**AGM Trustee Report**

**2019 AGM**

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**Summary**

This Brief report aims to summarise the activities of the trustee board since the last annual general meeting.

**Report**

**Research**

In order to provide a sound base for our strategic planning, in 2017 the Students’ Union commissioned a large-scale research project across our membership.

Over 1,000 of our students were involved in the research, the vast majority answering a comprehensive questionnaire about their views on the Students’ Union, their motivations for their time at Northampton, their concerns and aspirations for the organisation.

Our appointed external research agency also carried out focus groups with a wide range of students including groups that we have historically found hard to reach such as mature and part-time students.

Interviews with key stakeholders including the University, National Union of Students, local community and commercial partners were also undertaken.

**Vice president Welfare**

We have appointed a vice president of welfare in June 2018.

**Vice President BME**

The Vice President of BME shall be elected as in the March election.

**Limited company**

We have separated the Students Union into the charity, The University of Northampton Students Union and the trading arm Northampton Students Union Services limited. Which has enabled the appointment of directors and increased scrutiny on the financial performance. With the view of being able to deliver an outstanding experience to our customers visiting our commercial locations: an experience that is clearly communicated, unambiguously delivered, professionally serviced and demonstrates good value for money in the safe environment of our buildings.

**Campus Change**

We have moved to our beautiful building on waterside campus. This has been of the focal points of the senior management team at the Union over the last two years and we are now settling down to a business as usual scenario.

**Avenue campus**

We have kept our SU facility open at Avenue campus to continue to provide a service to our students at that location.

**The internal audit**

We have had an internal audit, we are still awaiting a final written response, but the auditors seemed very positive about of compliance.

**Strategy approval**

We have approved and our now implementing our [new strategy](https://issuu.com/northamptonsu/docs/strategic_plan_digital_spreads).

**Governance review**

This summer, we performed a trustee board governance review, which lead to a number of changes including the increase in frequency of board meetings and the introduction of a new senior external trustee positions, to support the chair of the board. We have now started the planning for our next review.

**Student Union Management system**

We have moved our website provider from Union cloud to [SUMS](https://sums.su/#home). Which has been a slow start, but when it is fully function it will provide a far better experience.

**SU Lets**

After much debate, we decided to close Northampton student lets and concentrate housing representation for students.

**Local community public relations**

This year we have had a significant amount of media coverage and have endeavoured to work with the community to build bridges and help integrate students with the local community. Including attending local community forums and hosting [union day](https://www.youtube.com/watch?v=GKRzykHmYFA) in the town centre.

**Green Impact**

Last year we achieved our [green impact](https://northamptonunion.com/who-we-are/green-impact) target and were awarded most improved Union by NUS.