

**MEETING OF THE BOARD OF TRUSTEES  
19<sup>TH</sup> JUNE 2020**

**REDACTED MINUTES FOR PUBLICATION**

A meeting of the Board was held remotely via Zoom Videoconference from 09.00-11.00am and 12.00-14.00pm on Friday 19<sup>th</sup> June 2020.

Present:	Ms J Brainch (JB)	(Honorary Treasurer)
	Miss E Campbell (EC)	(Student Trustee)
	Ms A Clack (AC)	(Chair Designate)
	Mr C Costigan (CC)	
	Mr J Gellatly (JG)	(Chairman)
	Mrs H Edwards (HE)	(Staff Trustee)
	Mr A Hynard (AH)	
	Dr S Jackson	(Vice Chair)
	Mr A Martin (AM)	
	Prof K Miller (KM)	
	Mr C Turley (CT)	
	Ms M Von Tunzelman (MvT)	
	Mr A Wheaton (AW)	(Principal)
In attendance:	Mrs J E Fawkes (JEF)	(UCEM Secretary)
	Mrs W Finlay (WF)	(VP Learning, Teaching & Apprenticeships)
	Mrs L Downey (LD)	(VP Digital Education & Professional Services)
	Mrs L Hughes (LH)	(Note taker)
	Ms P Farrell (PF)	(Lead Student Representative)

Apologies for absence: None

## **1) ANNUAL STRATEGY REVIEW**

**10606-10627 REDACTED IN FULL**

## **2) GENERAL BOARD GOVERNANCE**

**10628      2.1) DECLARATION OF ANY CONFLICTS OF INTEREST**

10629      There were no conflicts of interest reported.

**10630**      **2.2) APOLOGIES FOR ABSENCE**

10631      There were no apologies for absence. The Chair welcomed Wendy Finlay and Lynne Downey for matters up to item 4.2.

**10632**      **2.3) TRUSTEE RE-APPOINTMENTS**

10633      The Board of Trustees **APPROVED** the re-appointments of Alastair Martin and Chris Costigan for second three-years terms of office effective from December 2020 through to December 2023.

10634      The Board of Trustees thanked Phoebe Farrell for her time as Student Trustee for the last two years and noted that following her successful completion of studies with UCEM that she is no longer eligible for re-appointment as Student Trustee. Phoebe has agreed to remain as an invitee on the Board for a further year whilst she remains in post as the Lead Student Representative. Phoebe will not be eligible to vote but will continue to receive all Board papers.

10635      The Board **APPROVED** that Phoebe Farrell will continue to contribute to the Board as an invitee for a further year from June 2020.

**10363**      **2.4) APPROVAL OF THE MINUTES OF THE MEETING HELD 26<sup>th</sup> MARCH 2020**

10634      The minutes of the Board of Trustees meeting held on 26<sup>th</sup> March 2020 (as included at paper 2.4) were **APPROVED** as a true record and signed by the Chair.

**10635**      **2.5) APPROVAL OF THE REDACTED MINUTES OF THE MEETING HELD 26<sup>TH</sup> MARCH 2020**

10636      The proposed minutes for redaction from the meeting of 26<sup>th</sup> March 2020 were reviewed by the Board and **APPROVED**. UCEM is now required to publish all Board and Committee minutes as part of OfS compliance, the approved set of minutes will be published on the UCEM Governance webpage on Monday 22<sup>nd</sup> June 2020.

**10637**      **2.6) NOTING CHAIRS ACTION – ACADEMIC QUALITY AND STANDARDS REPORT 2018-19**

10638      The Board noted that one Chair's Action had taken place since the last meeting of the Board in March 2019. This was approval of the Academic Quality and Standards Report 2018-19. The report was circulated to the Board via email in May 2020.

10639      The Board **NOTED** that approval was secured from the Trustees via email and sign-off to the Academic Quality and Standards Report 2018-19 was provided on 22<sup>nd</sup> May 2020.

**10640**      **2.7) TO CONSIDER MATTERS ARISING FROM THE MINUTES NOT INCLUDED ELSEWHERE ON THE AGENDA AND REVIEW THE ACTIONS SUMMARY**

10641      The summary showing the outcomes of actions from the meeting held 26<sup>th</sup> March 2020 (paper 2.7) was taken as read with updates on listed actions duly **NOTED** (all actions were closed except the marketing team's use of the widening participation

statistics in positive marketing activities which has been delayed because the team has been focussed on the launch of new products and the financial recovery from Covid-19).

### 3) STUDENT AND STAFF FEEDBACK

#### 10642            3.1) UCEM STUDENT EXPERIENCE

10643            The Lead Student Representative and the Student Trustee, provided the Student Experience update (see paper 3.1).

10644            PF reported that students are impressed with the UCEM pastoral care provided as a result of Covid-19, and for working to process increased mitigating circumstances and take-home exams for the benefit of students during the unprecedented times. Exams concerns were raised and dealt with professionally and swiftly and students were reassured. PF also reported that project work continues on the student community and is now showing results, with many students benefitting from a sense of community they would not normally be seeking out. PF has worked to reduce the stigma around students requesting additional help or support from UCEM.

10645            EC reported that students are experiencing increased issues with their studies during the covid-19 period (wellbeing and job concerns on top of ongoing studies) but most remain very engaged and the UCEM response to the impact of the pandemic has exceeded their expectations, particularly with the enhanced pastoral care provided. Students also report efficient and appropriate responses to queries but, again, some initial confusion of the communications on exams. EC is hoping to enhance communication to students about the positive changes UCEM has made as a result of Covid-19 as many lacked knowledge of the detail and of the support they could access. Overall, the response has been good, but communications could have been better coordinated to students and a centralised Covid-19 response page on the VLE created. UCEM reported an increase in careers support by students worried about redundancies and job security.

10646            The Board **NOTED** the Lead Student Representative and the Student Trustee update reports and thanked PF/EC for their contributions. The Board also commended UCEM staff on the positive feedback to their response to the pandemic and for keeping business going as normally as possible without significant impact. AW will ensure the student feedback and the Board praise is passed on to all staff.

#### 10647            3.2) UCEM STAFF EXPERIENCE

10648            Helen Edwards, Staff Trustee, provided the Staff Experience update, focusing on the ongoing impact of the Covid-19 crisis on UCEM staff wellbeing (see paper 3.2). HE reported that in general staff feel well supported by UCEM and have appreciated initiatives like 'Brew Mondays' and the 'wellness' half day off. Since the first staff Wellbeing Survey ran, results are showing improvement. Most staff feel they can carry out their roles sufficiently well from home and that the right measures were put in place to allow for this. In particular the support from IT, on ensuring staff have the right equipment and on supporting parents managing home schooling whilst working was praised. Many staff hope that the flexibility of working from home will remain even when Horizons re-opens. There are some staff that are also very keen

to return to Horizons as soon as possible. The overriding concern staff have at the current time is about the future of the business and potential redundancies as a result of Covid-19.

- 10649 The Board praised the positive transition of UCEM and its staff to a full home-working situation. The Board acknowledged there may be an increase in home working in all businesses in the future but that coherency within teams does reduce when not physically together, there is inefficiency in a wholly remote model and the collegiality of the office environment has reduced. For some demographics and individuals working in an office environment is preferable. There has been increased effort and energy to make the model work and this may not be sustainable longer-term for both the institution and the individuals.
- 10650 The Board also acknowledged that anxiety over roles is inevitable given the global climate and there is a limited amount any organisation can do to reassure its staff given the backdrop of a global economic meltdown.
- 10651 JEF reported that the Return to Horizons plan is being formulated and is based on individual responses to a survey assessing comfort levels about returning and their caring responsibilities. It is hoped the building will reopen in July for 30-40 people initially and will follow all Covid-Secure guidelines. All meetings will still be held remotely so any working pattern or location can be accommodated.
- 10652 The Board thanked HE and **NOTED** the update provided.

#### **4) MONITORING AND OVERSIGHT OF M7 TARGETS FOR 2019-20**

##### **10653 4.1) BUDGET FOR 2020-21 AND 4.2) UCEM COVID-19 RESPONSE UPDATE**

- 10654 The Board was provided with the budget presented to the Finance Committee on 21<sup>st</sup> May 2020 (see paper 4.1). This was approved in principle by the Finance Committee and requires Board sign-off, however further changes have taken place since mid-May that have impacted financial planning for 2020-21.
- 10655 The Board **NOTED** paper 4.2 which provided a full update on the UCEM institutional Covid-19 response over the last 12 weeks and the ongoing recovery and return-to-normal plans for the coming months as they evolve.
- 10656 Papers 4.1b and 4.2.1 were circulated late to the Board on 18<sup>th</sup> June 2020 and provided further updates on the financial response and an updated final budget for Board approval.
- 10657 AW provided context to the ongoing and evolving situation, which continues to occupy much of the Executive time in diligently managing UCEM through the crisis. UCEM has sought to be agile and responsive throughout and has been flexible and changed its plans and approach where circumstances have dictated. The Executive has retained student experience and staff safety at the centre of its priorities and sought to balance immediate needs against those of the year ahead and then the subsequent years. UCEM has been insulated from the immediate financial impact seen by many businesses and has been able to carry on almost as normal for the current financial year. The focus for the Executive has been on the predicted income shortfall for the academic/financial year commencing 1<sup>st</sup> August 2020.

- 10658 AW reported that after making plans for 2020-21 that were near final and ready to be signed off by the Board, last week UCEM received the surprising but welcome news that the Postgraduate Apprenticeship Surveying route standard had been approved after waiting some four years for this decision. UCEM has, since then, worked to assess the impact this positive decision may have on income in 2020-21. UCEM is seeking to be able to deliver against the standard as soon as Autumn 2020.
- 10659 AW also reported on the future of the Higher Education sector as a result of Covid-19 and the challenges it faces. The Chair of the University and College Union requested government financial support last week as it predicts a £2.6bn contraction of the sector in the next financial year – none has been forthcoming.
- 10660 AW also reported that UCEM would normally expect to be at 30% of its new student recruitment pipeline for autumn as of June, yet it currently stands at 68% as of yesterday, albeit against a reduced target. Applications in Hong Kong are also up compared to Spring 2020. As a result of this and the approval of the new standard, income could be more positive than initially predicted and the wholly online offer may have increased resonance with potential students this year, including those who may use the situation as an opportunity to enhance their career prospects through additional study.
- 10661 **REDACTED**
- 10662 The Board noted the importance of progression and re-registration of existing students that remains core to meeting this budget. It also welcomed the rigorous approach to work-loading and resourcing being undertaken in the academic team, and an associated restructure, to support management of the cost base in 2020-21. The Board noted the potential for increased income from international students where they may still desire a UK degree, which also offers a potential upside to income.
- 10663 The Executive will continue to monitor income closely as it unfolds over the coming two months and the Board noted there may, as a result, be further requirement to amend plans if the forecast income does not materialise. An additional Finance Committee on 4<sup>th</sup> September 2020 will review the position.
- 10664 The Board commended the work to date and offered its ongoing support to the Executive, stating that should UCEM not manage to deliver the budget exactly as planned and the institution has to respond differently to the evolving situation as the year progresses, it will remain flexible and supportive, knowing that the team is acting in the best interests of UCEM.
- 10665 The Board **APPROVED** the budget presented in paper 4.1b for 2020-21.
- 10666 The Chairman thanked Wendy Finlay and Lynne Downey for joining the Board up to this point and invited them to leave the meeting.
- 10667** **4.3) PRINCIPAL'S OVERVIEW OF PROGRESS AGAINST TARGETS**
- 10668 The UCEM progress update was provided by Ashley Wheaton (see paper 4.3). The coloured RAG ratings in the report reflect the status of the objective at this final

meeting of the 2019/20 financial year (albeit 6 weeks before formal year-end), providing the latest perspective on performance against the top level M7 goals for the year.

- 10669 AW reported that UCEM is continuing to monitor progress on Project Transform ahead of its launch in September. Transfer mapping is the significant work underway currently. UCEM also continues to work diligently on Ofsted readiness – an inspection is likely to take place, probably in the autumn, regardless of the decision to cease delivery at Level 3. AW reported that there are some encouraging results vs target on module success rates, in particular, all Level 6 modules met the KPI which will contribute directly into student satisfaction scores; however, the target is still not universally achieved.
- 10670 The Board noted that the NSS result is now not anticipated until 15<sup>th</sup> July and that the Student Experience Survey will fall short of the 82% satisfaction goal. Work on Widening Participation is positive and will meet agreed OfS targets but remains focused on a tiny number of the UCEM student population.
- 10671 PF reported that she is working on a scheme that seeks to support industry and BAME students, which UCEM might consider joining. UCEM is keen to influence the sector with its work so would like to know more of the scheme and potentially join in. UCEM has also launched a Widening Participation Working Group to deliver its Widening participation strategy as a whole and meet OfS targets. Misa von Tunzelman sits on this group to represent the Board and PF will be invited to join the group as part of student representation.

**ACTION**            **Invite PF to join UCEM’s Widening Participation Working Group as student representation. [JEF]**  
**Circulate details of the industry scheme to support BAME students. [PF]**

- 10672 UCEM is some way off the student enrolment target for 2019-20 but the Spring result had been better than anticipated. Performance against revised budget remains on track, with income short primarily due to Rathbone (a sub-contractor) going into liquidation and owing UCEM funds, and the savings of significant costs due to Covid-19 (travel, furlough and Horizons operations). The latest employee engagement survey closed last week, and results are expected in the next week.
- 10673 The Board **NOTED** the progress update and that UCEM is in a healthy position overall given the current climate and challenges.

## 5) PROPERTY UPDATE

### **10674            5.1) SHINFIELD GRANGE UPDATE**

- 10675 Ashley Wheaton provided an update on the latest developments with regards to Shinfield Grange (see paper 5.1).
- 10676 **REDACTED**
- 10677 The Board **NOTED** the latest developments in the Shinfield area and the Wokingham Borough Council Local Plan.

10678 The Board **AGREED** to follow the recommended (non-resource intensive) actions of the consultants and will issue four letters to the relevant parties.

**ACTION** Issue letters to the relevant parties regarding Shinfield Grange. [LH]

10679 REDACTED

**ACTION** REDACTED

10680 The Board **APPROVED** the ongoing valuation of Shinfield Grange at £1.7M on the UCEM Balance Sheet for the 2019-20 financial statements and accounts.

10681 The Board **NOTED** that a plan to mitigate the operational cost to UCEM of Shinfield Grange in the immediate future will be brought to the Board or Finance Committee meeting in September.

**10682** **5.2) REDACTED**

10683 REDACTED

10684 REDACTED

10685 The Board **NOTED** that UCEM will undertake scoping activities to determine the degree to which some space in Horizons can be repurposed for face to face teaching and increased home working in the future.

**ACTION** Determine the extent to which Horizons could be repurposed for face to face teaching. [AW/JEF]

## 6) MATTERS FOR REPORTING

**10686** **6.1) DEGREE OUTCOMES STATEMENT**

10687 The Board reviewed the Degree Outcomes Statement as presented in paper 6.1. This draft incorporates feedback from the Academic Review Committee and a representative of UCEM's External Examiners. The proposed statement has been approved by Academic Board.

10688 HE reported that CC had provided further feedback directly to her ahead of the meeting regarding mitigating circumstances and appeals. HE now proposes that one additional bullet point be added to the statement on how UCEM manages these processes.

**ACTION** Add a bullet point on mitigating circumstances and appeals to the Degree Outcomes Statement. [HE]

10689 HE reported that UCEM proposes further review of the data (4 years analysed for the statement) and a widening of those students in scope for the data over the coming year (currently no international students included). A further report with the data trends will be sent to Academic Board next year.

10690 The Board **APPROVED** the Degree Outcomes Statement as presented in paper 6.1 (pending the one small additional bullet point to be added) for publication.

**10691** **6.2) KEY PERFORMANCE INDICATORS FOR LEVEL 3 SURVEYING TECHNICIAN DIPLOMA PROGRAMME**

10692 The Board was presented with the updated KPIs for the L3 Surveying Technician Diploma programme (paper 6.2) for review to ensure Board confidence and oversight that UCEM is working to reduce risk and meet its compliance obligations in this area.

10693 Within this it was **NOTED** that little has been updated since the last Board meeting due to timing on collecting data. Whilst there has been seen significant enhancements to the programme over the last year and this has helped, there is still further work to do to ensure KPI 1 makes the target.

10694 **REDACTED**

10695 The Board **NOTED** the KPI data monitoring and performance.

**10696** **6.3) LEVEL 3 QUALITY IMPROVEMENT PLAN**

10697 HE provided an update on the Level 3 Quality Improvement Plan (QIP) (paper 6.3). HE reported that actions identified as a result of the Ofsted consultancy (see item 6.4) were now included in the QIP and that all actions were being managed by relevant teams and good progress being made. The Board was informed that enrichment and citizenship tasks were only delayed due to staff resourcing but will be recommencing this summer. Otherwise, there is work still to be done but it remains on track and is monitored at monthly staff meetings and through the Apprenticeships Deliberative Committee.

10698 The Board **NOTED** the update provided on the Level 3 Quality Improvement Plan.

**10699** **6.4) OFSTED CONSULTANCY OUTCOMES**

10700 Helen Edwards summarised the key outcomes of the recent consultancy support by a former Ofsted inspector as to UCEM's likely performance in an Ofsted Inspection (see paper 6.4). The Audit Committee also considered the initial outcomes of the consultancy on 30<sup>th</sup> April 2020.

10701 The primary area of focus has been in preparing staff for the new inspection framework and the 'deep dive' style of inspection, which has helped the team focus on the right areas for the future. Enhancement will be made in recognition of prior learning as a result of the consultancy.

10702 The Board **NOTED** the update provided and that all key risk factors outlined in the report have been shared across the relevant teams and improvements are underway. Improvements required are also now fully reflected in the Quality Improvement Plan. The Board also **NOTED** the value of the experience to all those staff who took part. The Board felt reassured of UCEM performance and the likely outcome of an inspection as a result of the consultancy.



## 7) ANY OTHER BUSINESS

### 10703      7) ANY OTHER BUSINESS

- 10704      The Board Effective Governance Review will go ahead on 2<sup>nd</sup> July and the Board was reminded of the importance of attending and participating. (See item 10.2 below).
- 10705      The Board **NOTED** that of five speculative letters issued to potential new trustees, two had responded positively and were scheduled to commence exploratory discussions with AW/JEF at the end of June. If these go well, an interview panel of Trustees will be convened as stage two in the process of appointment. (See item 10.4 below).
- 10706      All Trustee appraisal meetings have now been organised in diaries. SJ requested that Trustees send their completed forms to himself/JG in advance of the meetings to help facilitate discussions. An agreed final version of the forms will be sent to LH following the meetings. (See item 10.5 below).
- 10707      MvT reported that *Changing the Face of Property* is running an LGBT focussed event over the coming week and she will circulate information to the Board so that they may participate and support the event.
- 10708      The Chairman thanked all Trustees for their participation in the meeting and the strategy session today. It was universally agreed to have been enjoyable, productive and effective.

## 8) MEETING CLOSE

### 10709      8) MEETING CLOSE

- 10710      The Chair closed the meeting at 13.55pm.

## 9) MATTERS FOR APPROVAL

### 10711      9.1) BOARD CONFLICTS OF INTEREST POLICY

- 10712      The Board was requested to review the Board Conflicts of Interest Policy V4 in advance of the meeting (papers 9.1 and 9.1a). No changes were proposed and annual reapproval and noting of Trustee obligations with regards to the policy were requested. The Board **RE-APPROVED** the UCEM Board Conflicts of Interest policy V4.

## 10) EXTERNAL AND REGULATORY UPDATE

### 10713      10.1) REPORTABLE EVENTS AND REGULATORY COMPLIANCE DURING COVID-19 AND OFS CONDITIONS COMPLIANCE REGISTER

- 10714      A written update on the changes to reportable events and compliance during the Covid-19 period was provided to the Board in paper 10.1. The focus on financial sustainability of institutions during the pandemic was also specifically noted by the

Finance Committee on 21<sup>st</sup> May 2020. The Board **NOTED** the regulatory requirements of the institution at the current time.

10715 The Board **NOTED** the updated position regarding UCEM compliance with 'normal' OFS conditions of registration (paper 10.1a) and that all conditions are being satisfactorily monitored through all the relevant governance structures.

10716 The Board **NOTED** that no reportable events had been submitted to the Office for Students in the last quarter.

## **11) OTHER MATTERS FOR NOTING ONLY**

### **10717 11.1) UPDATES FROM SUB-COMMITTEES**

10718 The Board **NOTED** the outcomes and decisions of the Audit Committee, held on 30<sup>th</sup> April 2020, as presented in the Executive Summary of the meeting at paper 11.1a. The Board also **NOTED** that the full minutes of the meeting are available for reference on the Trustee Portal.

10719 The Board **NOTED** the outcomes and decisions of the Academic Review Committee, held on 30<sup>th</sup> April 2020, as presented in the Executive Summary of the meeting at paper 11.1b. The Board also **NOTED** that the full minutes of the meeting are available for reference on the Trustee Portal.

10720 The Board **NOTED** the outcomes and decisions of the Nominations and Governance Committee, held on 21<sup>st</sup> May 2020, as presented in the Executive Summary of the meeting at paper 11.1c. The Board also **NOTED** that the full minutes of the meeting are available for reference on the Trustee Portal.

10721 The Board **NOTED** the outcomes and decisions of the Finance Committee, held on 21<sup>st</sup> May 2020, as presented in the Executive Summary of the meeting at paper 11.1d. The Board also **NOTED** that the full minutes of the meeting are available for reference on the Trustee Portal.

### **10722 10.2) EFFECTIVE GOVERNANCE REVIEW**

10723 The Board **NOTED** that UCEM will proceed with the Effective Governance Review planned for the Board of Trustees on 2<sup>nd</sup> July from 10am-1pm. The session will be facilitated by Advance HE via Zoom (see paper 10.2) and further information on the programme and the requested pre-work by each Trustee was circulated via email on 16<sup>th</sup> June 2020. Participation and engagement by the full Board was requested.

### **10724 10.3) INDEFINITE DEGREE AWARDING POWERS**

10725 The Board **NOTED** that whilst UCEM commenced the process of application to secure permanent degree awarding powers earlier in 2020, the process has been suspended by the OfS until further notice due to the impact of Covid-19 (see paper 10.3). The Effective Governance Review outcomes will be particularly helpful to the drafting of the Self-evaluation Document and demonstrating UCEM's commitment to good governance principles.

**10726**      **10.4) INDEPENDENT TRUSTEE RECRUITMENT**

10727      The Board **NOTED** that UCEM has initiated recruitment of potential new trustees from the higher education sector following the Nominations and Governance Committee meeting on 21<sup>st</sup> May 2020. Five potential candidates have been approached and, to date, two initial interviews with Ashley Wheaton and Jane Fawkes have been scheduled for end June. If, from this initial meeting, the candidate(s) remain interested in the role, and their values and vision align with UCEM a more formal interview process will progress with the Chair (or Chair designate), Vice Chair and a member of Nominations and Governance Committee. A further progress update will be provided to the Board at the Board update meeting on 6<sup>th</sup> August 2020.

**10728**      **10.5) TRUSTEE APPRAISALS**

10729      The Board **NOTED** the requirement to complete Trustee Appraisals in summer 2020 and that all pre-populated appraisals forms and all appointments to discuss these forms between each Trustee and either the Chair or the Vice Chair have now been diarised.

**10730**      **10.6) TO NOTE DATES FOR TRUSTEE DIARIES**

10731      Trustees **NOTED** paper 10.6a which summarised the Board and Committee dates for 2020, alongside the list of additional discretionary events that require support from across the Trustee body. The calendar presented reflects all Outlook appointments issued to date. Trustees **NOTED** that the governance required by the institution during the current emergency Covid-19 Pandemic period continues to be reviewed. Accordingly, some meetings may be shortened or postponed according to business need and some discretionary events are being postponed. In addition, a Board update meeting has been added to the calendar for 6<sup>th</sup> August 2020 to keep the Board well informed between the full quarterly meetings and an additional Remuneration Committee has been scheduled for October 2020 to determine the pay justification statement for the 2019-20 annual accounts.

10732      Trustees **NOTED** paper 10.6b which outlined all Board and Committee dates for 2021, alongside the list of additional discretionary events (with known dates so far) that require support from across the Trustee body. The Board **NOTED** that all meetings are now scheduled in Outlook.

**10733**      **10.7) PREVENT MONITORING OUTCOMES**

10734      Trustees **NOTED** that following submission of UCEM's Prevent Monitoring return in December 2019, OFS confirmed on 2<sup>nd</sup> June 2020 that UCEM is demonstrating due regard to the Prevent Duty and that it is not at higher risk of non-compliance.

**10735**      **10.8) REPORT ON HEALTH AND SAFETY**

10736      Board **NOTED** the report on Health and Safety as presented at paper 10.8.

**10737**      **10.9) UCEM COMPLAINTS, APPEALS AND WHISTLEBLOWING REPORTS**

10738 The Board **NOTED** the data on complaints made to UCEM in Quarter 3 2019-20 as detailed in paper 10.9 and that no issues had been raised to OIA level.

10739 The Board **NOTED** the data on appeals cases in Quarter 3 2019-20 as detailed in paper 10.9.

10740 The Board **NOTED** that there had been no whistleblowing cases.

**10741** **10.10) DATA PROTECTION REPORT**

10742 The Board **NOTED** the three information security breaches and one subject access request across March, April and May 20. The Board also **NOTED** that to date 224 staff had completed their annual GDPR training.

**10743** **10.11) UPDATE FROM ACADEMIC BOARD**

10744 An Executive Summary of the Academic Board meeting held on 2<sup>nd</sup> June 2020 was presented at paper 10.11 and **NOTED** by the Board.

**10745** **10.12) UPDATED STAFF ORGANISATION CHART**

10746 An updated Senior Level UCEM staff organisational chart by department / SLT level was provided at paper 10.12 and **NOTED** by the Board.

The next full Board Meeting will be held on **Thursday 24<sup>th</sup> September 2020** from 1-4pm

**Meetings before 24<sup>th</sup> September 2020:**

Effective Governance Review Workshop – 2<sup>nd</sup> July 2020 from 10.00am-13.00pm

A Board update meeting will be held on **Thursday 6<sup>th</sup> August 2020** from 09.00-09.45am

Nominations and Governance Committee – 4<sup>th</sup> September 2020 from 10am-12noon

Finance Committee – 4<sup>th</sup> September 2020 from 13.00-14.30pm

Signed



Name

John Gellatly, Chairman of the Board

Date

24<sup>th</sup> September 2020