

# Minutes

Subject:	Management Committee Minutes: 28 May 2019
Produced by:	Tony Moore
To:	Management Committee
Action:	To approve
Status	<b>Closed</b>
Paper:	MC 18.19.20

Present: Georgina Burchell (GB), Jenna Chapman (JC), Martin Marko (MM)

Chair: Oli Gray (OG),

In attendance: Tony Moore (TM), Tim Cave (TCA), Josh Clare (JCL)

Apologies: Sophie Atherton (SA), Toby Cunningham (TCU), Caroline Wilson (CR)

## Executive Summary

- Asked for changes to be made to the Crisis Communication Plan
- Asked for report on marketing in Union House
- Approved Charity staff changes

## Action Points: Immediate

Required	Assigned
CEO to update on talks with the University on access to WP data	TCU
Communications with the University as to IT to be discussed at next meeting	TM
Commercial planning for Graduation to be discussed at next meeting	TM
Report with recommendations on marketing in Union House to be brought to future meeting	JCL
Data on success of Courage to be compiled to feed into lobbying of University	JCL
Points raised in the discussion of the Crisis Communication Plan to be integrated into a new draft to be brought to a future meeting	JCL
AHRC to conduct External Trustee interview with University's nominee	JC
Working group to be formed to review Procurement Policy	MM

## Action Points: Long Term

Required	Assigned
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Question of Officers holding other elected Union roles to be looked at in the Democracy Review	SA
Other Universities' approach to campus catering to be investigated	TCU
MSL to be contacted at start of summer on website login issues; all arrivals staff to be adequately brief on guidance on login	JCL
International students not having UK bank accounts for Freshers/International Office to be lobbied to adopt INTO's practice of walking students over to bank	JCL
Events to be asked about working of extra capacity at Freshers/management of customer flow within existing capacity to be looked at	TCU
Push for representation at all Faculty Executives/SA to take-up FMH invitation	All
Wristband/ticket interface and Waterfront capacity at Freshers to be looked at	TCU
Catering price changes/significant product changes to be reported to Management Committee – Bars price proposals to be chased up	TCU

## **MC 208 Minutes, Apologies, Matters Arising**

Minutes of the 14 May meeting were agreed.

OG noted the completed immediate action points.

OG noted, as to the overlap of job roles of the Ethical Issues Officer who would be the incoming President of UEA TV raised as a Matter Arising, that SOC had not met and had not, as yet, discussed the matter. OG noted that SA had met with the Officer concerned to discuss any possible conflict between the two roles.

*The Committee asked that the question of Officers holding multiple elected office roles be considered in the forthcoming Democracy Review.*

JCL reported on Long Term Aps:

- Head of Advice was working on improving support for international students to open bank accounts
- MarComms manager had drafted a report on how students access the website. The report identified the technical issue that had prevented some new students from logging in: the University system's inability to link two separate data sets. JCL noted that currently the resolution was accomplished manually by student staff. JCL noted that there was a technical solution available – over 20 universities used the MSL system – and the Union would be lobbying for the University to adopt it but this would certainly not be in place for the coming academic year.

JC wondered as to Union access to WP data. JCL noted that the Union needed to prove to the University why it was needed and that the CEO was holding discussions with the University on the matter. JC asked that the CEO update the Committee on progress. **AP**

## **MC 209 Operational & Key Relationship Update**

GB

- Student Safety Group - new chair in place – will be holding a strategy day on the Group's purpose
- VC meeting on Amos visit
- Mental health meeting

- Board planning
- WP meeting
- Nightline stakeholder meeting

#### OG

- Committee training
- Presidents' review report to old and new execs

#### TCA

- Legal compliance review call
- Accounts

#### JCL

- All Charity team briefing – will add FTOs to mail list
- Ensuring all staff have appropriate out of office message and share their calendars
- Planning Officer Induction
- Planning Southern SUs training day
- Student deaths – University meeting on future communications strategy

#### JC

- Teaching Fellows day
- HUM LTQC
- Tech Enhancement Group: Lecture Capture Groups meeting looks like for next year will be opt-in for lecturers with a lot already doing so – might be an issue of changing staff contracts
- WP Committee
- Graduation costs meeting – argument for free gown hire
- Enlightened meeting
- Interviews for new Director of Taught Programmes
- Meeting with PVC – new timetable system for 2022 aiming to link attendance and lecture capture

OG, on the last point, argued that the Union should have a holistic joined-up approach to discussing IT issue with the University at a possibly higher than the IT Forum. OG asked that the communications with the University as to IT should be an agenda item at the next Committee meeting. **AP**

#### MM

- NUS Engagement Committee work
- Transitioning
- Thesis submission guideline
- Planning Courage event in July
- NBI meeting on Union representation – positive – looking at what would work for them
- PG recent experience survey – small rise in completion rate
- Final Education Committee of the year
- Future campaigns planning – to include issues around MBA students' accommodation

### **MC 209 Social Enterprise Updates**

TCA reported that the figures for the quarter were £34K below forecast and it was likely that this would mean a figure around £70K below for the year end. TCA advised it would be impossible to claw back in what remained of the current year as the next quarter was one of lighting trading: the £70K would need to be integrated into the budget calculations for the coming year. TCA noted that the main area of shortfall had been Bars and this was, possibly related to the cancellation of Pimp My Barrow (PMB).

OG noted that there might be a trading opportunity ahead as Graduation would be back on campus. OG asked that commercial preparations for Graduation be an agenda item for the next meeting. **AP**

### **MC 210 SU Marketing**

The Committee discussed, at MM's request, Union promotional material in Union House and the balance between income generation and charitable purpose. The Committee concluded that there was need for a clear, cohesive vision as to what the physical space should look like and that all the different systems for electronic screens which had been introduced piecemeal should be integrated one coherent system.

JCL noted that they would ask Andy Watts, the Social Enterprise Assistant Director to draft a report with recommendations on marketing in Union House. **AP**

MM believed it important for the FTOs to have an input into marketing: for example Officer branded clothing had hardly been worn in the current year because of the design and this might have been pre-empted by FTO involvement.

JCL advised that FTO input should come to JCL. JCL noted that they would be investigating how FTOs could feed into communications and upcoming campaigns and how parameters could be set that gave FTOs the ability to give a steer. MM noted concerns about how this could be done in practice.

### **MC 211 Proposal to UEA**

MM noted that the Courage Project had only a small mention but that it was a large and successful undertaking and that there was a lack of PG specific proposals in the Proposal.

JCL advised that many of the generic points in the Proposal covered PGs.

The Committee discussed the most effective ways to lobby the University.

MM stressed the importance of the Courage Project in support for PG students: PG noted that funding would end in February and it was vitally important for the Project to continue.

TCA advised that the funding came from HEFCE and it would involve the University taking over the responsibility.

MM noted that the University regarded the Courage as a success story and asked that all avenues be pursued in lobbying for it to continue.

The Committee asked that JCL and Jo Caulfield compile any data available on the success of the Courage Project to feed into the lobbying of the University.

**AP**

### **MC 212 Crisis Communication Plan**

JCL advised that the Plan had been drafted by the Head of MarComms and had been trialled during the response to the cancellation of PMP; JC noted that the idea would be to use it as a template for responses to similar situations in the future. JCL advised it important to have named staff designated to deal with different aspects of a response.

OG expressed concern over the lack of FTO involvement envisaged: OG noted that the FTOs were in the frontline as to criticism from students and needed to play a key part in the organisation of the Union's responses.

GB believed that crisis response proposals should come to an emergency Management Committee and be approved by the Committee.

Committee members asked that the definition of 'crisis' in the Plan should be relooked at.

JCL advised that they would integrate the points raised in the discussion into a re-draft of the Plan would be brought to a future meeting. **AP**

### **MC 213 Staffing (Closed business)**

#### **MC 206 AOB**

There no items raised.

### **MC 207 Time, Date and Place of next meeting**

TBC