

## **Private and Confidential**

### **TRUSTEE BOARD MEETING**

**The Minutes of the Trustee Board meeting held on Monday 26 October 2015, at 6.00pm in NH209.**

#### **Sederunt:**

Michael Stephenson, Sabbatical Trustee (**Chair**)  
John Gaughan, Sabbatical Trustee  
Neil Alexander, Sabbatical Trustee  
Jodie Waite, Sabbatical Trustee  
Fraser Drylie, Student Trustee  
Ekpeloodum Excellence S.J. Robert, Student Trustee  
David Morrison, Student Trustee  
Stuart McCallum, External Trustee  
Sarah Walker, External Trustee  
Lisa Kirkwood, External Trustee  
Lynn Tennent, External Trustee

#### **Apologies:**

Alyson Laird, Student Trustee

#### **In Attendance:**

David Carse, Chief Executive  
Gordon McTweed, Activities Manager  
Kathryn Collins, Clerk

**At 6.00pm the Chair commenced the meeting.**

The Chair welcomed and thanked the members for their attendance at the first Trustee Board meeting for 2015/2016, and for attending the Trustee training session held on 10 October 2015. The Chair asked all members to introduce themselves.

#### **Part A - Open Business**

##### **Presentation: Students Shaping GCU Strategy 2020**

Kirsty Roden, Deputy Director of Strategy and Planning, gave a PowerPoint presentation on Students Shaping GCU Strategy 2020. The presentation covered the development of GCU Strategy 2020 and an overview of student input into the strategy.

*Kirsty Roden, Deputy Director of Strategy and Planning, left the meeting at 6.25pm.*

## 2. Declaration of any Conflicts of Interests

The Chair asked all trustees to declare if they had a conflict of interest in relation to any item on the agenda. At this point of the meeting there were no conflicts raised. The Chair re-iterated that trustees should raise any conflicts as and when they arise through the meeting.

*At this point Sarah Walker joined the meeting at 6.30pm.*

## 3. Open Minutes

The Chair commented that only those that were present at the last Trustee Board meeting, held on 1 June 2015, could take a vote on whether to accept the previous minutes. No questions were raised of the minutes and the Chair called for a vote. **For: 3 Against: 0 Abstentions: 8.** The minutes from the previous Trustee Board meeting held on 1 June 2015 were passed as an accurate record of the meeting.

## 4. Matters Arising (Open Minutes)

### 4.1 Skills Matrix

The Student President explained that this item was on-going and would be addressed with the Trustee Board Appointments Committee.

## 5. Chief Executive's Report (paper)

The Chief Executive presented his paper. The Chief Executive highlighted the Risk Register, Website and Prevent Duty sections within his report. He explained that he planned to work with Sarah Walker, External Trustee who works in risk management, on a review of the current Risk Register in line with the revised GCU Risk Management Strategy. He added that it is planned to put an agenda item on the Risk Register on all future agendas. He explained that a presentation on the significant efforts made on developing the website platform would be presented at the next meeting and he highlighted the Prevent Duty Guidance for higher education institutions in Scotland that would have an indirect impact on the work of Students' Association. The Chief Executive explained that the Student President is on the GCU Prevent Steering Group.

The Chief Executive was asked a question about how students were consulted for the Preferred Student Nightclub contract with Bamboo and Kokomo. The Chief Executive redirected the question to the Activities Manager, who had collated the feedback, who said he did not have the feedback details to hand and that he would forward the information on to the Vice President Glasgow School for Business and Society after the meeting. **Action: Activities Manager.** A question was asked on whether the Students' Association would respond to the Office of the Scottish Charity Regulator (OSCR): Consultation on Guidance for Charity Trustees. The Chief Executive explained that the National Union of Students (NUS) Scotland normally responses on behalf of the sector to these types of consultation and Students' Associations contributed to their response. He added that there were no legislative changes in the duties of Charity Trustees.

## **6. Executive Committee Report (paper)**

The Chair asked trustees for any questions on the Executive Committee report. A discussion took place on students' timetables being available earlier than normal. In this discussion it was clarified that CELCAT was the timetabling software at GCU and a comment was made that not all academic schools appear to have released their timetables as early as other schools. The Student President was congratulated on securing £429,735.00 EU Erasmus Funding and it was clarified that the funding is split between five institutions working on the project. It was confirmed that the Student Bistro is branded as belonging to the Students' Association but it was run by Encore, the GCU catering provider, and the Students' Association works to ensure it caters to meet the needs of members. The trustees were informed that a new bar area had been formed within the Student Bistro and a new Student Advisory Group had been set-up for the Student Bistro. Lastly a question was asked about a poster that was raised and discussed at the Health and Safety Committee which could have been in potential breach of our equality and diversity policy.

## **7. Student Voice Report**

The Vice President School of Engineering and Built Environment presented this report of the Ideas from the third and fourth meeting of Caledonian Student Voice meeting of 2014/2015. The Chief Executive explained that trustees have a responsibility to ensure they consider each Idea for any potential reputational, financial or legal risks for the charity.

The Chief Executive highlighted to trustees that the Education Act 1994, Section II, section 22, 2(i) outlines that "the procedure for allocating resources to groups or clubs should be fair and should be set down in writing and freely accessible to all students" and with the recent changes to sports and societies funding models, approved by Student Voice, that the trustees have an obligation to ensure that these new processes are fair. The Chief Executive also explained that all future policy document changes would either be presented as a tracked change document or have a summary document to explain the changes, to make the proposed changes clearer.

A discussion took place on whether it was the place of the Board to discuss the funding models and funding distribution as this was devolved to the Sports and Societies Council and ultimately Student Voice. It was agreed that trustees had a responsibility for assessing the fairness of the funding models but not on the actual funds distributed. It was proposed to invite the Chairs of the Sports Council and the Societies Council to present to the Board on the funding models, in order for the Board to assess their fairness. The Chair called for a vote for the Chair of the Sports and Societies Policy Group Chairs to come and present the funding models at the next Trustee Board. **For: 9 Against: 2 Abstentions: 0. Action: Clerk.**

## **8. Freshers Report 2015**

The Activities Manager presented his Freshers' Week Report which is a review and analysis of Freshers' Week 2015. He explained that it is a very detailed report that will be supplemented by the results of the new2gcu survey produced by the university later in the Trimester. He explained that the Freshers' Week programme for 2015 has seen a consolidation of work undertaken in and implementation of recommendations from 2014.

He explained that the introduction of a second wristband targeting Under 18s was successfully sold out, that twenty three events were held during Freshers' Week a decrease of four from last year; however, free events have been developed to incorporate more student involvement in organising. He said that despite the challenge of a high number of new staff, all events and activities were delivered on time and within the budget and resources available and that an improvement in the content and distribution of the Goodie Bags was achieved. He added that thirty six students were recruited as volunteers in the Freshers' Team, five more than last year and that there are a number of recommendations to take forward to next year including: the development of the structure of Freshers Committee, the continuation of both wristbands with improvement in the collaborations with bars and nightclubs, start preparations and communications earlier, review induction workshop with a view to tailoring to part-time, postgraduate and articulation students and improvements in volunteer co-ordination.

The Activities Manager was asked whether the budgeted Freshers income was made and it was confirmed that this was the case. A discussion took place on the price of the wristbands, whether it was clear what the wristbands included and that nightclubs were letting students into wristband nights without a wristband. The Activities Manager explained that the Freshers Committee set the price of the wristband but noted that some feedback from students indicated that the wristbands were not value for money. He added that the setting of the price of wristbands was difficult by committee and not necessarily made on business rationale. He added that concrete discussions were required with partners to ensure that they did not renege on agreements and let non-wristband holders into ticketed events. A trustee encouraged future considerations to be given to accessibility of events, such as for students with disabilities.

A point was raised on whether the Freshers Handbook was required to be printed and posted to all new students and the environmental impact and financial savings that could be made if it was sent electronically. Some trustees who had previously received the handbook talked about the excitement of receiving a handbook through the post and its reputational value.

The Chair thanked all the hard work by staff, Full Time Officers and volunteers on this programme of events. He noted a step change in approach and enjoyed the cross working across the organisation and in partnership with GCU.

## **9. The Big Plan 2015 Progress Report**

The Chief Executive presented the Big Plan 2015 (strategic plan) Progress Report which is a summary of progress made with the Big Plan 2015 against the organisational Key Performance Indicators (KPIs). As requested from the annual progress review report presented to the Board last year, the graphs were taken out and the report is presented in a more straightforward manner.

The Chief Executive explained that initial lessons that could be learned from the Big Plan 2015 was that each strategic theme had a very wide scope, there was a high number of KPIs, the consistency of annual KPI reporting and whether all the initial KPIs were right.

The Chief Executive went through the progress of each KPI. The main areas that the Students' Association had made positive progress include: the percentage of students who feel we make a positive impact on the lives of students at GCU, the percentage who feel we are achieving our mission, the percentage of members who know who our Full Time Officers and Class Reps are, a year on year increase on the turnout in the Full Time Officer elections and numbers of Class Reps trained, the higher than sector satisfaction score within the National Student Survey and International Student Barometer, an increase in the involvement levels of volunteers, the percentage of students who have been in the Students' Association Building, satisfaction scores for the Students' Association Building facilities, a year on year increase in income and the achievement and maintenance of various accreditations. Notwithstanding a blip in 2014/15 the Student Leaders Programme has made good progress in completion rates and has maintained a 500+ registration number annually.

The Chief Executive recognised areas for improvement, including: students not recognising how they can start a campaign or submit an idea, that students feel the Students' Association is not campaigning on issues affecting them or recognise the impact of Officers. It was felt that the KPIs on communications were wrong and measured inconsistently over the period of the strategic plan. He explained that the Redbrick Research in 2013/14 most accurately represented students' feedback, with 80% satisfied with communication channels used, 76% satisfied with frequency of communications and 76% with content of communications. The Chief Executive explained that whilst the Advice Centre was increasingly used by students year on year this did not translate into the percentage of students who felt that the Students' Association was a place they could do if they have a problem.

The Chief Executive was asked if GCU London was included in the organisational KPIs. He explained that the Students' Association Co-ordinator (GCU London) was employed in recent years and so the measures were kept separate. The Board had an initial discussion on the Student Media groups KPIs and whether numbers reading or viewing The Edit or Radio Caley was the best KPI for success.

It was discussed that it would be good for the Board to receive quarterly reports on the progress of the new KPIs when established, such as in a traffic light system.

## **10. Impact Report 2014/2015**

The Chief Executive presented the draft Impact Report 2014/15. He explained that this is the second draft of this report and some photographs and design work was still to be finished and on page 14, Miller Primary School, the content for this part is still to be added. It was agreed that the Board would look over the Impact Report and feedback over the next week to the Chief Executive. [Clerk's Note: This was confirmed as 19th November 2015 after the meeting]. **Action: Trustees.** The Chief Executive explained that he hoped to send out a graphic email to all current members on the progress made within The Big Plan 2015.

## **11. Organisation Measures 2015/2016**

The Chief Executive introduced the proposed Organisational Measures for 2015/2016. He explained the targets set for 2015/16 against the actuals for 2014/15. The Chief Executive

added that it was an opportunity to test some new measures for the academic year between the strategic plans. It was clarified that these are not the new KPIs for the organisation.

The measures of the number of Radio Caley Volunteers and Edit Volunteers were discussed and whether this was the role of the organisation to promote. It was agreed that staff had a responsibility to promote these volunteer opportunities and was a suitable measure. To a question raised the Chief Executive explained that Investors in Volunteers accreditation was included within the budget approved by the Board.

*At this point the Chair called a motion to extend the Trustee Board meeting by 30 minutes, with the meeting to end at 8.30pm.*

*The Clerk left the meeting at 8pm and the Chief Executive took the minutes for the remainder of the meeting.*

## **12. Students' Association National Student Survey (NSS) 2015 Results**

The Vice President Glasgow School for Business and Society introduced the paper. He explained that the Students' Association maintained a 70% satisfaction score from last year and a 67% satisfaction score for Clubs and Societies, an increase of 3% on last year. He added that the Students' Association score is 1% higher than the UK average and 3% higher than the Scottish average. He further added that the Full Time Officer Engagement Plan in 2015/16 is built around doing lecture shouts to programmes that provider lower satisfaction scores within the NSS. To a question raised it was confirmed that there is no correlation between Students' Association satisfaction scores and institutions scores. The Board were informed that there is a consultation on the future of the NSS and 2016 might be the last year that there is a Students' Association satisfaction question.

## **13. Discussion Items**

### **13.1 Proposed Agenda Change**

The Chair suggested to the Board that he would like to change the agenda format for Board meetings. He added that he is a member of Member of Council and National Executive Council, Society of Chiropodists and Podiatrists, and liked the way that agenda items were discussed and explained their traffic light approach to papers. Trustees felt it would be a good idea to prioritise agenda items to ensure important papers, such as audited accounts, are discussed first but recognised that there were various approaches that could be taken. Some trustees expressed concerns about adding an additional level of complexity. The Chair was asked to produce a paper for the Board on his proposal. **Action: Student President.**

### **13.2 Senior Managers at Trustee Board**

The Chair explained that the Students' Association did not have a consistent approach to Senior Managers (namely Finance Manager, Activities Manager and Representation and Advice Manager) attending Board meetings, with some managers attending the entire meeting and some managers being invited to speak to specific agenda items. The Board had a discussion and there was a consensus that it was important for managers to attend certain

items, for instance the Finance Manager for finance related papers, as they offered a more in-depth insight. Some trustees felt that Senior Managers attending could be tied into a prioritised agenda. A decision was not made on whether Senior Managers should attend the entire meeting. The Activities Manager was asked his view and he explained that he found attending motivational, helped build a relationship with trustees and facilitated collaborative working between staff and the Board. The Board felt this could be discussed further. **Action: Clerk.**

### **13.3 Board Papers Printed and Posted**

The Chair asked the Board whether they felt they would like to continue to have their Board papers printed and posted. A brief discussion took place on trustees utilising devices like tablets to read papers and some trustees struggling to open zip files. The Chief Executive added that he is exploring the papers being uploaded onto a login area of the website. The Board did not make a decision at this time and would be brought back to the next meeting for further discussion. **Action: Clerk.**

### **14. Appointments Committee**

The Chair confirmed that David Morrison and Alyson Laird were appointed as Student Trustees and Sarah Walker and Lisa Kirkwood were appointed as External Trustees. David started on 3<sup>rd</sup> July 2015 and Alyson started on 17<sup>th</sup> July 2015. Both Sarah and Lisa were appointed for a three year term on 11<sup>th</sup> August 2015.

### **15. Appointing Trustee to Health and Safety Committee**

The Chair proposed that Fraser Drylie, Student Trustee, is appointed by the Board onto the Health and Safety Committee. The Chair called for a vote to appoint Fraser Drylie onto the Health and Safety Committee. **For: 10 Against: 0 Abstentions: 1.**

The Open Section of the meeting was followed by the Closed Section.

Meeting ended 8.30pm.  
Next meeting: 14 December 2015

## **Private and Confidential**

### **TRUSTEE BOARD MEETING**

**The Minutes of the Trustee Board meeting held on Monday 14 December 2015, at 6.00pm in NH209.**

#### **Sederunt:**

Michael Stephenson, Sabbatical Trustee **(Chair)**  
John Gaughan, Sabbatical Trustee  
Neil Alexander, Sabbatical Trustee  
Jodie Waite, Sabbatical Trustee  
Fraser Drylie, Student Trustee  
Ekpeloodum Excellence S.J. Robert, Student Trustee  
David Morrison, Student Trustee  
Stuart McCallum, External Trustee  
Sarah Walker, External Trustee

#### **Apologies:**

Lisa Kirkwood, External Trustee  
Lynn Tennent, External Trustee

#### **In Attendance:**

David Carse, Chief Executive  
Gordon McTweed, Activities Manager  
Melissa Cairney, Finance Manager  
Kevin Campbell, Chair of Societies Council  
Megan Lloyd, Chair of Sports Council  
Kathryn Collins, Clerk

#### **At 6.05pm the Chair commenced the meeting.**

The Chair welcomed and thanked the members for their attendance at the second Trustee Board meeting for 2015/16. The Chair said that there would be a change to the agenda order with presentations first from the Societies Council and then the Sports Council. Closed Business will be dealt with directly after the presentations then finishing with Open Business. If time permits the Chief Executive will show his presentation on NUS Digital at the end of the meeting.

#### **2. Declaration of any Conflicts of Interest**

The Chair discussed conflicts of interests and asked that as agenda items come up could members please declare any conflicts.

#### **Part A - Open Business**

## 4.2 Sports and Societies Funding Model presentations (paper)

The Trustee Board asked the Chair of the Sports Council and the Chair of the Societies Council to present the current sports and societies funding models in order to assess the fairness of the funding models, which is within the requirements of the Education Act 1994. The Student President raised a conflict of interests as he is a member of the Societies Council and the Vice President School of Engineering and Built Environment raised a conflict of interests as he is a member of the Sports Council. The Vice President School of Health and Life Sciences declared a conflict of interests as she has a kinship relationship with the Chair of the Societies Council. These individuals were therefore not able to ask any questions or participate in discussions where conflicts of interest were identified.

The first PowerPoint presentation was presented by Kevin Campbell, Chair of the Societies Council. The Societies Chair discussed the rationale for the changes to the Societies funding model which are to: Improve fairness of distribution, negate conflict of interest within Societies Council when distributing funds, incorporate Accreditation Awards scheme and develop a model that encourages the sustainability of Societies. It was clarified that societies received the full membership fee and that societies can opt for free membership for their society. The Chair called for a vote for to accept the newly proposed funding model for Societies. **For: 5 Against: 0 Abstentions: 4.**

The second PowerPoint presentation was presented by Megan Lloyd, Chair of the Sports Council. The Societies Chair discussed the rationale for the changes to the Sports Club funding model which are: to positively influence how membership fees are utilised by clubs, improve coaching and team performance, influence longer term club development and to provide a fairer funding distribution for every club. A discussion took place and it was established that the Sports Funding distribution is not linked to the Accreditation Awards scheme and that each sports club member decides which sports club receives £10 from each sports club membership. It was explained that the £10 to each club was an incentive. It was also clarified that there is a one trimester membership for Erasmus and Postgraduate students. The Chair called for a vote for to accept the newly proposed funding model for Sports. **For: 8 Against: 0 Abstentions: 1.**

The Chair thanked the Sports Council Chair and the Societies Council Chair for attending the Trustee Board Meeting and giving their presentations. The Sports Council Chair and the Societies Council Chair left the room at 6.30pm.

*At 6.30pm the Board continued the meeting with a change to the agenda with Closed Business being dealt with first.*

*Open Business concluded at 8.10pm with the meeting being extended to finish at 9.00pm.*

## 3. Open Minutes

The Chair asked members to indicate if there were any amendments to the Open Minutes. Both Alyson Laird and David Morrison were noted as External Trustees when they should be noted as Student Trustees and for this to be amended. **Action: Clerk.** The Chair called for a vote to pass the minutes subject to these amendments. **For: 9 Against: 0 Abstentions: 0.**

The minutes from the previous Trustee Board meeting held on 26 October 2015 were passed as an accurate record of the meeting.

#### **4. Matters Arising (Open Minutes)**

##### **4.1 Student feedback on preferred bar to VP School of Engineering and Built Environment**

The Vice President School of Engineering and Built Environment said he received feedback from the Activities Manager in relation to the preferred bar and was happy with the resolution.

##### **4.3 Impact Report feedback (paper)**

The Chief Executive explained that the Impact Report has been updated and reflects the feedback received from trustees.

##### **4.4 Proposed Trustee Board Agenda Change (paper)**

The Chair presented his paper. Following discussions at the last Trustee Board the Chair suggested a new format for agenda items and the classification of papers according to the level of business sensitive content. He explained that the substantial items would be at the beginning of the agenda and each agenda item would be labelled according to how business sensitive the paper was, with a traffic light grading for each paper – red, amber and green. He added that trustees could suggest at the beginning of each meeting for items to be moved on the agenda or whether any papers required to be reclassified as business sensitive or not. The Chair called for a vote to adopt the new agenda and format. **For: 9 Against: 0 Abstentions: 0.**

##### **4.5 Senior Managers at Trustee Board**

Members agreed that having Senior Managers attend the Trustee Board was incredibly useful and fits nicely with the new agenda and so if there were any relevant agenda items/presentations from Senior Managers then they could present at the start of the meeting then leave. The Chair called for a vote to have Senior Managers attend Trustee Board for relevant agenda items. **For: 9 Against: 0 Abstentions: 0.**

##### **4.6 Board Papers Printed and Posted**

The Trustee Board Papers are now available online via a secure login section on the Students' Association website. All members agreed that having electronic access to the papers was useful and they were happy to have paperless Trustee Board meetings and use tablets instead. If a member requires a printed copy then they can make a request with one week's notice to the Clerk who will print a copy off for them. The Chair called for a vote to not have the Trustee Board papers printed and posted. **For: 9 Against: 0 Abstentions: 0.**

*At 8.25pm Ekpeloodum Excellence S.J. Robert left the meeting.*

## **5. Resignation of Alyson Laird**

Alyson Laird, Student Trustee, has resigned for her post. With two more Trustee Board meetings to take place, and the next meeting in February 2015, members were asked their thoughts on refilling the post. The Chair called for a vote to refill the post of Student Trustee. **For: 3 Against: 4 Abstentions: 1.** The position of Student Trustee will be put on hold for the time being.

## **6. Chief Executives Report (paper)**

The Chief Executive presented his paper. The Chief Executive highlighted a few points on his report. Firstly, the insurance providers, Endsleigh required some changes to our insurances. Secondly, the University were informed that faith based societies did not book the Faith and Belief Centre through the Students' Association or GCU Room Booking systems and this was therefore a gap in both the Students' Association and institutions procedures. Lastly, all trustees were invited to the Big Ball, in April 2016. To questions asked the Chief Executive explained that the Student Accommodation on North Hanover Street was highlighted as a potential future risk and/or opportunity, that there are still on-going issues with PhD students' details being forwarded to the Students' Association for the website platform and that most committee elections would take place on or around the same week as the Full Time Officer elections, as Nottingham Trent Student Union had fed back that this improved the turnout in their Full Time Officer elections. It was noted that trustees liked the new Trustee Resource Section on the website.

## **7. Executive Committee Report (paper)**

The Chair presented this paper which provided an update on significant matters from the Executive Committee. The report was presented for information only. There were no questions raised.

## **8. Student Voice Report (paper)**

The Vice President School of Engineering and Built Environment presented this paper which reviewed the ideas from the first and second meeting of Caledonian Student Voice of 2015/2016. The Trustee Board were asked to reflect on the Ideas passed, being mindful of any legal or financial implications for the Students' Association. The Student President highlighted the Update Society Regulations to Allow Financial Autonomy Idea that was approved by Student Voice and that this provided a potential future risk to the organisation. He added that the Societies Council had been charged with reviewing this Idea. It was confirmed that the GCU Visual Group had been approved and funding for this group had been considered as part of the recent reforecast. The Chair invited trustees to attend a future meeting of Student Voice to aid trustees understanding of this part of the Students' Association governance structure.

## **9. Revised Data Protection Statement (paper)**

The Chief Executive presented this paper. The current Data Protection Statement is required to be revised in line with the new Data Sharing Agreement with GCU and new Data

Processing Agreement between GCU, NUS Media and the Students' Association. The Trustee Board is asked to approve the revised Data Protection Statement. The Chair called for a vote to pass the revised Data Protection Statement. **For: 8 Against: 0 Abstentions: 0.**

#### **10. Website Terms and Conditions (paper)**

The Chief Executive presented the Terms and Conditions for payment of Memberships and Event Tickets paper. He explained that the terms and conditions had been revised for event tickets, that the life membership terms and conditions remained unchanged and that new terms and conditions had been created for bought memberships and refunds. The Chief Executive explained that the terms and conditions for refunds were more enhanced than the requirements of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. He also confirmed that the final link for the Standard Cancellation Form had still to be added within sections 3.1.3, 3.2.4 and 3.2.2. The Chair called for a vote to pass the Terms and Conditions for payment of Memberships and Event Tickets. **For: 8 Against: 0 Abstentions: 0.**

#### **11. Any Other Business**

There was no other business. The Chair thanked members for attending and wished them all a Merry Christmas and best wishes for 2016!

Meeting ended at 8.45pm.  
Next meeting will be held on 22 February 2016

## **Private and Confidential**

### **TRUSTEE BOARD MEETING**

**The open minutes of the Trustee Board meeting held on 22 February 2016 at 6.00pm in NH209.**

#### **Sederunt:**

Michael Stephenson, Sabbatical Trustee (**Chair**)  
John Gaughan, Sabbatical Trustee  
Neil Alexander, Sabbatical Trustee  
Jodie Waite, Sabbatical Trustee  
Fraser Drylie, Student Trustee  
Ekpeloodum Excellence S.J. Robert, Student Trustee  
David Morrison, Student Trustee  
Stuart McCallum, External Trustee  
Sarah Walker, External Trustee (late arrival, 6.20pm)  
Lisa Kirkwood, External Trustee  
Lynn Tennent, External Trustee

**Apologies:** None

#### **In Attendance:**

David Carse, Chief Executive  
Gordon McTweed, Activities Manager  
Caroline Miller, Representation and Advice Manager  
Melissa Cairney, Finance Manager  
Kathryn Collins, Clerk

**At 6.00pm the Chair commenced the meeting.**

The Chair welcomed and thanked the members for their attendance at the third Trustee Board meeting for 2015/2016. The Chair explained that the approved new agenda layout would now be used for Board meetings.

## **2. Declaration of any Conflicts of Interest**

The Chair discussed conflicts of interests and asked that as agenda items come up could members please declare any conflicts. The Chair added that all the Full Time Officers have a conflict of interest at points on the agenda and that they will make members aware when it comes to a specific agenda item.

The Chief Executive added, for the Register of Interests, that he was now a board member and trustee of ANCHO Housing Association.

### 3. Change of Order

The Chair asked members if anyone wished to move any items further up the agenda or moved into a different section. No items were asked to be moved on the agenda.

### 4. Confidential Items

The Chair asked members to determine if any members wished any agenda items to have their confidentiality grading to be changed. No items had their confidentiality grading changed.

### 6. Draft Budget 2016/17

The Chief Executive introduced the Draft Budget for 2016/17. A break-even budget was set with an estimated income and expenditure of £773,800, based on an anticipated Block Grant cut of 5% (£33,100). A discussion took place on future scenario planning but it was felt that this would not be possible until the strategic plan had been finalised. The Chief Executive highlighted that the budget did not include a planned contingency for the commercial strategy, any change in Full Time Officer remuneration, any increase in costs with services such as insurances, photocopiers etc, no expenditure for any proposed democracy changes and would not meet our current reserves policy of an annual contribution of £2,500 to General Reserves. **The Chair called for a vote for the Trustee Board to approve the draft budget. For: 9 Against: 0 Abstentions: 0. The draft budget was therefore approved.** The Chief Executive explained that the final budget would be brought to the May Board for approval.

*At 6.20pm Sarah Walker, External Trustee, entered the meeting room.*

### 7. Management Accounts to January 2016

The Finance Manager explained that the Students' Association undertook its first quarterly reforecast in November 2015 and the paper is a summary of actual costs to the end of January against the reforecast (budget) and included the Balance Sheet as of 31 January 2016. The Finance Manager explained that at the end of January income was £3,670 more than budget and expenditure was £8,661 less than budget. The Finance Manager explained there was additional income of £2,000 due to the Employment Allowance and that expenditure was less mainly due to phasing and some planned efficiency savings.

### 8. Strategic Plan Development

The Chair presented a paper to the Board on the proposed strategic theme areas established by the Full Time Officers and Senior Management Team in February 2016 at a planning event facilitated by NUS. The four proposed strategic areas are Belonging, Empowering, Partnership and Innovation and were all linked to our strapline *Be part of something... Bigger* and had strong synergies to the GCU 2020 Strategy. The strategic plan research the Students' Association commissioned by NUS Research informed the development of the strategic theme areas. Within the paper it was also proposed that the next strategic plan be for four years, instead of three years, to demonstrate a full undergraduate student life cycle.

Lastly the paper opened a discussion on whether the current Mission, Vision and Values are kept or People, Purpose, Promise and Principles is used as a new model, as proposed by NUS.

The Board discussed the thematic areas and it was felt that these were right. It was also agreed that the next strategic plan should be four years long. The Chief Executive asked all trustees to give further personal consideration on what the themes mean to them and what areas of work they would like the Students' Association to develop within these areas. He added that the strategic themes would be tested at the next meeting of Student Voice and then the Full Time Officers and Senior Management Team would develop the specific strategic themes and put these out for consultation with stakeholders.

The Board then discussed the Mission, Vision and Values and whether these should be revised, in line with the findings of the strategic research, or should be changed to People, Purpose, Promise and Principles as suggested by the NUS Development Consultant within the NUS Strategic Support Unit. The Chair asked the Board to indicate their preference on the two models. 'Mission, Vision and Values' Vote: 4. 'People, Purpose, Promise and Principles' Vote: 7. It was therefore agreed to proceed with the future development of the People, Purpose, Promise and Principles Model. The Board agreed that there were insufficient resources to develop the People, Purpose, Promote and Principles model within this academic year and this work would be started in 2016/17.

## **9. Progress towards Organisational Measures**

The Chief Executive provided an update on progress made thus far with the Organisational Measures, the interim measures being used in the year between strategic plans, and explained that most of the targets were on track. The Chief Executive explained that some targets were aspirational such as a significant increase in the Teaching Award nominations numbers, National Student Survey satisfaction score increasing and the International Student Barometer satisfaction score increasing, however he felt that achieving the same levels as the previous academic year would be positive. He added that changes to the Sprout Social software algorithms meant that Twitter impressions could not be recorded. He further added that the average Email Open Rate had dropped to 26% and this could be explained in part due to now using our website to send emails instead of the Mail Chimp software and potentially the change in strategy towards school targeted emails instead of all student emails. It was also discussed moving the commercial targets from Income targets to contribution targets. Finally the volunteer numbers within The Edit and Radio Caley are unlikely to be met due to operational challenges, such as both the Editor and Station Manager resigning.

## **10. Revised Complaints Procedures**

The Complaints Procedure is required to be reviewed as part of the Students' Association quinquennial review that takes place by University Court and the Students' Association every five years. Any changes to the Complaints Procedure require the approval of University Court. A review of the Complaints Procedure is also timeous based on recent recommendation outcomes from using the current complaints procedure. It is proposed to revise the Students' Association Complaints Procedure to replicate the GCU Complaints

Procedure, which is based on The Scottish Higher Education Model Complaints Handling Procedure and replace the Member Feedback Policy and Procedure. The substantive changes listed in the paper were discussed by the Board, that included: opening up the complaints procedure to all members, the ability for non-members to provide feedback, an enhanced focus on frontline complaints, complaints submitted to Chief Executive instead of Student President, complaints upheld or rejected by Senior Management Team, the removal of the internal appeal stage and that complaints about the Chief Executive or Full Time Officers would be directed to the Trustee Board Vice Chair.

Discussions focussed on whether to have a student representative involved in the complaint process as currently there is not student representative in the revised Complaints Procedure document. A discussion took place on the Students' Association being a student-led organisation versus this policy being operational in nature. The Chair called for a vote for the Trustee Board and asked whether the Board wished for the current Revised Complaints Procedure to remain as it is or to include a student representative. **Vote: To remain the same:5 To include a student representative: 6.** It was agreed that this policy would be referred back to the Executive Committee for further discussion and brought back to the Trustee Board for approval. **Action: Executive Committee.**

## **12. Approve List of Auditors to invite to tender**

A three year external audit contract with Alexander Sloan finished with the accounts ending July 2015. The paper provided to Trustee Board outlined the companies the Students' Association intended to invite to tender. The tender process is likely to begin in February 2016. Auditors were initially identified through their location (central belt), those with charity expertise and those used by other West of Scotland Students' Associations. The University must approve the Students' Associations auditors. The Board were asked to note the potential for increased costs with the new tender period. The Trustee Board were asked to approve the list of auditors to invite to tender. The Chair called for a vote to approve the list of auditors. **For: 11 Against: 0 Abstentions: 0. The list of auditors was therefore approved.**

## **13. Staff Performance Policy**

The Trustee Board approved the adoption of the NUS: National Competency Framework for the Students' Association in May 2015. In the May 2015 paper to the Board it said that the Competency Framework would be rolled out across the organisation through employee recruitment, induction, performance reviews and learning and development. The paper outlined the annual performance cycle that is linked to the competency framework. The system is built around employees each having an annual Individual Performance Plan. The Board discussed the importance of ensuring that the performance cycle was consistently implemented throughout the organisation. The Chair called for a vote to approve the Staff Performance Policy. **For: 11 Against: 0 Abstentions: 0. The Staff Performance Policy was therefore approved.**

The Chair thanked the Chief Executive and Lynn Tennent for the development of this high quality paper.

#### **14. Full Time Officer Pay Benchmarking**

*At this point the Vice President School of Engineering and Built Environment, Vice President School of Health and Life Sciences and Ekpeloodum Excellence S.J. Robert left the meeting room at 8.05pm due to potential or actual conflicts of interests.*

At the Trustee Board meeting in December 2015 the Chief Executive was asked to benchmark the Full Time Officer remuneration. The approach taken was desk-based research using information on universities and students' association/unions websites, OSCR and Charity Commission website and the NUS Annual Survey. Benchmarking was made against Student Unions and Alliance Mission Group, which GCU was recently a member, and GCU currently benchmarked institutions. Not all data was available, even through FOI attempts, and therefore some comparisons are against 2014/2015 data.

The Board noted the current Full Time Officers remuneration of £16,680 and discussions focussed on what budget is available and whether GCU Students' Association were on an equal footing with others and it was noted that the Full Time Officer remuneration is lower in comparison to many other students' association/unions. The Board discussed the Full Time Officer remuneration in comparison to the total income of each comparator association/union and there was a broad consensus that the current level should remain the same.

*The Vice President School of Engineering and Built Environment, Vice President School of Health and Life Sciences and Ekpeloodum Excellence S.J. Robert returned to the room at 8.20pm.*

#### **15. Chief Executive's Report**

The Chief Executive presented his paper and highlighted from his report that OSCR is tightening its regulations from 1 April 2016 which will include publishing annual reports and accounts for charities. Also, a new 'notifiable' events procedure will see charities be required to alert OSCR to matters such as embezzlement or fraud.

Members were informed that Leon White, Students' Association Co-ordinator (GCU London) had resigned from his post. The Chief Executive and the Board thanked Leon for all his work in London.

In relation to the Full Time Officer Elections, nominations closed on Friday, 19 February 2016 with 12 candidates being submitted to stand for elections. There are now 9 diverse students standing to be elected. The Chief Executive explained can provide statistics on the students standing for election if the information is required.

#### **16. Open Minutes**

The Chair commented that only those that were present at the last Trustee Board meeting, held on 14 December 2105, could take a vote on whether to accept the previous Open Minutes. No questions were raised and the Chair called for a vote. **For: 8 Against: 0**

**Abstentions: 3. The minutes from the previous Trustee Board meeting held on 14 December 2015 were passed as an accurate record of the meeting.**

## **17. Closed Minutes**

No questions were raised of the Closed Minutes and the Chair called for a vote. **For: 8 Against: 0 Abstentions: 3. The Closed Minutes from the previous Trustee Board meeting held on 14 December 2015 were passed as an accurate record of the meeting**

## **18. Matters Arising**

### **18.1 Amend Minutes**

It was confirmed that the minutes had been amended.

### **18.2 Add GCU Visual to the Risk Register**

The Chief Executive added GCU Visual to the Risk Register.

### **18.3 Full Time Officer Benchmarking**

A paper was provided by the Chief Executive and was discussed under item 14.

## **19. Student Voice Report**

A review of the ideas from the third meeting of Caledonian Student Voice meeting 2015/16 was presented to the Board. The Board were asked to note that the potential approval of the Student Voice Reform Idea would have increased resource implications, both in financial costs and staff time.

The Vice President Glasgow School for Business and Society highlighted the new Student Voice model that was proposed at the Student Voice meeting held on 15 February 2016 and talked through the Student Voice Reform 'Green Paper' explaining that the Executive Committee would like a replacement to Student Voice. The new system would involve a clear process which has a simple linear route from ideas through to policy implementation. It is based on a model pioneered by Leeds University Union and involves holding two forums during each trimester for each of three categories; Our Union; Our University and Our Community. Members asked about the rationale behind looking at a new structure. The Student President responded that over a number of years comments have been made about the structure and added the Executive Committee felt the current structure is ineffective and the new structure will provide better accountability across the organisation. He explained that a further paper would be presented to Student Voice on the proposed change to the entire democratic structure of the Students' Association.

## **20. Executive Committee Report**

The Chair asked trustees for any questions on the Executive Committee report. A trustee asked about the Erasmus Funding project and it was confirmed that this funding would be ring-fenced.

## **21. End of Trimester 1 Report 2015/16**

The Trimester 1 Activity Report was presented to the Trustee Board to review the Students' Association activities and events and to ensure that they meet the Mission, Vision and Values and charitable purposes and on progress made with involvement. The Chief Executive explained that separate reports will be produced for the four academic schools on engagement with the Students' Association in Trimester 1. The Chief Executive explained that the key positives and negatives had already been covered in the Organisational Measures paper.

The Vice President School of Engineering and Built Environment asked the Chief Executive to change the picture, of Men's Gaelic Football, on page 14, as it is not the Men's Football Team. **Action: Chief Executive.**

## **22. Defamation Update**

The Communications and Media Co-ordinator provided a paper presented by the Activities Manager that gave an update on the progress made with the student media groups to develop defamation policies that will be accepted by our insurance provider. It was explained that the policies have still to be approved by our student media groups, Student Voice and our insurance provider. The Trustee Board were asked to note the potential resource implication associated with meeting the insurance company's requirements and any potential litigation costs. The Trustee Board noted the current progress made. There were no questions raised about the report.

## **23. Annual Complaints 2015**

The Chief Executive presented a paper which provided an overview of three formal complaints received in 2015. The Chief Executive confirmed that a paper would be brought annually to the Board on complaints. He explained that two complaints in 2015 were member to member complaints and one was the Lost Society Complaint discussed earlier. There were no questions raised about the report.

**The meeting closed at 8.45pm.  
The next meeting will be held on 23<sup>rd</sup> May 2016.**

## **Private and Confidential**

### **TRUSTEE BOARD MEETING**

**The open minutes of the Trustee Board meeting held on Monday 23 May 2016, at 6.00pm in NH209.**

#### **Sederunt:**

Michael Stephenson, Sabbatical Trustee (**Chair**)

John Gaughan, Sabbatical Trustee

Neil Alexander, Sabbatical Trustee

Jodie Waite, Sabbatical Trustee

Fraser Drylie, Student Trustee

David Morrison, Student Trustee

Sarah Walker, External Trustee

Lisa Kirkwood, External Trustee

Lynn Tennent, External Trustee

#### **Apologies:**

Ekpelloodum Excellence S.J. Robert, Student Trustee

Stuart McCallum, External Trustee

Jen Broadhurst, Incoming Student Trustee

Lauren Ramage, Incoming Sabbatical Trustee

Kirsty McCallum, Incoming Student Trustee

#### **In Attendance:**

Chris Daisley, Incoming Sabbatical Trustee

Kevin Campbell, Incoming Sabbatical Trustee

Iniobong Enang, Incoming Student Trustee

David Carse, Chief Executive

Gordon McTweed, Activities Manager

Caroline Miller, Representation and Advice Manager

Melissa Cairney, Finance Manager

Kathryn Collins, Clerk

#### **At 6.00pm the Chair commenced the meeting.**

The Chair welcomed and thanked the members for their attendance at the fourth and last meeting of the Trustee Board 2015/2016. The Chair welcomed the trustees who will be joining the Board for 2016/2017 who would be Observers at this meeting.

## **2. Declaration of any Conflicts of Interest**

The Chair discussed conflicts of interests and asked that as agenda items come up could members please declare any conflicts. No Conflicts of Interests were raised.

### **3. Change of Order**

The Chair asked members if anyone wished to move any items further up the agenda or moved into a different section. No items were asked to be moved on the agenda.

### **4. Confidential Items**

The Chair asked members to determine if they wished any agenda items to have their confidentiality grading to be changed. No items had their confidentiality grading changed.

### **5. Automatic Enrolment**

The Finance Manager explained that the law on workplace pensions has changed and under the Pensions Act 2008, every employer in the UK must put eligible staff into an automatic enrolment pension scheme. The Finance Manager explained that the current pension scheme is not fit for purpose and a new pension scheme is required to meet legislative duties. It was confirmed that the staging (start) date for automatic enrolment was 1 October 2016 and it was explained to the Board that the Students' Association had engaged Hart Insurance to provide advice on appropriate pension schemes and support the implementation of the pension scheme. The Trustee Board were asked to note the further steps identified to implement automatic enrolment in time for the staging date and its financial implications.

*At 6.10pm, Sarah Walker, External Trustee, entered the meeting room.*

### **7. Draft Budget 2016/17**

The Chief Executive introduced the proposed Budget 2016/17 and explained that there was an estimated income and anticipated expenditure of £767,959, including an annual £2,500 to General Reserves, as per the Reserves Policy approved by the Board. He highlighted that the Students' Association was informed that it would receive a 5% cut to its Block Grant from GCU and would be confirmed in June 2016 and explained other potential risks that were outlined within the paper. He added that further anticipated income of £135,794 would be achieved from reserve account releases, sales income, sponsorship, freshers income, sundry income and advertising income, with the Sports Ball and Big Ball income and expenditure set to break-even. He confirmed that no account has been taken of the Erasmus + European funding in the budget as this has been ring fenced and that the Full Time Officers had been consulted on the development of the budget.

The Chief Executive explained that the staff structure would remain unchanged. He added that photocopying costs would be taken centrally and not through individual budget lines and that funding was in place for implementing the Student Voice Reform within Trimester 2. He explained that most budget lines had seen a decrease due to the block grant cut, photocopying costs being taken centrally or implementation of the Student Voice Reform.

**The Chair called for a vote for the Trustee Board to approve the proposed budget. For: 8 Against: 1 Abstentions: 0.** The Budget for 2016/17 was therefore approved.

## 9. Changes to Bank Signatories

The Finance Manager explained that the Bank of Scotland requires the Trustee Board to consent to the change in bank signatories. The bank signatories, as outlined in the Constitution and Financial Policy and Procedures, are the four Full Time Officers and the Chief Executive.

The Board were asked to approve the proposed changes to the bank signatories. The bank signatories are the four Full Time Officers and the Chief Executive. It was proposed to remove Michael Stephenson (Student President), John Gaughan (Vice President) and Neil Alexander (Vice President) as signatories on 19<sup>th</sup> June 2016 and add Lauren Ramage (Incoming Student President), Kevin Campbell (Incoming Vice President) and Chris Daisley (Incoming Vice President) as signatories from 20<sup>th</sup> June 2016. David Carse (Chief Executive), and Jodie Waite (Vice President) will continue to remain as signatories. **The Chair called for a vote for the Trustee Board to approve the proposed changes to the bank signatories. For: 9 Against: 0 Abstentions: 0.** The changes to the Bank Signatories was therefore approved.

It was explained that the Bank of Scotland now requires the details and signature for each person who has an interest in the business, whether they are a signatory or not and this includes all trustees. The Chief Executive asked that it be noted that the Students' Association will be undertaking a Banking Review in summer 2016 with a report being produced for a future board. He added any new bank may require further checks.

## 10. External Auditors Tender

The Finance Manager explained that the three year external audit contract with Alexander Sloan finished with the accounts ending 31 July 2015. In February 2016, the Board approved the companies to invite to tender. The External Auditors Tender Panel included the Finance Manager, Chief Executive, Stuart McCallum (External Trustee) and the GCU Financial Controller. The panel shortlisted and interviewed four companies for the audit tender with the recommendation from the panel to appoint Wylie Bisset as our external auditors for a three year period. Unfortunately Stuart McCallum could not attend the interviews. The Chief Executive explained that, as outlined with the Financial Memorandum between the Students' Association and Glasgow Caledonian University, that the University had approved the External Auditors. **The Chair called for a vote for the Trustee Board to approve the recommended auditors. For: 9 Against: 0 Abstentions: 0.** The recommended auditors Wylie Bisset was therefore approved.

## 11. Strategic Plan Development

The Chief Executive introduced the proposed strategic themes developed by the Executive Committee and the Senior Management Team. The Strategic Themes are: Where everyone belongs (belongings), Where everyone can grow (empowerment), Where everyone can work together (partnership) and Where you can try new ideas (innovation). It was explained underpinning these themes was the strapline *Be part of something.... Bigger*. The themes were tested with GCU students and staff through an online survey. Both surveys showed strong support for the proposed themes. The Board endorsed these strategic themes and felt there were strong synergies with the GCU 2020 Strategy.

The Chief Executive then asked the Board to consider the change trustees wanted to happen within each strategic theme that would help identify the steps involved in making that change happen. A lengthy discussion took place that was captured by the Chief Executive. The Chief Executive explained that the draft Strategic Plan would be presented at the Trustee Board Training in August and presented to the August Board for approval.

## **12. Organisational Measures Update**

The Chief Executive reiterated that the Organisational Measures were targets set in the interim year between Strategic Plans. He explained that good progress had been made with numbers of class reps trained, developing online class rep training, the numbers of students supported through the Advice Centre, the increased visits to the website, Freshers Income target exceeded, Bar and Nightclub targeted exceeded, completing the Complaints Procedure review, External Auditors Tender completed, VAT review completed and maintaining a 94% in the International Student Barometer. The Chief Executive explained some areas of concerns including: the number of Ideas submitted by members was lower than anticipated and the Games Room Income has significantly reduced which he felt was due to the poor menu offering within the Student Bistro. He added that he was disappointed with the turnout in the elections but recognised operational challenges that had an impact on this outcome. He highlighted that whilst the number of Teaching Awards nominations was lower than the target a significant level of resources was invested in this activity than produced high quality submissions. Whilst the Student Leaders Programme completion number was slightly improved from last year it was felt that the main reason for the significant drop was the removal of the Student Leaders Ball. Radio Caley and The Edit saw a drop in the numbers involved which was felt to be due to changeover in leadership throughout the year. The Chief Executive explained that the Advertising Income and Clothing Income are anticipated to come close to meeting target but not reach target. It was hoped that selling hoodies at GCU Graduation might help.

## **13. Revised Complaints Procedure**

The Representation and Advice Manager explained that the Board in February 2016 had asked the Executive Committee to give further consideration on involving a student representative into the revised Complaints Procedure when considering whether a complaint should be upheld. She explained that as agreed with the Executive Committee that a student representative would sit on the Investigation Panel that could accept or reject the Investigation Report and where an Investigation Panel rejects the Investigation Report a second time it would be referred to the Trustee Board for a decision to be made. The Chief Executive explained that the revised Complaints Procedure would be presented to University Court in September 2016 as part of the Students' Association quinquennial (governance documentation) review, via the University Secretary. Some trustees expressed concerns how the media groups dealt with complaints and the Activities Manager explained that the media group policies are currently being review in particular relation to defamation and this could be incorporated into the review, including how they are supported in dealing with complaints. **The Chair called for a vote for the Trustee Board to approve the revised Complaints Procedure. For: 9 Against: 0 Abstentions: 0.** The revised Complaints Procedure was therefore approved.

#### **14. Student Trustee Appointments**

The Chair explained to the Board that the Student Trustee recruitment opened in Trimester 1 and six applications were received. The Appointments Committee decided to interview all six candidates and Robert Excellence; Iniobong Enang; Jen Broadhurst and Kirsty McCallum were appointed to the Trustee Board for 2016/17. The Chair explained that Kirsty and Robert had both previously been student trustees. The Chair asked the Board to note the outcome of the Student Trustee appointments process.

#### **15. Trustee Board Sub Committee Appointments**

The Chair explained that the Board are required to appoint trustees to the Appointments Committee (x3) and to the Health and Safety Committee (x1) for 2016/17. It was proposed that Lisa Kirkwood be appointed onto the Appointments Committee and the other appointments were made at the next meeting of the Board when the new trustees have officially started. **The Chair called for a vote for the Trustee Board to approve the Trustee appointed For: 8 Against: 0 Abstentions: 1.** Lisa Kirkwood was therefore approved for the Trustee Board Appointments Committee.

#### **16. Revised Social Media Policy**

The Activities Manager explained that staff are currently prohibited from using their work Facebook account to post a status or to talk to students through instant messenger. It was felt from staff, via the Communications Steering Group, that this should be allowed to better engage with members who were more IT savvy. Desk based research shows that many other students' associations/unions allow this as part of their social media policies. To proceed this required the approval of changes to appendix 1 to the Social Media Policy. **The Chair called for a vote for the Trustee Board to approve the revised Social Media Policy. For: 8 Against: 0 Abstentions: 1.** The revised Social Media Policy was therefore approved.

#### **17. Elections Report**

The report presented by the Representation and Advice Manager provided an update on the Full Time Officer Elections 2016, including voter turnout, demographics of voters, communications, candidates' survey and future recommendations. Overall the turnout was 2,345, a decrease of 339 votes from the previous year, representing 14% of the GCU student population and was the fourth highest turnout in the Student Elections. Initial reflections on the reason for the lower turnout include the elections closing two hours earlier than usual, an 'all student email' was sent out on the Thursday of elections week at a later time in the day than last year and thirdly the candidates' debate was held on the Tuesday of election week and no votes were received during this time. The Board welcomed the recommendations outlined within the report that includes an Elections Plan being produced before the start of the academic year. The Chair congratulated the successful candidates. A short discussion took place on whether the Board were responsible for approving the election dates and whether NUS Delegate Elections should take place in Trimester 1. The Chief Executive explained that it was the responsibility of Deputy Returning Officer to set the dates for elections, with the election rules being approved by Student Voice. It was also felt

by some members that the new Full Time Officer model has increased diversity of candidates.

#### **18. Investing in Volunteers Accreditation Report**

The Activities Manager provided an update on progress so far, working towards the Investing in Volunteers (IIV) Award, with a likely completion date of January 2017. The accreditation is driven by wanting to provide a high quality volunteer experience that is a key part of the Quality Students Union accreditation; section 8 - Participation, which the Students' Association is aiming to complete in the spring of 2017. The Self Assessment has been submitted to IIV and the Steering Group are working through an Action Plan. It was noted that within the Students' Association there were many volunteers who did not label themselves as volunteers, ie committee members, representatives. The Board noted the progress toward this accreditation and the hard work undertaken thus far.

#### **19. ISB Results for the Students' Association (Autumn Wave 2015)**

The Chief Executive explained that satisfaction scores for the Students' Association and Clubs and Societies remain comparable to recent years and ahead of most benchmark groups in the International Student Barometer (ISB). The Students' Association received a 93.9% satisfaction score for the International Student Barometer and 93.2% satisfaction scores for Students' Association Clubs and Societies. No questions were asked and the Board congratulated all involved in maintaining a high satisfaction score.

The Chair explained that student representatives at the NUS' Annual Conference 2016 voted to either sabotage or boycott the National Student Survey unless the UK Government drops its plan for a Teaching Excellence Framework to be linked to universities being able to charge higher fees in England and Wales.

#### **20. Defamation Policy for Radio Caley and The Edit**

The Activities Manager presented a paper which provided an update on the progress made with the student media groups to develop defamation policies, as required by our insurance provider. The Activities Manager advised that the proposed policies had been sent to the Endsleigh Insurance for feedback. It was clarified that the Board were not being asked at this time to approve the policies as they have still to be approved by Radio Caley, The Edit and Student Voice. A brief discussion took place on who holds the editorial control for the printed student magazine and online articles and it was agreed that the Executive Committee would have a further discussion on this. **Action: Executive Committee.** The Chair also expressed a view that the National Union of Journalists and the National Union of Students encourage all student media to adhere to the NUJ code of conduct for journalists and should be considered in any policy review. It was also clarified that the Students' Association are legally liable for the student media groups.

#### **21. Chief Executive Report**

The Chief Executive presented his paper and highlighted some points. Firstly, the Annual Survey results had 911 GCU students completing the Annual Satisfaction Survey (5% of GCU

student population). Excluding the strategic plan questions the data received will be analysed by Why Research along with data from Edinburgh, Heriot-Watt, Strathclyde and Queen Margaret Students' Association and the results brought back to the Board. Members were informed of the new General Data Protection Regulation (European legislation) to replace the previous Data Protection Directive which is expected to come into force by 2018. This is a regulation and not a directive meaning it is directly applicable to all the EU member states without a need for implementing legislation. The new regulation may require explicit consent from GCU students for their details to be passed on to the Students' Association (i.e. opt in) and guidance is being sought from the GCU and NUS on this matter. Lastly the Chief Executive highlighted that a Business Continuity Plan would be developed in the medium term. No Questions were asked.

## **22. Minutes (Open and Closed)**

The Chair called for a vote to accept the minutes of the meeting of the Trustee Board on 22 February 2016. **For: 9 Against: 0 Abstentions: 0.** The minutes from the previous Trustee Board meeting held on 22 February 2016 were passed as an accurate record of the meeting.

## **23. Matters Arising**

### **23.1 Complaints Procedure**

It was confirmed that the Complaints Policy was discussed at the Executive Committee and this policy was discussed under item 13.

### **23.3 Picture changed in Trimester 1 Report**

As requested, the Chief Executive amended the picture in the Trimester 1 report.

## **24. Student Voice Report**

The Board noted the approved Ideas from the fourth meeting of Student Voice. It was recognised that the Student Voice Reform Idea was approved by Student Voice subject to certain criteria being met, as outlined in the paper, including its approval by the Trustee Board and University Court. The Board recognised that if approved it would be a fundamental change to the democratic structure of the Students' Association. It was also noted in the report that there was the potential for a full democratic review by NUS in 2016/17, which could include reviewing the proposed model.

The Board also discussed The Edit Policy that was approved by Student Voice. It was discussed that the policy explicitly removes protection of staff, does not taken into account recent learning from complaints or the insurers' requirements for defamation and that the policy was not approved by The Edit Committee before being submitted. **The Chair called for a vote to reject the revised Edit Policy Document. For: 8 Against: 0 Abstentions: 1.** The Board asked that The Edit Committee to revise this policy before being submitted again to Student Voice.

## **25. Executive Committee Report**

The Board noted the report from the Executive Committee. No questions were asked of the report. The Chair thanked his fellow Full Time Officers for all their hard work over the year wished them all the best in their future endeavours. The Full Time Officers thanked the Chair for his work as Student President over the past two years.

## **26. End of Trimester 2 Report 2015/16**

The Board noted the draft Trimester 2 Report 2015/16. The Chief Executive explained that the final version, that included the completed campaigns section, would be presented to the June meeting of University Court and presented by the Incoming Student President. No questions were asked of the report.

## **27. AOCB**

The Chair thanked all trustees for their input of this academic year and in particular the Student Trustees leaving the Board, namely Fraser Drylie and David Morrison. The Chair then thanked all of the Board for their input and support over the last year.

**The meeting closed at 8.10pm.  
This is the last meeting of the Trustee Board 2015/2016.**