

DSU Board of Trustees Minutes

Meeting Four of the academic year 2023-24

Monday 18th March 2024 / Adam Redfern Board Room/ TEAMS

Members	Initials	Meeting 1 07.08.23	Meeting 2 09.10.23	Meeting 3 11.12.23	Meeting 4 18.03.2024	Meeting 5
Geoff Kershaw (Chair)	GK	✓	✓	✓	✓	
Phil Gilks	PG	✓	✓	✓	P	
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	N/ M	
Komal Shahzadi	KS	✓	✓	✓	✓	
Destiny Mazaiwana	DM	✓	✓	A	A	
Adejumoke (Fluffy) Adewola	AA	✓	A	✓	✓	
Gurupriya (Priya) Karasala	PK	A	✓	✓	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	<p>Apologies from DM and PK.</p> <p>No Conflicts noted.</p> <p>BevS has left British Transport Police so can remove from Conflict of Interest list</p>	
2. Minutes of the previous meeting	<p>No comments/amendments.</p> <p>Minutes approved by all.</p>	
3. Action Log and Matters Arising (5 minutes)	Action log updated.	
4. CEO Update	<p>SB gave verbal update.</p> <ul style="list-style-type: none"> • JEC took place recently – interesting feedback on DMU’s position, to take wins when can and realistic view of 2024. SB attended interesting webinar on Landscape of 2024 for Charities (included in additional docs distributed before meeting). Lots of policies coming through, new CEO for Charities Commission, UK general election • Coming to end of Term 2 – lots of activities, projects, elections, audit tender completed for next 5 years • Elections – 21% increase on voter numbers, quality of candidates was exceptional, objectives from Voice/Membership to improve voter turnout etc happening • Engagement in Wellbeing initiatives going up again compared to Term 1 – trying new things and encouraging students into the building. New Hub signage in place. 	

	<ul style="list-style-type: none"> • Commercial – Refreshers 2024 very engaged with clubs and societies. Good engagement with DMU and induction of students. • 200% increase over budget for private hire – discussed at recent C&D Sub-Committee. • Desi are still using the ground floor space/The Union serving area • Lots of detail in CEO report distributed before meeting. <p>RB: So much activity shown on cover sheet, but seeing reports that things are behind. Should we be looking at what we have on and reasonable chances of getting things over the line, reducing activities if needed, prioritizing?</p> <p>SB: In our 6-month review of objectives, so prioritizing and being realistic.</p> <p>AH: A lot of behind activities is from Membership Services team and due to staffing issues/capacity. Some have been paused and moved to next academic year/term. Have thought about if they are relevant to carry forward before doing so.</p> <p>PG: May be useful to some trustees not involved in SU's, to show the effort that goes into some of these projects/activities as would help when making decisions on prioritizing?</p> <p>SB: All quite subjective for amount of input, a lot of detail in appendices. Is realism behind decisions being made in 6-month review. If trustees would like specific info/detail that SB happy to be guided.</p> <p>RB: Does perhaps have a different thought process as new to SU's re the project data dashboard. Have we incurred any costs, time taken for each project/activity would be main focus but RB possibly doesn't have the knowledge to identify timelines and so on.</p> <p>ACTION: SB to look at format of project dashboard including outlining time/resources required for each item and timelines.</p>	
<p>5. Exec Officer Update</p>	<p>Verbal update from Executive Officers of presentation distributed before meeting.</p> <ul style="list-style-type: none"> • Light the Night (Feb) – high engagement 	

	<ul style="list-style-type: none"> • Refreshers stall (Feb) – able to gather data during events • GOAT-ing with students about free breakfast availability • SHAG day (Feb) <p>Union Development Executive</p> <ul style="list-style-type: none"> • Student flea market – high attendance and number of stall holders. Looking to run event again in future. Looking ahead to future and exploring a Student Events Committee to allow Exec to be less involved and give initiative to students to run/plan etc. • AI preparing student delegates for NUS Conference in April • AI legacy project of Graduation Costs ongoing – been working on throughout time as an Exec. Meeting with DMU this week to move along further. Looking positive and will update when more info. <p>Academic Executive</p> <ul style="list-style-type: none"> • Library development project • Student retention • DM legacy project: Student Action Committee <p>Opportunities & Engagement Executive</p> <ul style="list-style-type: none"> • Self defence classes for women – one taking place this week • Central booking system for student societies • Free membership for hardship funded students • PK legacy project: introduce British sign language lessons regularly within SU <p>Equality & Diversity Executive</p> <ul style="list-style-type: none"> • LGBTQ+ History Month awareness – spoke to nearly 200 students about it 	
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	<ul style="list-style-type: none"> • Blood donations event to increase number of donors/signups • Holi celebration • KS legacy project: open air Iftar • Extended fees payment policy as/when needed by students <p>Welfare Executive</p> <ul style="list-style-type: none"> • Wellbeing Walk with goodie bags and vibe checks • Signposting for student advice services including No Space for Hate, Dr Happy • AA legacy project: self-care bootcamp in different forms, collaborating with Advice team and Wellbeing Wednesday's <p>Student Council update (Feb 2024)</p> <ul style="list-style-type: none"> • Discussions included: housing, minimum wage, Committees, part-time jobs, events, BA Music Technology, MSc Health Psychology, Performing Arts, Nintendo Society • Two motions discussed: 1) H&S training for society members 2) Call for reflection and action on the Israel/Palestine conflict. • Amendment going to next Student Council around education on Israel/Palestine conflict and suggestion that DMU/DSU provide an unbiased education forum about history of Israel/Palestine conflict, rather than students relying on social media to gain knowledge. <p>LM: Student Events Committee – is that in existence already? AI: No, in scoping stage for members. Way for students to volunteer their time and get involved in DSU.</p> <p>LM: TEXT REDACTED – sounds like they're very unhappy with DSU but doesn't seem that anything being done about that? Update?</p> <p>AH: Been working on for a while. Were heavily impacted by Covid and not what they used to be and they're not happy about it. A lot of misinformation has gone around TEXT REDACTED about how DSU</p>	
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	<p>supports/fund and we've put a lot of work into resolving mis-information and involving them where possible. Much better relationship now and gave us great support during elections</p> <p>PG: Legacy projects – expect them to go on beyond your terms in office. How does this work operationally, and year on year for new Execs? Nintendo society motion – any financial implications of that with regards to training? Israel/Palestine balance point, how will you enable a balanced space to inform students as will be very difficult?</p> <p>AI: Legacy projects aim is long term objective, will be down to Exec Officer at the time and how they want to run it longer term.</p> <p>AH: Each legacy project is slightly different and some about embedding within DMU rather than DSU, some about improving existing services. Being guided by relevant team members so being brought up in right spaces. Student Council motions – AI took Israel/Palestine conflict motion and TEXT REDACTED before it passed through Student Council really smoothly and handled really well. Some pieces around an education piece to create a glossary of language typically used around the conflict so students have a better understanding. Will aim to run past Union of Jewish Students and relevant DMU groups to ensure language correct. First Aid training had been previously offered to societies but little up take so already built into budget so will widen out offering again.</p> <p>BevS: Need to be careful as an employer on stance we take on Israel/Palestine conflict. Very emotive and we will not be able to satisfy everyone but as an employer we need to provide a physiologically safe place of work all our staff.</p> <p>SB: SMT have discussed. Seems to be going ok with/for staff and crux is open and honest conversations with staff and we will continue to foster that safety.</p> <p>ACTION: At June Trustee Board, Exec to present details on plans for their legacy projects after they have left DSU.</p>	
<p>6. Commercial and Development Sub-Committee</p>	<p>AI gave verbal update:</p>	

update	<ul style="list-style-type: none"> • AH gave update on DSU report and trend analysis • Q2 report from PH, Refreshers presentation from AR and spotlight on Private Hire • New risk identified in relation to Native contract and added to Risk Register • Approved business case to replace some digital screens in Campus Centre Building that are broken and will be maintained going forward by DMU ITMS. 	
7. People and Culture Sub-Committee update	<p>Verbal update from BevS:</p> <ul style="list-style-type: none"> • BevS Chaired in AA's absence • Discussed some issues previously brought to Trustee Board • Looked at some policies for approving and how they fit into P&C Sub-Committee and then full Trustee Board for ratification • Really useful meeting with good strategic discussions, including around belonging and EDI 	
8. Student Council Scrutiny Panel update	Covered in earlier discussion.	

Substantive items for consideration

9. Q2 Financial Results	<p>PH gave verbal overview.</p> <ul style="list-style-type: none"> • Was taken to C&D Sub-Committee last week and discussed. Still in same format until we launch PowerBI. • £21K ahead of budget for Q2 – Commercially behind by £74k, large savings in Membership Services of £88k • Year end forecast: £1000 forecast over budget. Likely to be some more staff savings from this forecast so confident we will hit the budget figure or perhaps higher. SMT have heard the messages coming through from C&D Sub-Committee about budget process for 24/25 and along with work Commercial are doing, that is our focus as an SMT and delivering budget for next year. <p>GK: Did have really healthy discussion in C&D about this and have played a lot of that back today so feel like</p>	
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	you have heard us so thank you.	
<p>10. Project Click update</p>	<p>Aga Wajrak, Venues Manager joined meeting and gave a brief overview of role and past experiences.</p> <ul style="list-style-type: none"> • Aim of project is to reinvigorate the Function Rooms and SUPplies and replace loss making The Union/restaurant space. <p>The Union space</p> <ul style="list-style-type: none"> • Desi is currently trading in The Union space – began at start of academic year 2023 and were keen to change their existing location in the city centre. They are open Mon-Fri 10am – 6pm and on Saturdays they don't open but focus on food deliveries. Family ran business, no issues or complaints with or from them. We are running a bi-weekly/short term contract renewal with 10% of all sales coming to DSU – So far around £4k income. • Last year we were making a £30k loss in the area • We want to put something more permanent contract wise with whoever occupies this space – AR has been discussing legalities with DMU. TEXT REDACTED were another interested party in using the space. AR is also waiting on Heads of Terms. AR exploring a third offering of an alternative menu so hoping to present options to Trustee Board in June 2024 with plan to open in September 2024. <p>SUPplies/ shop</p> <ul style="list-style-type: none"> • Have done a full range review of shop and cut lines down by 50%, with help from GK. Are unique in that we are the only supplier of DMU products. Meeting with a new provider, Streamline, this week to discuss online offering. • White Rose and Loros: idea to use thrift shopping within the SU. White Rose are currently in Nottingham Trent SU successfully and donate items to students in need. Loros have a strong retail offering within Leicester so exploring options. Involving DMU to see if fashion/textiles can make use of clothing donations. • SULets also interested in retail space and taking a bigger area. 	

- Working on same time scale for presenting to Trustee Board in June 2024.

LVL 1/ Function Rooms

- LVL1/Function Rooms project: JEC meeting takeover on 10/04/24 to discuss idea. Project group are exploring possible grants we can make use of.
- Stepping away from DSU leading on a large quantity of events and supporting student led events instead, particularly live music based
- Focus on Freshers, Halloween, Varsity, Refreshers, Proms events annually
- Private hire sector will bring in the bulk income with table top gaming, school proms being driven alongside corporate events
- Short time scale presented currently as have these steps in place first and then will bring a longer timeline in the future once confirmed.

RB: Really like the charity shop idea. Have you got to a stage yet to discuss revenue/forecasting you hope to bring in?

AR: Little too early to say. Fairly confident in SUPplies/retail that we could see a transaction increase from £11 to at least £21 with Streamline option, a lot of scope there. With regards to The Union would expect we'd be doing similar to current as DMU would be including costs. More interested in how the chosen business incorporates itself into campus/student space etc. Aim is to break even with LVL1 so a large corporate event would be great to do this.

PG: St Georges SU have an online shop ran through PB Leisurewear and can put AR in contact with someone at St Georges to discuss if wanted.

PG left the meeting.

SD: Great initiative and work – can see progress already. Are we planning to switch The Union outlet or add another offering in?

AR: It would be a permanent single solution – Desi are keen to stay but everything will depend on what DMU

	<p>say regarding the space/ownership of space etc. Due to tenancy laws we can't go over 12 months so want to get a permanent solution in place asap.</p> <p>BevS: Is an opportunity to collaborate with DMU to put pressure onto Chartwells to be reasonable about situation. They have previously left the space empty for long periods. Do think there is a solution that will benefit all parties.</p> <p>LM: Is Chartwells contract up soon? Want to be asking for that space if so.</p> <p>AR: Yes, 2026 but process for retendering begins soon. TEXT REDACTED</p> <p>AI: TEXT REDACTED</p>	
11. Risk Register	<p>SB: Has discussed with GK but suggest to trustees that we add as a below the line item to Trustee Board agenda going forward and SB to inform when any changes.</p> <ul style="list-style-type: none"> • Added Native our advertising partners TEXT REDACTED 	
12. Student Trustee Recruitment	<p>AH update:</p> <ul style="list-style-type: none"> • Recent recruitment push but not a lot of responses possibly due to elections, survey season, DSU recruitment etc • Suggest we re-schedule some recruitment panels for early May. The Voice team will be making the suggestion within unsuccessful election candidate workshops that candidates may like to apply to become a Student Trustee, as well as within student recruitment feedback • AH has found a number of free webinars we can actively promote our vacancies in and share so will be doing so • Not ideal situation but have learnt a lot about timings and student need currently for paid work rather than voluntary 	
13. Spotlight Ideas	<p>LM: Noticed during finance audit tender process that not all trustees feel they have a great awareness on how SULets operates and DSU relationship with them – could this be a spotlight topic in future?</p>	

	ACTION: Could be useful auditor introduction as well as Trustee training, so leave with SB.	
15. AOB	All three Executive Officers who ran for re-election were successful! We will say goodbye to AI at the end of this academic year as Union Development Executive and also DM as Academic Executive.	

Meeting closed

Items for receipt (not discussion)

Future Meetings

Date	Meeting	Information
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 Risk Register and possible changes/additions to layout style and bring back to TB		SB/PH		Completed

Oct 23	Merchant Services	PH and AR will look into further.		PH/AR		Completed
Oct 23	Business Continuity Plan	Amend communication timeframe; Compare with DMU and edit	Meeting DMU 19 th March	SB/PH		In progress
Dec 23	Executive Officer update	Exec to include in next Trustee Board Officer update what their legacy goals/aims are.		EXECS		Completed
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		Completed
Dec 23	Student Council update	Include Scrutiny Panel update on Trustee Board agenda going forward.		AI		Completed
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
March 2024	CEO Update	SB to look at format of project dashboard.		SB	June 2024	
March 2024	Executive Officer Update	At June Trustee Board, Exec to present details on plans for their legacy projects after they have left DSU.		EXEC	June 2024	
March 2024	Spotlight Ideas	Could be useful auditor introduction as well as Trustee training, so leave with SB.		SB		