

Minutes

Subject:	Management Committee Minutes: 15 October 2019
Produced by:	Tony Moore
To:	Management Committee
Action:	To approve
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Paper:	MC 19.20.12

Present: Martin Marko (MM), Ali Perez (ALP), Toby Cunningham (TCU), Amelia Trew (AT) and Callum Perry (CP)

Chair: Sophie Atherton (SA)

In attendance: Josh Clare (JCL), Tim Cave (TCA), Caroline Wilson (CW), (*by conference phone*) Tony Moore (TM), Wendy Storey (WS)

Executive Summary

- Received External Consultant Health and Safety Review
- Noted new system for collating complaints about the Union
- Approved brief for external consultants to work on risk management in the venues
- Received AD Charity's exit plan
- Approved proposal on Waterfront pay and staffing

Action Points from meeting

Required	Assigned
Combined data for the both the daytime and evening Welcome programme (to include demographics for students with disabilities and mature students) to come to a future meeting	JCL
Timeline on recruitment for the new MarComms post and for the AD Charity post be brought to the next meeting.	TCU/CW
AD Charity Exit Plan new column be added to the grid to assign FTOs to each project or task	JCL
Budget to be checked to discover whether income from the Waterfront Football Away Day's had been included	TCA

MC 295 Minutes, Apologies, Matters Arising

The minutes of the 30 September meeting agreed.

MM thought that the wording of the minute on Rewards for Volunteers could be read to imply that MM was against; TM advised they would change the minute from: 'noted concerns' to 'the paper raised the issue of'.

MM noted that the paper on University Committees was not on the agenda.

SA noted that TM had researched the make-up of IT Forum had made the requested changes so it would not need to be a full agenda item.

MM noted that they had some further queries to raise as to University Committees.

MM agreed to SA's suggestion that they would discuss MM's queries outside of the meeting.

MC 296 Operational & Key Relationship Update

SA

- Attended University Council
- Met with Steve Coole on Democracy Review
- Attended a HIS BMH event – will be catching up with School staff as to ongoing actions
- NUS VP Welfare visit – invite to take part in roundtable with Chris Skidmore, the Universities Minister on student accommodation
- This clashed with Aurora – CP will be taking SA's place
- Upcoming timetable clash between LTC and Sustainability Board
- First Union Council on Thursday – lot of work undertaken to make the agenda shorter

MM

- PGR Induction events
- Aurora meetings
- Student Experience Committee
- SSF LTQC
- Decolonise UEA meetings
- Head of PGR Service catch-up
- Employability Strategy feedback meeting
- IT Forum
- SOC

ALP

- Meeting to discuss proposed added date for Go Global
- Senate Induction
- Made videos with Sports Executive and Societies Executive for the blog
- Meeting on inclusion in sport
- Upcoming, will be focusing on men's mental health, Movember, This Girl Can Week, and Alcohol Awareness Week
- Attended sustainable finances meeting with Ian Callaghan

CW

- Attended course in Warwick which will be ongoing
- Casework in the wake of AW's departure
- Final remedial work on compliance around right to work
- Intensive work on payroll – upcoming will be the first payroll since the departure of Amelia Smith, the former payroll administrator

JCL

- BHM work
- Informing University colleagues about leaving the Union
- Attended Employability Strategy Development Group
- Institute of Productivity stakeholder meeting
- Working with Steve Coole, the external consultant, on the initial stages of the Democracy Review – noted to question from MM that the review had been moving quite quickly and the first draft should be complete by 22 November

TCA

- Upcoming finance meeting
- Finalised management accounts
- Finance procedures briefing for new managers
- Populating the Auditors' secure documents store

TCU

- Attended University Security briefing
- Attended University Brexit Group meeting
- Met with K Watchorn, External Trustee
- Met with VMS, the venue consultants

AT

- Attended University Council
- Inclusion in sport meeting
- Meeting on Stigma mental health project
- Working with PTOs on helping them with projects from their manifestos

CP

- Attended IT Forum
- Met with PAL
- Attended SSLCs
- Planning for Big Day Shift presentation
- Library Forum
- Met with K Watchorn, External Trustee
- Academic CPD sessions on facilitating the work of the SPOs
- LDC promotion for reps
- Upcoming meeting with VCO over presentation to University ET about Generation Alpha
- Upcoming LTC
- Upcoming meeting with students on guidance on specific learning disabilities
- Upcoming catch up with the Head of Education and Engagement

WS

- Met with police over licensing – the licensing team are happy with the Union's progress
- Met with University over the location of Hairstream, the mobile hair salon
- Staff 121s
- Waterfront visit

- Upcoming – Sustainability Board and meeting with University Sport to discuss a new app

SA asked, as an experiment to speed up meetings, for attendees to put their mobile phones in the middle of the table.

MC 297 Finance Update

TCA reported that, after two months' trading, Union commercial revenues were £50K below budget and £66K short on the previous year.

TCA identified the problem area as Bars and Ents where trading was £60K below and £70K short. TCA advised that the disappointing figures were at odds with the reports from staff on the volume of trading and more work would need to be done to interrogate the figures.

TCA reported that, as one would expect at the current time of year, charity spending was below budget. TCA advised that a point to note was the Union had yet to receive the first tranche of the University's Wellbeing money: the University currently owed the Union £16K.

TCA advised there would be a formal paper to accompany the next update.

MC 298 External Consultant Health and Safety Review

TCU advised that the purpose of the review had been to give an insight into the current state of the Union's risk management of events. TCU advised that the contents of the review fully vindicated the Union's decision to end the employment of the former Assistant Director for Events.

TCU noted that the gaps identified in risk management had formed the basis for the brief for the Ghostwriter Consultancy to address.

The Committee noted receipt of the Review.

MC 299 Complaints

TCU advised that the forensic audit had identified the processing of complaints about Union services or staff as an area of concern. TCU reported that a new system had been put in place to log all complaints with reports to go to SMT and Management Committee.

TCU reported that, during the Welcome period, there had been twelve complaints received: three relating to injuries received, two concerning alleged racial discrimination and two relating to queuing in the rain.

TCU noted that, historically, the overwhelming majority of complaints were related to ticketing and live shows.

CW advised that to address one of the areas of concern there would be equality and diversity training for staff in November and for managers in January.

ALP asked as the previous system for processing complaints.

TCU advised the Union had used an externally provided programme but there had been no system in place for regular collation and reporting.

MC 300 Welcome Week: Daytime Programme

JCL noted that the paper was a summary of how the programme had gone: it did not contain the demographic data for attendance, this would take more time to process and would come to a future meeting.

JCL advised that the aim of the programme had been to focus on producing a smaller number but of higher quality events than in previous years. JCL noted that the programme had been extended over a longer period to engage a larger number of members.

TCU asked thanks to Alun Minifey and the new team's fine work in producing a successful programme that fulfilled the Union's strategic aims be noted.

CP requested that when the demographics were reported that they include students with disabilities and mature students.

The Committee asked that a report with the combined data for the both the daytime and evening programme, to include demographics for students with disabilities and mature students, to come to a future meeting. **AP**

MC 301 Brief for Ghostwriter Consultancy

TCU advised that the brief followed on from the Review discussed in Item 298 and outlined the proposed tasks for Ghostwriter in the period running to Christmas 2019.

TCU noted that, in the Review, staff had spoken about the lack of transparency and the lack of clarity over roles and responsibilities and a key feature of the brief would be to address this. TCU advised that Ghostwriter's work would provide a head start for the incoming Assistant Director and the Head of Venues when they were appointed.

SA asked as to the cost of engaging Ghostwriter.

TCU advised that some of the costs would be covered by not paying the Assistant Director's wages for several months as the post was vacant: this would come to around £12.5K. TCU noted that they had yet to get the full cost for the brief but believed it would come to around £25K.

SA wondered whether there would be any improvements in risk management whilst the consultants were working on the brief.

TCU advised that the consultants would be working closely with the Events Team and it was envisaged that this would lead to incremental improvements. TCU advised that, to ensure continuing development, the consultants would be working with the Union on recruitment of the new management team.

CP noted, as the CEO's line manager, the weighting of risk management in TCU's KPIs and believed that the brief would be a key tool to enable TCU to accomplish the tasks set by the Trustee Board.

The Committee approved the brief for the work to ask Ghostwriter to undertake.

MC 302 Staffing (Closed business)

MC 303 AOB

Queuing in the LCR

TCU raised the problem of how to deal with the midnight rush for admittance to the LCR: TCU noted that staff advised that the only workable way to spread out the times when students arrived was differential pricing in relation to arrival times. TCU advised that the goal would be to allow maximum flexibility for students and to ensure provision of a safe environment.

The Committee had a detailed formative discussion as to various pricing ranges. After a series of indicative votes, the Committee agreed that its preferred option would be for a range of £4, £5 and £7.

ALP asked that their dissent as to the indicative approval of the price range be minuted.

Bar Booking

ALP noted that a Student Society had reported that they had not been allowed to book the Blue Bar for its quiz night. ALP noted that the Society was under the impression that there was a blanket prohibition on booking the Blue Bar and ALP wondered why this was so.

WS advised that this was not the case. WS noted that sometimes the Bar would be needed for various events but staff would always try to find other space for a Society to use and would also provide them with bar services.

MC 304 Time, Date and Place of next meeting

1 pm, Tuesday 29 October in Room 2.