



Listening Event

Unconfirmed Action Notes of the Listening Event held 10-12pm Saturday 8th September 2018

Attending:

Board of Directors (BoD)

President – Tess Fenn (TF)

Secretary – Gail Hall (GH)

Human Resources Director - Andrea Ashton (AA)

Financial Director – Diane Meech (DM)

Policy and Standards Director - Julie Mathieson (JM)

Members

Fellow Member - Alison Hemsworth

Fellow Member - Liz Fidler

Fellow Member - Sam Quaye

Fellow Member - Gill Risby

Fellow Member - Ellen Williams

Apologies:

Communications Director – Rachel Raybould (RR)

Professional Development Director – Joanne Nevinson (JN)

Honorary Member – Karen Harrowing

Policy and Standards Associates for devolved countries.

		To action
1.	Overview of the Organisational Chart and Governance	



	<p>An overview of what it meant to be a Limited by Guarantee Company (LBGC) was given to the whole group, along with the legal requirements for Companies House. The organisation structure was discussed and explained, with discussion around the Articles (legal requirements) and Standing Orders (regulations) and Standard Operating Procedures. The procedure for making updates to the Articles was explained to the group and the appointment of a Solicitor to achieve this was confirmed.</p> <p>The Organisational Structure was shared with the group along with the details of newly appointed National Officers. Discussions took place on prioritising workload and managing workload and capacity within the organisational structure. Examples of structures in other organisations were given. There was agreement that the Communication strategy, marketing and re-branding were vital for increasing membership. It was felt it should be clearly reported how activities undertaken by the professional committee and Directors supported the members and the Pharmacy Technician profession.</p> <p>Actions:</p> <p>An overview of the Association and what it means to be a LBGC is to be created for the open website for members and those wishing to join to be informed. Briefing paper 1 is to be modified for this.</p> <p>Confirmation of new appointment names and photographs are required to update the organisational chart. This is then to be published on the open website.</p> <p>Policies need to align confirmation of when a new applicant can publicly share their APTUK role. Standing down officers need to be followed up and penalised if not removing their APTUK role from social media status'.</p>	<p>TF GH / TF</p> <p>AA / GH / TF</p>
2.	<p>Financial and Membership updates</p> <p>DM presented the financial report to the whole group.</p> <p>The cost of conference was discussed, along with confirmation that the 2018 conference ran at a 10% loss, but that the corporate brochure costs were included in those figures, and this is a tool required to increase future sponsorship. The whole group agreed that the conference was the annual showcase and would raise the profile and should increase membership.</p> <p>Membership fees were discussed and reductions in non-retired Fellow members was discussed. DM confirmed this was already on the BoD agenda to review.</p>	



	<p>The group highlighted the importance of converting the Day Lewis sponsored members and PTPT free of charge members into full members. The group discussed the sponsorship of conference and several different models were discussed, including whole morning sessions with all delegates and pharma sponsors and then removal of the sponsors from the conference after that.</p> <p>Action: Fellow membership costs to stay on the BoD agenda for review. Discussions on converting Day Lewis and PTPT members to be high priority. Model of pharma sponsorship at conference to be discussed.</p>	<p>DM / GH TF / DM RR / DM</p>
3.	<p>Strategy event feedback</p> <p>The feedback from the Jan 2018 strategy event was shared with the group for discussion. Comments were made on how disappointing it was that this work was only just being shared from what was a well-supported event. TF explained that work on the Strategy had been ongoing from the event.</p> <p>Action: To ensure feedback from events is shared with members sooner.</p>	<p>All</p>
4.	<p>Strategy 2018-2021</p> <p>The strategy document was shared with the whole group along with the strategic goals. There was discussion on the use of positive language and avoiding the use of “victim” language. Questions were posed to the BoD on whether the business objectives were being met and the review process of Directors, National Officers or Associates not meeting their business objectives or workload.</p> <p>Action: The BoD are to review the language used in the strategy and change as required. Workstream objectives to be published to enable members to know what will be happening and hold people to account. Strategy to be made available to all on the open website (once final approval for the document is completed).</p>	<p>All BoD All BoD TF</p>



	Tendering for marketing and branding strategies is to continue on the agenda as a high priority.	DM / RR/ GH
5.	<p>Board Proposal</p> <p>TF gave an overview of the Boards proposal following her announcement of retirement at conference. It was confirmed that a handover is planned for Feb 2019.</p> <p>Discussions around short, medium and long-term proposals took place with suggestions that the immediate problems of “<i>what if no one applies for president</i>” needed to be considered by the Board. Confirmation was given that the Board would absorb the president’s role if this was applicable.</p> <p>The group discussed future plans for a CEO and President and the payment of the CEO post. It was agreed that this was a long-term plan as the finances did not support a paid CEO role now, or in the near future. Membership increases were required to enable this.</p> <p>The changes required to the Articles to enable election of a President from outside the Board was discussed with the whole group and agreed this would be a good move forward to widen the application pool.</p> <p>Other positions, such as non-executive director were discussed and it was agreed these should not come from just the honorary members group.</p> <p>Action:</p> <p>Proposal for co-option for president to Feb 2019 required by the Board.</p> <p>Non-executive director post to be created.</p> <p>BoD to add discussion on fixed term contracts and recruitment and selection to their next meeting.</p> <p>Removal of the membership business meeting from the conference is to be discussed and agreed.</p> <p>Typo in paper 4 to be corrected to say TF does NOT want to remain president.</p> <p>Contingency plans for Board to take control if no president are to be made public on the open website.</p>	BoD TF GH / AA TF / RR TF BoD
6.	<p>Discussion</p> <p>Overall the fellow members did not feel the BoD had enough contingencies to ensure the Association would continue if a new president was not appointed. They felt a long-term plan was in place regarding a paid CEO post and president, but this was not feasible as a short or medium-term plan due to financial restraints.</p> <p>The president’s role needs updating to ensure the role is clear and achievable.</p>	



<p>Governance using the advisory group was suggested. The fellow members felt there needed to be a strategy for how the revised president role was going to be possible with a CEO initially. The whole group agreed that the significance of moving to a LBGC had not been realised when this decision was taken.</p> <p>Action: The following points were taken forward to the BoD agenda: Publish the strategy Create short, medium and long-term plans and share with members and potential members Update the president job description for the transitional and long-term plans. Ensure the Board are clear on their roles to support any transition and contingencies. Contact the fellow members for any assistance required.</p>	<p>GH to place on agenda</p>
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