

Falmouth & Exeter Students' Union

Board of Trustees Minutes

Date	Wednesday 28 April 2021	Time	10:00-13:00
Location	MS Teams Online – connection via the calendar invitation		
Trustees	Cara Chittenden (CC) Kevin Werry (KW) Charlotte Agnew (CA) Amelia Banton (AB) Rosie Hunnam (RH) Paul Northmore (PN) Sajjad Hossain (SH) Ellie Ricks (ER) Frank Gough (FG) Fatuma Mohamud (FM)	President Exeter (Chair) Lay Trustee (Deputy Chair) President Welfare & Inclusivity President Student Experience Lay Trustee Lay Trustee Student Trustee (Falmouth) Student Trustee (Falmouth) Student Trustee (Exeter) Student Trustee (Exeter)	
In attendance	Sarah Davey (SD) Karen Pardoe (KP)	Chief Executive Project Officer (minutes)	
Apologies	Julian Waring (JW) Lizzy Marshall (LM)	Lay Trustee President Falmouth	
Timed business	Brenda McLennan (BM) Sophie Harrison (SH) Richard Scrase (RS) George Williams (GW)	Director of Finance & Resources (item 4) Director of Membership Services (Maternity Cover) (item 6) Advice Service Manager (item 6) Chair Student Council (item 9)	

Item and Minute
<p>1. Welcome (CC)</p> <p>1.1. Noted: that JW and LM sent their apologies.</p> <p>1.2. Approved: Silent Papers: 4 – Bank Mandate and CAF Account Mandate.</p> <p>1.3. Noted: that the Register of Interests was circulated. FG is now employed by the University of Exeter in an Essential IT job.</p>
<p>2. Minutes from 19 January 2021 (Paper 1) (CC)</p> <p>2.1. Noted: the minutes of the above meeting were confirmed as a true and accurate record.</p> <p>2.2. Noted: the following matters arising were all resolved:</p> <p><i>2.2.1. Scheme of Delegation - Action and Approved: with the minor amendments listed above, the Scheme of Delegation was approved.</i></p> <p><i>2.2.2. Action: for SD to pass on the Board congratulations to the SU team for all the work they have done on the creation of the website.</i></p>

3. Decisions without a meeting (CC)

3.1. Noted: that there were 1 trustee decision taken without a meeting between the last board (19 January 2021 and this meeting). This was:

3.1.1.28 January 2021 – CEO Pay

4. Finance (BM)

4.1. Received: *Management Accounts (Aug 20 – Jan 21) (paper 2), Management Accounts (Aug 20-Mar 21) (paper 3) and Workflow (Aug 20-Jan) (paper 4)* and BM talked members through these reports.

4.2. Noted: that BM first meeting and introduced herself with financial matters her top priority. BM has been working with Rachel Dower who has been handing over all finance related matters. BM has recoded the finance software to produce more accurate management accounts. Further work on the finance software will enable even more detailed accounts, for example Central Services.

4.3. Noted: that BM had not found anything concerning when being handed over the accounts but acknowledged that the finance software hadn't been used to it potential but this will change from now on to give trustees a more detailed analysis of the accounts. Other issues such as depreciation being added in the first year would not usually occur in the first year where it had been applied. Further details could be taken to the next Finance Committee if required.

4.4. Noted: that trustees thanked BM for all her hard work on this and for the detailed set of management accounts. It was noted that it was reassuring that no factual irregularities had been identified.

5. Governance Update (CC)

5.1. Received: *Governance Calendar 2021/22 (paper 5), Terms of Reference Subcommittees (paper 6), Operational H&S ToR (paper 7) and Board Development (paper 8)* and CC talked through the papers.

5.2. Noted: that the governance calendar was useful and that meetings were to continue digitally. Board development days would allow trustees to meet in person.

5.3. Noted: that the Terms of References for the subcommittees should allow for student trustees to become Chairs if appropriate.

5.4. Approved and Action: Terms of References for the subcommittees (with amendment to the student trustees Chair) and Operational H&S Group.

5.5. Noted and Action: that Jacqui Clements has been supporting CC and KW in SD Objectives as well as Board Development. It was agreed this was a positive step for the board and KP will be in touch with Board Review interview dates.

6. Advice Review and Action Plan (SH / RS)

6.1. Received: *Board Paper (paper 9), Code of Practice (paper 10) and Advice Service Review and Report (paper 11)* and SH and RS talked through the papers.

6.2. Noted: that the review had been a worthwhile process with several recommendations proposed including:

6.2.1. Adopting the Code of Practice;

6.2.2. Take steps to adopt the Advice Quality Standard;

<p>6.2.3. Add the Student Case Manager module to the SU MSL system;</p> <p>6.2.4. Explore options to mitigate the risk of non-delivery of service by targeted service delivery and/or develop a pool of volunteers.</p> <p>6.2.5. Improve working relations with university colleagues moving from a perception of an adversarial approach to a more conciliatory tone.</p> <p>6.3. Noted: that there was a cost to a subscription to both the Advice Quality Standard and the MSL module however these would be balanced against training opportunities, insurances as well as minimising the risk to data breaches.</p> <p>6.4. Noted: that a volunteer scheme would have to work for the benefit of the Advice Service although it was acknowledged that the benefit goes beyond the service (employability for volunteer) – any scale that was in operation would need careful consideration.</p> <p>6.5. Noted and Action: that the complaints procedure on the website needed to be updated.</p> <p>6.6. Approved: Code of Practice.</p>
<p>7. CEO Development and Performance (CC)</p> <p>7.1. Received: <i>CEO Development and Performance (paper 12)</i> and CC talked through this paper.</p> <p>7.2. Noted: the discussions on appropriate performance and development process for the CEO and the use of an external person to support the process providing continuity for the CEO and guidance for the Board.</p> <p>7.3. Noted: that this had been a positive process for the CEO with the support for the Chair and Deputy and facilitate the conversation. From an appraisal perspective, it had been the most holistic, professional approach. It was agreed that it was good to hear and helps support the CEO to remain in post.</p> <p>7.4. Approved: the annual performance and development review process as set out in the paper.</p>
<p>8. CEO Report (SD)</p> <p>8.1. Received: <i>CEO Report (paper 13)</i> and SD talked through this paper.</p>
<p>9. Report from Student Council (GW)</p> <p>9.1. Noted: that GW joined the meeting for this item to give a verbal update.</p>
<p>10. Presidents Updates</p> <p>10.1. Received: <i>Presidents updates from CC, AB and CA</i> and the presidents talked through their papers.</p>
<p>11. Date & time of the next meeting</p> <p>11.1. Noted: 22 June 2021</p>
<p>12. Reserved Business</p> <p>12.1. Noted: SD and KP left at this point.</p>