



**Minutes of the Council meeting of the British Society of Hearing Aid Audiologists Limited.  
The Hilton Hotel, 17 -18 Upper Woburn Place, Euston, London, WC1H 0HT**

**Thursday 25<sup>th</sup> January 2018**

**Present:**

A Coulter (AC)  
D Foley (DF)  
Prof. D Welbourn (DW) (CEO)  
I Croft (IC)  
R Garcia-Medina (RGM)  
S Edmunds (SE)  
R Kewney (RK)  
A Pugh (AP)  
P Harrison (PH)  
P Sydserff (PSy)  
R Gordon (RG)

**In Attendance:**

K Girling (KG)  
J Summerfield (JS)

**18-01-1a**

**Apologies**

S Vokes (SV)  
Dr. J Jindal (JJ)  
T Rainer (TR)  
S Godkin (SG)

**Did not attend** P Nand (PN)

**18-01-1b**

**Members Contact Details and Conflict of Interest**

(AC) welcomed (RG) to Council, he 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. (AC) also asked Council to inform of any change of contact details, (RK) informed Council of change in circumstances and confirmed he would complete a new declaration.

**18-01-1c**

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

**18-01-2**      **Review Agenda**

(AC) asked Council if there were any items for consideration under AOB. (DW) added the subject of the Council election process and (KG) added the revision of promotional/events material. These subjects were added to the agenda.

**18-01-3**      **Minutes of previous meeting**

Minutes from Council meeting on 19<sup>th</sup> October 2017 were noted and approved.

**18-01-4**      **Actions arising**

Council reviewed Appendix B with the progress of actions noted.

**18-01-5**      **Perspectives**

**A. Presidents Report**

Presidents report was postponed until the next Council meeting

**B. Chief Executive Report**

(DW) referred to Appendix D, drawing attention to the forthcoming GDPR, BSHAA's arrangements to be compliant and conveying information to members on the subject. The report was noted and a request made for a plan on BSHAA's GDPR compliance to be presented to Council.

**18-01-AP1**    **DW to share a plan for GDPR with Council by 9th March 2018**

**18-01-6**      **Strategy and Policy**

**A. Hearing care narrative**

(PSy) referred to Appendix E1 and drew attention to the referral criteria, wax management, the roll of GP's and community audiology elements of the report.

**B. Overview of consultation responses**

(DW) gave Council an overview of Appendix E2. (RK) raised the question of where the Society goes from here. It was agreed that BSHAA should produce a document when the final guidance is completed in May 2018.

(DW) referred to Appendix E3, concerning the consultation of a National Apprenticeship Standard for hearing aid audiologist apprentices, informing Council that BSHAA were not allowed to be part of the consultation process because they are not employers, he confirmed that BSHAA have been called upon as professional advisers only.

**18-01-7**      **Governance**

**A. Annual Report and AGM preparations**

(DW) gave Council an oral report on the preparations the Society's Annual Report and AGM, confirming the AGM will be in May 2018

**B. Forward meeting schedule for 2018**

Council discussed the structure of BSHAA meetings for 2018. It was decided to postpone in depth discussions on the aims/goals of the Society for 2018 to a Strategy Day to be held in early 2018.

Council also reviewed the Committees and identified the need to involve members of the Society from outside of the BSHAA Council for support and input. It was decided that the chairs of each Committee should set the dates for Committee meetings around the Council meetings in 2018 and identify the need for them to be face to face or Webinar base, being mindful of the cost to the Society.

**18-01-AP2 (KG) to send out a Doodle Poll to all Council members to ascertain the most suitable date for the first Council Strategy meeting in 2018**

**18-01-AP2b Based on the results of Council meeting dates, Chairs of BSHAA Committees to set dates for Committee meetings in 2018, considering if these should be face to face or WebEx base, being mindful of the cost to the Society.**

**C. Actions/decisions taken since last meeting**

(DW) referred to Appendix H which details the reasons for the need to change the Society's articles. (DF) proposed that new Council members take up their post at the next Council meeting after the election, all present agreed.

**18-01-DP1 Council agreed to the change of articles proposed in Appendix H and that newly elected Council members should take up their post at the next Council meeting after the Council election.**

**18-01-AP3 (DF) to write a proposal, including timings, regarding changes to the Society's articles by the 16th Feb 2018 and circulate to Council members.**

(JS) informed Council that there would be a short article regarding the AGM in the February edition of BSHAA People, the change of articles in the April edition and membership will also receive an email bulletin regarding these subjects.

**D. Council election process**

(DF) brought to Councils attention that during the Council election process members were invited to disapprove of candidates during the voting process, commenting this was de-motivating to candidates. Council agreed to change the process in future.

**18-01-DP2 Council agreed to change the voting process where members were asked to disapprove of candidates for future elections.**

**18-01-AP4 (DW) to review the voting process before the next BSHAA Council election**

**18-01-8**      **Finance**

**A. Finance report and budgets**

(DW) referred to Appendix J, giving Council an overview of the figures explaining that some of the difference in the figures equates to which financial year some of the costs were allocated to. He also explained that the cost of Congress has been split over 12 months and the capital asset depreciation has not been accounted for in the managements accounts.

He also informed Council that the difference in previously report figures was due to a nominal coding issues and there had been a change in the accounting process to ensure this does not happen again in future.

**18-01-AP5**      **(DW) to meet with DAAL Accountants prior to the Finance Committee meeting in approximately 2 weeks time.**

**18-01-AP6**      **(KG) to circulate a Doodle Poll to ascertain a date for the next Finance Committee meeting, week commencing 19<sup>th</sup> Feb 2018 TBC**

**B. Admin and Management support – contract renewal arrangements update.**

(DW) informed Council members of key performance indicators included in the contract review for admin and management support contract with EBS, confirming that the contract is in the final stages of being signed off.

**C. Contract progress – Senior/Website**

(DW) informed Council of a scheduled meeting with Senior Internet on 21<sup>th</sup> February 2018 where (DW) and (JS) are to discuss any issues and future planning for the BSHAA website and Memberbase.

**18-01-9**      **Sub Committees & Working groups**

**A. Membership Committee**

(SE) gave Council an update on the launch of Wider Wallet to BSHAA members, reporting that the initial feedback is good and the scheme is working well.

He also informed Council of a recent meeting with Amplifon confirming it is their intention to re-join the BSHAA membership Company Group Scheme for September 2018.

(KG) distributed figures on members who have not renewed their membership. Council discussed the implication on revenue to the Society and decided the following actions.

**18-01-AP7**      **(KG) and (JS)**

- **All student who have not indicated they wish to continue their membership to be made inactive.**
- **All members who have not renewed to be sent a final letter, which will be included in the BSHAA People mail out, with a date of 28<sup>th</sup> February 2018 to respond by. This will be followed by an email containing the same information.**

- **All members who have not renewed by the cut-off date of 28<sup>th</sup> February 2018 will be made inactive and removed from Wider Wallet**

## **B. Customer Services Committee**

(DF) referred to Appendix L and the CSC report contained within. He informed Council that all complaints received by the CSC either resolved or in hand

## **C. Professional Standards Committee.**

(AC) gave Council an overview of Appendix M. He informed Council of the large work load of the Committee, commenting on there not being enough Committee members to cover the large and varied work load. He called for BSHAA members from a cross section of the membership, representing the current demographics of the audiology profession, to get involved in the PSC.

## **D. Delivery Committee Report**

(DW) updated Council of the BIHIMA event which BSHAA have an input in and plans for future regional events. It was recognised there is a need for a stock take and review of BSHAA's event equipment and merchandise.

**18-01-AP8 (DW) to consult with Gail Ryan (EBS) on booking a venue for a proposed BSHAA event in September 2018**

**18-01-AP9 (KG) and (JS) to review equipment and merchandise for event use.**

## **E. Communications**

(JS) gave an update to Council on marketing and communications to BSHAA members. He also informed Council of forthcoming changes in the way Facebook operates, which will affect BSHAA's use of Facebook as a media tool.

He informed Council that delegate registrations are increasing for Webinars, which are growing in popularity with members.

(RGM) informed Council of the value to the Society on producing 'Podcasts' on a variety of audiologist subjects which could be made available to members. Council decided this should be investigated further.

**18-01-AP10 (RGM) and (JS) A sample of podcasts to be developed on general audiology subjects and distributed to Council for feedback, which will contribute to the future development of the podcast series.**

(DW) suggested the Society could interact with World Hearing Day and 2<sup>nd</sup> March 2018 and International Women's Day on 8<sup>th</sup> March 2018 by producing a Women in Audiology pod-cast.

**18-01-AP11 (JS) to research ways for presenting a 'Taking Heads' style podcast to Council and collate suggestions from Council on individuals who may wish to be involved.**

**18-01-AP12 (ALL) Council members to send suggested names of people who may wish to be involved in the 'Taking Heads' podcast combining World Hearing Day on 3<sup>rd</sup> March and International Women's Day on 8th March 2018**

**F. Marketing**

Included in Delivery Committee

**18-01-10 External relationships**

**Hearing Alliance and the Commissioning framework**

(DW) gave Council an update on the Hearing Alliance informing of their desire to have a change in language to represent a more positive, constructive message about hearing loss and deafness.

**HCPC – shared communications**

(DW) informed Council of a recent meeting with HCPC regarding shared communication programme being developed to reflect the views of the professional body and the regulator. He confirmed a draft document is in the process of being finalised and he will update Council on the progress in due course. (DW) reflected on this being a great opportunity and there being a strong willingness on both sides to bring this to fruition.

**18-01-11 Agreed items brought forward (AOB)**

There were no further agreed items brought forward.

**18-01-12 Review of meeting**

(AC) gave a review of the meeting and thanked Council members for their contribution.

**17-10-13 Date of next Council Meeting**

Next Council meeting date and venue to be confirmed.

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

A record of the decision points are detailed below:-

*18-01-DP1 Council agreed to the change of articles proposed in Appendix H and that newly elected Council members should take up their post at the next Council meeting after the Council election.*

*18-01-DP2 Council agreed to change the voting process where members were asked to disapprove of candidates for future elections.*