**St George’s Students’ Union**

**Trustee Board Minutes**

**Thursday 9th November 2017**

1. **Present:**

|  |  |  |
| --- | --- | --- |
| Sam Khavandi | SK | President & Chair of the Board of Trustees |
| Bethany Agnew | BA | VP Education and Welfare |
| Vafie Sheirff | VS | VP Finance and Student Activities |
| Yuna Kishimoto | YK | General Secretary |
| Bukola Ogunjinmi | BO | Student Trustee |
| Anass Ali | AA | Student Trustee |
| Chantal Liu | CL | Student Trustee |
| Corey Briffa | CB | Ex-President |
| Roger Horton | RH | External Trustee |
| John McDonagh | JM | External Trustee |
| Mark Lubbock | ML | External Trustee |
| Judith Ibison | JI | University Trustee |

**In Attendance:**

|  |  |  |
| --- | --- | --- |
| Matthew Kaye | MK | Shop Manager |
| Gillian Gibson | GG | Chief Operating Officer |

1. **Apologies:**

Aileen O’Brien

1. **Minutes from previous meeting** were APPROVED.
2. **Welcome/Introductions**

Each member of the meeting introduced themselves and their role.

1. **Financial Statement – RESERVED BUSINESS**
2. **Formally signing on of Trustee - GG**

Reported:

There were issue but now all are now legally trustees. All documents are with the university so we have a copy if we ever need to see them

1. **Rob Lowe Sports Centre - VS**

Reported:

Beginning of the year the management of the Rob Lowe was handed over to the SU. Three main issues: First, communication that went out to trust and staff in other words external users of the facilities. Second is room booking clashes. The third was the state and how people can access the Rob Lowe. The problems were split into internal issues which is the problems faced by the SU with our own societies and also external issues which are problems with external users. Derek and the university sent out an all student email and also all users of the facilities when change happened however large number of people who were not part of the mailing list that didn’t get the message. We have had instances were external users have argued with our students.

BO: university handing over, how did this happen

VS: discussed at AGM that gym facilities were closing down and the only thing left was the sports hall

Judith: Rob Lowe owned by the trust and it is sub-leased to the university for the use of students and staff. It’s a lease until 2026.

VS: SU is responsible for the booking of the Rob Lowe

Judith: University is still handling everything but the only thing handed over was the booking of the rooms

CB: if SU have the control over the booking then students have priority which was something that the students will benefit from with the exception of exams. Issue we are having is that the university is not taking care of the facilities

Judith:

VS: there are 4 rooms that cannot be used as there are gym equipment in them. We are going to move everything into one room so that we get more space. To resolve clashes, we have a timetable in the Rob Lowe.

1. **Wandsworth 8 student appeals - RESERVED BUSINESS**
2. **Senior Officer Zone Reports** 
   1. Events zone report received.

Roger: were you implying that some of the elections were being carried out inappropriately

SK: some cohorts elect their own year reps but we don’t officially accept them as year reps as they have not run through the SU

BA: Some of them are not aware how it is run. Even the course director wasn’t aware and this is how we run. When we realised the problem we talked to the course director and they were apologetic as they had encouraged their students to do it that way.

CB: The key thing is that they do have the support

SK: This year we analysed stats from previous years tried to target those less engaged  
CB: election process needs sitting down and restructuring   
  
BA: people need to know what it is and what the role encompasses especially first years   
Judith: what have you done to communicate what the roles are  
SK: made an election pack, giving lecture shout-outs. The democracy officers got in touch with all the second years to advertise it through them   
BO: I wonder if its making videos, posting on social media or the president himself going to lectures we need a different flavour.   
CB: how to increase engagement is the task and all need to brainstorm ideas. What would be great is to hear outcomes   
AnN: rethink for summer elections and see what worked and what didn’t work

Action point:   
Sam to feedback to the Board about the process of elections

BO: 9000 loss during fresher’s how does that fit if there were more people attending the events.   
SK: new license in the bar last year meant capacity increased. For one of our events we reached max capacity and sold out at the door which hasn’t happened before. We had a GEPS and Paramedic freshers that was a larger turnout and we felt more engagement.  
CB: Not factual.  
Judith: Why didn’t the finances go up   
SK: the wristband sales were much higher last year?   
GG: Bar taking decreased as well as door takings. To me that implies fewer people   
SK: most people came back to the SU more drunk and came later  
CB: I disagree that there were more people too at all the nights and it is quitter for what reason I don’t know. We need to think of ways of mitigating people coming later if that was the problem.

Judith: Do we have enough tech officers?  
SK: Ideally should be working part-time. Tech officers have a sub-committee as well.   
BA: It would take a year to train tech officers to the standard we are in.   
BO: hiring someone, having good tech, having more money  
Judith: Skill mapping across the student body is maybe needed   
BA: Stagecraft society has been put into place

Action point:

Gill and Top 4 to talk about the Tech Officer role

* 1. Participation zone report received.

GG: is it engagement from societies themselves or are we forcing it on them?  
VS: It started off as me forcing it on them but they are seeing the benefits now. I had a meeting with year reps about the Grad ball. We are increasing student engagement. By the end of the year I aim to have met with all the societies.

GG: I am feeling the benefit of people when they are being engaged

* 1. Representation zone report received.

GG: number of different projects, especially with the alumni and the secure funding for welfare and this is the type of things the union should be providing until we reach the sustainable points   
Judith: thank you for supporting all the students

* 1. Communications zone report received.

BO: Discussing with Yuna just like to talk about the handovers that Top 4 are getting.  
GG: Gensec is difficult as both the successor and processor as both still students. It is something we need to plan.   
Each year we have a look at the role and also the projects that are taking place within the union to make a decision on the handover period and Gensec should be involved with this and taken into consideration   
Judith: It could even just be two weeks

1. **Commercial Update - GG**

Proposal for SU shop redevelopment received and considered.

Reported:

GG: Increasing competition. The competition is not going to end with pret. There will be increasing competition in the future. Every penny spent will go back to the SU. IF we refurbished the whole place, how much will it cost us.

MK: Since Pret has come in it has highlighted the lack of design. We have had roof leaking, mould in the roof, shelves supported by exercise books, scratches on the walls. We need extra stock as we are selling more. There is a health and safety issue when we have to handle heavy boxes. Meal deals are such a good idea but when it is busy, there is chaos around the sandwich and drink area. We are needing some sort of renovation. There is the old SU logo. It will only get worse if we don’t act now with increasing competition.

GG: reducing stock is another way but this is not possible as by being with NUS we need a high number of compulsory items in the shop.

MK: we have grown out of the store. Customer flow, products delivery has already increased past the max.

GG: More diverse products offered, improved flow through the store and this will increase customer experience, brighter design and also making one big stock room instead of two small ones. Cost is unknown so what we are asking the board is to get approval to move forward and get a contractor at which point we can bring you more financial details. The estimate is £25,000-£50,000

CL: when was the shop last refurbished?

GG: 2008 when the shop used to be a bookshop and store.

CL: any record how much was put in and also anticipated duration was back then?

GG: duration is hard to tell. 10-15 years is the period in which refurbishment should take place. £120,000 for the previous refurbishment. This time round we are not anticipating any structural works so it will not be as near as this amount.

CB: how will you manage this project and your daily work load?

MK: if I have someone who can take hold of the shop and separate me from the shop completely.

GG: Finance apprentice starts next week, Michelle can take a lead and report into me but they can have a time in between them. Michelle will pass a lot her finance activities to the apprentice

John: student loyalty cards what is happening with that?

GG: the dragon card is launching soon and there will be for university, trust and students. We want to launch it well. Once Michelle has some time freed up this will be her project.

Judith: how are we going to pay for it

GG: when we sold Eddie’s assets it gave us a cash influx plus £100,000 in a savings so at the moment we are cash rich. We don’t have a problem at the moment with cash flow. The problem is to rebuild the reserves after that.

GG: There is the opportunity to move the cash machine into the shop providing us with £4,000-£6,000 a year for rent.

CB: important to see what the students want from the shop. Important for Top 4 to involve the students

GG: tick list for students and asking them what they want to see from our shop

Proposal for investment into SU shop redevelopment approved.

1. **Strategic Update - GG**

Reported:

Strategy work has slipped and we are not as far forward as expected and this is my fault. As a result we have a short time frame. 20th and 21st November is the two days for their survey. Survey will be sent on Monday with open questions. Key headlines, raw data, someone to do the analysis. From there it is up to us how to facilitate. In the New Year, we can dismantle the information and then form something new into a strategy document. It has to be specific enough but also vague enough to allow sabbatical officers to come into the role. We need to listen to students’ voice. I would like to get volunteers for the working group to drive work forward and bring back to the board. Richard, Matthew and Michelle as well as Top 4 and the student trustees to be involved. We should also have representatives from across the student body and also exec. I am sorry it has taken until now.

Volunteers to be part of focus group:

Sam

Bethany

Vafie

Corey   
Chantal  
Bukola  
Anas

1. **Risk Register and Risk Action Group (RAG) – RESERVED BUSINESS**

**Action Points**

|  |  |  |
| --- | --- | --- |
| **Item & Action** | **Responsible Person** | **Status** |
| Feedback to the board about the process of elections | SK |  |
| Send a letter to the two students regarding the rejection of their appeal | CB |  |
| Discussions regarding future of technical office | SK, BA,VS,YK,GG |  |