



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

Thursday 4th July 2019

Present: P Sydserrff (PSy) Chair
 D Foley (DF)
 S Edmunds (SE)
 S Godkin (SG)
 S Dixon (SD)
 A Hopkirk (AH)
 S Vokes (SV)
 R Garcia Medina (RGM)
 H Kennington (HK)

In Attendance:
 K Girling (KG)
 J Summerfield (JS)

19-07-1a

Apologies:
 A Pugh (AP)
 P Harrison (PH)
 A Coulter (AC)
 Dr J Jindal (JJ)
 R Kewney (RK)
 Prof. D Welbourn (DW) CEO
 I Croft (IC)

Did not attend:

19-07-1b **Members Contact Details and Conflict of Interest**

(PSy) 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. No conflict of interests were declared. (KG) informed Council of correspondence received from Companies House regarding reviewing the details held for BSHAA on their register and confirmed that EBS would attend to this on BSHAA's behalf.

19-07-1c (KG) to update BSHAA Council meeting attendance record with details of all present.

19-07-2 **Review Agenda**

(PSy) asked Council if there were any items for consideration under AOB. It was noted that (AP) wished to add The Women in Audiology meeting, (SD) asked for an update on the end point assessors, (DF) clarity of the Find an Audiology tool on the

BSHAA website, (AH) Fellows event and (RGM) an update on the HCA course approval/accreditation. (PSy) confirmed these subjects would be added to the agenda.

19-07-3 **Minutes of previous meeting**

Minutes from Council meeting on 2nd April 2019 were approved, whilst identifying the need for a redacted set of minutes to be produced for the member's area of the BSHAA website.

19-07-4 **Actions arising**

A. Matters arising not on the minutes.

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

B. Update/progress on agreed actions.

Council reviewed Appendix B (this will be an Airtable electronic spreadsheet in future) with the progress of actions noted. As a result of the review, an additional action was added.

19-07-AP1 **As a result on action 19-01-AP1 being complete, (JS) is to write a piece for BSHAA People on Nuheara and the broader topic of hearables and over the counter devices.**

The Council noted that it is the intention for the actions to be updated via Airtable in future and (PSy) urged Council members to update Airtable when actions had been completed. Although (DW) was not present at this meeting he indicated he will update Airtable with regard to the outstanding actions allocated to him.

19-07-5 **Perspectives**

A. Presidents Report

(PSy) referred to Appendix C containing the presidential activates which was taken as read, noting that items contained within the report would be referred to in later discussions.

(AH) referred to the College of Audiology which (AC) commented on in his report, asking if Council could be informed of the outcome of the meetings on 2nd and 17th July 2019 as soon as possible and not at the next Council meeting in October 2019. All agreed this would be beneficial.

19-07-AP2 **(AC) to report to Council directly after his meeting on 17th July 2019 and include the feedback for the meeting on 2nd July 2019 regarding the proposed College of Audiology.**

B. Chief Executive Report

Appendix D (CEO report) was noted as read.

C. Marketing Report

(JS) referred to Appendix E and gave an overview of marketing activities. He confirmed the clicks on the BSHAA website for registering was more than double the people who registered, suggesting this was due to the difficult process regarding registration with delegate having to repeat the application before successfully registering.

The subject of the BSHAA website in general was discussed. (DF) advised of difficulties with the Find an Audiologist tool and there not being a facility for searching under the name of the audiologist. (JS) advised this was not possible with the current website. All agreed this would be an advantage and the matter should be investigated.

19-07-AP3 (JS) to investigate the possibility of a search under name of audiologist to be included in the Find an Audiologist on the BSHAA Website.

After further discussions it was agreed that the current website and membership database has other issues which may be better dealt with by developing a new website which would use up to date technology now available.

19-07-AP4 (JS) to investigate the possibility of developing a new BSHAA Website and membership database.

Council discussed the current advertising in BSHAA People which is significantly reduced, being mindful of the financial implications.

D. Review of Congress

(PSy) referred to Appendix F submitted by (AC) regarding the future format of BSHAA Congress. He also informed Council that it is BIHAMA's intention to hold a conference in 2020, which should be taken into consideration when discussing the future of BSHAA's Congress.

(JS) gave an overview of the feedback from Congress delegates which was overall positive, (PSy) commented that this confirmed the atmosphere and the verbal feedback received during the event. (SD) inquired if BSHAA use the feedback from delegates to steer the subject matter for the next Congress, all agreed this would be advantageous to future events.

Council discussed various formats which a future Congress or alternative events may take, including options set out in Appendix F which culminated in a vote.

7 out of 9 voted in favour of the desire to hold a congress in 2021.

19-07-DP1 Council voted on the desire to hold a congress in 2021. 7 out of 9 voted in favour.

After careful consideration of the future of BSHAA Congress, Council decided to recommend to the BSHAA President, (AC), the following points:-

- No congress for 2020 - (AC) to go to BIHIMA and negotiate for BSHAA to have a visibility presence at their conference in 2020, with the possibility of holding BSHAA's AGM within their event.

- Yes to the prospect of a BSHAA Congress in 2021, with the desire for engaging a members panel to gain views from the wider membership field, not only from those who attended Congress 2019.
- Options 1, 2, 3, 7 and 8 within Appendix F were ruled out. The public participation in option 7 not favoured. A blend of the other options is desired, recognising the participation of the manufacturers is crucial.
- The prospect of an event for Fellows should be developed, with the financial outcome to be cost neutral to the Society.
- It is Council's view that BIHIMA share the responsibility of delivering something different for Congress 2021.

(PSy) informed Council that (JS) (DW) and (JJ) worked tirelessly to increase attendance at Congress 2019 and on behalf of the Society, he wished to thank them.

(SE) suggested the possibility of regional events should be considered. (PSy) noted this would require investment both of time and the Society's income to organise this sort of event and the financial aspect should be taken into account.

(AH) advised Council that he would like to develop the concept of arranging an event for Fellows of the Society, to encourage members to become Fellows whilst acknowledging the value of Fellowship. All agreed this would be a concept worth developing, whilst taking into account the cost implications and recognising this would be difficult to arrange for this year. (PSy) indicated this should be cost neutral as it is not in the budget for the next financial year.

19-07-AP5 (AH) and (RGM) to develop a business plan for the prospect of developing a professional development event for Fellows of the Society, with the aim to be cost neutral and report back to Council.

19-07-6 Governance

A. Update on director disciplinary investigation

(PSy) gave an update on the (without prejudice) suspension of Robin Gordon informing the Council that he had now resigned from the BSHAA Council and was no longer a director of the Society. Council also commented that in future it would be beneficial for Council to be informed of the full allegations and the process of any disciplinary action taken when a complaint is received, including the time frame of dealing with the allegation. Council agreed that BSHAA members should be informed of the resignation of Robin Gordon.

19-07-AP6 (JS) to draft a statement on the resignation of Robin Gordon for publication on the member's area of the BSHAA website.

B. Actions/decisions taken since last meeting

(PSy) referred to Appendix G, citing a recent case where Council had agreed to expel a member from the Society who has been investigated by the HCPC and suspended from their register. Council discussed the implications of notifying other societies and agencies such as Companies House and the HCPC that the individual in question is registered as a director of his business, despite being suspended from practice by the HCPC. After consideration, Council decided there was no appetite to extend any

action beyond the expulsion from BSHAA. (RGM) informed Council that the Code of Conduct is currently under revision by the Standard Committee and would cover the subject of 'Fitness to Practice'. All agreed that each case should be dealt with on an individual basis and that the Membership Committee should monitor cases under investigation by HCPC.

19-07-DP2 Membership Committee to monitor cases under investigation by the HCPC

19-07-AP7 (DW) to confirm he has written to the member in question advising of his expulsion from the Society.

C. Role of BSHAA in matters of professional conduct.

Covered in Governance B.

19-07-7 Finance and Commercial

A. 2018/9 period 10 finance report

Council discussed Appendix H, (PSy) advised that Council members claiming expenses late had affected the budget forecast and urged all directors to submit their claims in a timely manner.

(RGM) referred to the Standards meeting column in the budget allocation within Appendix H, highlighting the amount Standards Committee for the Education Advisory fee. (PSy) advised Council that fee associated with the education support contract was divided between projects which (JJ) worked on.

Post meeting note, BSHAA accounts administrator advised that the figure (RGM) referred to also included support for the Customer Care Service.

B. Report from Finance Committee

(PSy) referred to Appendix J1 (Contract reviews and Membership renewal fees - input from Finance Committee). Council also debated the Membership fees for 2019/20. All agreed with the proposals from the Finance Committee to raise the Membership fees by £10 for the full rate to £230 and by £4 for those members who pay by Direct Debit or through a Company Group Scheme to £199 as detailed below.

BSHAA Renewal fees 2019

If paid by Card or BACS

Membership type	2019
MSHAA	£230.00
FSHAA	£230.00
Associate	£230.00
HCA	£115.00
Student	Free

BSHAA Renewal fees 2019
If paid by DD or Company Scheme

Membership type	2019
MSHAA	£199.00
FSHAA	£199.00
Associate	£199.00
HCA	£105.00
Student	Free

(PSy) referred to Appendix J2 (Review of contract rates) commenting that the Society values the input from the contractors to BSHAA. He advised that the Finance Committee recommended that the CEO and CCS contracts should be dealt with separately as a more in depth review is required. (DF) commented that the result of the CEO review should be made known to Council, (PSy) advised this would be presented to Council in due course.

Council debated the proposals within Appendix J2 and approved the suggestions from the Finance Committee as details in 19-07-DP2 below.

19-07-DP3 Council approved the proposals from the Finance Committee regarding the review of contract rates as detailed below.

- **Education – 5% uplift (to reflect length of service without an uplift)**
- **Marketing – 4% uplift**
- **Loss of Business allowance to be increased by £20 from £180 to £200 from the start of the next financial year. Council noted that this should only be claimed when actual loss of business occurs.**

C. 2019/20 Budget

(PSy) referred to Appendix K. He drew attention to Council of the financial risks to the Society associated with BSHAA People, the uncertainty of a congress style event, along with unknown financial effects of the proposed College of Audiology and advised that a budgeted loss of £2300 is forecast for the next financial year.

Council discussed the content of Appendix K and agreed with the proposed budgets for the 2019-20 financial year.

(RGM) proposed that the Chairs of each Committee could be in charge of their own budget, deciding what subject/projects it is spent on. Council agree in principal with the concept, advising controls would have to be put in place. (SV) suggested each project would have to be approved on a case by case bases.

All agreed that the work of the Standards Committee is of paramount importance to the Society.

19-07-DP4 Council approved the budgets for the financial year 2019-20 contained in Appendix K

D. Risk Management

(PSy) confirmed the main areas of financial risk to the Society are BSHAA People, Congress/other educational events and the proposed College of Audiology. Council discussed the measures which are in place to protect the Society noting that the College of Audiology was an unknown quantity which BSHAA will not have overall control of.

E. Increasing revenue

(SE) advised Council of the University of the Third Age who are looking into approving partners/product and services for elderly consumers plus the consumer group Which, who are looking to develop a trusted trader registry, both of which he feels will need a form of accreditation for hearing specialist on their registers. He advised Council that he will approach these organisations and report back in due course.

(RGM) raised the subject of approving HCA courses which along with raising income for the Society would assist in setting the ongoing standards of courses in the future.

(PSy) referred to (AP's) AOB request regarding BSHAA approving external courses. Council discussed the difference between accredited and approved courses and agreed the wording on the BSHAA website is unclear and should be reviewed.

19-07-AP8 (JS) to review the wording on the BSHAA website regarding approved and accredited courses to reflect a greater degree of clarity between the two.

Council discussed course accreditation and the cost of reviewing courses, recognising course content should be evaluated by an audiologist and a time line set for ongoing reviews of each accredited course to ensure content is up to date.

19-07-AP9 (DW) to review the contract of Peter Humphreys with regards to course accreditation and report back to Council by the next Council meeting.

19-07-8 Strategy and Policy

A. Update on College discussions.

(PSy) noted that this topic had been discussed previously in the meeting and asked if Council had any further questions on this subject.

(SD) acknowledged updates given by (DW) regarding the College of Audiology and enquired if there has been a joint statement from all societies present at the meetings. (JS) advised no joint statement has been released as yet, but he is in contact with Victoria Adshead (BAA's communications officer) and a joint statement is being prepared.

B. Support for Apprenticeship scheme

(SD) advised she has been approached by Gordon Harrison from Specsavers enquiring if BSHAA will be providing an End Point Assessor service. Council identified this is something which has been discussed in the past and is an area BSHAA is keen to develop.

19-07-AP10 (DW) and (JJ) to contact Gordon Harrison in response to the request regarding End Point Assessors by Monday 8th July 2019.

C. Standards of Proficiency

(RGM) confirmed that, along with other representatives from BSHAA, he had attended a Standards of Proficiency review meeting with the HCPC, who are in the process of gathering data from various medical professions, including audiology and reported this was a positive meeting, recognising the audiology industry is evolving and HCPC are addressing the need for a revision of Standards of Proficiency for HAD's

D. Fellowship

(AH) referred to the prospect of an event for Fellows of the Society discussed earlier in the meeting commenting on the amount of FSHAA's in the report within Appendix L. (KG) advised that this was not a true reflection of the current FSHAA numbers as due to the results of the FSHAA renewal report not being received from (DW), the Memberbase has not been updated.

19-07-AP11 (DW) to immediately update (KG) with the members who retained there FSHAA status.

(SD) commented on the application for Fellowship on the BSHAA website being confusing. Council agreed.

19-07-AP12 (JS) and (SV) to look at ways of simplifying the application process of applying for Fellowship via the BSHAA Website.

(PSy) commented that there had been objections from members who sat the Fellowship exam in the 1970's and have now lost their FSHAA status recognised this needs to be considered in the future.

19-07-9 Sub Committees & Working groups

A. Membership Committee

(SE) confirmed to Council that membership figures are up on last year but should be monitored against the percentage of HAD's registered on the HCPC register.

(SE) also informed Council that he had attended the BSA Conference recently to develop the ongoing relationship with BSA. (SD) commented this visible interaction should be encouraged.

Council discussed the interaction with HEI's and student groups. It was recognised that the student attendance at Congress was poor, especially the evening meal arranged for student delegates. (RGM) suggested there could be a Student Newsletter developed for students, Council suggested this could be a regular article in BSHAA People.

B. Customer Services Committee

(DF) informed Council that the Customer Care Committee as not sat since the last Council meeting. He confirmed there were no current outstanding issues.

C. Professional Standards Committee.

(RCM) displayed a presentation regarding the Code of Conduct and Practice/Ethics' advising that the Standards Committee preferred a Code of Conduct was developed. Council discussed the difference between the codes and agreed with the Standards

Committee regarding developing the Code of Conduct and to archive the Code of Practice. (SD) commented that the BSHAA Code of Conduct should support members with their HCPC code compliance, assist them to protect their HCPC registration and would also help to strengthen BSHAA's core values as we move forward with the development of the Collage of Audiology.

(PSy) suggested this topic should be discussed at a separate meeting where volunteers from Council and members could develop the discussion, whilst recognising this meeting has not been budgeted for, it would be very useful in developing the Code. (RGM) commented this should be not just the development of the Codes but the consequences of breaking the Code and the procedure for dealing with such an event.

- 19-07-AP13 (RGM) to develop a plan for a meeting of volunteer Council and BSHAA members to discuss the development of a BSHAA Code of Conduct, being mindful that this meeting has not been budgeted for, and present his findings to Council.**

D. Delivery Committee Report

(RGM) advised Council that 84 people registered for the BSHAA Webinar on the 25th March 2019 and 68 people registered for the Webinar on 23rd May 2019 with a further Webinar planned for the 25th July 2019 along with an education day on 7th September 2019. (SG) suggested that the content of the educational sessions from BSHAA Congress could be used for future BSHAA Webinars, (JS) advised currently he does not have the recordings. All agreed this could be looked into for the future.

19-07-10 External relationships

(RGM) informed Council he has been in touch with Stephan Zimmer from ANA, which is the Spanish equivalent organisation to BSHAA and advised he will be speaking at their conference in October 2019.

19-04-11 Agreed items brought forward

(PSy) referred to (AP's) AOB of the recent Women in Audiology meeting she recently attended. Council commented on the positive move to encourage women to progress within the audiology profession and agreed this would be a subject for an article in BSHAA People.

- 19-07-AP12 (JS) and (SD) to write an article on the Women in Audiology group.**

19-07-12 Review of the meeting

(PSy) 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 will be on Thursday 17th October 2019, Friends House, London.

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