



QMSU President's Report

Outcome requested:	Council is asked to consider the QMSU President's report and the minutes of the MoA Review Panel
Executive Summary:	<p>The report is an update from the end of September on activity within the Students' Union. It includes the following sections:</p> <ul style="list-style-type: none">Key UpdatesStudent Voice and EducationWelfare and LiberationStudent OpportunitiesCommunications
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Senior Management/External Sponsor	

President's University Council Report

November 2023

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President's Report

Key Updates

Palestine and Israel

Since the 7th October Serena-Amani Al Jabbar, Students' Union President, has been working with the University on their response to the ongoing crisis in the Middle East. The Director of Student Services was proactive in working with us, and reaching out to our Jewish and Israel Society and Friends of Palestine Society, to offer regular support meetings with Serena and a senior Students' Union Staff member. This along with the Campus Tension group that was set up is a much-needed response to most global crisis that occur due to the diversity of our student body and quite different support that is needed in each situation.

At these separate support meetings much time was taken up by both groups expressing their dissatisfaction with various aspects of the university statements on the crisis. Various aspects were poorly received by the different communities, for example, subsequent edits failing to recognise the Israeli Governments breaking of international law or removing the word Jewish from the 4th edit of the statement entirely, left students disheartened and questioning how sincere the support for them was. Serena had also provided similar feedback and how students were feeling when consulted on the University statements, however this was not considered in the subsequent revisions.

Within the Students' Union we have reminded our groups that they are free to express themselves within the law and to consider that many of our students communities, not just from Israel and Palestine, are impacted by this conflict, and to consider if their activity is conducive to creating a welcome University environment for all. With support from QMUL Security and other teams we have helped support groups from affected communities organise events with a short turnaround such as a variety of fundraising events on campuses, vigils and protests.

Strategy Stakeholder Launch

In October we launched our new strategy, mission vision and values and the data that underpinned it to Queen Mary staff of all levels, our partners, and trustees. The event featured a presentation, followed by an exhibition featuring interactive stalls where guests could find out about some of our current work that helps deliver our objectives. We are currently collecting baseline data to inform our KPI targets, and in Semester 2 we plan to launch to students and begin work on updating and refreshing our overall brand and identity.

Course Rep Elections

The Student Voice team made some minor but significant changes to the Course Representative election timeline this academic year. Firstly, the main election period was concluded over a working week earlier, in response to feedback from SSLC chair's during NSS consultations that 'it took too long to elect reps and delayed the holding of SSLCs'. The annual Course Representative Elections were promoted through our comms channels and stalls at our welcome fairs and in Library Square during Welcome Week. Concluding on 6th October this academic year, the team are pleased to announce that over 1200 voters participated, an increase of almost 500 on the year prior. Over 40% of course rep positions were filled in the first round, 6% higher than 22/23; and following the main election period a further by-election was completed to elect remaining positions. Any unfilled positions at this time are deferred to co-option via schools.

Course Reps have begun completing their training, and preparations are being made to host a conference where all course reps will be invited to attend, network and engage in enhanced levels of training. The Student Voice team is also grateful to the Faculty Engagement team from HSS, for their support in the promotion of the Course Rep elections and administrative support in providing details of new courses and positions.

Raise and Give (RAG)

Student charity fundraising has had a busy start this academic year, with Student Groups already raising £30,000 across 20 RAG activities and Islamic Society Charity Week. This includes events such as movie nights, bake sales and football tournaments.

Societies

After the success of the Welcome Fair, students must have been left feeling inspired by all the great groups we had on show as we have had over 6500 students join a society (with just under 8000 join any student group), over 10,000 society memberships sold and 50 new and restarting societies join us so far. The Welcome Fair was supported by our wider Welcome campaign and the Try Something New programme showcasing meet & greets, taster sessions and open trials offered by our student groups.

Our current groups have been excelling, with 204 events registered! Groups have really hit the ground running this semester and we are proud of all they have achieved. Thanks to our new large event process we are currently in talks with groups helping to plan over 50 large events for this semester and next semester.

As we look ahead to the next term, we are excited to be delivering a hybrid approach to our training with societies having the chance to have some real-life training sessions with the team, something we have not had since pre-covid! We will also be preparing for the January Welcome Fair, student group awards and student group elections.

Sustainability

We have had a great start with sustainability engagement, with 26 students attending the first Sustainability Board of the year and some great conversations coming from it. The Sustainability Officers have effectively engaged with the university team on areas such as waste management and energy. Matthew Beach, Vice President Communities, led on the drafting of a letter to SET imploring the university to increase its support and voice to sustainability around Strategy 2030 and beyond. The letter was signed by all the Executive Officers as well as our Sustainability Reps. We are awaiting a formal response but have been told it was well received.

Queen Mary is now an organising university for the “London Student Sustainability Conference”, a collaborative effort between 10 universities to showcase student sustainability research, with our team attending weekly steering meetings. We have bid for Community Engagement funding to enable the development of our engagement with external sustainability organisations, increasing our capacity to deliver student opportunities.

Sustainability Week is taking place 13th-17th of November, with 15 different events happening, it's set to be a great week. Events include allotment sessions, a wardrobe refresh fair, craft sessions, sustainable careers events, the Big Green Canal Clean, campus facility tours and many more. It will also see the launch of the “Sustainability Climate Action Network” (SCAN), a university and Students' Union wide network, unifying student, and staff capacity for sustainability action.

Matthew has co-organised an event for Sustainability Week with the IHSS Environmental Futures programme director and brought arts organisation Sustainable Darkroom to campus teaching students about their work while learning how to make camera less photographs with medicinal plants growing around the Mile End canal. Matthew has sought tentative approval from the Sustainability team to create a webpage on their department website featuring the student-made prints as a way to increase biodiversity knowledge on campus.

Graduation Fund Applications

In late October, Tahmid Khan, Vice President Welfare, and our team processed applications for the Graduation Fund. The applications for this round were for the January graduation season. The fund covers the cost of a cap and a gown (£25). Awards are given to those most in hardship.

This time, there were 521 applications in total – an unprecedented number. Decisions for all applications had to be made within three days. Based on the budget available and trends established from previous years, it was determined that only a maximum of 100 applications could be approved – less than a fifth of the total applications. The number of applications will likely increase for the spring and summer graduation seasons. It was evident from the applications that the cost-of-living crisis is impacting many students and that the current financial and operational arrangements for the fund are unsustainable.

Tahmid and the Students' Union team are investigating the current funding arrangements and have held meetings with senior members of the University to discuss how graduating students could be supported better going forward.

Black History Month

This year we had a range of events and student-led content for Black History Month. We had successful events such as a book club with alumni Caleb Femi on his book 'Poor'. Our team also worked with the archives team and showcased a past student Orlando Marville with both an exhibition and an online feature. The campaign also comprised of student spotlights and other events across the month.

Islamophobia Awareness Month (IAM)

This year's IAM is themed around storytelling, and we are featuring several of the organising committee members in website articles. Matthew, chaired the student-led Organising Committee and Aisha Qadi, Vice President Science & Engineering, and Jovani Palnoni, Vice President Humanities & Social Sciences, have been working on organising events for IAM. The start of the month saw the open Friday Prayer event in Library Square, where Aisha and Jovani supported the event along with the staff team, liaising with the students who volunteered to support, set-up, and clean-up the event. The event was successful with a turnout of over 200 students, and students were very appreciative of how organised and smooth it was.

In addition, Aisha has been planning a hijab awareness stall event to raise awareness on the importance of the hijab, and tackling stereotypes that come along with it. Jovani has been working closely with students and societies on how they could be best represented as well as the approach they wanted to see with the month. This year also features updates to our own branding, with Aisha and Jovani leading on a refresh including new lanyards, pin badges and bookmark designs. Matthew also helped organise a talk by Hidayah LGBT+, which is a charity focusing on the intersectionality between gender, sexuality and Islam. The event went very well and supported a marginalised group of students to find their community and sense of belonging.

Garrod Building

Week commencing 13th November saw several new Students' Union spaces open in the newly refurbished Garrod Building. These facilities, including the key social & study space in the refurbished Old Library, lounge & kitchen, welcome area, faith rooms, rep & staff offices and fitness facilities, are important to students' wellbeing and the continuation of the strong sense of community at the Whitechapel campus. Moving between buildings and the relocation of facilities, has taken up a considerable amount of time and resources so far, which has included the need to consult with and liaise with students, clubs and societies on various aspects of the project.

We continue to work with the university project team to resolve several snags in each of the spaces to ensure the building is finished to a high standard, and meet with them weekly on-site to monitor progress on this and the remaining spaces still to be completed, such as The Griff (café, kitchen & bar) that was due to open in time for Welcome Week, but will now open in early 2024. Amaan Abbas, Vice President Barts and The London, and the team have been working hard to ensure the facilities are furnished and equipped to a high standard, as much of the old building's furniture is in need of replacement. We have continued to work with faith societies to ensure the new spaces are usable for their needs, including the removal of CCTV in prayer spaces. We also continue to work with student groups and the project team to find suitable spaces in the Garrod Building for the storage of society and volunteering group items, as this provision is currently lacking and inadequate in the new spaces.

Our CEO and team have worked with various stakeholders across the university including the faculty, Estates & Facilities, Security, IT Services and QM Venues to develop the new partnership agreement for the Garrod Building. This partnership between the university and Students' Union will ensure we all work well together to deliver an outstanding facility for students, staff and alumni, and the best possible student experience. The partnership will be supported through monthly operational meetings between the Students' Union and key stakeholders.

Whilst we initially planned to open the spaces together, the delays to the project has meant we moved to a phased approach to ensure the new spaces were open and available to students as soon as possible. As we continue our move, a key priority for us will be gathering data and insight from students on how they find the spaces. Amaan, has been working to curate and host a series of pop-up events that will take place weeks commencing 27th November and 4th December. The aim of these is to further understand how students are adapting to learning, teaching and socialising in the new spaces since re-opening, find out what is working well and identify and resolve any concerns students may have from using the facilities. Multiple pulse surveys themed on different spaces are also planned to take place throughout the year. This data will form the basis of a report that we hope can go to the relevant teams in the university and Students' Union as an attempt to capture as much information to improve the student experience.

We are planning a launch event with the faculty that is due to take place in early 2024.

Exercise Referral Programme

We are proud to have partnered with the Queen Mary Advice and Counselling service to support the delivery of a pilot exercise referral programme for students who present with mild to moderate anxiety and/or

depression. This scheme provides referred students free access to Qmotion Sport & Fitness Centre, timetabled exercise classes and Get Active sessions for 12 weeks. In addition to this, students will receive three 1-1 sessions with an exercise referral specialist to discuss lifestyle, formulate health goals and evaluate progress. Following completion of the programme students will have the opportunity to receive a discounted membership to Qmotion. We have received some extremely positive feedback so far from students reporting that the programme has had a positive impact on their physical and emotional health, with one student saying they have found the programme transformative.

Qmotion Sport & Fitness Centre

Qmotion offers a wide range of equipment, classes and fitness services in a welcoming and inclusive environment. Our fully-qualified staff are on hand to help at all times, and we offer various flexible, affordable membership options.

Since September, we have seen a peak membership base of 2920, this demonstrates an increase of 46% when compared to the start of semester 1 2022/23. We have also seen an average weekly number of visits of 2953. Further to this, on average, 54% of our members visit the facility 4+ x per month which research shows is the amount of time recommended for users to achieve the physical, social and mental benefits from taking part in physical activity. We have also successfully continued the reintroduction of our group exercise and gym service programme with over 250 classes delivered and more than 100 personalised gym programme sessions and gym inductions.

Constructions projects on campus

The Students' Union presented a report on the student experience and the range of capital projects taking place on our campuses. Whilst the investment is clearly welcomed, the Mile End campus is increasingly feeling like a building site, with key works at two of the three main entrance points, with works at Westfield Way and the Queen's Building. From January, Godward Square and the west side of campus will also be severely impacted by capital works. These works have led to the loss of key green and social spaces and are impacting the current student experience. We are concerned of the impact this will have throughout the year, and for key activities such as Welcome, Open Day and student feedback surveys such as the NSS, PTES and PRES.

We hope to work proactively with the Estates & Facilities team and has proposed a series of mitigation measures and a review of the risk register to ensure the student experience impacts from these works is considered collectively, rather than in isolation limited to each project.

Student Voice & Education

Postgraduates

Thanks to support through the block grant we have recruited two student interns; Postgraduate Research Representation (PGR) and Postgraduate Engagement Assistants (PGEA). Matthew has worked with the PGEA to confirm communication and deployment of the Postgraduate Consultation Group (PGCG), which had an extremely strong turnout of almost 70 PGRs. Matthew worked with the PGR and PGEA to select the first group of 10 PGRs to take part in the PGCG, and is now finalising the first discussion topic questions. Matthew has also begun drafting proposed changes to the Educational Manual with our team around meeting frequency expectations between PGR Subject Reps and their Schools/Institutes. He successfully chaired the first Postgraduate Board where students raised concerns around PGT engagement, cost of living, and tuition fees. Matthew is also finalising plans in collaboration with a Senior International Advisor to host a Winter International PGR Mixer and Meet & Greet of campus services. The event will take place in early December with contributions from QM Student Wellbeing Advisors, International Student Advisors, PhD Support Group Facilitators, Doctoral College and International Students House.

Employability Curriculum Group (ECG)

Aisha has been planning a proposal to initiate the ECG group to focus on mapping employability principles within the curriculum and approaching employability within different perspectives, such as assessments. The proposal has received buy-ins and approvals from the relevant stakeholders involved and an equivalent to a terms of reference document has been sent out. The outcomes of the meeting will be presented to relevant forums such as the DOE forums when necessary.

Employable Education Survey

As part of the initiation of an employability campaign in collaboration with Jovani, Aisha is working on releasing a qualitative survey to gather students' feedback on their experience with employability principles and skills gained in their course, how confident their assessments reflect those principles, as well as engagement with relevant employability support services available to them at the university, such as Careers & Enterprise and QM Academy. The first draft of the survey is in review and discussion. The survey will also be sent out to the specific services for feedback.

Sustainability in the Curriculum & Alumni

Jovani is working on embedding sustainability in the curriculum and is working on a presentation on this as well as assessment and feedback, which is one of his main focuses this year. Jovani has also been working on launching an employability campaign and part of that is working with alumni, he is speaking with the Alumni team as well as current alumni and is looking forward to including alumni stories, alongside career pathways which is one of his key projects, showing the story of graduates and how they went through non-traditional routes from their degree to get to where they are today.

International Students

Matthew continues to lobby the university for appropriate feedback channels to represent international students in the absence of relevant board meetings and a Vice President International. He has worked with the International Advisors in Advice and Counselling to set up meetings with our international representatives to enable them to relay feedback directly to the university in some mechanism. He is also in conversation with the team about potential plans to start up an 'International Café' where students meet every six weeks to discuss concerns as well as learn about careers, skills, networking, etc.

Welfare & Liberation

Food Pantry Expansion

Tahmid, has been working with Serena and the team to expand the QMSU Food Pantry service and secure sustainable funding for the programme. Funding has now been secured from the University to construct a new space and stock the Food Pantry in the long term. The new space will quadruple the storage capacity available and is expected to open by the end of November 2023.

The expanded Food Pantry will be fully and consistently stocked, which will assure students of the reliability of the service. Stock will be bought at wholesale price by the University on behalf of the Food Pantry service. Tahmid has been working with the Director of Campus & Commercial Services and his team to deliver the project.

Disability Awareness Fortnight

Matthew chaired the student-led Organising Committee meetings across three major planning strands: panel discussions, social activities, and social media and web content. Confirmed events thus far include a winter holiday social, an educational and interactive session exploring teaching accessibility, a panel involving two staff/student duos discussing experiences of navigating studying and teaching, and a talk by Mathiew Rubery discussing his book on the history of neurodiverse reading. Matthew is also helping finalise a further panel discussion involving academics and PGRs showcasing their research into disability. He worked with the Doctoral College Communications Manager to syndicate a participation call that was well received. The team has also been actively planning social media content around both physical and hidden disabilities, chronic health conditions, and mental health; as well as articles featuring committee members.

Improving Multi-Faith Provision

Tahmid has continued to work with our team on a paper outlining a long-term strategy to work with the University to improve the multi-faith provision, which is significantly overcrowded.

To this effect, Tahmid has launched a large-scale data collection exercise to determine the Multi-Faith Centre (MFC) usage on Mile End Campus. Numbers of usage for male and female spaces will be collected at 10-minute intervals from 11:00 – 18:30 every weekday for at least three weeks. Large events like the Muslim Friday Prayer will also be head counted.

When complete, this data should provide an in-depth look at the usage trends and demands for the MFC. If the study is successful, Tahmid aims to replicate the study at the MFC within the new Garrod Building on Whitechapel Campus next semester.

Accommodation

Matthew toured the Floyer and Dawson residences alongside Tahmid and Amaan. Matthew fed back to Residential Life about possible amendments to the interior design related to student satisfaction and is set to meet with their team at the end of the month to discuss improvements. He subsequently attended a drop-in session hosted at Floyer House by the Resident Assistants and spoke to them and students about their experiences living in the residence.

Qmotion Women's Gym

Aisha has been working to expand and improve the Qmotion women's gym space, providing more space and added facilities. Aisha has been working collaboratively with our sports team to draft this proposal. The first draft of the proposal is ready to send out to the "Sticky Campus" project and Estates & Facilities.

Reforming the Financial Assistance Fund

Tahmid is looking into the Financial Assistance Fund (FAF) policy and process to determine areas of reform. Students have regularly complained of a lengthy and complex process. Tahmid is a member of the FAF panel that evaluates applications to the fund weekly. He conducted a mystery shop of the process and discussed the findings with members of the Bursaries, Grants & Scholarships (BGS) team and Director of Student Experience.

Some findings were that the online form has no accessibility options and that information within the FAF policy is communicated ineffectively to students. As a result, Tahmid has begun working with the BGS team to improve and simplify the language of the FAF webpage, which had not been updated for several years.

Having gained a better understanding of the front-end process of the fund, Tahmid has now begun examining the FAF policy and holding discussions with stakeholders of the fund to ascertain whether a lack of clarity within the policy is resulting in issues with the delivery of the programme.

Student Opportunities

Club Sport

Club Sport has had a busy start to the semester with all clubs having returned to training and around 300 fixtures have taken place in LUSL and BUCS leagues. We have also had individual students sign up to BUCS events with more to come as we approach BUCS Nationals.

The Club Sport Board are currently working on approving funding through the Club Sport Development Fund, 23 applications have been received. The Financial Support Fund has received 5 applications so far this semester. This fund supports students getting involved with sport at Queen Mary where financial barriers prevent them from doing so and can cover membership, kit, and travel costs.

Training sessions took place in September and October for committee members. These workshops offered an opportunity to develop, learning about committee roles, responsibilities, and procedures. Additional Welfare training also took place in conjunction with the student engagement team, including 'Consent', 'Liberation and Inclusion', 'Equality, Diversity and Inclusion', and 'Active Bystander'.

A new role in the team which oversees student and external coaching and club satisfaction and development, has allowed the department to dedicate times towards visiting training and meeting coaches. This has enabled the team to observe how club sport sessions are being delivered, and improve the recruitment process for external and internal coaches to maintain high standards through additional support and training for club sport committee members. Additionally, we have been working with student coaches to develop their skill set and set them up on the Leadership Academy. In exchange for volunteering coaching hours this programme provides students an opportunity to get funding towards their coaching qualifications and therefore the ability to get paid work in the future.

The team have also been meeting with student representatives to discuss barriers to exercise and improvement that can be made for inclusivity in the department. This has led to consultations with Qmotion on

how to best support trans and non-binary students within our current facilities, specifically looking at adding signage and information on our website to make policies clear for all students. We will also be trialling some quiet hours in the gym as part of Disability Awareness Fortnight to make our facilities more comfortable for members with autism, high levels of social anxiety and those who prefer working out in a quieter environment. Through these consultations we have also been able to identify areas where Club Sport can improve on diversity and inclusion. We are working on a number of campaigns to raise awareness and give more opportunities for underrepresented groups in sport.

This Girl Can Week

This is the first campaign of the year run by our sports department and will take place the week of the 13th November. During this week our clubs are opening up their training sessions for any women that want to take part and try a sport for free. Get Active are also offering two women-only sessions in Badminton and Basketball. The week is finishing with a women's takeover of Qmotion, which involves the gym opening after hours for women only to use all the facilities. As part of this event Get Active are running a one-off specialist class of glow in the dark yoga for a fun, alternative fitness class for women participants. Aisha has also been involved in supporting and organising events for the campaign to promote and celebrate women's participation in sport. www.qmsu.org/thisgirlcan

Volunteering

The Volunteering Service has had a busy start to the year, supporting 9 active Volunteering Groups, delivering 2 Give Volunteering A Go activities and providing a huge variety of Brokerage opportunities. The Brokerage service has 184 active charities and at present there are 157 volunteering opportunities available for students, across a variety of sectors and locations. 500 students have attended safeguarding training so far this year, allowing them to volunteer with one of our Volunteering Groups.

On Wednesday 25th October our Volunteering Fair took place with 41 Community Organisations attending, alongside our Volunteering Groups and Departmental stalls. Hundreds of students came along and engaged with the different stalls on offer and signed up for various volunteering opportunities. Additionally, it was great to see Community Organisations networking with each other, staff and students.

Employability

We have had 164 students register for the Skills Award through our website since the start of the semester. There are 16 skill sessions in total scheduled for this semester, with these focusing on transferable skills including Leadership, Time Management and Communication as well as one-day courses in skills such as Emergency First Aid. We have also scheduled two reflection sessions so far where students are helped to recognise the skills they have developed in the Skills Award and their other activities, and to enable them to present their experience to employers. We have had 78 individual attendances across the eight skill sessions which have taken place so far.

Get Active

Get Active is a part of our recreational sport programme, offering a timetable of weekly sporting activities that students, staff and alumni can get involved with for just £2.50 per session. We offer a range of sports such as Badminton, Volleyball, Fencing and Basketball lead by a mixture of our dedicated clubs and 5 new student staff members.

Since the beginning of the academic year, Get Active has had over 600 engagements across its range of activities. The programme has introduced 3 new sessions including Dance, Yoga and Meditation and has supported Welcome Week and the October Open day by running free pop-up activities for students and visitors to take part in on campus. The programme has also introduced new ticket bundle options to help reduce costs and ensure Get Active continues to be fun and affordable during the cost of living crisis.

Social Leagues

Social Leagues is part of our recreational sport offer at Queen Mary Students Union. We offer friendly intermural competitive sport across 7-a-side Football, 11-a-side Football, Basketball, Cricket, and Netball.

Since the start of the academic year, the Social Leagues programme has engaged 405 students in its weekly leagues. The programme has hired 7 new student staff members as officials and also an intern to provide administrative support. 4 out of the 6 leagues have sold out and the programme is looking to improve on this for the upcoming semester.

Communications

Brand Research & Development

Work has begun on our brand refresh, in-line with the launch of the new Students' Union Strategic Plan. Over the summer, we conducted a student-wide survey, completed by over 800 students, to review any areas of improvement for our brand, communications and website. This, alongside other methods of data collection and external research, will help us assess the brand's relevance by testing our name, logo, brand personality, website, emails and social media. We are now analysing the results to inform the next steps.

New Online Chat Service Research & Development

We have recently launched our new live online chat service. The Freshworks system, staffed during our Hub Reception opening hours (9am-9pm in termtime) enables our students to access a range of FAQs and a live chat service to provide help when they need it. The service has already proved popular with students and we have seen over 200 enquiries since its launch in September. We now aim to develop the system with further FAQs and AI functions to improve the customer service our students receive and deliver efficiencies.

QMSU Sport App & Gladstone Membership System

To help coordinate logistics and create efficiencies within the Sports team, Get Active class and course bookings were moved onto our new Gladstone membership system (used by Qmotion) from the beginning of Semester 1. This also meant classes could now also be booked through the Qmotion branded app. The Communications team reviewed the name, design and functionality of the app to make the journey more straightforward for students. The app has now been changed and relaunched as the QMSU Sport app. We are continuing to review the user journey and experience, with the goal to rebuild the app with improved functionality for Semester 2.

Serena–Amani Al Jabbar
Students' Union President
16th November 2023

**QMUL / QMSU MEMORANDUM OF AGREEMENT REVIEW PANEL
08 November 2023**

DRAFT MINUTES

Present:

Dr Philippa Lloyd (Chair)
Mike Wojcik

Amaan Abbas

Dr Dominique Gracia

In attendance:

Brad Coales

Ian McManus

Kaya Wiles (Secretary)

Apologies:

Serena-Amani Al Jabbar

Dr Sharon Ellis

Chris Shelley

Part 1: Preliminary Items

1. Welcome

1.1 The Chair welcomed everyone to the meeting and noted the apologies.

2. Minutes and Actions

2.1 The Panel **approved** the minutes of the meeting held on 20 September 2023.

2.2 The Panel **noted** the following updates to the action table:

- 2022.02 was ongoing. QMSU would be giving a presentation on faith provision at the upcoming Space Management Group meeting. The paper would also be circulated to members alongside the presentation.
- 2022.20 was ongoing. Mike Wojcik had met with key stakeholders to review their comments on the draft EAF partnership agreement. Aspects of the agreement were already being successfully enforced. Kat Thorn, Director of Sustainability, and Sara Crema, Director of Strategic Projects had provided their comments. Philippa Lloyd would review the comments around sustainability. It was expected that only minor amendments would be needed at this point, with a view to consider the longer-term arrangements for future versions of the agreement.
- 2022.29 was ongoing. Mike Wojcik had shared the Garrod Building agreement with Professor Sir Mark Caulfield, Vice-Principal (Health).
- 2022.31 was ongoing. The wording of the Block Grant letter would be considered as part of the 2024-25 Block Grant discussions.
- 2023.01 was complete. Ian McManus had been invited to future meetings of the MoA Review Panel.
- 2023.02 was complete. The EAF Masterplan had been added to meeting agendas as a standing item.

- 2023.03 was ongoing. Discussions around free speech would feed into the 2024-25 Code of Practice. The Panel **approved** the Code of Practice for 2023-24. The Memorandum of Agreement would be updated to reference QMSU's responsibilities around free speech this academic year.
- 2023.04 was ongoing. An update would be provided at the next meeting.
- 2023.05 was ongoing. Chris Shelley had met with Alvin Ramsamy, QMSU Deputy CEO. An update would be provided at the next meeting.
- 2023.06 was complete. The Indicative annual plan had been updated to reflect discussions held during the last meeting.
- 2023.07 was ongoing, as noted in action 2022.20.
- 2023.08 was completed. The Garrod Partnership agreement wording had been updated.

Part 2: Matters for Discussion

3. Report from QMSU

- 3.1 The Panel **noted** that the QMSU Strategic Plan launch was a success. The event was attended by a range of stakeholders. The Strategic Plan would be taken to the Student Council meeting in November 2023. From December 2023, QMSU would be working on developing their KPIs and updating their branding. A student-facing launch of the Strategic Plan, alongside the new branding, would take place in January 2024. The focus would then be on providing updates on the plan's deliverables. It was noted that the plan aligned with Strategy 2030.
- 3.2 The Panel **noted** that QMSU were in the process of updating the Sports Strategy. The Sports Strategy had been shared with Chris Shelley and would be presented at the upcoming Space Management Group meeting, alongside the paper on faith provision.
- 3.3 The Panel **noted** that further spaces in the Garrod Building would be opening over the following week. The final spaces, including The Griff, would open in January 2024 and the building would be officially handed over to QMSU. Sara Crema, Director of Strategic Projects, and the Estates project team were responsible for any snagging issues. There had been some significant issues, with rebuilding required in some areas, however thanks were expressed to Sara Crema and the team for their efforts and for maintaining open lines of communication throughout the process. QMSU were working well with Queen Mary on events. Events had been booked into the Old Library for December 2023 and the partnership agreement had proved beneficial in navigating the arrangements.
- 3.4 The Panel **noted** that QMSU were reviewing their volunteering function, in line with their strategic plan. QMSU had submitted a bid to the Centre for Public Engagement for funding for an outreach and volunteering centre. There were six key clusters, covering arts and culture, sustainability, community foundation, life sciences (including health and wellbeing), social cohesion, and poverty. QMSU were working with charities to establish what gaps Queen Mary students could fill, such as work around communications. There were plans to create a critical friend network under each of the six clusters. Once that had been piloted, further thought would be given to how QMSU could work with Queen Mary staff, particularly those who had existing affiliations with charities.

4. Partnership Agreements

- 4.1 The Panel **received** the draft EAF Partnership Agreement. As noted under item 2, the section of the agreement covering sustainability would be reviewed. It was hoped that the agreement could then be finalised and approved.
- 4.2 The Panel **received** the draft Garrod Building Partnership Agreement. The protocol was working effectively in practice, particularly with the arrangements for events. The agreement would be updated to include the digital screens on the second floor and would then be ready for sign-off. Once the Garrod Building had been handed over to QMSU, there would be monthly partnership meetings with key Queen Mary colleagues.

5. Multi-faith protocol update

- 5.1 The Panel **noted** the draft Multi-Faith Spaces Protocol of Use. The protocol provided an overview of the strategic and functional elements of providing multi-faith spaces to staff and students.
- 5.2 The Panel **noted** that the recent work on multi-faith spaces was initiated to address student demand. Having reviewed the Queen Mary KPIs and the four pillars of education and student experience excellence, there was also a clear strategic rationale for the work. As part of the work, consideration was given to the definition of a multi-faith space. It was noted that a multi-faith space could provide a space for prayer, contemplation, celebrations, and/or community groups. It would be important for the multiple uses of a multi-faith space to be taken into consideration when designing or redesigning spaces.
- 5.3 The Panel **noted** that multi-faith space often had periods where usage was particularly high for a relatively short space of time, followed by significantly quieter periods. However, it would be important for staff and students to continually have access to quality, multi-faith spaces at all times.
- 5.4 The Panel **noted** that non-bookable spaces should be available for wellbeing and contemplation needs. It would also be useful to have consistent language used when describing spaces and their functionality to identify and signpost students to appropriate rooms.
- 5.5 The Panel **noted** that the protocol was already in use for QMSU spaces and would be taken to the Space Management Group for consideration by the University.
- 5.6 The Panel **noted** that the protocol covered spaces on the Mile End and Whitechapel campuses. Once the protocol was agreed, it could be shared with relevant colleagues to adapt it for the London City Institute of Technology.
- 5.7 The Panel **noted** the importance of including consideration of the accessibility of the space in early discussions. The provision in the Garrod Building did not have lift access. An alternative venue had been identified for Friday prayers, however the dedicated multi-faith space remained inaccessible for those wanting a space for other faith and wellbeing activities.
- 5.8 The Panel **noted** that it would be useful to hear the plans for the Queens' Building renovations and provide feedback on lessons learned from the Garrod Building renovations. Richard Halsall, Assistant Director Estates and Facilities (Capital Development), Alex

Prestage, Equality, Diversity & Inclusion Manager, and Chris Shelley would be invited to attend the next meeting to discuss the Queens Building renovations.

ACTION: Kaya Wiles to invite Richard Halsall, Assistant Director Estates and Facilities (Capital Development) and Alex Prestage, Equality, Diversity & Inclusion Manager, to the next MoA Review Panel meeting to discuss the Queens' Building renovations.

- 5.9 The Panel **noted** that consideration could be given to working with external partners with the aim of using local faith spaces. It was noted that NHS spaces were not always well maintained due to limited resources within the NHS. If a space was identified that was local and otherwise practical for students to access, thought could be given to whether Queen Mary could provide a financial contribution to the required maintenance work. It was suggested that Queen Mary could also explore the option of working more closely with the Chaplaincy.

6. Memorandum of Agreement

- 6.1 The Panel **received** the draft Memorandum of Agreement (MoA) and noted the invitation to provide comments ahead of the upcoming review. Feedback would be incorporated into the MoA and a final draft presented to the Panel in March 2024.

ACTION: All members to provide any feedback on the Memorandum of Agreement to Kaya Wiles.

- 6.2 The Panel **noted** that paragraph 8.1 referenced the QMSU President's role as an ex-officio member of Council. During a previous governance review, there had been some discussion around having a second QMSU member on Council. Current arrangements allowed a second member, typically the QMSU Vice-President (Barts and The London), to join meetings as an attendee, but they were not a full member of Council. Serena-Amani Al Jabbar and Brad Coales would be meeting with Jonathan Morgan, Chief Governance Officer and University Secretary, to talk about representation. An update on the discussions would be brought to the meeting in March 2024.

ACTION: Kaya Wiles to add QMSU representation on Council to the March 2024 meeting agenda.

7. Update on the EAF masterplan

- 7.1 The Panel **noted** the update on the EAF masterplan. The Directorate had developed an initial draft of the guiding principles which would feed into the EAF strategy and masterplan. Ian McManus hoped to work with Mike Wojcik and QMSU Executive Officers to gain their feedback. A key priority would be to address the maintenance backlogs. The strategy would recommend investment in existing estate as a priority.

- 7.2 The Panel **noted** that space utilisation was another key area to be addressed. A recent space utilisation survey found that between the hours of 9am and 6pm, Monday to Friday, utilisation was only at 20%. On some occasions, this was attributed to having to provide a larger space than requested, due to room availability. It was noted that mixed-mode education could also be a key contributor. There had been an increase in the number of students visiting retail units. In some instances, students were attending educational

activities online, basing themselves in retail units instead of in the booked teaching spaces. It was noted that QMSU performed a space utilisation audit nine years ago and found poor space utilisation at that point. It would therefore be important to consider factors affecting student attendance that pre-date the pandemic.

8. Student Experience Sub-Board update

- 8.1 The Panel **received** the draft terms of reference and membership for the Student Experience Sub-Board.
- 8.2 The Panel **noted** that feedback on the terms of reference and/or membership could be sent to Kaya Wiles, who would then share the feedback with Chris Shelley.

9. Indicative annual plan

- 9.1 The Panel **noted** the updated indicative annual plan for 2023-24.

Part 3: Other Matters

10. Meeting dates for 2023-24

- 10.1 It was noted that the Panel would meet on the following dates in 2023-24:
- Wednesday 13th March 2024, 14:00 – 15:30 via Microsoft Teams
 - Wednesday 1st May 2024, 14:00 – 15:30 via Microsoft Teams
 - Wednesday 26th June 2024, 15:30 – 17:00 via Microsoft Teams

MoA Review Panel action table

Action no.	Action	Person responsible	Progress	Meeting date	Minute no.
2022.02	<p>Report from the QMSU CEO Sharon Ellis to investigate incorporating contemplation spaces into the framework of needs for new buildings or renovations.</p> <p>Note: Mike Wojcik had worked with Serena-Amani Al Jabbar and Tamid Khan to draft a paper drawing on links between contemplation spaces and multifaith provision and how these also related to wellbeing. The paper will be presented at an upcoming Space Management Group meeting. The draft paper had been shared with Chris Shelley and Sarah Morgan.</p> <p>The paper could be presented to the Infrastructure Group, who could act as the umbrella group, with a copy also going to the EDI team for comment.</p>	Sharon Ellis/ Mike Wojcik	Update - QMSU would be giving a presentation on faith provision at the upcoming Space Management Group meeting. The paper would also be circulated to members alongside the presentation.	14/09/2022	6.5
2022.20	<p>Estates and Facilities partnership agreement Mike Wojcik to reformat the partnership agreements into a shorter document based on the principles of the partnership with escalation pathways.</p>	Mike Wojcik	Update - Mike Wojcik had met with key stakeholders to review their comments on the draft EAF partnership agreement. Aspects of the agreement were already being successfully enforced. Kat Thorn, Director of Sustainability, and Sara Crema, Director of Strategic Projects had provided their comments.	08/02/2023	2.2.3

			Philippa Lloyd would review the comments around sustainability. It was expected that only minor amendments would be needed at this point, with a view to consider the longer-term arrangements for future versions of the agreement		
2022.29	Partnership Agreements Mike Wojcik, QMSU CEO, to share the Garrod Building agreement with Professor Sir Mark Caulfield, Vice-Principal (Health) for consideration and approval.	Mike Wojcik	Update - Mike Wojcik had shared the Garrod Building agreement with Professor Sir Mark Caulfield, Vice-Principal (Health).	21/06/2023	4.6
2022.31	Block Grant Mike Wojcik, QMSU CEO, to discuss the wording of the Block Grant letter, specifically around pension contributions, with Karen Kroger the Chief Financial Officer, with a view to add clarity to the wording for next year's letter.	Mike Wojcik	Update - The wording of the Block Grant letter would be considered as part of the 2024-25 Block Grant discussions.	21/06/2023	5.3
2023.03	QMSU Code of Practice Brad Coales, QMSU Secretary and Governance Adviser, and Serena-Amani Al Jabbar, QMSU President, to discuss Free Speech with Jonathan Morgan, Chief Governance Officer and University Secretary.	Brad Coales	Update - Discussions around free speech would feed into the 2024-25 Code of Practice.	20/09/2023	5.2
2023.04	Indicative annual plan Chris Shelley, Director of Student Experience, to consider what plans, policies and/or registers relating to free speech and the Prevent duty would benefit from being shared with the MoA Review Panel.	Chris Shelley	Update - An update would be provided at the next meeting.	20/09/2023	6.6
2023.05	Indicative annual plan Chris Shelley, Director of Student Experience, to liaise with Alvin Ramsamy, QMSU Deputy CEO, to ensure	Chris Shelley	Update - Chris Shelley had met with Alvin Ramsamy, QMSU Deputy CEO. An	20/09/2023	6.6

	consistencies in approach towards safeguarding between QMSU and Queen Mary.		update would be provided at the next meeting.		
2023.07	Partnership Agreements Ian McManus, Director of Estates, Facilities and Capital Projects, to confirm the wording of the EAF Partnership Agreement with Kat Thorn, Director of Sustainability, and Sara Crema, Director of Strategic Projects.	Ian McManus	Update – see update under action 2022.20	20/09/2023	8.3
2023.09	Multi-faith protocol update Kaya Wiles to invite Richard Halsall, Assistant Director Estates and Facilities (Capital Development) and Alex Prestage, Equality, Diversity & Inclusion Manager, to the next MoA Review Panel meeting to discuss the Queens' Building renovations.	Kaya Wiles		08/11/2023	5.8
2023.10	Memorandum of Agreement All members to provide any feedback on the Memorandum of Agreement to Kaya Wiles.	All members		08/11/2023	6.1
2023.11	Memorandum of Agreement Kaya Wiles to add QMSU representation on Council to the March 2024 meeting agenda.	Kaya Wiles		08/11/2023	6.2