



Imperial College Union Board of Trustees

1 May 2019

AGENDA ITEM NO.	Item 18
TITLE	Managing Director's Report
AUTHOR	Jarlath O'Hara
EXECUTIVE SUMMARY	The Union was awarded Investors In People Gold award. Our Leadership Elections were very successful with a 5% increase in turnout to 40%.
PURPOSE	To update Board on items not covered elsewhere in the agenda.
DECISION/ACTION REQUIRED	None required.

Managing Director's Report

As identified in February papers and covered throughout the agenda, my priority has been using my time and that of a re-focused Leadership team to set the Union up for the 3-5 years ahead.

Given the cyclical nature of the organisation, this requires balancing ongoing projects and priorities with recovery and future planning.

Business Plan

I updated board on the mid-year progress against the Business Plan objectives. Since then there have been two main areas of progress that are not covered elsewhere in this agenda.

Investors In People (IIP) Gold award

Having been awarded a 12-month amnesty period on retaining use of our Gold status, we were reassessed in February. I am delighted to confirm that the Union has attained IIP Gold accreditation and will retain this standard until February 2021. It was recognised that we have made significant progress over the past 12 months and that staff can see and appreciate these changes. There were some clear areas for us to focus on including reward & recognition and leading & inspiring people. We will remain dedicated to addressing its recommendations and look forward to continuing this journey together with our staff.

Leadership Elections (LE19)

Our flagship Leadership Elections (LE19) were a fantastic success. On the back of challenges with LE18, there was a review which has been closely monitored by both Communications and Governance Committees. A key metric for us and across the country, our voter turnout was up by 5% from LE18 to 40% including a 7% increase in PG turnout.

Balanced Scorecard

Attached is the March Balanced Scorecard which will be circulated with notes outside of Board papers.

Balanced Scorecard – March 2019

Financial		Full Year Target		
<u>KPI Name</u>	<u>Obj.</u>	<u>Prior Period</u>	<u>Score</u>	<u>% of Target</u>
Income (£ var YTD)	YU1	PM (288,770)	(348,662)	(7.9%)
Expenditure (£ var YTD)	YU1	PM (30,360)	30,999	(0.8%)
Credit Control (# Days)	YU1	PM 155	137	229.0%
Sponsorship/External Income (£ var YTD)	YU1	PM (55,498)	(60,432)	(21.0%)

Members		Full Year/Cumulative Targets		
<u>KPI Name</u>	<u>Obj.</u>	<u>Prior Period</u>	<u>Score</u>	<u>% of Target</u>
Student Issues Represented (# RT)	YS1	PM 358	397	52.0%
CSP Membership (# Full Memberships)	YD1	PY 33,608	33,767	95.7%
Disciplinary Cases Appeals (%)	YU3	PM 2.3%	4.2%	83.3%
Democracy - Spring Election Turnout (%)	FY3	PY 35.6%	41.2%	155.4%
Member Training Attendance (%)	YD1	PM 61.3%	59.7%	108.6%
Member Training Satisfaction (# Score)	YD3	PM 8.4	8.4	120.0%

Learning & Growth		Full Year Target		
<u>KPI Name</u>	<u>Obj.</u>	<u>Prior Period</u>	<u>Score</u>	<u>% of Target</u>
Staff Role Occupancy Rate (%)	YD2	PM 94.3%	94.0%	99.0%
Staff Retention Rate (12mthRT%)	YU2	PM 67.2%	66.1%	82.7%
Total Sick/Absent Days (# in per)	YU3	RA 47.0	56.5	235.4%
Development - A2T Training Booked (#RT)	YU2	PM 35	44	36.7%

Union Processes		Full Year Target		
<u>KPI Name</u>	<u>Obj.</u>	<u>Prior Period</u>	<u>Score</u>	<u>% of Target</u>
Incidents (#RT)	YU3	PM 49	51	78.5%
Process and Site Inspections (#RT)	YD2	PM 82	95	47.5%
CSP Risk Assessments Completed (RT%)	YD3	PM 81.0%	78.3%	78.3%
Major Projects Ontrack (#RT)	MANY	PM 9	9	81.8%
Recurring Projects Ontrack (#RT)	MANY	PM 50	48	82.8%