

Agenda

Subject:	Student Officer Committee
Date:	Thursday, 5 June 2014
Time:	5.30 pm
Location	Board Room, Union House

To note: in the absence of the Secretary, an audio recording was made of the last meeting and minutes from the recording will be made available at a future meeting.

Request: Could Officers come in to the SOC office sometime convenient before the meeting in order to have their photo taken for publicity/campaigns material. If you cannot come in, please send Bintu a j-peg of a head a shoulders photo that you would like us to use.

SOC1225 Matters Arising

SOC1226 Action Log (See page 2)

SOC1227 Peoples' Assembly (See pages 3-4)

A funding request from the Communications Officer.

SOC1228 Santander

A discussion topic from the Community and Student Rights Officer.

SOC1229 Employment of Student Intern

A discussion topic from the Community and Student Rights Officer.

SOC1230 DSA Cuts

An update from the Communications Officer.

SOC1231 Rent Rise Lobby

A discussion topic from the Communications Officer.

SOC1232 Full Time Officer Attendance at University Council

A discussion topic from the Communications Officer.

SOC1233 Management Minutes (See pages 5-12)

The minutes of Management Committee meetings of 20 May and 3 June.

SOC1234 Officer Go Round

Officers to detail their activities for inclusion in the SOC Report.

SOC1235 Any Other Business

SOC1236 Time, Date and Place of Next Meeting



SOC ACTION LOG (Internal Process)

Date Commissioned	Action Required	Status	Assigned To:	Date to be actioned by:
3 Apr 14	Special session during training to discuss strategic spending and campaigning priorities both in the short and long term to be organised	To be actioned	Jim	End of May
1 May 14	National People's Assembly	Actioned Agenda item	Chris	End of May
8 May 14	Student staff to be consulted on 0 Hours Contracts	Consultations to be held; results to be sent to Management Committee	Joe	End of May



SOC Budget Request

Name of Event or Title of Proposal

Peoples Assembly Demo: No More Austerity. Demand the Alternative.

Name/Role

Rosie Rawle (Communications Officer)

Proposal

To send 10 students to the national People's Assembly Demo in London. The Norwich branch of the People's Assembly is sending a coach for both the journey there and back.

What is the People's Assembly?

The People's Assembly Against Austerity is a coalition of organizations, communities that aim bring together campaigns against cuts and privatisation with trade unionists in a movement for social justice.

People's Assemblies across the country aim to provide a national forum for anti-austerity views which, while increasingly popular, are barely represented in parliament. The People's Assembly Movement can play a key role in ensuring that this uncaring government faces a movement of opposition broad enough and powerful enough to generate successful coordinated action, including strike action.

Why are we supporting it?

The Union passed Policy in February last year to support the People's Assembly and Norfolk Peoples Assembly. We are an affiliate and have been organising alongside this group throughout numerous causes and campaigns this year: Axe the Bedroom Tax; Bonfire of Austerity Events; Stop the Privatisation of Student Loans.

In this way, the People's Assembly have provided a national forum to develop links between students, student unions, trade unions, trade union councils and grassroots community based campaigns, and to build confidence of those promoting anti- austerity views which, whilst increasingly popular, are barely represented in Parliament.

Costs Breakdown

£5 return travel to London Demo X 10

Total Funding Request

£ 50

Budget to be debited



Campaigns

Members Benefitting

All students.

The Benefit

National demonstrations can be the most inspiring, wide reaching, and also effective tools available to grassroots campaigners. For the individuals attending, each is a member of Defend Education UEA, a campaign that we have supported all year. This group aims to mobilise for next semester, engaging students in the anti-austerity movement, and defending the rights of students at UEA and further afield.

It is expected that whilst these students will be adding strength to the demo and demands of the movement, this will also be an opportunity to form ideas, network with the Norwich Peoples Assembly, and other members of the national movement.

Management Committee Minutes 20th May 2014

Operational Updates

- N/A

Relationship Updates

- Report from Union/University Forum

Block Grant: ETR recommendation to UC in June is £140k increase, made up of £40k cash and agree to cover cleaning and IT. This may come in cash and be taken back, it may not. Jim raised the practical arrangements needing to be in place (esp TUPE cleaning staff) regardless of whether agreed in June and Brian agreed, Lisa to take forward.

Fossil Free: Long discussion restating each others positions, although University objections had now become more practical than ideological. Rosie to take forward with Neil.

Data Sharing: Concerns remain on two issues- email bombardment and trust with data. Both issues to be taken forward in a sub committee

Gen Regs: Progressing to Senate

SU Building: Some delay at Estates end. Brian very much encouraging us to highlight what the budget will not cover in the 2015 works.

Sport: Progressing, awaiting first meeting

Rent: Long discussions but basically agreed a longer process to examine the issues/principles raised in the paper

Faith: Progressing as per paper

Terms of reference: Agreed that 2 meetings per year should involve VC and others

MOU: Agreed to agree core and work on schedules throughout the year

Incorporation: Discussed Union Council setback

Buses: Raised firstbus issue

Proposals

Agreed on basis of comfort over financials to progress the recruitment of new posts:

<http://goo.gl/cyZJJZ>

Perm Opportunities:

- Head of Student Engagement
- Research, Policy and Projects Coordinator
- Educational Change Coordinator
- Advice and Volunteers Worker
- Liberation, Diversity and Welfare Coordinator
- Communications Coordinator
- Welcome and Information Team Coordinator

Graduate Opportunities:

- Welcome Period Coordinator
- Advertising and Media Sales Assistant

Agreed investment in ICT with capital budget of £8k, write off over five years to include

Core users

Mobile/Tablet users

Additional screens



ICT: Desktop improvement and replacement cycle proposal

Extract from Improvement Plan:

In this area the most obvious initial observation centres on raw investment. The PC terminals adorning each desk in the union are stickered “Designed for Windows XP”, which if nothing else reveals a healthy lack of shame.

Despite the fact that the University runs a vast IT operation, at present the union operates its own servers, network and employs a full time member of staff in a maintenance and helpdesk style role. It is not clear why this is the case- there is almost nothing that the union runs that could not (or should not) be supported by the university- and those systems that falling outside of this category could be hosted in the cloud.

Overall there has been chronic underinvestment in this area- with no defined replacement cycle for equipment (the university have a standard 5 year cycle on all equipment), no strategy for IT that supports the delivery of strategic plan and little understanding of officer, staff or user needs.

For web provision, the Union’s preferred supplier for developing the website was MSL and a new site was due to be delivered this autumn. However, the MSL platform relied on sharing data from UEA to populate students’ on-line profiles that allow us to track individual student activity and those of hard to reach students. Sharing data would also give the union the opportunity to communicate with our members more effectively.

UEA raised concerns in terms of security and use of shared data and need to be satisfied before data can be shared. MSL and UUEAS have both failed to demonstrate to UEA that their needs can be met and as a result UEA are reluctant to share data. As a result the management committee resolved to put the web project on hold whilst a wider data management audit and review was carried out. The pause in implementation has also given us an opportunity to evaluate alternative providers.

Progress made thus far:

- Data compliance review launched with audit taking place
- UUEAS to appoint data controller and register with ICO this term
- Interim website built and launched

Improvement priorities in this area:

- Prioritise discussions with University over transfer of responsibility for networks and helpdesk to University
- Complete data audit and establish clear data sharing agreement with the University
- Use small part of reserve to urgently improve desktop ICT and establish replacement cycle policy
- Review web provider options with focus on “whole union” implementation, staff development, and back end membership data management

Background

In this area we have now completed the first stage of transfer of responsibility for networks and helpdesk to University, with the union’s server systems now all hosted by UEA. In addition we have completed related negotiations with the University over covering the costs of providing ongoing support which they have agreed to cover,



freeing up considerable resource to be deployed in other areas. We have also now almost completed the data audit and we close to agreeing a clear data sharing agreement with the University.

The improvement plan suggests we deliver the following by June 2014:

- Use small part of reserve to urgently improve desktop ICT and establish replacement cycle policy

This involves three elements.

Cloud Consolidation: A key shift in technology provision is occurring through the popularity of centralising infrastructure to specialist providers rather than having racks of servers at each office. This is known generally as 'virtualisation' and 'cloud' based computing. It usually involves paying on a "per user" basis for specialist services rather than capitalising server and software costs. This is a sensible approach as it can reduce cost, allow for better costs planning, de-risks disaster planning and improves support efficiency.

It is therefore **proposed** that subject to detailed analysis of costs and benefit that the union shifts its printing, epos and finance systems to the cloud over the next six months.

Desktop Replacement Cycle: The University operates a standard five year replacement cycle for basic desktop office PC provision, with other equipment written off in different cycles (for example some tablet/ipad provision is written off and replaced over three years).

It is therefore **proposed** to adopt the university's standard/recommended replacement and depreciation cycles/charges going forward.

Longer Term: In the future it is proposed that the Union should have a longer term ICT strategy that considers both hardware and software built around the following

- Collaboration: Allowing officers, staff and external stakeholders to work together effectively, whether through voice or document sharing.
- Flexibility: The ability to work using devices that suit their needs and regardless of physical location.
- Stability: Stable IT infrastructure that provides a pragmatic balance to support needs versus cost.
- Security: Offering greater choice and flexibility in how staff and officers use technology must be balanced against the need for sound security policies to limit risk causes be accidental or malicious harm including the stealing of equipment and confidential data.
- Green and Ethical IT: All supplier and technology selection should involve careful selection of green technology and supplier ethics wherever possible; this will apply to the union and to the university who we will lobby to that end; we will also support greener ways of working internally.
- Personalisation: Providing an experience for staff and stakeholders that is specific to their needs, such as in the provision of timely intelligence on contacts, students and financial information.

Desktop Replacement

Broad assumptions here include:

- Most basic users need new kit
- Some users need a mobile solution (ie dockable tablet)
- Some areas can cope with recycled existing kit
- Meeting rooms need new LCDs



- Some hive and U/H areas need new LCDs

The University replacement/depreciation cycle for basic desktop equipment is recommended at five years; for tablets the recommendation would be around three years (two years for the tablets, five years for monitor setup). LCDs would be written off over four years.

The choice of basic and tablet PCs will be made in light of ethical and environmental considerations. The current assumption is that this would represent an initial investment of £31,017, with the actual amount appearing on the P&L per annum at £8,085. This is comfortably within the current broad budget assumption of £10,000 and allows for some contingency.

It is therefore **proposed** that we proceed to purchase on these assumptions with a view to the purchase and depreciation charge hitting the 2014/15 P&L.



Supported Users

Key:

Blue = Standard Desktop Setup

Red = Dockable tablet plus monitor setup

Black = No allocated PC

Student Opportunities Unit	Operations Unit	Advice Unit	Finance Unit	Venue Management	Box Office	Retail Services Unit	Education & Engagement Unit	Student Leadership/Strat Development
Student Activities Manager	Head of Operations & Events	Head of Advice	Head of Finance (PT)	Head of Venue Management	Box Office Supervisor	Retail Services Manager	Head of Engagement	Activities & Opportunities Officer
Sports Clubs Coordinator	Comms Coordinator	Advice Worker (Information)	Finance Coordinator	Deputy Head of Venue Management	Box Office Senior Assistant	Senior Supervisor x 4	Research, Policy & Projects Co-ordinator	Undergraduate Education Officer
Clubs and Societies Administrator	Design & Marketing Coordinator	Advice Worker (Volunteers)	Finance Assistant	Venues Supervisor x 4	Box Office Assistant	Bakery Supervisor	Educational Change Co-ordinator	Postgraduate Education Officer
Student Societies Administrator	Information & Welcome Team Coordinator	Advice Worker (0.5)	Purchase Ledger/ Sales Ledger Clerk	Dep Venues Supervisor	Entertainments	Post Office Assistant	Democracy & Governance Coord	Welfare, Community & Diversity Officer
Enterprise and Activities Coord		Liberation, Diversity & Welfare Coordinator		Grad Bar Mgr	Entertainments Coordinator	Bakery Assistant		Campaigns and Democracy Officer
Projects, Events and Activities Coordinator		Housing Bureau Administrator		Maintenance Caretaker	Assistant Entertainments Coord	General Assistant		Chief Executive
		Housing Bureau Manager			Head of Technical Services			Deputy Chief Executive
								Director of Social Enterprise
								Dep Director Advocacy (SSSM)

Plus hot desks with standard desktop setup:

- Student Opportunities Room x 4
- Information Point x 2
- Student Officer Centre x 3

(Assumes Ents moves into TC/DB Office)

Total standard desktop setup: 33 x £516.00 = £17,028. Over five years = £3,406

Total tablet: 19 x £359.99 + £150.00 = £9,689. Over three years = £3,229

Total on P&L per annum = £6,635

Additional LCD screens around building

- Hive x 3
- Building x 2
- Meeting Rooms x 5

Total cost= 10 x £280.00=

Total on P&L per annum = £700

The following will receive recycled existing kit and/or low cost university recycled kit

- Waterfront x 3
- Retail x 2
- Bars Offices x 2
- Finance x 1
- Meeting Rooms x 6
- Ents/Bars Upstairs x 2

Total additional on P&L per annum circa £750

Total on P&L= £8,085



Management Committee 03/06/14

SMT001 Minutes, Apologies, Matters Arising

SECTION A: UPDATES/REPORTS

SMT002 Operational Updates (No Paper)

Alex: Still going live with new PMS on June 16th, We have recruited deputy supervisor and head of venues roles

Joe: Help with recruitment, redundancy appeal and panel, appraisal stuff to sort

Bintu: Firstbus changes, faith meetings (looks like Friday prayer could be Blackdale) and working on Community

Rosie: DSA Cuts, Accommodation Cuts, Fossil Free, PT Officer Training

Toby: Data management training, Opportunities training, IT ongoing, Campus in the City, Backend of website now sorted for C&S, 9 jobs out, Sayeed appointed as PG/INTL

Jim: Progressing various complaints, Board, HR, Commercial Boards papers

Louise: Organising rep organisers

SMT003 Key Relationship Updates

Rosie: Fossil Free, have been pushing for an earlier meeting

Toby: Apart from IT and Data people nothing

Jim: Me and Spiro met Neil Ward on Tuesday to agree purpose of SEC going forward to focus on Student Experience Strategy

Alex: Work with ARM for open days, Work with Security on Changeover

Joe: Handover meetings

Bintu: Student Safety Meeting

SMT004 Trading Updates

Alex: Management Accounts go to Commercial Boards on Thursday, Awaiting PMS for weekly figures

SMT005 Improvement Plan/Restructure



Toby: Mick Pegg has now taken VR rather than do warehouse supervisor. Security 2 new people have taken VR

Alex: Improvements in security (and a high volume of confiscated booze now we are doing bag checks!) but heavily reduced waiting times

Joe: I have a redundancy appeal in and am organising

Rosie: Comms role- where is that at? Now more pure comms. Also important that people aren't doing two jobs.

Jim: Yes we're aware and in particular have eye on this for when new people start

SECTION B: ITEMS FOR DISCUSSION

SMT006 Review of By Election

Was fine but need for better handover. Will be the whole engagement team organising in the future.

SMT007 Building

Proposed Zoning and Proposed Summer work you have all seen. The project may be scoped down because of time or money, we will have full input but it will be tight!

GSA- Need for full engagement, will pick up on Thursday in meetings

Other Business

SMT008 AOB

Bintu- Mental Health training sourced. Jim: Fine for next year budget and can we see if other unions want to share

Rosie- training proposal distributed, all agreed to progress

SMT009 Time, date and place of the next meeting