



MEETING OF THE BOARD OF HUU LIMITED Held on 27 May 2015 at University House

Present: **Trustees:** Simon Clements (Chair), Jeff Caplan (JC), Judith Donovan (JD)
Sabbatical Trustees: Richard Brooks, President; Gareth Ikin, Vice-President Education (VPE); Jeni Day, Vice-President Welfare & Community (VPWC); Nichola Jackson, Vice-President Sport (VPS); Tom Swainson, Vice-President Scarborough (VPSc) **Sabbatical Officer Elects:** Chuby Okide, President Elect; Matthew Evans, Vice-President Education Elect; Gurmok Sanghera, Vice-President Sport Elect; Simon Hernandez, Vice-President Scarborough Elect.
Student Trustees: Jamie Boote (JB), Wendy Fan (WF), Elizabeth Palmer (EP) Lewis Worrow (LW)

Attending: Jackie Berry, Chief Executive (CEO); Graham Jackson, Finance Manager (FM), Andy King, Commercial Services Director (CSD), Rachel Kirby, Marketing & Communications Manager (MCM), Liz Pearce, Membership Services Director (MSD), Denise McConnell, University Interim Special Adviser to the VC (DMcC)

1 Apologies

Received from Andrew Gurr (Trustee), Tory Cliffe (VP Activities), Kate Jude (HR Manager), Ashleigh Davies (VP Welfare & Community Elect), Kathy Brook (VP Activities Elect)

2 Minutes of previous meetings

The minutes were accepted as a true record.

3 Matters arising (circulated)

The matters arising from the last meeting were discussed. MCM said Marketing's segmentation work was ready for whenever it would fit on the Board agenda.

9 Rate Your Union (summary circulated)

MCM said that traditionally the Rate Your Union survey measured performance against the themes in our strategy. As work is still being undertaken on the new strategy to ensure the right foundation is in place, questions in this year's survey were modified and divided into themes (how are we doing; what do you know about us; your experience; our new strategy and buying habits) and included "don't know" options, which caused an apparent drop in results compared to last year. The survey ran for a week and had 1,002 respondents, just short of target.

MCM ran through the presentation and highlighted some of the results. There was a drop in students' understanding of the Sabb role and MCM said Marketing would look at this and ensure there is better communication of wins. There is an increase in students wanting to be more involved in the Union and we will look at how we can capture this. Students were asked to rank the themes identified for our new strategy; student development and support were identified as the most important.

MCM said there were full copies of the survey report for both Hull and Scarborough campuses and she said she would welcome feedback from the Board. Chair congratulated MCM on the work.

VPE Elect queried whether employing WelcomeFest staff last year had resulted in first year students having less immediate contact with, and therefore awareness of, the Sabbatical team. MCM said there are too many areas to cover for the Sabbatical team, however she could potentially target specific schools/departments where results had been low. MCM recorded her thanks to Chelsea Baxter, Research & Campaigns Co-ordinator for her excellent work.

10 Employment Engagement Survey (summary circulated)

In the absence of HR Manager, CEO summarised the results of the Employee Engagement Survey and asked the Board for their comments. She explained that the decision had been made to use the NUS survey following a significant drop in response to the 2014 survey which was likely to have been because staff had little faith in their views being listened to or acted upon. 78% of permanent and student staff completed the 2015 survey. We were able to select students' unions for our peer group and this was done on the basis of official comparator institutions to the University of Hull. CEO said that comparatively we have scored higher than the industry – this is the first time we have a credible baseline and comparison to other organisations including the third sector. The highlights and lowlights were summarised in the report and CEO advised that the results would be cascaded to staff and action plans developed at departmental level.

JD said the question about “I am badly treated or bullied at work” should read “I am neither badly treated nor bullied at work” and this should be fed back to the NUS. Chair said this was a good piece of work and gave confidence in the work we are doing.

11 Elections (report circulated)

President reported on the outcome of the election review work approved by the Board. He asked for the Board's recommendation to continue with the changes and reviews. VPE asked whether the staggered approach would continue as he did not believe it had worked. EP gave the example of the timing of Societies Executive Committee elections relative to the election of the Chair. President said that would be for the new Sabbatical team to decide. Other feedback had been that there were too many candidates at one time.

Chair asked the Board to approve the President's recommendations and these were agreed.

13 Health & Safety (report circulated)

CSD updated the Board on HUU's health and safety performance since the last report. He said the biggest increase under accidents was for “pre-existing” conditions. JD asked if these were being recorded and what they were as a percentage of the total; she also asked what sort of problems they had. CSD said these could be sports injuries which were previously reported to the Sports & Fitness Centre but were now referred to Links.

VPE Elect said the Links Chair has complained about the increase in abusive behaviour towards Links staff. CEO suggested a review was done with Links to get their feedback and see what could be done to support them. VPWC said Links do reports which are followed up by the Ents team. JD noted that the increase of “pre-existing” conditions could skew HUU's overall level of accident reporting and indicate that they were increasing significantly, which was not the case. A suggestion was made to put up posters about zero tolerance on abusive behaviour towards staff. VPWC suggested staff could wear badges. CEO asked her to follow this up. Action: VPWC

15 Sabbatical Trustees' Reports (circulated)

Sabbatical Trustees ran through their reports and highlighted areas of significance. President summarised his report.

VPE said the report on placement students had been completed and commended it as a good report. This will be followed up with actions during the next week. The feedback charter, confirming the University's commitment to quality feedback to students, will be completed before the end of VPE's term of office. VPE thanked VPSc Elect for his support for education in Scarborough during the year.

VPWC said questions remained about the housing fair but her report has been done and VPWC Elect will be able to make decisions based on her recommendations. VPWC said it was a big win to gain the funding for mental health and wellbeing programmes. The Communications Officer, recruited as part of Students as Citizens, has now taken up her role (which the University is funding).

President ran through VPA's report in her absence.

VPS thanked the Sabbatical team for their support with Varsity as there had been organisational issues. In addition to the meetings being held with the University to discuss sports facilities, VPS ran a postcard campaign which elicited 200 responses with student views on improvements needed. This information will be passed to the University CFO.

VPSc summarised his report.

16 Chief Executive and Senior Management Team Reports (circulated)

CEO said there was a lot of detail in these reports and this was indicative of the amount of work that was currently being undertaken. She highlighted key areas from her report.

CSD highlighted areas from the Commercial Services report. JC said he would like to see weekly reports from Commercial Services. CSD explained that the current system does not link in with email but they can look at extracting information from the automated reports and send this. If we are able to replace the Fidelity system, there will be far more functionality from SUMS and CSD is looking at putting a working group together. JC asked about the results of Best Bar None and CSD advised that we received a gold award. CEO said this would be announced formally in the summer.

FM summarised the Accommodation Services report. There have been staffing issues for HullSTARS and the new admin assistant had been headhunted, so the recruitment process continued. FM said HullSTARS had been separated into the Charity side of the organisation and HUUHomes into Commercial Services.

MSD summarised her report. She said staff turnover resulting in two vacant posts provided the opportunity to review membership services structure and an update will be provided in June.

CEO summarised the HR report in HRM's absence. JD asked if HUU used the Bradford Factor to monitor absence. CEO explained the Bradford Factor is used to measure worker absenteeism. It monitors short, frequent, unplanned absences rather than staff who are off longer periods of time. CEO said she would like to use this, but our HR systems were not sophisticated enough at this time.

MCM summarised her Marketing report.

Next Meeting: 10 am on 22 June 2015