| **Description:** | Trustee Board Meeting |
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| **Date:** | 12th October 2022 | **Time:** | 17.30pm- 20.30pm |
| **Chair:** | Hafsa Haji | **Location:** | zoom |
| **Staff present:** | Ed Nedjari (CEO) Rhiannon Suchak (Student Engagement Manager) Wala Osman (HR Manager) Victoria Chwa (Education Officer) Hafsa Haji (SU President) Tor Grant-Callier (Campaigns and Activities Officer)Islam Alkhatib (Welfare and Liberation Officer) Stephen Norton (External Trustee) Eireann Attridge (External Trustee) |
| **Apologies:** | Pradeep Thatai (External Trustee)  |

**Minutes**

| **Ref.** | **Item** | **Summary Points** | **Action** |
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| **1** | **Welcome and Introductions** | The Chairperson welcomes everyone to the first trustee board meeting of the year. The new sabbatical officers, external trustees and SU staff also introduce themselves. |  |
| **2** | **Declarations and note any possible conflict of interest** | No Declarations and possible conflict of interest. |  |
| **3** | **Minutes from last meeting****and subcommittees****● Approval****● Actions Update** | Chairperson asked if everyone approves it, trustees approved. No action was taken on board. |  |
| **4** | **Declarations for any other business items** | No other business was declared |  |
| **5** | **Calendar of business** | The Chief Executive explained there isn't a calendar of business, but they would suggest trustees sharing what they need rather than things being put in place and being told to them.Although documents have been put together, KPI’s PDPs and appraisal, if the board says what they need, things will be easier to accomplish.External trustee agreed with what the chief executive said, and said that this is a great idea and as an external trustee their role is to support what the SU staff are doing. |  |
| **6** | **University Issues** | Chairperson spoke about circulating documents of what has been planned and mentioned about the strikes and what has been going on in the university. Delays in enrolment, delays in student finance and visa issues due to the university not providing results/ information or not being accessible to students.Chief executive also added that the sabbatical officers had to do a lot of work, as the university was in denial of what they were being told and sabbatical officers provided evidence that the concerns they have been raising, are coming from the university students directly and they provided data which shows the comments that the students made. |  |
| **7** | **Update on strategy / KPI’s** | A temporary structure has been put in place whilst we wait for a permanent Food and Beverages manager to be recruited. The ground floor cafe is 52% up in sales compared to when the cafe was on the second floor of the SU building. In terms of results we can see that it is helping get more money as the place is more accessible to everyone.KPI’s are being worked on by staff and they were all shared during the staff away day in canada water library. Since the away day, staff have team objectives, personal objectives and personal development plans put in place and they have started working on them.The Chief Exec also mentioned how the HR manager has been working hard and implementing more structure in the organisation. Staff members are being trained on how to set pdp’s, objectives and also have been given training on how they can improve in their role, as for some this is their first managerial role. so understanding how to have 121’s, set objectives etc is really important.Chief executive told trustees that the sabbatical officers have been working hard, and done a lot of research to know what is going on with the university and students, to the point where during meetings with senior management of the university; they brought out issues that are happening in particular departments and university staff mentioned not being aware of those concerns from students. |  |
| **8** | **Engagement Update** | The Student Engagement Manager mentioned they had taken over the role from the previous head of membership during welcome week. They spoke about the welcome fair that had 170 students attending on the day, which was a good number of students. 44 stalls were made available for students to receive information and sign up, this was made out of societies, goldsmiths alumni, clubs and many more. During welcome week all the liberation networks were available, with the part time officers ready to answer students queries. Around 100 people attended those events and over 50 students signed up with those networks. Give it a go week is a week given to students to do trials with their chosen sports and societies. All part time officers apart from international ones have started working, and they almost have their departmental student coordinators enrolled and will be trained soon. All the course reps will be enrolled as well. Policy adviser who joined the Student Union not long ago, will be working on new policies and submissions that students can use when submitting their complaints to the university.The student engagement manager gave an overview of the KPI’s in their department.In the engagement department there is advice, societies, clubs and student voice. In the advice team they are focusing on how they can work in their capacity and help students complete some of the processes by themselves and also provide help with wider issues.With the clubs and societies teams they are working on having an engaging program to ensure there is more consistency. For example with sports there isn't space to help them expand, so ensuring they are provided with training will help them get more students involved in the clubs. Some of the training will be on how to engage with other students, the use of social media and how to communicate.With the student voice team they are looking at how they can receive more feedback from students in regards to the service that they are receiving and how the team can improve.Chairperson asked if there were any questions. They also updated all trustees that the previous head of membership has left and has started a new role as general manager in a different workplace. The chairperson mentioned how the student engagement manager was doing a large number of the head of memberships’ duties, so it was decided not to recruit a new head of membership. The food and beverage manager resigned to start a career as a chief executive in a different place, and this is a positive thing as staff members leave the SU for bigger positions. |  |
| **9** | **HR Updates and Cultural review** | The HR manager spoke about the cultural review and asked if the trustees had any questions. Based on the data the information that was provided the team has started working towards it, such as the learning and development program that is being offered to staff.In the past if a staff member wanted to develop their skills, they would request to go on a selected training and payments would be made for them, without the department checking the budget and if the training is needed. Staff have now been enrolled on a number of training such as health and safety, data protection, basic EDI training that are helpful in the workplace. Also in terms of training the hr manager has been speaking to external training facilitators to help with achieving the goal of being an anti racist organisation as this was a big area which the organisation needed to put more effort into. They asked if anyone had questions an external trustee added that they read the cultural review and what they noticed was the percentage of participants that said they felt the CEO and SU team wouldn’t act on the feedbacks which is worrying if that is their view, but with the information that the hr manager shared, they know that things have been put in place and staff won’t feel that their feedbacks are not welcomed.The hr manager said that when the report was done in march/april last year some of the teams had changed staff members and throughout the months, new policies have been introduced and changes have also been made in the organisation, to help bring more development. They have recently been working on a job evaluation framework which will be used for the to help decide on pay within the organisation. This will help with bringing more structure in the organisation. Working on staff objectives and personal development plans is to ensure we know how much we are giving out to staff, and how best they can be supported with their personal career development.The chief executive added that HR sometimes works in the shadows until staff members see the end results. They mentioned how the job evaluation took weeks to complete and isn’t as easy as it sounds as so much had to go into the work.The external trustees gave contributions on what they think about the cultural review and brought in some suggestions and mentioned how they are ready to help if anything is needed from them. The HR manager thanked everyone for their help throughout the process as they all helped in ensuring the cultural review was successful.Chairperson thanked them and expressed how helpful the cultural review was and asked if there were any questions. |  |
| **10** | **Sabbatical Officers Update** | The education officer spoke about the work they have been doing after taking over from the previous sexual violence coordinator. The project is now called CARE project and it has a different structure from the previous years, education is still being part of the priorities given to the students and that is where the consent training and bystander training will be given. The second pillar in this project is advocacy where the CARE project ambassadors will be in charge, 25 students will be recruited to help deliver this training to other students and it will focus on the way different people experience and respond to sexual violence.Policy pillar is the third one and this is where regular meetings will be done and the space will be held specifically for survivors of sexual violance. The peer facilitators will be working with the advice team in contacting the Goldsmith’s alumni’s so new ways can be found on how to provide a better service.A CARE coordinator has been recruited and peer facilitators have also been employed and all ready to work. The chairperson mentioned their manifestos will be on the website soon and they will be available if anyone has questions.The chief executive asked if trustees can approve the delegated scheme of authority so new members of staff can sign things off. All trustees said they were happy to approve.The chairperson thanked everyone for coming to the meeting.  |  |
| **11** | **Any other business**  | No other business |  |

**Action Items**

| **Ref.** | **Action Item** | **Action / Decision** | **Action By** | **Due Date** |
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