



Imperial College Union Board of Trustees

28/6/2018

AGENDA ITEM NO.	13
TITLE	MD Report
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EXECUTIVE SUMMARY	Major updates from the five weeks since the last Board meeting include: Rugby Media Coverage; Recognition and Celebration Events; Budget and Business Plan development; and Officer Handover and Induction work.
PURPOSE	To update board on developments since May Board including a refreshed Balanced Scorecard.
DECISION/ACTION REQUIRED	No decision required.

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Rugby Media Coverage

I have been in regular contact with Board over the last three weeks regarding ACC Men's Rugby club and the adverse media coverage that they received. Handling these incidents generates a significant workload which, given the high-profile nature, was taken on by myself and Chippy.

A Governance Committee disciplinary hearing took place on 20 June and Board will be informed of the outcome once formally decided. The indication so far is that College are satisfied with the Union's handling of this incident which has minimised the reputational damage from this.

Recognition and Celebration season

There is a huge amount of activity which takes place over the year and recent weeks have seen several significant events to recognise and celebrate the effort, achievements and impact of the volunteers across the Union. Of particular note are: 'ACT Now' which showcases the best social enterprise talent that Imperial has to offer; (College) President's Awards and Garden Party; and the Union's own Garden Party followed by Union Awards.

The achievements of the volunteers are of course facilitated by our Officers and Staff and these achievements are very much theirs as well. The Sold-out Summer Ball takes place on 23 June and rounds off a fantastic time of year for pausing and reflecting on the impressive quantity, variety and quality of activity that we have going on here in the Union.

Balanced Scorecard

The May Balanced Scorecard has been included as Appendix A and the following comments pick out highlights:

- Financials
 - This section reads as red-heavy as the selected individual metrics are not meeting their targets. It is important to note that as these net-out, the overall situation is green as we are marginally ahead of budget at this time and remain on track to deliver our break-even budget at year-end.
 - The progress against Credit Control days is pleasing and comes on the back of conversations over the last few months, prompted by the Scorecard.
- Members
 - A really pleasing set of numbers and overall picture as we near the year-end. These measures all require targets to be developed for 1 August and setting these will be possible due to the first set of data collected this year.

- Issues represented, memberships and training delivered are real success stories whilst the previously discussed election results will be one of the primary areas for improvement in 18/19.
- Learning & Growth
 - The significant turnover from July and August 2017 remain the key drivers for 12-month turnover and retention figures so the expected improvement in these metrics should come over the summer.
 - There is some work to be done on developing really useful metrics and targets for the rest of this section and this is being driven through PA&RC.
- Union Processes
 - A general area of strong delivery in 17/18 with a number of year-end initiatives still requiring completion in June and July.
 - The safety management metrics (Incidents and inspections) are an area we have targeted and delivered upon though there always remains more to be done in this area.

June Balanced Scorecard will be circulated and July Scorecard will be accompanied by a more detailed report of year-end status.

Budget and Business Plan

Development of the Business Plan and the Budget has been an important focus over recent weeks and a break-even budget was approved by F&R on 19 June for approval at Board. As this appears elsewhere on the agenda and papers, it only remains to thank all those who have contributed to what is a challenging but ultimately rewarding process of really looking at all that we do as a Union.

Officer Handover and Induction

The last two weeks of July mark the handover period from this Officer team to next year's. As always, this represents a critical time for the Union and, led by the Student Development team, we are continuing to develop an ever more comprehensive handover and induction programme.

Work on the Trustee induction aspect began at the April Away Days and there is a detailed two-week program which leads into a three-day residential at the start of August and focuses on developing the Officer Trustee team. This year will be the most comprehensive officer training program run at Imperial and stands to set the broader officer team up for a successful year in office.

Jarlath O'Hara
Managing Director
June 2018

Appendix A – May Balanced Scorecard

Appendix B – Strategic Risk Register (For Information – no discussion required)