Welcome

6355 The Chair welcomed those present to the meeting.

Declarations of Interest

Information at BTM 6356 is considered exempt from disclosure in accordance with Part II of the Freedom of Information Act 2000.

6356 During the course of the meeting, Michael Spence declared an interest in relation to [one] item [ ].

Minutes of the Previous Meeting

6357 The Board of Trustees confirmed the minutes of the meeting held on 11 October 2023.

Matters Arising and Action List

6358 The Board received a report on matters arising that were not covered elsewhere on the agenda, matters dealt with by Chair's Action and a list of running actions (BT1830, Confidential). The Board noted the information provided, including updates on the revision of the Statutes and s

(ii) authorised the Director of Finance to respond to all verification questions from the OfS and make such alterations to the Financial Return Workbook as might be required; and
(iii) authorised the Vice-Chancellor to sign the 2022-23 Financial Return Workbook once verification questions had been resolved.

Management Accounts to 30 September 2023

6378 The Board received and noted the Management Accounts to 30 September 2023 (BT1836 and Appendix BT1836A, both Confidential). The Pro Vice-Chancellor (Finance and Operations) reported that performance was currently on budget, with a deficit expected at this point of the year due to the phasing of student fees, which fluctuated in comparison with costs which were evenly spread throughout the year.

BTMM 6379-80 are considered exempt from disclosure in accordance with Part II of the Freedom of Information Act 2000.

University of London Key Performance Indicator (KPI) Scorecard and Performance Update November 2023

Information at BTM 6381 is considered exempt from disclosure in accordance with Part II of the Freedom of Information Act 2000.

6381 The Board received and noted a report on the University's Strategic and Operational KPIs, performance against targets and mitigating actions [ ].

BTMM 6382-84 are considered exempt from disclosure in accordance with Part II of the Freedom of Information Act 2000.

Student Satisfaction

6385 Members noted the update on the KPI associated with student satisfaction, including on the student satisfaction action plan approved by Vice-Chancellor's Executive Group (VCEG) on 20 September 2023, further to the outcomes of the University's Student Experience Survey (SES), information on which had been provided to the Board at its previous meeting (BTMM 6322-28 refer).

6386 The view was expressed that identifying a small number of key metrics in the area of student satisfaction could assist with monitoring and analysis, and
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Board of Trustees Minutes 6355 to 6431
(excluding confidential information at BTMM 6356, 6365-67, 6373-74, 6379-80, 6381, 6382-84, 6391, 6392, 6394,

BTM 6394 is considered exempt from disclosure in accordance with Part II of the Freedom of Information Act 2000.