



Strategy & Performance Committee Meeting One (1)

Minutes
Hub Meeting Room 1
Wednesday 5 October 2011

Present

A O'Shaughnessy (Chair)	VP Democracy and Finance
E Lekunze	VP Representation
O Oshunkoya	VP Communications and Engagement
A Burr	VP Student Activities

In Attendance

D Barley	General Manager
S Tuppen	Business Manager
J Wood (Minute taker)	Democratic Support Coordinator

Apologies

P Pilkington	Membership Services Manager
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Absent without apologies

P Onyekachi	A&D Faculty Chair
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<p>11/12-02</p>	<p>Review of Terms of Reference AO detailed the Terms of Reference for the Strategy and Performance Executive Sub-Committee.</p> <p>DB noted that monthly meetings may be too many to review the performance of the organisation. DB suggested every 2 months.</p> <p>The committee discussed the regularity of the meeting. AO agreed to review the consistency of meetings throughout the first few months.</p>
<p>11/12-03</p>	<p>Format of Meeting AO enquired how the committee would like the format of the meeting.</p> <p>DB proposed managers feedback to the senior manager who can then bring to the committee impact reports on achieving objectives within the strategic plan.</p> <p>Currently, staff have 1-2-1's with managers, which can cover concerns with achieving their objectives, which can feed up through the management chain.</p> <p>AO noted that any concerns could then be brought to the</p>

	meeting which can be acted upon as a priority.
11/12-04	<p>Reporting Structure</p> <p>DB detailed the reporting structure with Staff reporting to their line manager, who then reports to the senior line manager.</p> <p>DB noted that this would also provide the opportunity to record achievements as well as concerns.</p> <p>The committee collectively agreed to receive the minutes at Executive meetings.</p> <p>DB noted that minutes are to be reviewed with AO before putting on the website.</p>
11/12-05	<p>KPI's</p> <p>AO noted that with time constraints, this meeting would focus on working through out KPI's, and the next meeting would focus on the Strategic Plan.</p> <p>AO went through 12 points to the KPI's;</p> <p>1. <i>Develop a rapid and effective feedback process to improve service provision.</i></p> <p>DB noted that this was originally set for ST as this was to begin within the Commercial Area. This KPI has been encompassed within the Strategic Plan to achieve 1,000 compliments, complaints or feedback comments by 2016. OO enquired if this includes all surveys, DB noted that it does. Suggestions were made within the committee regarding idea's on how to achieve the target.</p> <p>DB noted that within the commercial area we have mystery customers, where information came back too late therefore was not helpful, which is why we are looking to develop a quick information feedback process.</p> <p>A discussion was held on the feedback button on the website 'the big red button'. There was concern that it was not as effective as hoped.</p> <p>ST noted that S Saunders objective was to coordinate monthly focus groups, which the new Marketing Co-ordinator will need to take on. Further to this S Want will be working to develop electronic feedback via the website and the app.</p> <p>2. <i>Offer 5 internship opportunities within the Union per year.</i></p> <p>ST is leading on this KPI. ST has held initial meetings with the School</p>

of Applied Management and has identified key areas where they can develop; Events Management, Marketing, Graphic Design, Sports Management, Campaigns and Business Management which is more areas than need. Currently discussions are taking place into paying interns. DB noted that this would be subject to review as we do not have budget to pay interns. AO enquired into a previous occasion when we employed an intern. A discussion was held on how these interns would be selected.

ST noted that work place risk assessments are ongoing. Enquiries into whether we have adequate staff support for interns are being discussed. One of the major issues is working space. ST noted that the 1st stage of this will be within Graphic design, which should be in place within in a few weeks.

3. *Achieve an overall surplus of 2% against the block grant 2016. To be used to invest in projects for the following year and maintain reserves at 6 months operating costs.*

AO noted that this KPI is ongoing.

4. *Non block grant funding to return £81k to the Union 2011/12 (£93 by 2013/15)*

AO noted that this will need to be reviewed in a few months. This will include the Commercial trading and applications to charity donations and trusts. PP is leading on this and in the process of making a grant application to the home office. There have been a number of proposals on diversifying commercial activity beyond Square 1. A discussion was held on the proposals suggested.

5. *Increase in student numbers actively participating in line with CU plan targeting international and post-graduate students.*

AO enquired if we had a method of monitoring this, DB noted that nothing was in place. DB noted that we need to establish a feedback monitoring mechanism for actively participating in line with CU plan. DB will put together proposals to bring to the next meeting. It was noted that the record of Sports and Societies, AGM attendance, Campaigns data was recorded successfully.

DB noted that a clear definition of 'actively participating' was needed.

6. *Review the halls representation system with recommendations for development and establish Service Reps, Community Reps system and CULC Representation.*

EL noted that he is working on establishing the service reps individually starting with Estates. EL noted that the course rep system was working successfully therefore not many changes are

	<p>required. Halls reps are being worked on and looking to establish CULC representation system.</p> <p>7. <i>At least 6 events held in the year which involve a multi-ethnic participation by ordinary students organised by CUSU, with possible support from societies</i> It was noted that many International social events have been held, and further events are planned including Viva La Fiesta.</p> <p>8. <i>An increase of 10% in the number of hits on our website, with a 30% increase in hits on the Source Online mini site.</i> DB noted that we have been and will continue to collect the data. There are no specific dates to go by, therefore we could have all year to achieve. It was noted that these figures are reported to the Communications Committee. PP would be able to provide more in-depth knowledge of these figures.</p> <p>9. <i>Develop a CUSU/CU joint award ceremony to be the major celebratory event.</i> DB noted that planning is in place regarding the ceremony. Plans to move the event to the Ricoh and get Chartwells involved. ST suggested using Square 1. A discussion was held on capacity of the event and the practicality of using Square 1.</p> <p>10. <i>Lead the student review on the Hub from a student perspective after 6 months of operation and participate in the operational review of the Hub in January 2012.</i> OO noted that discussions have been held between himself and PP regarding this KPI and plans to progress this will begin in January.</p> <p>11. <i>Exceed The Hub business plan by increasing footfall in Square One for ticketed events by 30%, as compared to Fifty Four during 10-11, and increase wet sales against the Hub business plan by 5%.</i> ST is confident on achieving the 30% increased footfall. ST has concerns on encouraging a rise of 5% wet sales. A discussion was held on soft drink alternatives including hot drinks.</p> <p>12. <i>Develop and implement an effective smart-phone app for the marketing and promotion of events in the Hub.</i> AO noted that this is an achievable aim. OO would like to work on expanding this to the blackberry and other smart phones. A discussion was held on the usage of the application.</p>
Action	(5) DB noted that we need to establish a feedback monitoring mechanism for actively participating in line with CU plan. DB will put together proposals to bring to the next meeting.

<p>11/12-06</p>	<p>Strategic Plan DB gave an introduction on the Strategic Plan and detailed a few areas to be reviewed.</p> <p>In previous years the Strategic Plan has been a large document with no flexibility. DB emphasise the need for the strategic plan to be responsive to changing circumstances.</p> <p>DB noted some specifics which may need to be reviewed;</p> <p><u>c.Sustainable & Ethical Futures</u> [Page 6, Key Metrics 2016, bullet 4] <i>'To achieve the top level in an externally audited quality assurance kite mark'</i></p> <p>Consideration on wording of the metric. AO suggested to include PQASSO as an alternative, DB noted that if the assessor changed this would need to be reflected. The point will need to be reviewed.</p> <p><u>4. Human Resources</u> [Page 8, Key Metrics 2011-12, Bullet 1] <i>'Staff Satisfaction: maintain 100% record of 'The Student Union being a good place to work'</i></p> <p>DB noted that it would take one member of staff to be unhappy to fail this metric. DB noted that 100% is a possibly unrealistic target and this metric may need to be reconsidered.</p> <p>AB reported that regarding Performance, Sports and Societies have had over 1000 students sign up which has exceeded last year's figures, 2 weeks early.</p>
<p>11/12-07</p>	<p>PQASSO DB gave a brief update on the PQASSO assessment.</p> <p>The required documents sent out prior to the assessment were reviewed. The reviewer had a small number of queries on the documents. DB noted that the queries could be resolved if communication had been made.</p> <p>A complaint letter has been drafted. We are currently waiting for a senior member of staff to return from leave, to contact regarding the assessment prior to sending the letter off.</p> <p>We are waiting for an assessment to take place in January, where we have requested a different assessor.</p>
<p>11/12-08</p>	<p>Student Leadership & Empowerment Carried forward.</p>

11/12-09	Any Other Business There was no other business.
11/12-10	Date of next meeting: 2pm; Tuesday 8 th November 2011