

DSU Board of Trustees Minutes

Meeting One of the academic year 2023-24

Monday 11th December 2023 / Adam Redfern Board Room/ TEAMS

Members	Initials	Meeting 1 07.08.23	Meeting 2 09.10.23	Meeting 3 11.12.23	Meeting 4	Meeting 5
Geoff Kershaw (Chair)	GK	✓	✓	✓		
Phil Gilks	PG	✓	✓	✓		
Beverley Shears	BevS	✓	✓	✓		
Rita Bullivant	RB	✓	✓	✓		
Amir Iqbal	AI	A	✓	✓		
Luke Martin	LM	✓	A	✓		
Mehul Parekh	MP	✓	NA	NA	NA	NA
Shreeya Dubal	SD	NA	NA	✓		
Sarah Bradley (CEO)	SB	✓	✓	✓		
Paula Heneghan (Clerk and HOF&CS)	PH	✓	✓	✓		
Andy Reynolds (HOIGE)	AR	✓	✓	✓		
Amy Horner (HOMS)	AH	✓	✓	✓		
Catherine Searcy (Minutes)	CS	✓	N/ M	N/ M		
Komal Shahzadi	KS	✓	✓	✓		
Destiny Mazaiwana	DM	✓	✓	✓		
Adejumoke (Fluffy) Adewola	AA	✓	A	✓		
Gurupriya (Priya) Karasala	PK	A	✓	✓		

Key: "✓" = Present, "A" = Apologies given, "N/ M" = Non-member, "P" = Partial attendance, 'X' = Non-attendance

Formal		
Item	Discussion	Actions
1. Introduction/Apologies for Absence/Conflict of Interest	Apologies from RB as she will be joining at 5pm. Welcome to Shreeya Dubal (SD) who joins us as a Student Trustee.	
2. Minutes of the previous meeting	No comments/amendments. Minutes approved by all.	
3. Action Log and Matters Arising (5 minutes)	All up to date. DM: Said in last mtg that BevS would raise timetabling at DMU mtg? BevS has done this. Some teething problems as they implement new block teaching but have raised into feedback on general process and BevS will keep an eye on it.	
4. CEO Update	SB gave verbal update – <ul style="list-style-type: none"> • Taken on feedback for more information on major projects in the CEO report, for more context and information • Q1 financial results – have been through Commercial & Development Sub-committee (C&D) in December and discussing later in this meeting • Bringing update to schedule of business to this meeting • Conflicts internationally still top of our minds. Not had a huge amount of activity from student body on this but a student has reached out about potential for raising something at Student Council in the future. AI dealing with matter and will be going back to student to guide them on what we can/can't do. Activity is being closely monitored by DMU and DSU. 	

	<ul style="list-style-type: none"> • Strategy Task Force – two new members. Remains in full implementation mode. Will be bringing video to Board in future that will be used to highlight what we are and do students and stakeholders • Full review of recruitment process ongoing inline with EDI etc. • Student Council very well attended recently – all formed part of governance review from last academic year. • Seen a drop in engagement on The Hub – AH leading work into why this is. • Q1 results – discussed at last Board using PowerBI but behind on that project for ITMS reasons, so SB has supplied some narrative and then more detail will be later in meeting. • Late addition appendix – Gant Chart for Project Click. This is a working document. <p>PG: Happy to offer any advice where needed so please reach out.</p> <p>GK: Really liked KPI dashboard in report. Easy to follow and constructive in conveying a lot of information. Any consistent themes in anything that is not running to plan?</p> <p>SB: Pull on time and finances (cost of living), so block teaching affecting availability for students for example. New Opportunities Manager had long notice period so only recently joined us so lots of ongoing work there.</p> <p>PG: Where is DSU/DMU with regards to Freedom of Speech and its approach?</p> <p>SB: Pattern now that DSU is ahead of DMU with compliance. All policies updated with governance review ahead of guidance from OfS that is yet to be released. SB met with DMU Academic Registrar a few months back on this but not heard further for attending their project group on this. All our policies are with DMU and then we will update accordingly if they want.</p> <p>PG: Does DSU have many external speakers?</p> <p>SB: No but we do encourage groups to do this and explore new things, but not a political body of students.</p> <p>BevS: Nature of the university we are, people are here to work and get their degrees. Students are very</p>	
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	<p>focused on outcomes so don't seem to engage as other student bodies do in the same way. Engage in things such as silver TEF, bring in block teaching etc. Different mind set of our student body.</p>	
<p>5. Exec Officer Update</p>	<p>All Exec Officers gave verbal overview of their updates circulated with Board papers.</p> <p>KS -</p> <ul style="list-style-type: none"> • Inclusive environment – outcome was good. Change to safe space in next term for students to make use of • Black History Month – open mic night and a networking session. Diwali with Indian Society and Priya help. Went very well • Disability history month – exhibition in Campus Centre Building (CCB) and 'Embrace the feelings' project <p>AA -</p> <ul style="list-style-type: none"> • Wellbeing suggestion boxes now available to place in strategic places around campus – gathering student ideas, feedback etc • Christmas wellbeing walk and goody bags – taking place on Wednesday 13th December around campus before networking back at CCB • Signposting to existing wellbeing services – AA has been going out to speak to students in person about these including Crisis Café, Mandala project, Light the Night Project in February 2024. <p>AI -</p> <ul style="list-style-type: none"> • Graduation costs – presented back to DMU at Joint Executive Committee (JEC) meeting. DMU have taken on board and noted budgetary constraints but willing to work with AI for support ideas/changes and improving accessibility for students. • Honor based abuse – two stalls in November around this. Really good engagement. Looking to do more stalls in February 2024 	

	<ul style="list-style-type: none"> • Student car boot sale – something new for next term. Idea came from a student and hoping to happen during Refreshers week in January. Would be ran on ground floor of CCB. <p>PK –</p> <ul style="list-style-type: none"> • Committee Chairs Networking event being planned for all societies and sports groups • Assisted Komal with Diwali event • Working in collab with DMUSport for taster sessions for sports and looking to offer some more of these sessions • Jingle Mingle taking place on Tuesday 12th December – chance to come and speak with Opportunities team about any obstacles/plans for next term <p>DM –</p> <ul style="list-style-type: none"> • Collecting student feedback – exploring different ways to engage students, speaking to students on The Hub, through feedback boxes, after meetings. Have raised issues around timetabling and software in various forums already. • Beginning to address software issues • Raising awareness of good academic practices – collaborated with Advice last month for ‘Doughnot Commit an academic offence’ event. Study spaces – DM is on library development project group. Hoping to work with Estates about developing ground floor CCB corridor space for students to work within. <p>BevS: Spoke about students not having access to expensive license/s unless on campus. Have raised with Tracey Jessup so she will be expecting mention of that going forward.</p> <p>LM: Is the licensing issue affecting a particular faculty?</p> <p>DM: Mostly ADH but will be looking into further.</p> <p>RB has joined the meeting.</p>	
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	<p>LM: AI – graduation costs. Feel its been raised for a while so is DMU committed to change or still bouncing ideas round?</p> <p>AI: DMU is willing to negotiate some form of support e.g. one guest ticket but something else in university budget would need to be compromised. They are willing to look into graduation gown support as accessibility issue. Have met with WonkHE and other student unions facing this issue but starting point is difficult.</p> <p>LM – Have spoken to DMU about timetabling, but what is DM’s end goal?</p> <p>DM: Not going to be something we see this academic year but hoping that some sort of flexibility can be introduced to allow students to work alongside studying. Lecturers are happy for students to attend alternative sessions but exploring how that can be proposed to DMU without a pushback from/onto lecturers. Want to look into central timetabling and understanding it better so can go back to students and say its for X,Y,Z reasons.</p> <p>AH: DMU are reviewing their software used for timetabling too. DM is planning to get involved in that work too.</p> <p>PG: Sign of a good officer is the legacy left behind – what can a student tell me in a few years time will be the difference you made? Start to put yourself in that frame of mind and feel free to come back to me with an answer at a later time.</p> <p>ACTION: Exec to include in next Trustee Board Officer update what their legacy goals/aims are.</p> <p>KS: GOAT-ing last month and found a lot of Muslim students were not celebrating Eid on campus, having to travel to Victoria Park before lectures etc. Wanting to propose Eid prayer within DMU to make it easier/more accessible for students.</p>	
<p>6. Commercial and Development Sub-Committee update</p>	<p>AI gave update from recent meeting.</p> <ul style="list-style-type: none"> • Q1 Financial update from PH 	

	<ul style="list-style-type: none"> • Term 1 progress on strategy for Commercial and Membership Services • Presentation from AR on Project Click • Freshers 2023 staff feedback update • Looking forward to Refreshers Jan 2024 and Freshers Sept 2024 <p>GK: When is Project Click next due at this forum?</p> <p>ACTION: SMT to decide when Project Click will be next added to Trustee Board agenda.</p>	
<p>7. People and Culture Sub-Committee update</p>	<p>AA gave update from October meeting –</p> <ul style="list-style-type: none"> • Staff Networks update – all Chairs now in place • Policy reviews – Flexible Working, Leave Policy, Managing Change, Restructure and Redundancy Policy, Maternity, Paternity, Fostering and Parental Leave Policy, Sickness Absence Procedure. Changes all approved in the meeting. • Employees Engagement Survey from Feb/March 2023. Lots of changes implemented since then: changes to 1-2-1 sessions, safe space for Coordinator feedback, CEO training sessions, all staff training days four times per year. • Reward and recognition: discussed differences between DSU/DMU and opportunities for personal development. Conversations taking place with staff to understand what they would like. • H&S update – no issues. <p>PG: Are the sub-committees policy making committees?</p> <p>SB: Yes they can approve policies.</p> <p>Agreed by all that any policies for review to be sent to all trustees not just sub-committees for comment. Cover papers accompany them to explain the background and rationale to reassure all that sub-committees have done their homework and questions or suggestions can be taken pre-meeting before the sub-committees approve.</p> <p>PG: Are DSU being ambitious enough with rewards/benefits part? Particularly paternity policies compared</p>	

	<p>to other businesses. Something to keep an awareness of.</p> <p>SB: Discretionary bereavement leave included, added fostering friendly parts. Do take points on paternity leave compared to commercial businesses.</p>	
<p>8. Student Council update</p>	<p>DM gave update from recent Student Council meeting -</p> <ul style="list-style-type: none"> • Held last month • Just under 50 students attended • Elected the members including a Chair who is 17 years old, Deputy Chair and Scrutiny Panel members • Scrutiny Panel held last week – went well and constructive space • Were no motions or policies raised at Student Council but have received correspondence re. Palestine/Gaza conflict so as Exec team are discussing currently <p>LM: Reminder about Scrutiny Panel purpose?</p> <p>DM: Elected panel members. Job is to scrutinize what the Execs are doing alongside their manifestos. Also bring student comments into the space and field questions to Exec and Liberation Officers. Can challenge if feel we're not doing enough. Held four times a year. Scrutiny Panel report back to Student Council and can follow up on actions discussed at previous meetings. They can mandate the Exec to do something.</p> <p>LM: As trustees, it would be useful to see what comes out of Scrutiny Panel.</p> <p>DM: Minutes are on DSU website but could also include in next Board meeting update?</p> <p>ACTION: Include Scrutiny Panel update on Trustee Board agenda going forward.</p>	

Substantive items for consideration

<p>9. Q1 Financial Results</p>	<p>PH presented summary.</p>	
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	<ul style="list-style-type: none"> • Bottom line profit of £46k • Commercial £44k adverse • Central Services £9k saving majority from Good Course training platform being included in last years budget • Membership Services £36k staffing underspend for various reasons. £9k is project underspend. • Commercial £4k profit, loss to date of £51k • Supplies shop made profit of £2k but is behind budget. Largely due to margin of cost/sales of items • Cost controls put in place by Commercial team of just under £35k but all events were still hosted and attended by students • Year-end forecast on track for budget, largely bolstered by salary savings. Are closely monitoring numbers and looking at more activity in Q2 and Q3 and being more agile with market/cost of living crisis. • Spreading activity over the year so less reliance on those figures/profits. • Explored at C&D and within SMT that outlets are working for us. <p>BevS: Not a surprise because of constraints people are under currently. If events are not affordable what can we do to amend that for students?</p> <p>AR: Most events now are less than £5 and many are free to enable students to attend. Bringing in more external revenue from those who can afford it. Event for Leicester Comedy Festival in Feb 2024 where public can attend but students get discounted rate. Knew Q1 results would be tighter as expecting sales later in year – expect stronger June and July results which isn’t our norm. Private hire income is bringing traction.</p> <p>AI: Wristbands and wet sales – student numbers not looking to go up, so worry that need to relook at that offering ahead of Freshers 2024. Everything else looks positive.</p> <p>PG: No further questions after the C&D meeting last week. However, the one thing I am keen for is a clear understanding (potentially venue by venue) on what the purpose of each venue? Is it a space providing a service that we are measuring success in engagement (so just needs to break even) or is it designed to generate a profit to prop up the Union?</p>	
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	<p>AR: Discussing with other student unions how they are approaching it and doing differently. Forecasting next year will be easier as know our figures better now. Wristbands as we know them does need to change and will be looked at.</p> <p>AA: From next year the number of international students will drastically drop due to them no longer being able to come with a dependent following immigration changes in the UK.</p> <p>BevS: Already seeing a slight reduction in international student numbers.</p> <p>DM: For forecasting for Commercial, do you anticipate having to reforecast because of new immigration law?</p> <p>BevS: Majority of students are home students.</p> <p>SB confirmed that in 2021/22 academic year 70% of students were 'home' not international. Haven't yet seen last academic year figures. PG noted that there has also been a 2% drop in UNCAS applications.</p> <p>GK: Don't expect to reforecast but need to consider impact down the line. Context of C&D is that cannot rely on Membership Services so need to determine role of different services. Burning platform for GK is that commercial cannot be a drag but must be there to support what we want to do for members/students. Need to act even faster.</p> <p>PG: Recognise that change in student demographic can be positive, don't know how it will play out. Are thousands of students to target and some things may seem negative but we don't know impact for some time.</p> <p>GK: Understanding customer and being agile to how we meet their needs.</p> <p>SB: AH is doing a piece of work on our student and the student journey which we will present to Board in due course. Have lots of data already to use.</p> <p>AH: Do have student x that have used in recent events but looking to use more going forward.</p>	
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<p>10. Impact Report 2022/23</p>	<p>AI gave verbal overview of report.</p> <ul style="list-style-type: none"> • Combining student group elections and leadership election shas encouraged higher turn out • Societies can be approved quicker now through Opps team meetings • Advice team had over 1000 cases last academic year – majority academic issues • Supplies had reduced area whilst used for pop-up shops for part of the academic year • Impact Report will go to Annual General Meeting in January 2024 <p>GK: Page 5 – What are we comparing with so can see if positive or negative? Useful to add in.</p>	
<p>11. Trustee Code of Conduct</p>	<p>PH – all trustees sign this document. Changes have first been added to staff Code of Conduct. Have spent time talking through these with Exec Officers as do hold a position of power. Any questions or concerns?</p> <p>PH confirmed that this new Code of Conduct mirrors DMU’s.</p> <p>PG: Understand purpose behind policy. Worry is that for current student trustees and those of the future, is this the right wording? Some trustees may end up with us for four years and understand need to ‘declare’ but be clear about when and capture it better in wording.</p> <p>BevS: Agree with PG on wording. Recognize that mirror of DMU policy for faculty staff and student relationships.</p> <p>SB: Trustee Code of Conduct is based on principles and that includes trusting trustees as to when they feel its right to declare a relationship.</p> <p>ACTION: SB to revise and recirculate.</p> <p>DM: Propose student trustees meet outside this meeting to agree potential revised wording?</p> <p>All happy for that to take place.</p> <p>ACTION: DM to coordinate and work with SB on wording.</p>	

	BevS: Reminder that not only romantic relationships but familial, close friends etc. About transparency.	
12. TB and subcommittees – Annual Schedule of business	<ul style="list-style-type: none"> • SB has updated schedule of business for each meetings so assured as trustees you know when things are happening • An organic working document and can move things around as/when felt needed • SMT will be adding spotlight items to the document <p>All approved.</p>	
13. Student Trustee Recruitment	<ul style="list-style-type: none"> • Thank you to all for feedback and help in process for recruiting • Monday 19th Feb 2024 next date for appointing student trustees • Time to produce new recruitment packs • Advertising more accessibly • Currently have elections for roles so for any unsuccessful candidates will be contacted for getting involved <p>PG commented in relation to external trustee recruitment in the future, he has recently delivered external trustee recruitment and used Trustees Unlimited - was the best response I have ever had using an external agency and the candidates were amazing.</p>	
14. Meeting review	<p>Welcome to send any feedback to CS anonymously.</p> <p>DM: Suggest all items that have papers to reference outside of docs to be sent in same PDF, not as an attachment?</p> <p>PH: Happy to do going forward.</p>	
15. AOB	None	

Meeting closed

Items for receipt (not discussion)

Future Meetings

Date	Meeting	Information
Tuesday 5 th March 2024	People & Culture Sub-Committee	1:30pm – 3:00pm TEAMS/In person
Tuesday 12 th March 2024	Commercial & Development Sub-Committee	1:30pm – 3:00pm TEAMS/In person
Monday 18 th March 2024	DSU Trustee Board	4:30pm – 7:30pm TEAMS/In person
Monday 10 th June 2024	Commercial & Development Sub-Committee	1:30pm – 3:00pm TEAMS/In person
Monday 17 th June 2024	People & Culture Sub-Committee	1:30pm – 3:00pm TEAMS/In person
Monday 24 th June 2024	DSU Trustee Board	4:30pm – 7:30pm TEAMS/In person

DSU Trustee Board Action Log 2023/24

Date action added	Action Reference	Action Required	Notes	Action Lead	Target Date for completion	Status
Oct 23	Risk Register	SB, PH and RB to meet to go through current		SB/PH		Completed

		Risk Register and possible changes/additions to layout style and bring back to TB				
Oct 23	Merchant Services	PH and AR will look into further.		PH/AR		
Oct 23	Business Continuity Plan	Amend communication timeframe; Compare with DMU and edit		SB/PH		
Dec 23	Executive Officer update	Exec to include in next Trustee Board Officer update what their legacy goals/aims are.		EXECS		
Dec 23	Commercial and Development Sub-Committee update	SMT to decide when Project Click will be next added to Trustee Board agenda.		SB/PH/AR/AH		
Dec 23	Student Council update	Include Scrutiny Panel update on Trustee Board agenda going forward.		AI		
Dec 23	Trustee Code of Conduct	SB to revise and recirculate.		SB		Completed
Dec 23		DM to coordinate and work with SB on wording.		DM		Completed