

**BCA Council Meeting  
Wednesday 29<sup>th</sup> August 2018  
Radisson Blu, Cardiff**

**Present:**

President – Catherine Quinn (CQ)

Treasurer – Timothy Button (TB) (Absent for items 7,8,9,10)

Secretary – Ulrik Sandstrøm (US)

Member – Matthew Clifton-Hadley (MCH)

Member – Victoria Wheeldon (VW)

Member – Prab Chandhok (PC) – Remote Attendance

**In Attendance:**

Mark Rawden CEO (MR)

Sharon Mill PA (SHM)

**Apologies:** Steve Williams, Jatinder Benepal, Nick Rowe, Arif Soomro, Matthew Bennett

<b>Item 1.</b>	<b>Welcome, introductions and apologies received</b>
	Catherine welcomed all to the Council Meeting.
<b>Item 2.</b>	<b>Declarations of Interest (DOIs)</b>
	No declarations of interest to be declared. However, on this point US raised the point whether council members can post adverts for seminars on the BCA website. Discussion followed around avoiding gaining an unfair advantage. Decided this would need to be referred to the Professional Standards Committee for advice then a policy and format will need to be created.
<b>Item 3.</b>	<b>Previous Minutes and Action Points from Previous Meeting</b>
	Actions from previous minutes. <b>5.2 Professional Standard Committee</b> MR advised development of policies and code of practice is still ongoing and will chase up. <b>5.4 Student's Committee</b> CQ has spoken with Dan Morgan. He is happy to take more initiative and seems more confident. <b>6. President's Report</b> PC and JB will continue on the working group on insurance. Action will be taken forward as still under development. Carried forward. <b>7.Chief Executive Officer's Report</b> CQ advised Skype call has been done with Past-Presidents. They are all

	<p>supportive of the changes.</p> <p><b>8. Governance Review and Proposal</b> Survey Monkey has been completed. Report will be discussed at today's meeting.</p> <p><b>13. University Matters</b> Foreign Students working within UK. Information pack is being worked on by CQ and MR. Action is ongoing. Carried forward</p> <p><b>14. CRC Update</b> Management accounts have still not been received. Require an update from CRC as to why they have not been sent. Discussion followed around the information we need with regards to their expenditure and costs. This will be requested again. Carried forward.</p> <p>Proposal to accept minutes from last meeting – All agreed.</p>
<b>Item 4.</b>	<b>Reports from Committee (written reports)</b>
	<p><b>4.1 PR &amp; Marketing Committee</b> – no report</p> <p><b>4.2 Professional Standards Committee</b> – no report</p> <p><b>4.3 Conference Report</b> – included in CEO report</p> <p><b>4.4 Student's Committee</b> – no report</p> <p><b>4.5 Member Services Committee</b></p> <p>Written report - <b>TB</b></p> <p><b>Facebook.</b> Still going strong with 1200 likes on BCA Public Facebook page. Paying a small amount per day results in 30 new likes per week. Essentially using Facebook to market BCA. Encouraging members to ask friends to like it will increase figures. Reusing older stories/member stories posted by CQ are beneficial resulting in positive feedback from members. We should continue to include member stories to promote our members and consider including member moments.</p> <p><b>BCA Privilege.</b> Costs £6000 per year which we will continue to use and develop.</p> <p>Vdoc is the latest benefit – an online GP 365 days per year at a cost of £10 per year until the end of August which is the current special offer. Cost will increase to £50 per year. Access to a doctor for referrals to NHS and Private, blood test etc throughout the year.</p> <p><b>BCA Plus.</b> Privilege will be part of BCA Plus. The online page will list all benefits and will be more user friendly. This should also highlight other benefits to BCA members, eg, GDPR templates provided. The webpage is currently being updated as is the mobile site and will be available to members only.</p> <p>Discussion followed with regards to other benefits for members such as Physio Tech, Shock Wave, Lease UK. Feedback regarding benefits used should be put onto Facebook when products/services work well from a chiropractor's point of view.</p> <p>Research Review Service, online CPD, was discussed. Variety of topics available with learning objectives. Certificates are available to</p>

	<p>download once the test is completed. Members should promote this on Facebook when used.</p> <p>TB suggested we have a BCA shop. Selling items through the shop, eg, chairs. BCA are essentially the middle man between the selling company and the member. Concern raised regarding using the BCA brand. Must ensure the liability lies with the manufacture and not the BCA. The member would purchase at a discounted rate and the BCA would benefit from the purchase. Council feel this should be looked into further with regards to implications with the GCC.</p> <p>Endorsements were discussed. PB advised he could recall a report on this approximately 6 years ago.</p> <p><b>Action</b></p> <p>MR to locate this report and feedback to council on the content.</p> <p>TB and MR have been in discussions with Santander with regards to BCA endorsed student bank accounts. MR to meet with them again at the end of September and will further update on this to council.</p> <p>Contracts Templates have gone down well. However, Scottish lawyer is looking at the contract for Scotland as the legal system in Scotland is different from England. This may also be the case in Isle of Man and the Channel Islands. Nineteen GDPR documents were completed and are on the member's area of the website.</p> <p><b>Action</b></p> <p>MR to look into differences in legalities in these other areas.</p> <p>Drinks reception, CPD event on 28<sup>th</sup> August in Cardiff went well. Recommendations are currently being discussed for the next one.</p> <p><b>4.6 Imaging Standards Committee – no report</b></p> <p>CQ raised the point the other committees should be contacted to encourage completion of written reports more often.</p>
<b>Item 5.</b>	<b>Officer's Reports (written reports)</b>
	<p><b>5.1 President's Report</b></p> <p>Written report – <b>CQ</b></p> <p>As read</p> <p>Next council meeting venues discussed. Edinburgh in November.</p> <p>Places for February, May and August 2019 were discussed. Nottingham, York, Taunton, Brighton and Southampton were suggested by no decisions made as yet.</p> <p><b>Action</b></p> <p><b>Low risk insurance product.</b> Once this goes live it is important to be clear on the difference between the insurance product and membership. Regardless of the insurance product chosen members will</p>

be eligible for the same rates. MR and CQ are currently working on this as to what will be in the new low risk insurance and what the exclusions be. The insurance broker must work with BCA on this.

One disciplinary case is ongoing. The disciplinary officer has given their decision and there is one week for the complainant to ask for this to be appealed.

**Recommendation.**

The ASA working group. Jake Cooke suggested and was agreed a good choice. Aurelie Marchand, as part of the Paediatric interest group, and also Dave Newell. Anyone else who comes to mind please let council know.

All in Favour

**Action**

MR to contact those suggested. They will have 6 months to come back to council once the group is established with a report.

CQ thanked council for their support over the past year since she took on the role of President.

**5.2 Vice President – no report**

**5.3 – Secretary - no report**

Statutory accounts have been signed. No issue with governance review.

**5.4 Treasurer**

Written Report - **TB**

**Audit.** Completed with clean bill of health. We are close to VAT threshold and as a result TB and MR have decided we need specialist advise from a consultant. Are BCA better off being VAT registered or not? There is no VAT on membership but there is on conference.

**Budget/Fees.** Once we have gone through all the changes it looks as though BCA will be better off year on year even if membership does not significantly increase. In a good position financially, so membership fees should remain the same. Investment should be paused until the change transition is complete. Discussions followed regarding investments, reserve fund spending with a reserve policy, and suggestions for 100<sup>th</sup> Anniversary in 2025.

**Sign Off Limits.** Proposal on report discussed. Fewer invoices for sign off. Usual ongoing invoices and stationery supplies. There is a need for

	<p>a policy for sign off limits and how many people need to approve in relation to the invoice amount. Auditors may ask for this policy.</p> <p>Decided by council there would be a change to Treasure proposal for sign off amount.</p> <p>Current signatories; CEO, Treasurer, President, Vice-President, Secretary.</p> <p>Invoices up to £10k – approved by one of the above  Invoices up to £15k – approved by two of the above  Invoices up to £25k - approved by three of the above  Invoices up to £40k – approved by four of the above</p> <p>All invoices are to be sent to MR in the first instance then they will be sent to Keith Thompson.</p>
<b>Item 6.</b>	<b>Chief Executive Officer's Report</b>
	<p>Written Report - <b>MR</b></p> <p><b>Changeover Process.</b> MR informed council how struck he was by Fitwise commitment to improving service provided. Processes will continue to improve. The relationship between Lloyd &amp; White is also improving. Quality of sales processed for conference is significantly better. 16 exhibitors this year so far.</p> <p>SHM gave council feedback since the handover. SHM explained it has been a steep learning curve and has developed an ongoing document she adds to daily to build up her knowledge of BCA. Admin team members have access to this document. Phone calls were considerably high at the time of handover especially as this coincided with the new GDPR regulations which came in to force, but they have gradually reduced. All admin team answer calls when need be as BCA. Anne Barlow has been a huge support and is in regular contact.</p> <p>US suggested any emails that come in along the same trend, eg, foreign nationals joining BCA or employing foreign nationals could be highlighted to council. This could be linked to pastoral care providing links on the BCA website.</p> <p><b>Conference update.</b> Suggestion not to have Spring conference as this would be at the same time as the ECU conference in Berlin next year. We should encourage our members to attend this as they are also ECU members.</p> <p>This would allow us time to concentrate on our Autumn conference.</p> <p>All agreed this is the way forward.</p> <p><b>Honoraria for Attendance at meetings.</b> Discussions found we need to redefine the requirements as should be more simplified. Quarterly payments should be linked to attendance. Honorarium should also cover the additional duties undertaken for council work.</p>

All in Favour

**Disciplinary Officer.** Due to the length of time the current officer has been in post it may be appropriate to appoint someone else. Council discussed if it might be a better option to appoint two people, train them and call on them when required? Requirement to rework the disciplinary procedure highlighting the need to report any decisions to the President.

**Action**

MR to use an existing template from a process already in place and adapt to suit.

**Benevolent Association.** We need to appoint trustees which should include members of the public who are not chiropractors. They should look at funds raised and have guardianship of these funds. These are trustee ship skills.

BCA Benevolent Fund to be approved at AGM. The next step will be development of policies which would be the responsibility of the trustees. Suggestion that some of the reserves could be used for this fund and possibility after a few years to use the Reading office building as part of the fund.

Council decided to take this to AGM.

**ECU.** Paying more than collecting. Keith Thompson suggested to MR we should tell them what we pay in pounds then they can convert to Euros.

All in favour of this proposal.

**Membership Growth & Strategy**

Discussed OODA proposal and how comprehensive it is. We have looked at growth this Autumn and could invite non-members to join BCA. Offering free membership from Autumn to December, essentially first three months free with the option of paying monthly rather than quarterly.

This proposal from MR to encourage new member is simple and relatively low cost. However, we may need to go down a more expensive route at some point.

A letter will go out to non-members which will include benefits of BCA membership such insurance benefits among others. Highlighting the differences between BCA and other associations.

If this is successful it may be developed for future membership growth.

	<p><b>Action</b> MR and AB to work on this</p> <p><b>Executive Support</b> Higher level staffing structure discussed along with the additional role skill set.</p> <p><b>Action</b> MR will work on this and will feedback to council.</p> <p><b>Council Nominations</b> Closing date for nominations 29<sup>th</sup> August 2018. ERS (Electoral Reform) will process all nominations and voting at a cost of £1750. They are ready to proceed when needed. Voting will open on 14/09/2018 and close on 28/09/2018. ERS will advise of the results 1 week later. Results will be announced at the AGM.</p> <p><b>Action</b> MR to continue to run the election process in line with the above</p>
<b>Item 7.</b>	<p><b>Governance Review &amp; Proposals</b></p> <p>Written Report – <b>CQ</b> The appendix will be sent out as a summary plan with voting papers. Recommendations: 2 Year terms are the best option. Officer should have 3 people drawn from existing council meaning one third of the council will continue through. After discussion all agreed this was cleanest way for running it which also means experience of existing council members moves to Exec. Information should be put onto Facebook in an abbreviated version.</p> <p>Council structure discussed: 9 Council members including: 1 Lay member with voting rights (80% of members surveyed in favour) 3 Exec</p> <p>Discussion followed around serving 8 years out of 12 ensuring new people stand for council and current members can step up to new role within council. When this will start will be voted on at 2018 AGM and will come into effect after 2019 AGM.</p> <p>Proxy voting – 91% of members in favour of proxy voting.</p> <p><b>Action</b> CQ to work on details of proxy voting only on agenda items.</p>

	<p>Secretary role has been removed to regularise company secretary as the CEO.</p> <p>All council are directors of the company and known as Board of Directors.</p> <p>Members should be consulted and informed of any decisions made. Member, council and expert opinions must be taken into account.</p> <p><b>Proposal</b></p> <p>Submit to AGM</p> <p>Council to discuss content of paper, approve recommendations and give feedback on the Executive summary for members.</p> <p>All in Favour</p>
<b>Item 8.</b>	<b>Pastoral Support</b>
	<p>Written Report – <b>MR/VW</b></p> <p>Practical and emotional support for members. Different areas of support and the practicalities of proving the required support discussed. A forum or Wiki are good ideas but require monitoring.</p> <p>A soft launch with different categories and gauge if anyone interested in being involved in specific area to provide support.</p> <p>Avoid giving advice on complaints so as not to be called up in front of GCC. Suggestion Lloyd &amp; Whyte may be prepared to provide training to provide support with regards to ongoing complaints.</p> <p>Not always complaints, some people just need someone to talk to.</p> <p>Contact list of volunteers happy to provide support in different areas could be put on the members page with a disclaimer as not representative of the BCA.</p> <p><b>Action</b></p> <p>MR and VW to have continued discussions</p>
<b>Item 9.</b>	<b>GCC Matters</b>
	<p>Written Report – <b>CQ</b></p> <p>As Read</p>
<b>Item 10.</b>	<b>WFC/ECU Issues &amp; Inter-Association Matters</b>
	<p><b>WFC/ECU</b></p> <p>Written Report - <b>CQ</b></p> <p>The current membership rate is charged at £150 to BCA members. CQ is involved with others on a strategy review group and are meeting soon.</p>



	<p><b>Inter-Association Update.</b></p> <p>Oral Report- <b>CQ</b></p> <p>Trish McGregor from GCC keen to find something to unite all on. We will continue with our own agenda.</p>
<b>Item 11.</b>	<b>RCC Matters</b>
	<p>Written Report - <b>CQ</b></p> <p>BCA are massive supporter of RCC as an apolitical body.</p> <p>RCC should not be sitting in ECU meeting. Conflict of interest discussed.</p> <p>Discussion on recent Conflict of interest concerns. Council asked if the threat of litigation has been lifted. CQ reported that whilst verbal confirmation has been received that the Conflict of Interest policy will be adhered to, no written confirmation has yet been received despite multiple requests.</p> <p>Trustees of the RCC are able to stand for BCA council but the Conflict of interest policy remains in place. This means that RCC Trustees, just as all Council members must leave room at council meeting when required to by the rest of the Council in line with the Col policy.</p> <p>Even though BCA and RCA are separate organisations BCA will continue to work with and support RCC.</p> <p><b>Action</b></p> <p>MR to provide a report on this.</p>
<b>Item 12.</b>	<b>University Matters and PCE Update</b>
	<p><b>University Matters.</b></p> <p>Written Report – <b>CQ</b></p> <p>As read.</p> <p>WCCS event CQ attended in South Africa was brilliant. BCA to develop a pathway and advice pack providing information for overseas chiropractors with regards to visas etc.</p> <p>Identify an overseas group who have experiences in this area. What did they need but didn't have? Make a feature of this and use on Facebook.</p> <p>Discussion around providing support for new graduates during the first 6 months working eg, self-employment, HMRC issues, knowledge on how to run a business and business planning etc.</p> <p>Suggestion of providing a workshop at conference which could be sponsored by Santander or large accountancy company providing support for new graduates.</p> <p><b>Action</b></p> <p>MR to ask Dan Morgan for a six-month timeline for new graduates.</p> <p>Student and new graduate committee to propose plan for student engagement.</p>

	<p><b>PCE</b> Written Report – <b>MB</b> As read.</p>
<b>Item 13.</b>	<b>CRC Report</b>
	<p>PC recused himself for this item Written report – <b>EA</b> <b>Action</b> MR to ask again for accounts.</p>
<b>Item 14.</b>	<b>Awards Shortlisting</b>
	<p>Written report – <b>CQ</b> As read Council went through a voting process on all nominations and a shortlist was composed based on the outcome of this. Finalists in each category will be announced to membership who will then vote via Survey Monkey. <b>Action</b> CQ, MR and AB to circulate to members via email</p>
<b>Item 15.</b>	<b>Semi- Active Membership</b>
	<p>Written report – <b>CQ</b> As read with following changes to proposal Members experiencing hardship who wish to register for Concessionary rates of membership are required to apply to the CEO and each case will be assessed with reference to the following criteria: Members taking maternity/paternity leave Hardship outside the members control <b>Action</b> MR to implement and develop application form and policy for this.</p>
<b>Item 16.</b>	<b>Future Meeting</b>
	<p><b>Next Council Meeting – date tbc</b> <b>Venue – Fitwise Management Office</b></p>

Minutes agreed as correct

Proposed:

**Seconded:**

**Signed:**

**Status:**

DRAFT