. BY reported this data would not have pulled through due to the small 	

numbers of individuals employed in the organisation and the automatic protection of their anonymity. SS expressed concern that we would not be able to hear of the feelings from those individuals. BY said she hopes this is something we want to put in place as part of the EDI Committee.

JAC said there is a way for us to go as a staff body, and shared her own recruitment experience in that this was facilitated through a BME recruitment agency as a positive example of our early progress. The fact that we have so few BME colleagues means that we cannot see or feel what their experience is. SS said those staff that may have concerns so there needs to be more transparency of those individuals. JAC reported each Director is aware of the open commentary that pertains to their own area. (JAC is the SMT lead for EDI).

BY said it is a joint remit and responsibility that we are championing diversity, and we are really keen and passionate to hear about the lived experience of our team. It is important to have equity within our strategy and it's about working together going forwards and ensure that EDI becomes the norm. It is positive to see this commitment from the Students' Union and we are now better placed to proactively lead on EDI.

- CH said we talk about 89 respondents out of 305, and asked if we have a benchmark for the 29%. BY said we have a large amount of student staff who do not complete the survey. The majority of the people who complete the survey are career staff.

Action: BY to look at past few years in terms of respondents and send information to CH.

BY

- RM expressed great concern about the Staff Experience report and open comments document as it reflected concerns which were rehearsed one year ago by a previous cohort of student trustees and officers, and that to see such issues repeated for a further (third) year would be totally unacceptable. With this in mind she asked the SMT what stands out for them and what responsibilities they are going to take. What worries the SMT most and what are they going to do about it?

SMT views provided below:

- Concerns that there are some deeply embedded unproductive cultural norms.
- Comfortable that we have undertaken significant foundational work in the right direction and confident that with recent and upcoming changes (notwithstanding the difficulties of the financial situation) we are in a positive position to build staff engagement.
- Critical to fix and encourage the questions like this to be asked.
- Reference given to the EDI Committee in place to address some of the issues.
- DO takes full responsibility for the change for the next 12 months and beyond, noting that this is a long-term programme of strategic and cultural change.
- Very much keeping the messages in the staff engagement survey at the heart of what we are doing when redesigning our structures.
- Collaboration is at the heart of what we are doing and planning.
- We need to increase collaboration, question where do roles feed into each other's roles and also how they feed into the University etc.

	<ul style="list-style-type: none"> - Opportunity with the organisational review to enable us to look at the service offer and better align individual contributions with strategic ambition - Being student led and our services being aligned around our student groups will support cultural change. - We are at the very early stages of delivering on the strategy; improved clarity, purpose and momentum should play through to staff in the coming year. - Getting our people energised in believing in what we want to do. - The values are being talked about daily, but good to understand what the organisation is expecting of us, and try and find the answer to that. - Not surprised in the survey – the findings are a result of long-standing challenges - There is disconnect where we have four individual ‘great’ Directors, working well together as a senior team, and being valued individually by directorates and yet the organisation cannot ‘see’ the SMT working together. - Comments are inconsistent, and though unsatisfactory, we should be comforted by the messaging of positive change being reflected in some quarters. - We offered this to the organisation at the point where we can assume some of the results, for example a lot of change and uncertainty was causing anxiety. - Working towards it every day and do not think he will ever get 100% of people to go green. <p>BY said it is the responsibility of the P&D team to support the SMT in taking this forward. JC asked what action is being taken in addressing some of the points that seem to consistently come up and whether this is something that the Trustees should discuss as a group. JAC said with regards to the EDI work, we are in the early stages of putting together an EDI Committee and currently having EDI planning meetings.</p>	
62.06	<p><u>Finance Update</u></p> <p>A summary of the results for the period August 2019 to April 2020 was circulated as part of the Trustees’ stewardship and financial planning responsibilities.</p> <ul style="list-style-type: none"> - DG sees the forecast is still realistic now that the job retention scheme extension has been confirmed. Pension was not as costly as originally thought. Smaller good results from NUS which is around insurance for business interruption (£50k claim) will support the year-end position. - Trying to come out in a stronger position as we can be so we are better placed to deliver the strategy. SMT had a Change Leadership Workshop (facilitated by Dave Ellis with support from Michele Colenso) which was valuable and timely in providing some assurance and clarity. - Really pleased with the Directors and the plans they are coming up with. We must not lose sight of the human impact, but excited by the possibilities of better aligning our staffing resource with the strategic narratives of the SU. - Timescale and scope and boundaries – strategy and values led. Whole organisation is being looked at (excluding democratic process and Officers). Limited change to the pay process. Not looking at fundamentally changing our pay and reward offer, but more about refining the offer. - Keeping our current job evaluation process as this means we look at roles equitably. 	

	<ul style="list-style-type: none"> - Looking to share the message with the organisation in mid-July/August. Looking at around 20 people being affected. - Aim is to get this finalised by Welcome on the 21st September as this is a key peak in business activity/resource. <p>DG said if anyone wishes further information regarding the above, then to call out sooner than the 18th June which is when we will be meeting again.</p>	
62.07	<p><u>Any Other Business</u></p> <p><u>Black Lives Matter</u></p> <p>TS shared her extreme distress on the recent events happening in the US and planned protests across cities in the UK. She felt not enough is being done across the University and Students' Union. Students are angry! She expressed grave concern in making a statement is not enough and we need to do more and be part of this cause. In this time the short term response is critical as what we do now informs the future. She said we should be saying 'we are standing with you', and that tangible outcomes need to be formed.</p> <p>TS went onto say many of her fellow students have been incapable of completing their exams.</p> <p>JAC said an extended statement is to be published, and she is currently working on this with the Rep Dev team, BME Officer and MS-T. This statement includes resources and links that people may wish to engage with, together with a call to action for white peers to contribute and educate themselves on the issues being raised</p> <p>TS request EC (extenuating circumstances which affect the work) be applied for exams and said targeted support needs to be put in place. MD asked if the EC conversation will be picked up after MS-T leaves the organization on the 5th June. JAC responded to the positive.</p> <p>DO said consultation with the Black Student Groups to explore their support needs at this time ought to take place immediately and requested NM action this.</p> <p>Action: NM to follow through with the above.</p>	NM
62.08	<p>Meeting Close – JP thanked all for attending and drew the meeting to a close at 4.00p.m.</p> <p>Date of Next Trustee Board Meetings 18th June 2020 9th July 2020 – Trustee Board Away Day</p>	