

**Imperial College Union
Board of Trustees / 16th September 2020**

Term One Plan

Author(s): Tom Newman (Head of Membership Services)
Tom Flynn (Managing Director)
Officer Trustees (OTs)

Purpose: To update Trustees on the current plans for term one, and the partial reopening of Students' Union services.

1. Operating Context

The Union intends to deliver a service in term one that supports our core mission of enhancing the student experience. The College is operating with a blended approach to teaching and learning for the 2020/21 academic year. The College's policy and social distancing guidelines significantly impact on how Union services can and should be delivered to achieve this mission. It is likely that the sector will likely face enhanced scrutiny from wider society on its ability to deal with the implications of operating in a socially distanced world, and this has been considered in Union planning.

The following four tests have been used to guide decision-making

- i. It is a mission-critical activity for the Union?
- ii. Is it aligned with College's plans?
- iii. Is it safe for both students, customers and staff?
- iv. Is it commercially viable where relevant?

1.1 Overall College Controls for Safe Return to Campus

The College has developed its own approach to a return to campus, utilising a number of mitigating strategies to reduce the possibility of infection. The Union will adhere to all of these.

College Control	College Position
Infection control	The College is implementing good infection control procedures, for example, by frequently cleaning and disinfecting objects and surfaces that are touched regularly. Perspex screens will also be used across the College in reception and service areas.
Hand sanitisers and multi-surface cleaning wipes	Around the College there will be hand sanitisers and multi-surface cleaning wipes and hand-washing facilities. The Union will provide hand sanitiser dispensers at a number of locations in our spaces.
Social distancing	College is implementing a two-metre social distancing rule and if you need to be in closer proximity a one metre rule should apply but with additional mitigating measures. The Union will also apply this principle.
Face coverings	It will be essential to wear a face covering walking around campus, in cafes and welfare spaces, lecture theatres, teaching rooms, libraries, halls of residence, travelling on public transport and in shops. This will be enforced for movement within the Union building too.

2. Union and College Spaces

Reopening physical Union space and delivering activity in the building has four main challenges that have been considered:

- i. The ability to put in place social distancing measures across all Union spaces, which are of an older grade and therefore have some restrictions newer buildings don't.
- ii. A significant reduction in room capacities that will make it harder for some groups to meet safely and may require multiple sessions which will put pressure on room availability.
- iii. The ability to comply with track and trace, and therefore a requirement to move reception to the ground floor to capture all students on arrival.
- iv. The necessity to update our behaviour guidelines for students, with an ability to enforce and take action where these are not complied with.

2.1 Union Controlled Space

For these spaces where the Union has autonomy, the Union has undertaken a rigorous planning process to ensure compliance with College guidance. The Union has used College risk assessment templates and our outsourced Health and Safety Consultant to provide support to undertake the appropriate actions. Detailed risk assessments have been undertaken for all spaces. Some key actions include:

- i. Each floor of the building has been mapped to allow for a one-way flow through the building (including access via lifts).
- ii. Signage has been purchased and installed using the same supplier as the College so our approach will mirror the wider campus.
- iii. Each floor has a sanitation station, and each room will be provided with alcohol hand gel and sanitisation spray for cleaning any equipment used.
- iv. In accordance with college guidance all students will be expected to wear facemasks while in the Union building.
- v. A track and trace system using QR codes has been developed and will be rolled out via the reception desk located on the ground floor.
- vi. Clear "House Rules" have been developed and displayed in all locations, making it clear the standard of behaviour we expect in relation to activity.
- vii. Union staff will then check rooms on a random basis to ensure measures are being followed.

2.2 College Spaces

It has been agreed with the College's Director of Estates that certain College spaces (at specified times) will be available for booking by student groups. We are still finalising the mechanism through which this will be managed.

3. Union Services & Staff

We are planning a blended approach to how we deliver services in the first term, and how Union staff will be required to work. This is based on a three-tier approach:

- Tier 1: Service delivered in person on campus, staff are required to be onsite
- Tier 2: Blended service that can be delivered on campus and remotely
- Tier 3: Fully remote service

3.1 Tier 1 Services

Union Helpdesk	The Union has relocated the Helpdesk from Beit Level 2 Office to the ground floor at Beit in order to provide a visible presence and central help point. As a
----------------	---

	<p>result, it is proposed that the Helpdesk is open 09:30-18:00, Monday to Saturday.</p> <p>Members who are 'lead bookers' for spaces must also report to the Union Helpdesk to sign out keys and key cards. Only 'lead bookers' will be able to access rooms, there will be no ability for students to freely access spaces with all the building having card access restricted.</p> <p>Members who are arriving at the building will not be required to sign in at the Helpdesk, instead they will be advised to travel directly to the relevant room where their activity is taking place and complete track and trace in their booked room.</p> <p>Signage will be provided to detail the required interaction for visitors and members during their visit to the Union building.</p> <p>The Union Helpdesk will be provided with Perspex screening, appropriate sanitisation functions, enhanced cleaning services and if requested personal protective equipment for Helpdesk staff.</p>
<p>Student Opportunities and Development</p>	<p>CSPs fall under two categories:</p> <ul style="list-style-type: none"> i. Those who are able to move all activities online or undertake some or all under strict social distancing guidelines. This will require bespoke risk assessments and monitoring by the Union to ensure compliance. ii. Those who are only able to deliver activities online to create communities built around the group's purpose, ready for operation when social distancing regulations allow. <p>In order to deliver CSP support the staff team will operate in a blended model of home and office working, to ensure student group committees are supported effectively.</p> <p>Video conferencing will be utilised heavily, with an ability to host small group meetings under social distancing regulations where required / allowed.</p>
<p>Retail</p>	<p>We have now re opened retail on campus in line with both government and College guidance. We have only opened the main Union Shop, Monday to Friday. Changes to the service model include:</p> <ul style="list-style-type: none"> i. Revised layout and one-way system, with some fixtures removed to create more open space ii. Signage based on the College's model (using the same supplier for consistency) iii. Maximum five customers in the shop, with face masks required iv. A staff member managing the entrance to make sure no queue builds up along the walkway v. Additional cleaning and PPE for all staff.
<p>Venues</p>	<p>We will be reopening Bar 568 on Saturday 19 September, in line with both government and College guidance. Changes to the service model include:</p> <ul style="list-style-type: none"> i. A fully managed Beit Quad site 4pm – 11pm during Monday to Friday.

	<ul style="list-style-type: none"> ii. Students are only sat at tables of six (max) and where these are full, students will be asked to leave iii. One-way system and ordering process based on government guidelines, and clearly displayed House Rules iv. No large-scale party type events, with limited low-key entertainment offered. v. Track and trace in operation. <p>Tom Flynn will provide a more complete verbal update on this in the meeting.</p>
--	---

3.2 Tier 2 Services

<p>Student Voice (Academic Reps, Policy, Research and Student Representation)</p>	<p>Training and support for student representatives will be delivered online. ERB and CWB, Autumn Elections and all Union campaigns will be delivered online. Core project work for term one includes an election and campaign support review which will all be delivered remotely.</p> <p>It can be reasonably assumed that the workload will increase over the course of the year, as the team support student representatives in helping to shape the College response to the pandemic. Policy and research work will continue and will need to look at long-term issues that go beyond the COVID-19 response as well as supporting strategic conversation work.</p> <p>This team will continue to operate remotely as much as possible, with the team working from home the majority of the time.</p>
<p>Leadership Group</p>	<p>This will operate in a blended model of home and office working, depending on the requirements of the College and how committee meetings change over the course of the year.</p> <p>Work plans will be developed over August / September as usual but will inevitably reflect the new working environment – balancing manifesto commitments with what is possible.</p>
<p>Advertising Sales</p>	<p>Advertising may require on site presence to support external advertising on site, any external presence will require college sign off.</p> <p>The budget for advertising sales has been developed with term one delivered remotely, opportunities will be taken advantage of for in person activity. It is proposed that any on site activity is approved using the following process:</p> <ul style="list-style-type: none"> i. Sales and Sponsorship Manager presents proposal detailing financial reward and includes risk assessment, which demonstrates adequate controls to reduce the spread of Covid19, to Head of Membership Services ii. Head of Membership Services authorises alongside Operations Manager based on student activity in the building iii. Union seeks final sign off by sharing proposal and risk assessment from Building Manager and Director of Estates iv. All bookings to be logged and provided to Leadership on a routine basis. <p>Any external visitor to be signed in as per Union track and trace procedure</p>

The Felix	We have agreed to relocate the Felix office out of the West Basement and into the main building to ensure it can operate safely under social distancing rules. This will be done via a blended approach.
Constituent Unions	<p>RSM, ICSMSU, CGCU, and RCSU all have on campus office space at South Kensington.</p> <p>The Union position is supportive of controlled access for all CUs to access their office space.</p> <p>The Union has agreed with the College Director of Estates that all CUs should be supported by ICU to undertake an office risk assessment, and limit capacity based on a 2-metre social distancing principle.</p> <p>CUs will all provide a list of executive members who will access the office, and CUs will keep an access log of these named members access to the office space to satisfy track and trace requirements. Completed risk assessments will be sent to the Director of Estates and relevant building manager for sign off and authorisation.</p> <p>Silwood will also be supported to deliver activity and will be met regularly by the DPCS and Head of Membership Services.</p>

3.3 Tier 3 Services

Finance	All processes and systems can be delivered remotely. The finance team will remain working from home in term one.
Systems	All processes and systems can be delivered remotely. The HR and admin team will remain working from home in term one. The only exception will be for the senior web developer to provide onsite support one day per week to the tier one services primarily EPoS.
Marketing and Communication	This will continue to operate remotely in term one with the team working from home for the majority of the time.
Advice Service	This will continue to operate remotely, with the team offering appointments via email, telephone and video conferencing. Some staff may be required to work from their private offices if home working solutions are inadequate. Work is being undertaken over the summer period to launch the 'digital advice centre', significantly upscaling this project. It is unclear how individual advocacy will work over the next 12 months.