



**Minutes of the Council meeting of BSHAA
Friends House, 173 – 177 Euston Road, London, NW1 2BJ**

Thursday 17th October 2019

Present:

A Coulter (AC) Chair
D Foley (DF)
S Edmunds (SE)
S Dixon (SD)
H Kennington (HK)
A Pugh (AP)
P Harrison (PH)
Prof. D Welbourn (DW) CEO
I Croft (IC)
R Kewney (RK)

19-10-1a

In Attendance:

K Girling (KG)
Dr J Jindal (JJ)

Apologies:

P Sydserff (PSy)
R Garcia Medina (RGM)
S Godkin (SG)
J Summerfield (JS)
A Hopkirk (AH)
S Vokes (SV)

Did not attend:

19-10-1b

Members Contact Details and Declaration of Interest

(AC) reminded Council members of the need to declare any conflict of interest (including potential conflict of interest) or change of circumstance that may have arisen since the last Council meeting. (SE) made it known to Council that he is now working with Amplifon.

19-10-1c

(KG) to update BSHAA Council meeting attendance record with details of all present.

19-10-2 **Review Agenda**

(AC) asked Council if there were any items for consideration under AOB. It was noted that (JJ) wished to add the subject of an education event to be held in early 2020. (AC) confirmed this subject would be added to the agenda under perspectives.

19-10-3 **Minutes of previous meeting**

Minutes from Council meeting on 4th July 2019 were approved.

19-10-4 **Actions arising****A. Matters arising not on the agenda.**

(AC) asked Council if there were any actions for consideration not of the agenda. None were identified.

B. Update/progress on agreed actions.

Council reviewed Appendix B with the progress of actions noted. As a result of the review, (AC) confirmed that BIHIMA conference is to be held on the 4th June 2020 in Edgbaston and the additional action below was added.

19-10-AP1 **(AC) to meet with manufactures regarding BSHAA's 2021 Congress, to discuss matters relating to the event and the shared risk.**

19-10-AP2 **(DW) to review the possibilities of BSHAA developing a new Website and membership database, taking into consideration the proposed College of Audiology.**

19-10-5 **Perspectives****A. Presidents Report**

(AC) referred to Appendix C containing the presidential activates, which was taken as read.

B. Chief Executive Report

Appendix D (CEO report) was noted as read. (AC) commented on the volume and quality of work which (DW) had undertaken on the development of the Collage of Audiology on behalf of the Society which he did not feel was fully represented in the report.

C. Marketing Report

In (JS's) absence (AC) referred to Appendix E and gave an overview of marketing activities.

D. Educational event in early 2020

Council discussed the possibility of an education event in early 2020. (AC) suggested Belfast as a possible venue. All agreed that the Delivery Committee should be involved, with the possibility of ISHAA and BAA and BSHAA making it a joint event, with the potential of the support of manufactures. (DW) suggested this format could be repeated in other areas on the mainland, with Glasgow/Edinburgh suggested for February/March 2020 and London in September 2020. As a result of the discussions the following actions were agreed.

19-10-AP3 (SD) to approach manufactures regarding sponsorship of BSHAA events and report back to Council.

19-10-AP4 Delivery Committee to investigate organising regional BSHAA events.

19-10-6 Governance

A. Update on the nominations for Council

(DW) advised that there are 6 vacancies on Council and 5 nominations to stand for election to Council have been received. He confirmed that (IC) (SV) (SE) and (PG) will be standing down from Council at the next election and wished to acknowledge the work and commitment they have shown to the Society during their term of office. He confirmed the (SG) will be re-standing for Council. He advised that Paula Cook, Elizabeth Adesugba, Robert Donnan and Jasmin Opoku-Ware are also standing as candidates for Council election.

(DW) made Council aware that one of the candidates has been a member for more than two years, but not on a continuous basis, with a break of 1 year. DW asked Council for approval for her to stand for election. Council agreed.

19-10-DP1 Council agreed that the candidate standing for Council election who has not been a continuous member for 2 years could stand.

Council raised concerns over the approval process for members standing for election. It was agreed that (DW), (AC), and (DF) should review the approval process and report back to Council before next year's election cycle begins

19-10-AP5 (DW), (AC), and (DF) to review the approval process of members standing for Council election and check the credentials of each nominee, reporting back Council with their findings.

Post meeting note –confirmed on Wednesday 23rd October 2019 that no action is required in relation to this year's election, but identified the need to review whether the Articles should be updated before next election.

B. Review of the nominations for Vice President – approval of board-level experience

(DW) gave an overview of Appendix F, confirming that nominations for Vice President had been received for David Foley, Raul Garcia-Medina and Alan Hopkirk. Council Members were reminded that they have no veto over those standing for VP, but are required to endorse the nomination with a statement relating to them demonstrating appropriate experience at board level. DW sought views of Council whether they wished to review each of the statements of relevant experience in detail. All agreed this was not necessary as all of the candidates were known to Council. (AC) asked Council to vote to approve the candidates standing for Vice President confirming their experience at board level.

Post meeting note - (DW) wished to note that there is a mistake in the spelling of Raul Garcia-Medina's name in Appendix F and confirmed it is correct on the election system.

19-10-DP2 Council voted to approve the candidates standing for Vice President, confirming their experience at board level. 6 Yes – 2 No

C. Actions/decisions taken since last meeting

(DW) referred to Appendix F, confirming there were no actions/decisions taken since the last Committee meeting.

D. Review of working practices.

(AC) gave Council an overview of Appendix H, which is designed to improve working practices and increase the efficiency of BSHAA Council and Committees in delivering agreed priorities, whilst making people more accountable to deliver projects in a timely manner. He informed it is the desire to reduce the amount of face to face meetings and develop a 'project delivery' style of management by working in smaller groups, with the Chair of each Committee owing the project and the team from each Committee planning the project. All agreed this will be a more productive method of working in the future.

19-10-7**Finance and Commercial****A. 2018/9 end of year draft financial position**

(DW) referred to Appendix J and K informing Council that the critical message from the Finance Committee was the £6.5K loss in financial year 2018/19. He reflected that this is a disappointing result, given that the figures were on track to deliver a moderate profit at the year end. He reported that the deficit was due to a rapid fall in advertising revenue income, confirming there was no income from advertising in BSHAA People during the last quarter.

B. Update on expenses policy and late claims

(DW) also advised that the forecast was affected by the late submission of expenses claims by Council members. He reported to Council that it is the recommendation of the Finance Committee that no expense claims from the last financial period will be paid after the end of October 2019, reminding Council of the BSHAA expenses policy that expense claims must be submitted within two months of the event.

(SE) drew attention to the cost of the Membership Committee being high, he advised that this was due to the Membership Committee attending external events to promote BSHAA and these costs should have been allocated to Council. (DW) confirmed this would be adjusted accordingly.

(DW) advised that £25K of support time was allocated to the delivery of Congress, which prevented work being completed in other areas.

C. Report for Finance committee

Covered earlier in meeting.

D. 2019/20 Budget and period 1 report

Council reviewed the figures in Appendix K for period on 2019/20, all agreed the Society needs to closely monitor the reduction in income for BSHAA People advertising and the effects this will have on spending budgets going forward.

E. BSHAA People

Council discussed BSHAA People, noting that it is valued by members and is an important communication tool to the Society. They acknowledged that current advertising in BSHAA People is significantly reduced. Being mindful of the financial implications Council discussed reducing the editions from 6 per year to quarterly.

This would reduce costs and potentially increase the quality of content in each edition, giving contributors longer to research and prepare articles.

(DW) advised advertising revenue has been in decline over the past years and now BSHAA People only has only one major advertiser, leaving the Society vulnerable. He commented this was in line with the change in print advertising generally in the market. He reflected that moving to 4 editions per year would give a longer time frame to project manage and improve content, with smaller bulletin's produced on line referring to a bigger article within the next issue of BSHAA People.

Council agreed that members and advertisers should be consulted, within the time frame for the decision on printing/publication dates for 2020 in the November 2019 edition. Council also discussed the possibility of producing a combined edition with other audiology organisations, creating a bumper edition for January 2020.

19-10-AP6 (AC) & (JS) to produce a project initiation document by Friday 25th October or Monday 28th October 2019 at the latest on the future look of BSHAA People, giving consideration to fewer editions with more content, supported by smaller on line bulletins referring to bigger articles in the next edition of BSHAA People and look into the possibility of combining editions with other organisations, producing a bumper edition for January 2020 involving Council members for content.

19-10-8 Strategy and Policy

A. Legal opinion and BSHAA response.

Council considered the findings of the legal opinion on the protected function of the Hearing Aid Dispenser contained within Appendix L, received from Marc Seale (Chief Executive and Registrar of HCPC) and agreed Council should form a project team to plan on how to advise members on the interpretation/best practice of the results. Council also agreed that HCPC should be advise of BSHAA's intentions.

19-10-AP7 (DW) to respond to Marc Seale on BSHAA's intentions regarding the legal opinion of the protected function of a Hearing Aid Dispenser.

19-10-AP8 (DW) and (AC) to form a project team to produce a first draft on guidance to support the legal opinion of the protected function of a Hearing Aid Dispenser and report back to Council.

B. Draft Policy on membership during career breaks and parental leave

(AC) referred to Appendix M, asking Council for the approval of the comments made on membership during career breaks and parental leave. Council agreed to adopt the recommendations.

19-10-DP3 Council agreed to adopt the recommendations made in Appendix M regarding membership during career breaks and parental leave.

C. Draft Policy on returning to Society after removal

(DW) gave Council an overview of a current case where an audiologist who had previously been removed from the HCPC register was seeking re-instatement to HCPC and wishes to re-join BSHAA. Council agreed this should be done with an element of managed guidance of good practice. (DW) noted he would advise Council of this matter as it progressed.

D. The role of mentoring, coaching and clinical audit.

(DW) gave an overview of Appendix P regarding mentoring people in the audiology profession, advising this subject arose out of Membership Committee asking Council if this is something the Society would wish to develop. (AC) commented that BSHAA could develop a mentoring/coaching programme, possibly via social media groups but this potentially would involve a lot of commitment of hours to the project to build a network of volunteers who would also commit to the project. He asked Council to consider how the volunteers would be trained to mentor correctly. (DW) suggested the training of the mentors could be done via Webinar. (SD) suggested the Society should encourage member to member interaction, potentially conducted via a closed Facebook group, with BSHAA developing forums for discussion.

(AC) asked Council if there is an appetite to develop the role of mentoring/coaching within the Society. All agreed in principal with (DW) commenting there would be a need for the mentors to receive training to enable them to conduct the role satisfactorily. (AP) suggested BSHAA hold a professional development day on the subject which Council agreed, commenting that this subject should be discussed at the Strategy Day in early January 2020.

E. Support for Apprenticeship scheme

(DW) informed Council that this is a work in progress which is being treated with a matter of urgency as it was delayed due to the pressures of Congress. (AC) enquired if the Finance Committee had identified any financial implications to the scheme. (DW) advised this project sits between the Standards Committee and Finance Committee with all elements being considered. Council agreed BSHAA should not be exposed to financial risk and the project should be entered into as a joint partnership with other companies involved.

19-10-9

Sub Committees & Working groups**A. Membership Committee**

(SE) gave an overview to Council of the Membership Committees activities, informing Council that BSHAA attended the Specsavers Conference recently as an exhibitor, advising the interaction between BSHAA and the delegates was very encouraging, with the footfall to the BSHAA stand being high.

He also confirmed he will be standing down as Chair of the Membership Committee and advised he arrange a hand over with his successor with regard to visiting companies etc. to provide continuity to the relationships built up with companies over recent years. (AC) advised in the absence of the next Membership Committee Chair being appointed he would manage the process. (SE) advised he would be prepared to have an extended hand over period if this was acceptable to Council.

(DW) commented that interaction with stakeholders should have a structure, to inform of the potential changes within BSHAA, including responding to the legal opinion of the role of HCA's, apprenticeships and end point assessment, the discussions around the College of Audiology and the possible changes to BSHAA People. (RK) commented this highlights the need for continuity within BSHAA Committees, suggesting there should be a second person appointed to work alongside the Chair which would help with workload and continuity. (DW) agreed and highlighted this would be conducive with the proposed project plans moving forward.

Council approved the list of new members presented at the Council Meeting.

Membership renewals

(KG) referred to appendix Q and informed Council that the renewal period was on target. She advised that the figures in Appendix Q did not include the final report to come from Specsavers or the results of the Student renewal programme which is currently ongoing. (KG) also confirmed that all of the correspondence regarding renewals so far have been electronic with the final reminder being sent by postal mail at the end of October 2019 in an effort to keep cost to a minimum.

B. Customer Services Committee

(DF) informed Council that all complaints received by the Customer Care Committee (CCC) are in hand. He highlighted an issue where a company (Hearing Solutions) are using the BSHAA logo when not all of their audiologist were members. Jill Humphreys contacted them in regard to this matter and as a result all of their audiologist have now joined the Society. (DW) informed that it was discussed at the CCC meeting that in order for a company to display the BSHAA logo and refer to BSHAA Customer Complaints Service at least 50% of their audiology's have to be members of BSHAA. Council agreed.

(DF) also informed Council that CCC discuss the issue of NHS Trusts charging for hearing aids when the audiologist was not on the HCPC register. (RK) advised that this had been investigated previously by BSHAA confirming that the fee was an administration fee for lost/replacement aids and not for the original aid provided. (AC) confirmed that any aid provided by the NHS remains the property of the NHS Trust.

(DF) advised Council of a letter received from a member regarding providing hearing aids from people's private health insurance policies. The member advised that Axa Insurance Company would not trade with him because he does not work within the NHS, despite being registered with many major private healthcare providers, (DF) confirmed the CCC are looking into this issue.

He also advised of the issue of the protection of vulnerable adults and the reporting of incidents which a member had raised with CCC, confirming that they are investigating the matter further to produce advice for members.

(DF) informed Council of incidents where companies say they are members of the Customer Care Scheme when not all of their employed audiologist are members. In this incident BSHAA will charge a conciliation fee of £250 to the company.

C. Professional Standards Committee.**Review of guidance and codes**

(DW) informed Council of the change in working process for the Standards Committee where the documentation for standards/guidance will be dated to comply with the IQIIPS accreditation standard, confirming there are a number of documents on the BSHAA website which are not dated. (SD) commented this should also include a 'Review by' date.

D. Delivery Committee Report

(SD) advised Council that the next Webinar will be on the 28th November 2019 with the potential of a Webinar in January 2020 on Tinnitus. She also advised that the recent Professional Development Day held in London had 63 attendees giving a delegate income of approximately £6000, which (JJ) thanked Council members for their involvement in the project.

19-10-10 **External relationships** Update on the College of Audiology discussions.

(AC) referred to the meeting on 4th October 2019 with interested parties regarding the proposed College of Audiology, where the aim was to identify aims for the College. He advised the day was well received identifying many of the hurdles which would need to be address. (DF) advised there was discussion on how the proposed College would provide a complaints service, which other professional bodies do not have at present. (AC) informed there were some areas of concern voiced at the end of the meeting, but overall the meeting was positive.

(DW) and (AC) informed Council of a possible change in (DW's) role in that he may not represent BSHAA in the discussions, but become a management consultant on the governance of the overall project acting as an independent advisor. (DW) confirmed that the next step is to write the Terms of Reference for a steering committee.

19-10-11 **Agreed items brought forward**
There were no agreed items brought forward.**19-07-12** **Review of the meeting**

(AC) gave a review of the meeting and reminded all present to complete their actions in a timely manner, ensuring deadlines are met.

19-07-13 **Date of next Council Meeting**

Next Council meeting – Date and location to be advised.

There being no further business, the Chair declared the meeting closed.

Decision points made in meeting:-

- 19-10-DP1 Council agreed that the candidate standing for Council election who has not been a continuous member for 2 years could stand.*
- 19-10-DP2 Council voted to approve the candidates standing for Vice President, confirming their experience at board level. 6 Yes – 2 No*
- 19-10-DP3 Council agreed to adopt the recommendations made in Appendix M regarding membership during career breaks and parental leave.*