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| **Trustee Board** Date: **Thursday 17 October 2013**  Time: **5pm**Number: **15**  Venue: **Committee Room 1, Edinburgh Campus**  |

In the Chair: Stefan Kay, Trustee (SGK)

Also Present : Brian Hay, Trustee (BH)

 Olga Kozlova, Trustee (OK)

Vicky Ingram (VI)

Rebecca O’Hagan, Vice President (BOH)

Jonathan Andrews, President (SBC) (JA) (on phone)

Apologies: Lara Rivans, Trustee (LR)

Susan Kirkman, Trustee (SK)

Alan Konopka (AK)

In Attendance: Gail Edwards, Chief Executive Officer (GE)

Jamie Nutter, Head of Corporate Services and Depute CEO (JN)

Fiona Hall, Finance Advisor (FH)

Gillian Fortune, Executive Assistant (Minute Taker)

Angela Milton, Student Support

Denise McCaig, Student Engagement Manager

**ACTION**

**3. Approval of 14th Minutes and Matters Arising next TB Meeting Exec Assistant**

**4.2.1 Copies of Management Accounts to University CEO**

**4.2.2 Monthly Finance Report to TB FH**

**4.3.2 Progress Reports on Five Year Plan Meetings CEO**

**5.2.1 Approval of Sabbatical Motion CEO/TB**

1. **WELCOME**

1.1 SGK welcomed and congratulated Becky to the Trustee Board as the new President of the Student Union.

1.2 He also welcomed Angela Milton and Denise McCaig.

1. **PRESENTATION**

2.1 Angela Milton, Student Advisor at The Hub gave a presentation to the Trustee Board on the varied work The Hub carries out.

2.2 **Appeals**: The amount of students using The Hub expertise to launch appeals has risen substantially. Angela had launched a successful appeal which resulted in a change of behaviour in the Department concerned and praise from the University. Enquiries for assistance from international students have risen also. The staff and their volunteers were busy periodically doing Stress, Sexual Health and various other packs which encouraged students to take care of themselves. Some of the packs involved working with the NHS and this had proved helpful and successful. Signposting students with various queries took up a lot of time but also encouraged students to visit again when they needed help. Complaints re the University had resulted in an updated leaflet with a simplified complaints procedure. Higher fees means students are looking for better value for their money and were more likely to complain.

2.3 The work was very different and needed lots of different approaches in dealing with the enquiries. Consumer Advice was often sought with Council Tax queries being very common.

SK asked if there had been any problems which had come to light about Pay Day Loans. Angela said that so far this hasn’t been an issue.

* 1. **Hardships**: The Hardship Loan scheme would be starting up again with funding from the Alumni Fund. This was a much needed service as were the Food Boxes they kept in The Hub for students who needed help. The Trussell Fund charity gave them the boxes.
	2. **Promotion Work**: The Hub organises several Meet and Greet events throughout the year, these were good for speaking to students who wouldn’t normally visit The Hub. Wellbeing Week, 600 packs had been made up and given out, Exam Stress packs were the current project. The Hub now had 11 volunteers to help with their work. Other projects which The Hub had success with were the Knitting Club, International Week and “Learn to Speak Scottish” which was a Government funded booklet which would now have a reprint due to its success.

2.6 The CEO stated that the staff in The Hub work incredibly hard and were very front line in their work.

SK asked about drops offs, but no these continue and every week The Hub was busy.

BH asked about follow ups on their advice, appeals etc. Angela stated that they would like to do this but couldn’t due to lack to time and resources.

BH asked that if it was a perfect world what would Angela like to have in The Hub to make her job easier, better? Angela asked if they could have a small private room for interviews etc as at present the screen they had only gave an impression of privacy and there was no space to erect a private room. Bigger area for The Hub as a whole would be really good and of course, more staff.

The CEO stated that the Union was investigating alternative space for The Hub with the University Estates Office, this would result in a long term solution hopefully. Short term not sure how to get extra space.

Denise McCaig, Student Engagement Manager the location of The Hub was really good as all students could see it as they passed by.

BOH stated that The Hub does a fantastic job in everything that they do, and all on one-and-a-half members of staff, really good.

2.7 BH asked was there similar services at SBC. JA stated the Rachel Jackson, SBC Administrator had done some training with The Hub staff. While they had a small office next door to the Association Office this could be used for privacy but they did more signposting than anything else.

2.8 SK thanked Angela Milton for the presentation, saying how interesting it had been and how the work the staff and volunteers do is very much appreciated.

Angela Milton and Denise McCaig left the meeting.

1. **APPROVAL OF MINUTES AND MATTERS ARISING**

3.1 This would be postponed until the next Trustee Board.

1. **FINANCE UPDATE**

4.1 **Management Accounts**: to August had been circulated. FH gave a brief report. The management of the cash flow was better with very good results in the summer. Freshers Week was good in SBC as well as Edinburgh. FH stated that she hoped to produce monthly reports in the near future.

4.2 **Financial Year End**: FH informed the Board that we were tendering for the Audit. Still waiting on replies, will send out request and deal with on return from her holiday.

4.2.1 The CEO would send copies of the Management Accounts to the relevant University staff.

4.2.2 FH stated that the September accounts will be sent out on her return from holiday and in future they would be sent each month to the Trustee Board.

4.3 **Five Year Projection**: BOH gave an update from a meeting with the University Finance Director.

FH gave history of the process. Papers would be circulated. Various parts of the finance picture would be looked at, six scenarios in all to be considered, with different aims and projections.

The CEO clarified some points and went over the future plans.

4.3.1 Some discussion ensued with various points and options being covered. One option mentioned was to develop a strategy with the Alumni Office for Anniversary Funding/Donations for the Student Union. Opportunities here would be looked into.

4.3.2 The Trustee Board would receive progress reports after further meeting and engagements.

4.4 FH was thanked for her work.

1. **GOVERNANCE DEVELOPMENTS**

5.1 The University were doing a revision of their Governance Policy.

5.2 The Executive had voted for the inclusion of a clause in the Constitution that the Union was not allowed to employ Sabbatical Officers for up to three years after their initial employment with the Union.

5.2.1 This would be deferred to the AGM in January. The Trustee Board would be asked to approve this inclusion and then it would be taken to the AGM. Email would be used to get the approval for any changes needed.

1. **UPDATES FROM EXECUTIVE COMMITTEE**

6.1 Papers had been circulated

6.2 BOH and JA gave brief reports on the respective Freshers Weeks for Edinburgh and SBC. Both Weeks very successful and enjoyed by all.

1. **UPDATE FROM CEO**

7.1 The CEO went over the already circulated report. The Admin Assistant post had been amended and would now be replaced with a part time Marketing and Design Co-Ordinator. Reception staff would fill in with any administration needed. The Marketing post would be outward looking and would be 20 hours per week. This was agreed.

7.2 The CEO informed the Board of the proposed update to the Operational Plan which was being worked on along with the Audit and the Strategic Plan.

7.3 The Trustees would be kept up to date and this would be covered in the Away Day planned for December. The CEO would be in touch to make the arrangements.

1. **CLOSED SESSION FOR TRUSTEES ONLY**