



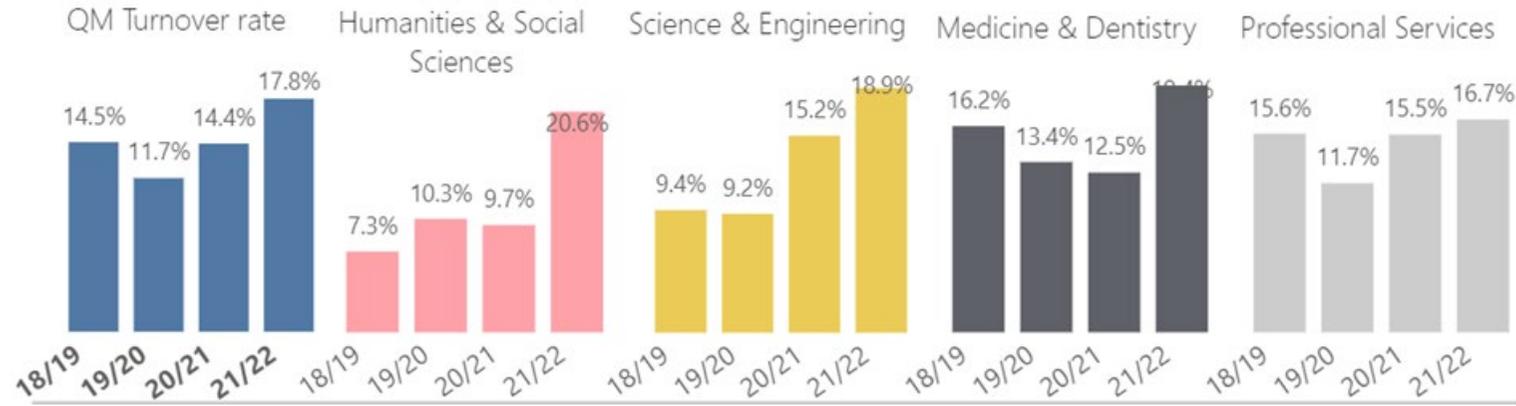
Matters Arising

Outcome requested:	Audit and Risk Committee is asked to note the matters arising from the minutes of the meeting held on 22 June 2023.
Executive Summary:	N/A
QMUL Strategy: strategic aim reference and sub-strategies	The effective management of the Queen Mary's governance arrangements underpins the ability to achieve the strategic aims.
Internal/External regulatory/statutory reference points:	N/A
Strategic Risks:	N/A
Equality Impact Assessment:	Not required
Subject to prior and onward consideration by:	Considered by the Committee only.
Confidential paper under FOIA/DPA	No
Timing:	N/A
Author:	Nadine Lewycky, Head of Secretariat
Date:	21 September 2023
Senior Management/External Sponsor:	Peter Thompson, Chair of Audit and Risk Committee

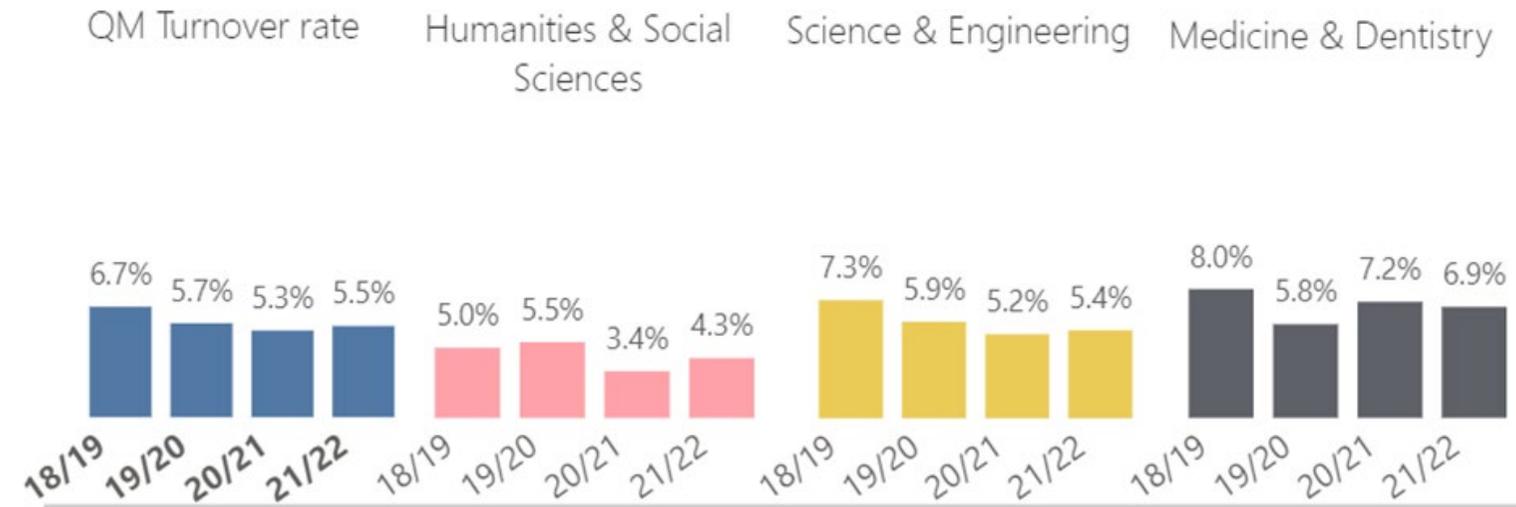
Actions from the meeting on 22 June 2023

Minute no.	Action	Person responsible	Progress
2022.048[e]	<p>Deep dive presentation [Presentation] The Committee asked about the relationship between survey results and attrition rates. The institutional attrition rate was low with no material variation between faculties. The Committee would be provided with the figures at the next meeting.</p>	Chief Operations Officer	Information on PS and academic staff turnover is provided in the appended graphs.
2022.051[c]	<p>Planned internal audit reports [ARC22/43] <i>Core financial systems.</i> The Committee asked what actions could be taken to improve the process around NHS recharge letters. While there was currently no central system, we would explore options and report back to the Committee.</p>	Chief Financial Officer	The internal audit highlighted issues with the previous processes around NHS recharge letters and identified some areas for improvement. The process has changed to ensure that all new recharges and any amendments to existing recharges are supported by a letter from the Trust (on NHS letterheaded paper) and not via email before being implemented. All letters are stored and saved in a nominated shared drive, and there are control checks around payments. Recharges are monitored to ensure completeness and detailed reports provided to the various Trusts each month. No new recharges, adjustments or amendments will be set up without a formal letter from the Trust and no new QM/Trust shared roles approved until the formal paperwork has been completed.
2022.056[d]	<p>Report on a cyber security incident [ARC22/47] The Committee asked whether the teaching cluster services, which had not been restored, had been moved elsewhere. This would be checked and the Committee informed.</p>	Chief Operations Officer	No course material was lost from the teaching cluster service, and this has been decoupled from the EECS infrastructure and brought under central IT control and support.
2022.056[f]	<p>Report on a cyber security incident [ARC22/47] The Committee asked whether the incident should be reported to the ICO as a precautionary measure. Although no data had been lost immediately the situation could evolve over time. We would consider reporting it to the ICO as a near miss.</p>	Chief Governance Officer and University Secretary	With any future incidents we will apply a lower threshold with regard to reporting, noting that situations can evolve quickly and there may be wider learning from the ICO's response.

Professional services (Faculties and centre)



Academic



Staff turnover dashboard ▾

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Academic year	21/22	
Hierarchy - School	Workforce headcount	Turnover %
	19	5.3%
Development	16	6.3%
Estates & Facilities Directorate	420	12.4%
Finance	50	10.0%
Health & Safety	11	27.3%
Human Resources	66	19.7%
IT Services	182	20.9%
Marketing & Communications	133	31.6%
Principal	47	17.0%
Professional Services Executive Office	5	20.0%
Research Services	69	17.4%
Strategic Planning Office	13	15.4%
Strategy Delivery Office	5	40.0%
Student Experience	183	13.1%
Students Union	61	16.4%
Total	1280	16.7%

Staff turnover dashboard

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Sub-department: All

QM Post Classification: Prof Services

Grade (grouped): All

Full-time Part-time
Fixed Term Open Ended
Clinical Non Clinical

HESA Employment Function: All

Leaving Reason: All

Academic year	18/19		19/20		20/21		21/22	
Hierarchy - School	Workforce headcount	Turnover %						
Development	19	15.8%	18	16.7%	17	5.9%	19	5.3%
Estates & Facilities Directorate	7	14.3%	11	27.3%	15		16	6.3%
Finance	402	11.4%	408	9.8%	420	19.5%	420	12.4%
Health & Safety	53	5.7%	56	7.1%	52	5.8%	50	10.0%
Human Resources	12	25.0%	12	8.3%	11	27.3%	11	27.3%
IT Services	62	27.4%	64	12.5%	67	6.0%	66	19.7%
IT Services	186	15.1%	172	8.1%	186	15.1%	182	20.9%
Marketing & Communications	106	26.4%	118	16.9%	125	18.4%	133	31.6%
Principal	26	26.9%	31	9.7%	38	13.2%	47	17.0%
Professional Services Executive Office	7	14.3%	6		6	16.7%	5	20.0%
Queen Mary Innovation Ltd	1		2	50.0%				
Research Services	62	16.1%	63	12.7%	66	15.2%	69	17.4%
Strategic Planning Office	14	42.9%	14	14.3%	9	22.2%	13	15.4%
Strategy Delivery Office					2		5	40.0%
Student Experience	201	12.9%	197	13.7%	185	9.7%	183	13.1%
Total	1224	15.6%	1248	11.7%	1263	15.5%	1280	16.7%

21/22 Turnover by grade level

21/22 Turnover (headcount) by leaving reason (grouped)

90%