### Student Senate Cardiff University Students' Union Thursday 4<sup>th</sup> May 2023, 5pm Via Zoom

## Agenda

Please contact the Student Voice Team via email (democracy@cardiff.ac.uk) to discuss any additions or amendments you may have or to request further information on any of the below agenda items.

1. Welcome

Apologies

2.

#### Standard Items

- Minutes from the Previous Meeting
   *I. January* 2023
   *II. February* 2023
  - 3. Report from the Trustees

# Submitted<br/>Items4.Lapsing Policy<br/>I. Stop Timetabling Exams on Consecutive Days<br/>II. Mature Wellbeing person to solve mature persons issues<br/>III. Carers and Parents Association

- IV. Carers Awareness Week
- Submitted Bye-law Proposals

   Amendment to bye-law 6 (Scrutiny Committee) covering Committee Impartiality
- 6. Submitted Motions
  I. Change the way we talk about ethnicity.
  II. Estranged Students' Campaign Officer
  III. Measuring Student Parent Intake
  IV. Gender Identity Fund
- Any Other7.Dates of Future MeetingsBusiness

## ITEM THREE: Minutes from the Previous Meeting I. January 2023

## Student Senate – Minutes

Monday 30<sup>th</sup> January 2023, 5pm – Zoom

#### Attendees:

#### **Committee Members**

Rebecca Hardy (Chair)

Gina Dunn (SU President) Rebecca Deverell (VP Welfare) Angie Flores Acuna (VP Postgraduate Students) Penny Dinh (Black & Ethnic Minorities Officer) Deio Owen (Welsh Language Officer) Alice Moore (Students with Disabilities Officer) Aurora Birkeland (Ethical & Environmental Officer) Emily Carr (Women's Officer)

Maria Pollard (Student Senator) Alex Meers (Student Senator) Ella Brooks (Student Senator) Amanda Godi (Student Senator) Christopher-Grayson Sage Diamond (Student Senator) Micaela Panes (Student Senator) Syed Ali Rizvi (Student Senator) Akmal Arzeman (Student Senator) Elle Ladkin (Student Senator) Elle Ladkin (Student Senator) Lottie Atton (Student Senator) Rowan Hadert (Student Senator)

#### Staff

Tali Atvars (Head of Student Voice, Info Point) Hannah Fatkin (Deputy Head of Student Voice) Julian Green (Campaigns and Insight Coordinator) Cymen Cyf (Translation Services)

Standard Items	
Welcome	Rebecca Hardy (Chair) explains the process of Student Senate, thanks everyone for their attendance and reminds all members about voting and its process. RH (Chair) continues to explain the format of the meeting and clarify what will be covered.
Apologies	Apologies will be noted in the minutes
Minutes from the	RH (Chair) goes through the minutes page-by-page asking for any
previous meeting	amendments.
Students' Union S	ubmitted Items
Report from the Trustees	Shreshth Goel provided a verbal update on behalf of the trustees.
	<ul> <li>SG provided an update on the following: <ul> <li>Students took part in 527 BUCS pictures and 1766 students used the student advice service</li> <li>So far £788,000 has been put into student pockets thanks to the Jobshop service</li> <li>There has been support for students during the cost of living crisis through £2 lunches and officer team gave over 750 people food through Feed your Flat essentials stall</li> <li>Working on next term to make positive impact on student life</li> <li>At the last annual general meeting (AGM) on 6/12/22 discussed motions such as: <ul> <li>Adopting an official pro-choice stance</li> <li>Climate action and accountability in making net zero a reality</li> <li>UCU strike action</li> <li>Cardiff Students' Union stance on the Fifa 2022 World Cup</li> <li>Cops off campus</li> </ul> </li> <li>All of these motions were passed</li> <li>New events space, the Balcony, was opened on 08/12/22 which welcomed university staff, local industry staff and contractors who made it</li> <li>Nominations are open for Spring elections for both part time and full time positions</li> <li>Spring elections will include a VP Welsh Language for the first time</li> <li>There have been lots of elected officer campaigns, such as the Prepare campaign on 1/12/22 and revision aid during January</li> <li>In November Rebecca (VP Welfare) coordinated the first ever sober social week which over 55 societies took part in and she hosted the sober social quiz which had over 65 attendees</li> <li>Heath Park on tour campaign was continued due to positive feedback</li> </ul> </li> </ul>

	Over 600 students attended Medics Varsity in November and won the shield
	<ul> <li>Culture Cwtch was the biggest cultural event this year and sold 350 tickets</li> </ul>
	Shreshth expresses that he would be happy to answer any questions
Update on bye-law amendments	Tali Atvars provided a verbal update about the bye-law amendments
	TA explained what the bye-laws are, how they are created, and how any amendments must be approved by both the Senate and Board of Trustees.
	There are three major bye-law proposal changes Two major amendments to 6.3.5 and 5.5.2 were approved to be changed and the bye-laws updated accordingly
	One proposal to 6.1 was considering a consultant position for an ex- sabbatical officer within the scrutiny committee which would be devoid of any voting rights was not approved by the Board. They instead referred the matter back to the scrutiny committee.
	The Board felt the proposal was too unclear and required clarification, they have invited the Senate to create a new proposal with clearer specifications for the role and what is required of the sabbatical officer.
	Tali expresses that he would be happy to answer any questions
	Jazz Walsh asks how he would go about proposing the change.
	Tali outlines the process around proposing the change.
Lapsing Policy	<ul> <li>Student Senate notes that the following policies had lapsed and had not been resubmitted for approval: <ul> <li>Should senate lobby for USS pension fund to divest</li> <li>Changing society and sports club membership fees</li> <li>Support and advice to pregnant mothers</li> </ul> </li> </ul>
	These are no longer policy however it doesn't mean the Students' Union will cease any practice rolled out as a result of these policies
Submitted Items	
Tabled Motions	i. Fossil Free Careers
	For Motion:
	Noah Russell outlines the proposal being put forward regarding fossil free careers and Cardiff's place on the sustainability table, which is 50th in the country and 5th in Wales.
	As the largest university in Wales we should be leading in sustainability and environmental protection but instead we're lacking. Students have

	lobbied the university to do better, which led to the pledge of divestment from fossil fuel investments being fulfilled in 2021.
	The next step is to ensure that these companies cannot advertise themselves on campus whilst destroying the environment. There is a precedent for refusing companies to advertise on campus for moral or ethical reasons.
	Cardiff needs to stop putting money above its students and immediately cease advertisement of fossil fuel careers on campus. The university should be advertising roles for students that create positive change at home and globally. This motion has been proposed to show the university that our planet comes before their wallet.
	Against Motion:
	Lottie Atton states that the motion will not achieve the desired effect of reducing environmental harm. The displacement of fossil fuels will mean increased mining for metals such as copper, lithium and nickel. Cutting ties with mining companies is short-sighted and counterproductive.
	Cardiff University has a policy, the code of external funding practice, which includes a strong ethics vetting to continually assess the companies they choose to work with. Students should have the freedom of choice in their further careers. Changing climate is a real emergency and we should take strong immediate action but this can be through collaboration, shared responsibility and justice.
	For Motion:
	Noah Russell agrees with Lottie that they should strive for sustainability and that students should have a choice, but the motion is focused on not advertising fossil fuel companies. Whilst the university continues to work with these companies and advertise them it is just allowing them to commit more damage. Students will still be supported in what they want to do but the motion will focus on these jobs not being advertised to students.
	Against Motion:
	Jazz Walsh states that he doesn't particularly agree in climate change and that it's a myth so he doesn't believe the motion is valid at all.
	No other speakers for or against. Noah Russell provides a summary.
Any Other Business	

Notice of elections	TA reminded everyone that nominations for spring elections are now open and include full time or part time positions. Deadlines for nominations are 6th February.
Dates of future meetings	Monday 27th February 2023
MEETING ENDED	
Voting Results	
Motion 1- Fossil Free	e Careers: Passed

## ITEM THREE: Minutes from the Previous Meeting I. February 2023

## Student Senate – Minutes

Monday 27<sup>th</sup> February 2023, 5pm – Zoom

#### Attendees:

#### **Committee Members**

Rebecca Hardy (Chair)

Gina Dunn (SU President) Rebecca Deverell (VP Welfare) Angie Flores Acuna (VP Postgraduate Students) Penny Dinh (Black & Ethnic Minorities Officer) Deio Owen (Welsh Language Officer) Alice Moore (Students with Disabilities Officer) Aurora Birkeland (Ethical & Environmental Officer) Emily Carr (Women's Officer)

Maria Pollard (Student Senator) Alex Meers (Student Senator) Ella Brooks (Student Senator) Amanda Godi (Student Senator) Christopher-Grayson Sage Diamond (Student Senator) Micaela Panes (Student Senator) Syed Ali Rizvi (Student Senator) Akmal Arzeman (Student Senator) Elle Ladkin (Student Senator) Rhodri Thomas (Student Senator) Lottie Atton (Student Senator) Rowan Hadert (Student Senator)

#### Staff

Tali Atvars (Head of Student Voice, Info Point) Hannah Fatkin (Deputy Head of Student Voice) Julian Green (Campaigns and Insight Coordinator) Cymen Cyf (Translation Services)

Standard Items	
Welcome	Rebecca Hardy (Chair) explains the process of Student Senate, thanks everyone for their attendance and reminds all members about voting and its process. RH (Chair) continues to explain the format of the meeting and clarify what will be covered.
Apologies	Apologies will be noted in the minutes
Students' Union S	Submitted Items
Report from the Trustees	Gina Dunn provided a verbal update on behalf of the trustees.
	<ul> <li>GD provided an update on the following: <ul> <li>Cost of living support- feed your flat ran again and had the highest turnout so far and hopefully getting money from the university for that</li> <li>There have been a lot of events in the SU focused around LGBTQ history month</li> <li>The new E-sports room opened up recently</li> <li>The Heath park Common Room also happened</li> <li>Elections are running next week</li> <li>Updates from the last annual general meeting <ul> <li>The university reaffirmed their pro-choice stance</li> <li>For climate action and accountability costing has been done for solar panels and looked to get an electric fleet but isn't possible at the minute</li> <li>Food is already locally sourced but an audit is being set up for the next academic year and have spotlight in sustainability</li> <li>For UCU strikes SU has put out a statement and has been working with UCU</li> <li>Lobbying for fee-reimbursements</li> <li>University stance on FIFA 2022 the Board of Trustees decided to reinvent a larger lump sum and money can be used for student groups and students can apply for it</li> <li>Cops off campus released a statement condemning the police and have finalised the membership of the task and finish group</li> </ul> </li> </ul></li></ul>
Lapsing Policy	Student Senate notes that there were no lapsing policies for this meeting.
Submitted Items	
Tabled Motions	i. Proposed amendments to bye-law 6.1.1.1: The composition of the Scrutiny Committee For the Motion:

Motion 1- The com	position of the Scrutiny Committee: Falls
Voting Results	
MEETING ENDED	
Dates of future meetings	Thursday 4 <sup>th</sup> May.
Any Other Busine	
	No other points for or against. Jazz Walsh provides a summary.
	position but when looking at what will be achieved there's not much other than avoiding a conflict of interest. There are already exec members on the committee so avoiding conflict of interest seems pointless.
	Deio Owen agrees that initially he can see why there is a need for this
	Against the motion:
	Jazz Walsh defends the proposal stating that sabbatical officers would be useful to have on the committee as they have proven helpful before in making difficult decisions such as censures. It's better to have the position rather than not have it at all.
	For the motion:
	Gina also notes that it would be interesting to see what the sabbatical officer would be advising on as they are not trained to do that, and student voice already attend scrutiny for that sort of thing. There is a need for change but this proposal is not necessarily the right thing to do.
	Gina Dunn agrees that it is important that the scrutiny committee has a greater understanding of the role of a sabbatical officer, but believes that the idea is unsustainable. There's no knowing how many sabbatical officers will take a year out of studies and who will already have graduated, meaning there may not be anyone available the year after to potentially become part of scrutiny.
	Against the Motion:
	scrutiny committee. This job would be to provide advice but they wouldn't have any voting rights as to prevent a conflict of interest. This has been proposed to the Senate and passed before, but was rejected by the Board of Trustees. This new version has been updated with greater clarification about the nature of the role.
	Jazz Walsh outlined the proposal for a sabbatical officer being part of the

## ITEM FIVE: Submitted Bye-law Proposals I. Amendment to bye-law 6 (Scrutiny Committee) covering Committee Impartiality

#### Reasons for your bye-law proposal

At present there are no measures to ensure that members of the scrutiny committee can carry out their responsibilities fairly and impartially. This arises where members of scrutiny have personal relationships with officers outside of scrutiny, or have competed against them in elections (though this is a non-exhaustive list). This additional by-law includes measures to ensure that both the officer team and scrutiny committee members are confident in the committee's impartiality, ensuring that its purpose is conducted fairly.

#### Details of your bye-law proposal

#### 6.6 Committee Impartiality

- 6.6.1 In advance of each meeting, members of Scrutiny Committee will be required to declare to the Student Voice team any conflicts of interest which may impair their ability to fairly scrutinise an Elected Officer. Elected Officers will also be permitted to declare where a member of Scrutiny Committee may have a conflict of interest; in this case, the remaining members of Scrutiny Committee will decide by a simple majority vote if this is the case.
- 6.6.2 If it is established in item 6.6.1 that a member of Scrutiny Committee cannot impartially scrutinise an Elected Officer, they will not be permitted to vote on any motions tabled against that officer in that meeting.
- 6.6.3 In the event that the Chair is incapable of being impartial, their responsibilites will fall to the Vice Chair. Where the Vice Chair is also incapable of being impartial, any other Scrutiny Committee member who can act impartially shall take their place.
- 6.6.4 In the event that less than half of the members of Scrutiny Committee in attendance are capable of acting impartially, scrutiny of the Elected Officer in question will be referred to Student Council, which will be treated as having the rights and responsibilities of Scrutiny Committee while doing so.

Name of the proposer:	Alex Meers
Name of the seconder:	Chris Diamond

## ITEM SIX: Submitted Motions I. Change the way we talk about ethnicity

#### Student Senate Notes

- 1. Cardiff SU currently has the role of Black and Ethnic Minority Officer.
- 2. Cardiff University also often uses the umbrella term "Black, Asian, and Minority Ethnic" (BAME) when referring to ethnicities.
  - a. For example, in its degree outcome statement<sup>i</sup>, Cardiff University uses the term BAME in describing discrepancy in degree outcomes of students from different ethnic backgrounds, instead of reporting the figures for individual ethnic groups.
  - b. As another example, Cardiff University has the role of Black, Asian, and Minority Ethnic Wellbeing Champion.
- 3. The use of the umbrella terms "Black and Minority Ethnic" (BME) and "Black, Asian, and Minority Ethnic" (BAME) is outdated and out of line with the UK Government's guidance of best practice.

#### Student Senate Believes

- The use of the umbrella terms "Black and Minority Ethnic" (BME) and "Black, Asian, and Minority Ethnic" (BAME) can mask disparities between different ethnic groups and create misleading interpretations of data.<sup>ii</sup>
- 2. Cardiff SU should always follow best practice and Government's guidance in its operations and communication when it comes to addressing racism.
- 3. The SU's representative for racially minorities d students should have a role title that reflects the urgency of taking actions against racism, rather than just being a spokesperson in the community.

#### Student Senate Resolves

- 1. Cardiff SU will permanently change the title of the role of Black and Ethnic Minority Officer to Anti-racism Officer, with "anti-racism" signifying Cardiff SU's value and commitment to take actions against racism.
- 2. Cardiff SU will work with the current Black and Ethnic Minority Officer as well as future Anti-racism Officers to create a guidance on communicating about ethnicities and racism, which will be circulated to its staff members, trustees, as well as student societies and student leaders. This work will involve consultation with the student body and review of best practice adopted by other organisations, such as the UK and Welsh governments.
- 3. Cardiff SU officers will lobby Cardiff University to also adopt best practice in communicating about ethnicities and racism, steering away from the use of the BME and BAME umbrella terms, as well as the terminology of "political Blackness".

Name of Motion Proposer:	Penny Dinh
Name of Motion Seconder:	La'Shaunna Williamson
Date Submitted:	28/02/2023

<sup>&</sup>lt;sup>i</sup> <u>https://www.cardiff.ac.uk/public-information/quality-and-standards/degree-outcomes-statement</u> <sup>ii</sup> <u>https://www.ethnicity-facts-figures.service.gov.uk/style-guide/writing-about-ethnicity</u>

## ITEM SIX: Submitted Motions II. Estranged Students' Campaign Officer

#### Student Senate Notes

An estranged student is best defined by the Stand-Alone that *'estranged students are young people* studying without the support and approval of a family network. Young people in this position often have no contact at all with their family and have removed themselves from a dysfunctional situation..'

Cardiff University signed the Stand-Alone pledge in 2016. In the letter where they signed the pledge that current support and 'the dedicated contact is well placed in the Student Support Centre,' but I would argue otherwise.

Research taken by Stand Alone states that 41% of students had considered withdrawing or suspending from their course due to money pressures, stress, and mental health struggles, 14% had, which is a rate three times higher than the average student.

The Stand-Alone Manifesto for Change suggests for more representation of estranged students. Under this falls a democratic position to both advocate for estrange students and to educate students about what estranged students are.

Sources:

http://www.thestandalonepledge.org.uk/images/thestandalonepledge/filer/SA-framework.pdf http://www.thestandalonepledge.org.uk/who-are-estranged-students

http://www.thestandalonepledge.org.uk/images/thestandalonepledge/filer/Cardiff\_letter\_English\_Welsh. pdf

http://www.thestandalonepledge.org.uk/images/thestandalonepledge/filer/Access\_and\_Retention.Final.p df

#### Student Senate Believes

We must prioritise increasing awareness of the support that is available. Most students don't recognize the support, they are eligible for until they reach a point of crisis.

About 28% of students say that they don't feel comfortable accessing support within their institution. My hope would be by creating a student role, accessing support through a student in a similar situation will be less daunting than that of a senior member. One large reasoning for this has been pinned down to stigma, which the work of the campaign officer will reduce.

The dropout rate of an estranged student is three times higher than a standard student, with about 41% of estranged students having at least considering dropping out due to the money pressures, stress and mental health struggles without the regular support network of a student.

Estranged students will particularly struggle during the holiday periods when most students can 'go home'. This is why we must be advocating for more activities during non-term time too, which should be the job of a dedicated member of the student body.

You may notice that there is a Campaign Officer for Student Parents and Carers and think why that role couldn't be expanded to fit estranged students in too. However, the experiences of parents and carers compared to estranged are vastly different. For one, only around 19% of estranged students have experienced care as a looked after child, but do not formally meet their local authorities qualifying criteria as a statutory care leaver. And second, carers have a lot more support from family, extended family, charities, institutions and governments which aren't available to estranged students.

The creation of a new officer role would require the removal of **bye-law X**, so that the number of campaign officers may exceed 10. This already isn't strictly followed since you'll see on the student union website that there are 11 campaign officers currently.

Since we have just had the spring elections, elections for the proposed campaign officer role would go ahead in the Autumn elections. But since the university isn't complying with the Stand-Alone pledge, I believe that we should host the elections earlier. This would also allow for the new students next academic year to benefit from the work of the campaign officer and help catch eligible students before anyone hits the point of crisis.

#### Student Senate Resolves

1. Enforce Cardiff University to be compliant with the *Stand Alone Pledge* which they signed in 2016.

2. Introduce a democratic position of a campaign officer for estranged students titled 'Estranged Students' Officer.'

3. Hold a by-election for the election of the first Estranged Students' Officer prior to the end of the 2023/24 academic year.

4. Increase awareness of the support available for estranged students.

Name of Motion Proposer:	Elle Ladkin
Name of Motion Seconder:	Alex Meer
Date Submitted:	02/03/2023

## ITEM SIX: Submitted Motions III. Measuring Student Parent Intake

#### **Student Senate Notes**

1.	There are no published statistics from the Welsh Government or Cardiff University on	
	numbers of student parents, and their learning experience. NUS estimates that 3-6%	
	the student population are student carers.	

- 2. Cardiff University does not measure whether incoming students are parents, therefore cannot calculate any student parent statistics, e.g. the student parent dropout rate, student parent satisfaction or student parent attainment.
- 3. Other universities in the UK, such as Bristol, have a tick box question for whether incoming students are parents.
- 4. The Students Union offers advice, via the Advice Department, to Parents on their university experience and the support they can access from the University while studying.

#### Student Senate Believes

- 1. Students with parental responsibilities should not be disadvantaged in their learning experience, whether academically, socially or financially.
- 2. All students with parental responsibilities should be made aware of the services and support available to them while at Cardiff University.
- 3. The ability to measure outcomes for student parents is a vital step towards finding out whether they are supported and what else can be done to support them.

#### Student Senate Resolves

- 1. For the Students Union to consult with Cardiff University to begin measuring intake of student parents and to produce statistics around student parents and their learning experience.
- 2. To ensure there are ways for current students to declare parental responsibility after enrollment, i.e. if their circumstances change.
- 3. For the Students Union to ensure they will be able to reach out to students with parental responsibilities to make them aware of the services and support available to them.

Name of Motion	Zara Siddique
Proposer:	
Name of Motion	Penny Dinh
Seconder:	
Date Submitted:	20th April 2023

## ITEM SIX: Submitted Motions IV. Gender Identity Fund

#### Student Senate Notes

- 1. Cardiff SU currently has the role of LGBTQ+ Officer.
- 2. Cardiff University offers Emotional and practical support, gender neutral facilities and support for transition, there is presently **no financial support**. opportunity to access funds so individuals can purchase gender-affirming items can help trans, gender non-conforming, and gender diverse, as well as those who are questioning, be their true selves in the Cardiff community.
- 3. This will have a positive impact on their academic and social pursuits, including mental health and well-being.
- 4. Universities, such as Clare College and Pembroke College, Cambridge, have successful set up gender identity funds to support trans and nonbinary individuals to purchase genderaffirming items. Other Universities that have similar funds are Oxford, Warwick, UCL, Kent, and Murray Edward College and Aberystwyth. Keele, has recently run a successful Gender Identity Fund pilot initiative and are presently setting up a permanent fund.
- 5. Students who receive financial support from parents/guardians may not feel comfortable or safe asking for financial assistance regarding their gender identity.
- 6. Similarly, for those students who may be unable to afford gender-affirming items this could have a detrimental impact on their mental health and personal wellbeing, stopping these individuals from expressing themselves authentically. For example, a transgender man (someone assigned the female gender at birth) who is unable to afford a binder (an item of clothing that assists with safely flattening the chest) may not feel comfortable attending lectures, impacting not only their mental health but also their academic achievement. Also, the cost may result in cheaper binder alternatives often too small, resulting in physical harm to the user)

#### Student Senate Believes

1. For many students, university is the time to explore their own sense of identity, and some may require certain products to do this. With the rise in the cost of living, being able to afford new clothing products, cosmetics, travel to Gender Identity Clinics (GIC's) and other gender-affirming essentials (e.g., binders, tucking underwear, packers) may be exceedingly difficult to obtain on a student budget, which can be unfairly means-tested. Also, considering the present stigmatization with regards to a block on the Scottish Government policy on Gender Identity and sport organisations banning transgender competitors, it is imperative to increase support including financial for the transgender, non-conforming, gender diverse, as well as those who are questioning, and nonbinary community.

#### Student Senate Resolves

- 1. For the Students' Union to campaign for the introduction of a Gender Identity fund, funded by the University and administered by the Students' Union.
- 2. For this fund to be designed to support students who wish to obtain the correct size of gender affirming items.
- 3. For the Students' Union to promote the fund, once available, to the study body with particular focus on transgender and non-binary students.
- 4. For the fund to take account for the recommended application and awarding process as outlined in Appendix A.

Name of Motion	Nodie Caple-Faye
Proposer:	
Name of Motion	John Beauchamp
Seconder:	
Date Submitted:	20/04/2023

#### Appendix A:

The aim of the Gender Identity fund is to provide a sum of up to £150, to be awarded to students on application, to obtain the correct size of gender affirming items (e.g., binders, tucking underwear, packers.) These figures should be reviewed every three months, due to possible price rises of these gender affirming items. The application is envisioned to be free of means-testing which is extremely invasive for students.

The proposal is for the University to fund the Gender Identity Fund, whilst the Student Union would administer the fund and help promote it to the transgender and non-binary student body. With an integral part in the decision-making including SU President, LGBTQ+ Officers, TANNGS President, and the relevant staff member from Student Support. This team could also establish the finer details of deadlines and how many,( eg a round of applications every month, 2 months etc or no restrictions)

#### 1. Applications

Applicants would be required to fill in a form that included their name details, student email, student numbers and a brief detail on items that are intended to be purchased with granted funding. Students were asked to submit photos of how much the items would cost just to keep an eye on the funding level.

Under no circumstance should the confidential form ask a student to provide details to prove if they are transgender or gender non-binary. This should be processed within 21 working days and no longer than 31 working days of set application dates,