



Minutes of the Council meeting of the British Society of Hearing Aid Audiologists Limited
The Stanhill Hotel, Stanhill. 7th November 2014

Present: Mr B Downes (Chairman)
Mr P Sydserff
Mr D Foley
Mr I Croft
Mrs S Vokes
Mrs K Finch
Mr T Andrews

In Attendance: Mr A Torbet (CEO), Mr D Peel, Mr P Baker, Mrs K Girling,
Mrs. S Godkin, Mr T Rainer, Mrs. K Shepherd,

Guest Speaker: Mr Mark Laureyns (President of the AEA)

Apologies: Carol Beecher, Colin Campbell, Stuart Cox

5662. BSHAA Council Directors

(BD) opened the meeting and welcomed those attending. (BD) advised that the first order of business was to discuss confidential matters regarding the BSHAA Council Directors and that guests would join the meeting after this item.

(BD) Welcomed back (SG) (KS) (TR) and (KG).

5663. Minutes of previous meeting

5645 (PSy) commented that it had been incorrectly assigned to him. **Action removed**
The minutes of the Council meeting 13th September 2014 were signed off as a fair and true representation

5664. Matters Arising from Council meeting

Expenses for attending meetings

(DF) informed Council that HCPC attendance allowance is currently £300 per day as opposed to BSHAA £180 per day. (BD) expressed an opinion that the figure was incorrect. It was agreed that BSHAA's loss of business allowance should remain unchanged, with EBS to look into HCPC current attendance allowance.

Action (EBS) to check HCPC fee for attendance and loss of business to establish if there is a range of allowances and what BSHAA should use as guidance for the future.

5665. Actions from previous minutes

5646 Item one, (BD) to send letter to long standing members that retire - to be carried forward. Item two, (BD) to write criteria for Honorary membership - to be covered within item 5667 on agenda

5647 (DP) confirmed he had completed action and would be covered by item on the agenda.

5653 (AT) confirmed this action had been completed and would be covered within the Chief Executive Report.

5655 (PB) confirmed that outstanding debts had been chased and would cover this within the financial report.

5660 (KG) confirmed that contact information is in the process of being collected for new council members.

5666. End of Year Formalities

(PB) presented the Management Income and Expenditure Account for the year ending 31st July 2014 (appendix C) with a revised version to be circulated due to columns being corrupted. (DF) confirmed that the overall annual income is increased from last year, and that poor attendance contributed to the loss on Professional Development Days

Action (PB) to circulate revised version of Management Income and Expenditure Accounts to Council members

5667. President Report

The report was circulated prior to the meeting and noted.

(BD) presented to the Council the President's Report (appendix D1) detailing his time and work on behalf of BSHAA including attending the BSA Professional Practice Committee and British Tinnitus Association annual conference in London

(BD) drew attention to the National Survey on Adult Auditory Rehabilitation Service which he would encourage members to participate.

(KF) requested further information regarding (BD)'s meeting with Victoria Dixon reference Clinical Ear Care Training Group

Action (BD) to liaise with (KF) reference Victoria Dixon and Clinical Ear Care Training.

(PSy) raised the matter of division and hand over of roles regarding the change of Presidency. It was agreed that (BD) would continue his involvement to completion of relevant projects and representation of BSHAA at professional meetings. (PSy) thanked (BD) for his continued support.

Presidents Diamond Award

It was agreed that any BSHAA member can nominate a candidate to receive this award, the nominee does not have to be BSHAA member, nominations to be sent to the company secretary for consideration by Council. It was also agreed that the first awards should be made at Congress in May 15, marking 2014 as BSHAA's 60th year. The award will be made annually thereafter.

Council noted the nomination of Lawrence Werth by (PSy).

(KF) suggested this matter should be developed more in the future and marketed through the Communication Committee. This was agreed.

Action Diamond Award to be marketed through the Communication Committee via BSHAA People and website to encourage nominations.

Student Award

Council voted and agreed that a Student Award should be developed. Communications Committee to take on the development and report to council next meeting.

Action, Communications Committee to develop the Student Award and report to Council at next meeting.

5668. Chief Executive Report

The report was circulated prior to the meeting and noted.

(AT) reported 22 applications for the CEO position had been received, interviews for 7 had been arranged with a view of 2 to 3 to be selected for council consideration. (AT) commented he was confident that there was a suitable CEO for BSHAA within the shortlist of applicants.

(AT) gave a verbal report to council, summarising with the desire that BSHAA promotes quality of service. (AT) concluded that BSHAA should strive to set standards in excellence and assure the general public and profession that good quality hearing care is safe in the hands of BSHAA.

5669. Communications Committee Marketing Report

The report was circulated prior to the meeting and noted.

(DP) reported that the meeting with Senior Internet was positive and assurance was given that the project could be completed for Congress May 2015. Awaiting confirmation of final quotation.

(TA) informed Council that the winter edition of BSHAA People would be 52 pages. (TA) proposed that BSHAA People be increased to 6 editions per annum, with the aim for this extra edition to be cost neutral.

Council voted on BSHAA People to be increased to 6 editions per annum. Agreed.

(TA) reported there has been a positive response to Survey Monkey, 20 questions were presented. Useful information has been obtained from members responses with 75% of members likely to recommend BSHAA People to a colleague Exercise to be repeated to encourage increase response numbers.

(DP) made a request for information for Social Media. He also requested Council Members to 'Like' and 'Follow' on BSHAA's Facebook page.

Action, (all) to provided (DP) with information/content for inclusion on BSHAA's Facebook site also to visit the site and 'Like' it.

5670. Customer Services Committee Report

No further actions to report due to the postponement of the Customer Services Committee meeting.

5671. Professional Development Committee

No further actions to report. The Professional Development Committee has not met since last council meeting. (BD) gave a verbal report on current projects as itemised in Appendix G (KF) observed many of the subject area's are being covered by (BD) and enquired if he required any additional support (BD) confirmed he would make Council aware if this becomes necessary in future.

5672. Congress Organising Committee

(KF) reported to Council that arrangements for Congress were at a satisfactory level. There is a desire to promote bookings for Congress with a 30% discount being given to members who attend the AGM and book Congress at the same time. (TR) asked if there was an electronic booking form available. (KF), (DP) informed council that it was not available at present and would look into providing one.

Action (DP) to make available an electronic booking form for Congress 2015

5673. Finance

The report was circulated prior to the meeting and noted.

(PB) gave an update on budgets and a summary of the profit/loss from income centres which were agreed by Council.

Aged Debtor Report

(PB) reported that the outstanding debts which EBS brought to the attention of Council have been chased (Action 5655), confirming the largest has now being paid. It was agreed that outstanding debts from current BSHAA members would not be written off and additional letters would be sent..

Action (EBS) to escalate the of debt recovery with those that have current BSHAA membership.

5674. Scotland Update

No matters arising

5675. BHAMA Update

(TA) informed Council that Alistair Tate is now temporary chair of BHAMA with new council members to be announced.

5676. BSHAA Secretariat and Administration Support

The report was circulated prior to the meeting and noted

(PB) reported on Membership renewal, stating that work is ongoing chasing members who did not renew in the first phase, alongside encouraging re-joins. There has been an increase in new members, and members re-joining after a lapse for 1 or more years, 228 in 2013/4 with 125 in the first quarter of this year (previously 100 per annum average) (PB) also produced graphs compiled with information gained from the HCPC's registration, comparing it with BSHAA's membership on a regional basis.

(AT) informed Council that EBS has had an increase in BSHAA activity and cost, which (BD) and (AT) supported from the 1st October 2014 which will be circulated to Council for approval. (AT) also commented that the society was very satisfied with the first year of EBS involvement with BSHAA.

Action (AT) to circulate to council a proposed increase in EBS's hours.

(PB) reported that BSHAA was subject to a VAT inspection. All was in order throughout the inspection and changes made to VAT process had saved the society 7K in this financial year.

The Leading Change Agenda

5677. Mr Mark Laureyns (President of the AEA)

A presentation was given by Mark Laureyns on the infrastructure and work of AEA, highlighting the key project of the European Standards Service offered by hearing aid professionals, with steps to be taken to change the European Standards EN15927. (ML) informed Council that the next meeting of AEA will be in Brussels in February 2015. Initially the cost of joining AEA as an observer is €130 per vote, typical cost to a country the size of the UK would be €3770 per annum as a member (approximately 29 votes at €130 per vote). (BD) proposed that Council discuss the possibility of BSHAA/UK joining the AEA in the future.

5678. BSHAA CEO Appointment 2015 - Update

CEO appointment review covered within 5668.

5679. Training and Professional Development consultant appointment 2015 update

It was discussed that the role would demand more hours than presently allocated. Council agreed to approve an increase to 150 days at £300 per day with appropriate travel expenses, to be supported by the PDC budget.

It was agreed that the post would be advertised in BSHAA People, BSA and BAA magazine.

5680. The 'Leading Change' Agenda - A Reality Check

(BD) presented discussion document (Appendix K) with attention drawn to the key actions table within the report.

(DP) reported that a pilot scheme of evening events had a good response.

(KF) suggested that new Council members could be involved with future Focus Time and Away Days (IC) suggested the 1st week in February 2015 avoiding school holidays, (PSy) to consider and inform, with the possibility of the new CEO to be invited join the Focus Time/Away Day's proposed for 2015

It was agreed that the possibility of Council members taking responsibility for regional areas should be revisited in future meetings, with a desire to interact more with both new and existing members.

Council agreed that the 'Reality Check' subject should be revisited in future meetings.

5681. 2015 Council meeting dates and locations

A general discussion took place on venue and location for 2015 Council meetings. It was agreed that EBS would send a Doodle Poll to all Council members to assess possible dates and locations.

Action (EBS) to set up a Doodle Poll to be distributed to all Council members regarding Council meeting location and dates.

5682. Annual General Meeting - 8th November 2014

(PB) presented an overview of proceedings for the AGM, confirming that there are 7 nominations and 6 available positions on the Council, thus creating a need for a vote by the membership. (BD) gave an overview of his presentation.

5683. Any Other Business

(PSy) wished to recognise that this would be (BD) last Council meeting as President and thanked him for all the good work he had done during his time in office, which was agreed by all Council members.

(IC) brought to attention of Council the HCA's role and dispensing of hearing aids needs to be clarified. (PSy) referred to the new booklet to be distributed to Council where the HCA's role is described in detail.

(IC) raised the issue of Council members who had missed meetings (BD) reassured Council that any members who had missed recent council meetings had been in touch and provided a reasonable reason as to their absence, with a reassurance that this should be resolved in the new year. (BD) also confirmed that the situation had been noted. (KF) suggested a time line should be developed for action taken against non-attending Council members in the future.

There being no further business the Chairman declared the meeting closed.