

**BCS, THE CHARTERED INSTITUTE FOR IT**  
**MEMBERSHIP BOARD BEST PRACTICE COMMITTEE**

**MINUTES – 26<sup>th</sup> February 2015**

Minutes from the 25<sup>th</sup> meeting of the Membership Board Best Practice Committee (MBBPC), held on Thursday 26<sup>th</sup> February 2015 from 10.30am to 3.00pm at BCS London, 5 Southampton Street.

**Attendees:**

Bob Thurlby (BT), Margaret Ross (MR), Alastair Revell (AR),

**Virtual Attendees**

Garfield Southall (GS), Kevin Chamberlain (KC), Haiyan Wu (HW) Jonathan Shenton(JS)

**In Attendance:**

Iain Thompson (IDKT) Karen Myatt (KM)

**Apologies:**

Judith Taylor (JT)

**1. Introduction**

AR welcomed everyone to the committee meeting. Apologies were received from Judith Taylor. There were no items of AOB

**2.0 Minutes of Previous Meetings**

**2.1 Accuracy of minutes 12 September 2014**

The minutes of the 11<sup>th</sup> December 2014 were accepted as a true and accurate record.

**2.2 Review progress on actions and matters arising**

21.13 No longer required as may be picked up on 2017

22.1 Ongoing

22.9 Nothing forthcoming, ongoing

23.2.2 Ongoing

23.9 Complete

23.10.1 Complete

24.2.2 Complete events in a box were added but subsequently moved, need to be found KM to look into this and putting them in a more easily found place

24.2.2 Complete

24.2.2 Complete

24.2.2 Ongoing

24.2.2 Ongoing

24.2.2 Complete

24.2.2 Ongoing GS has contacted YPG but received no response

24.2.2 Complete

24.3 Complete

24.4 Complete

24.4 Ongoing

24.4 Complete

24.5 Ongoing

24.5 Complete

24.5 All ongoing

24.6.1 Complete

24.6.2 Complete

24.6.3 Complete

24.6.3 Ongoing  
 24.7 Complete  
 24.9 All complete

**Action** KM to find Events in a Box on portal and move to a more suitable position for ease of finding

There were no further matters arising.

### **3.0 Membership Board Update (verbal)**

Principal items from Membership Board was the presentation of the new strategy which will be rolled out at the Convention in March. PF has developed a new strategy with a strap line "making IT good for Society" five pillars have now been reduced to 3. OT a member group's staff member gave a presentation on Student Chapters which are stretching over most of the country up to Sterling. The chapters are being funded by the university student body and will have some BCS money for travel expenses and help raise the BCS banner for computer science. MB recommended that a 1<sup>st</sup> year lecturer be identified to help keep continuity, and encourage new students into the chapter. PB is standing down from the policy Committee and HF has been made the new chair. IDKT outlined the problem with an overseas group and MB has requested that the Belgium section could be moved to Norway; the possibility is being looked into at this time by DE.

DE's paper regarding member engagement is currently pending and will be delivered at a later date.

### **4.0 Conventions**

#### **4.1 Feedback from Autumn Convention**

Autumn Convention feedback suggests the event was successful. Discussions with chairs during networking seemed to suggest that chairs were not aware of the resources available from BCS and presents for speakers. It was noted we are not good at communicating on what's available from BCS. There were requests for Chair training to be made a specific event, including items of how to lead a meeting GS has an action to look at these specific training needs. It was noted that some chairs have a natural ability to keep meetings flowing and on time whilst others were less able, perhaps this was down to personality? It was questioned if committee members needed to be BCS members, it was noted that only those in the position of Chair, Treasurer and Member Secretary needed to be BCS members other committee members can be non-members. It was commented that committee members with a portfolio should be given specific tasks within the committee, as the MB has been given the task to develop individuals in all areas of BCS however there does seem to be a lack of eligible people. It was felt that if proxies were eligible to attend the convention this may help committees bring new members through filling committee roles, to ensure committees are not in a position where they do not have a chair. Succession Management planning.

Garfield joined the meeting at 11.20

#### **4.2 Spring Convention Update**

The theme to this year's event is "what is BCS?". The new CEO wanted to develop this, which is reflected in his opening speech about the new direction BCS is taking. Following this there will be a questions and answers panel. It was asked if the Q&A would be geared towards the two speakers only or would it be for all questions in general. IDKT, PF, JC and GS would be on hand to do the Q&A panel giving a spread of knowledge for all questions. However it was noted that the convention would be on a tight schedule in order to keep it snappy and on time. GS had received question suggestions from MR but would welcome more; he would also contact PF, JC and DE for their suggestions. It was noted that some members of the committee had not received an up to date version of the Agenda, KM agreed to send out an updated version.

**Action** GS to contact PF, JC and DE regarding questions for the networking session.

The format of the network session was discussed. It was thought that having a break out room two floors up would cause a problem during the network session also the timing was thought to be better to move GSOL to prior to the networking session in order to finish networking and go directly into lunch, KM agreed to contact TN to change the time of the GSOL presentation to 11.30am rather than previous time of 12.30pm. KM would then change the agenda and send out to committee

**Action** KM to contact TN in order to change time of the GSOL to 11.30am

**Action** KM to change agenda with new time for GSOL send committee up-to-date version

There was an extensive discussion regarding the networking session and how it would run. It was decided that there would be five groups of ten based on the number of expected attendees, three groups would be accommodated downstairs and two in the upstairs break out room, there were to be six group leaders who would each be responsible for capturing the feedback for a specific question, three would be stationed upstairs and three downstairs there were to be three questions, as yet to be agreed. Discussion and feedback would be limited to 20 minutes, after which the group leader would move on to the next group to gather their feedback. It was expected that the group leader would use the table and other group members would be sat in circles. GS agreed to put together the questions once he has spoken to everyone and circulate to the committee.

**Action** GS to put together question list and circulate to the committee

KM is chasing TN for the GSOL presentation. It is a large presentation and therefore sending via email is proving difficult, KM has asked for a memory stick by mail, or for him to bring on the day but as yet has heard nothing. KM agreed to chase for presentation

**Action** KM to chase TN for GSOL presentation

It was reported that JT is dealing with the USA and UAE international sections.

GS reported that branch induction and training would add 4-5 slides to the presentation and induction about 2-3 with a request for more feedback. GS would mention the feedback received from the first convention. It was questioned if there would be time for a quick Q&A session, it was thought one could be squeezed in however if time was limited then he would welcome questions over afternoon tea.

It was noted that at previous events KT had an arrangements of leaflets and freebies on display, it was thought to be a good idea to have a similar set available at the convention to show what resources were available from BCS it was also thought a tick list of documents with pictures could be available from Swindon so that groups would know what leaflets they may like to order, this list could also be added to the volunteer portal. KM agreed to contact KT regarding the leaflets. It was also questioned if there would be a list of attendees and their emails available it was noted that this is normally taken from the booking system.

**Action** KM to contact KT regarding the leaflets available and see if a list could be drawn up with pictures to be taken on the day and added to the volunteer portal

The committee felt it would be useful to have a generic email to the Best Practice Committee for feedback. It was noted however that there was a questionnaire sent out after the convention and this is anonymous for feedback however it was felt that if a group needed help and wanted to contact the committee there was not a specific email for this. It was agreed that one person should have oversight of the emails received and GS agreed to have a forwarding email sent to him to oversee and send out to a relevant committee member. KM agreed to look into setting up a forwarding email address for the committee to be pointed to GS in time for the convention.

**Action** KM to set up a forwarding email pointing to GS for contacting Best Practice Committee directly

It was noted that although unconscious bias training was on the agenda, however it was felt that many people may not stay for that session.

A discussion ensued regarding the topic for the next Autumn Convention, it was thought best to keep to the current system and therefore it would be a role based event, perhaps it could include webmasters, social media or have closer links with schools, which would possibly bring in the younger members of the group, although it was noted that this may be a problem for younger members getting time off work to attend the event. Currently GS is still looking at feedback form the last convention although he appreciated it is good to flag this. It was felt that it would be good to have an idea of the content of the autumn convention so it could be advertised verbally at the spring convention. It was thought that people could send in suggestions to be looked at, at a later date. It was noted that the convention was very close to groups AGM's and therefore left little time if there were role changes within the committee to book onto the event, and thought if conventions were reversed and spring became the role based event that would suit more groups with later AGM's, it was noted however that groups are asked to have their AGM's in September.

### 3.0 Term of Reference

The TOR are fine in themselves however it was noted that the priorities on the volunteer portal needed changing as they still read 2012. It was thought that moving forward we should have Liaison, Induction, Role Based Training and Cyber Security. The committee felt comfortable with these items, GS agreed to draft the new priorities for the terms of reference and send to the committee for their agreement and then add them to the portal.

**Action** GS to draft the new priorities for the terms of reference send to committee for approval and arrange to add them to the volunteer portal.

### 4.0 Volunteer Awards

It was agreed that a recent volunteer award received required more information. YPG was contacted in order to accomplish this however nothing has been forthcoming. It was noted that the individual had made substantial contribution to YPG and to the Manchester Branch and was deserving of this award. BP committee asked IDKT if he would put together a paragraph in support of the award, IDKT agreed to contact other members of the groups and put together a paragraph and forward to GS by email in order to expedite the award.

**Action** IDKT to make further contacts and write a paragraph in support of the award and forward to GS

### 5.0 Work Programme

#### 5.1 Induction for Member groups

KC has compiled a basic induction paper however it still needs individual roles to be included. KC is looking for support on how to deliver the training. GS gave a brief outline of the document, and questioned the committee as to it being the right kind of content and how best to disseminate and if there is anything missing. It was thought that the information was appropriate for a new person coming into the committee and sending the message that BCS cares about people and their development which was considered to be a very important message. It was also thought it fits very well with discussions following treasurer's day. It was thought that the next convention could include the working of other boards and be positioned before the closing date for council. KM agreed to check the closing dates for council and dates for the next conventions and get back to GS.

**Action** KM to check the closing dates for council and dates for the next conventions and get back to GS

It was felt there is a distinct gap between branches and Swindon and we did not want to make groups feel that the induction process was being imposed upon them and therefore remove their autonomy. The induction is seen more as a signposting exercise rather than an edict from Swindon. It was suggested that the induction could be split into two, the induction being stage 1 with the second stage being talent spotting.

It was thought dissemination via the website would be less user-friendly and uninspiring to sit through. Perhaps video and PowerPoint presentations could be sent to the chairs to disseminate. It was questioned as to how many new committee members were received per annum, using power points and videos would work if there were only a handful each year however if hundreds then it may not. Through quick calculation it was estimated on average about 200 new committee members were joining committees throughout the country. It was thought that sessions could be held regionally or 4 sessions a year by dial in would be suitable. Perhaps a video could be produced and the individual watch with an established committee member if they have any questions, it was suggested an online version could be used as a pilot first.

It was also thought that given the estimated numbers an induction event could be arranged although it was thought that younger members may find it difficult getting time off work to attend an event, it was suggested, new members could be a track for the autumn convention, this was thought to be a good idea.

It was questioned if people should receive a certificate as part of the welcome/induction pack with webinar details sent from Swindon. This could also include badges etc. including links to the right part of the volunteer portal; it was also thought a good idea to have more information on each role when someone joins a committee. It was thought a link from the website to the volunteer portal would be beneficial. It was noted that the hope is that when the new system is launched that there would be better links to items and not the need for a separate log in. Physical events were felt to be a more natural way to start and from these move on to other methods including regional events.

It was thought initially to have three events to develop the induction and have one in London that ties into the Convention, the others could then be maybe Manchester and the other further north, and these would follow the same format as that of the London one. HW agreed she would be interested in developing the induction event for the Autumn Convention, liaising with GS.

**Action** HW to develop an induction event to take place at the Autumn Convention liaising with GS and put to the committee meeting in May

It was questioned if a special bid to the Finance Committee would be needed in order to hold an event. It was thought best to look at the shape of the event first then arrange finances at a later date. It was felt webinars would develop naturally from the initial event which could also be filmed to produce the webinar, it was questioned if these would be filmed or was the intention for there to be some interaction, it was thought to be seen more of a training webinar with no interaction.

Meeting stopped for lunch and 1pm to return at 1.30pm  
Jonathan left the meeting at this time.

## 5.2 Liaison

MR gave a brief outline of the group's activities she liaises with and most are doing well with the exception of Guildford she reported the chair is not very reachable and the group as a whole are inactive, she will put this before the Member Groups Panel.

BT gave a brief overview of his liaison group, Hertfordshire have decided to target university students and are holding a brainstorming event to encourage their engagement.

He will report back following the event. A microprocessor event was held where 150 people turned up, it was decided to hold it again but this time include programming. Bedford and Northamptonshire held a Games Jam event which is good for young people and also held an event on how to get started in the gaming industry, they are also looking at holding a women's development event in March.

### 5.3 Cyber Security

It was felt that BPC should be providing groups with information on good Cyber Security from CESG. GS has information if colleagues could look at this. University of Chester are developing this however nothing is ready to show at the moment and needs to be added to the May Agenda. It was felt this would go down well at branch level. It was like an EDCL it is organised by GCHQ and is aimed at businesses having to declare their websites and processes safe. This could be an "event in a box" item. The committee felt this was a good idea and the direction that BCS should be going in. GS is hoping to have more information for the next meeting.

**Action** KM to add Cyber Security to next agenda

### 6.0 Liaison Officers Role

AR presented his paper to the committee, explaining he felt the 80-20 rule should be applied. He felt there were essentially three important processes, 1 Rolling review, 2 Monitoring Role and 3 Special Intervention.

It was thought the monitoring side of things was straight forward if Member Groups Team could keep track of things they hear, including overspend and underspend. It was noted that branches using the booking system would give a greater knowledge of attendees. It was agreed financial information would be a big flag as would the number of events undertaken in a year. It was thought this information would best be collected via a word document. KM agreed to talk to JT on the best ways to accomplish this.

**Action** KM to talk to JT on the best way of Member Groups Team of collecting and collating information regarding group's activities

It was thought the thing to concentrate on was a rolling review whereby 120 groups could be contacted within a three year period. Members expressed a fear that this would take away the friendly face approach which currently exists. This was not the intention however it is the committee's responsibility to be monitored groups and provide help. It was thought a check list would need to be provided in advance, in the form of a competency framework ensuring that groups are keeping up with their legal obligations and developing strongly as a group and help to encourage them to measure their own success; however it was noted that all success cannot be measured by the same metric. It was hoped this would encourage the groups to question if they are stretching their remit enough. In order to do this it was felt that some structure was needed. It was also felt that 2 people should be involved in the discussions so that it gave a greater skill base and eliminated bias. It was noted that this has the potential to be political and that the metric needed to be defined in order to give the information we require. It was felt that care needed to be taken as groups may feel a small number of attendees to an event will jeopardise the group's position in the scheme of things. It was thought that if Swindon could provide most of the information without having to talk to the groups initially, this would help identify the problem groups. It is the plan for Swindon to identify the groups which are underperforming and marry their needs to an individual, even if this means putting them in contact with a group who is performing well. It was thought that setting up a pilot study initially to see how that goes, HW suggested starting with West London who would give feedback. It was thought that groups are currently unaware of whom their liaison officer is and that if there is nothing to speak about then the relationship goes dead.

It was thought by defining what a good groups is would help to develop a competency framework which would give groups an explanation on how they meet the strategy and how they are performing. It was thought that 10 groups per meeting was an optimistic number, and that a silk review was needed in the first instance and feedback if we have any issues. AR agreed to speak to GS with regards to the timing and how to announce the work, choosing three to four friendly groups. BT has a branch meeting next week and was willing to find out branch feeling towards this.

It is hoped this will move to a more self-assessed role to put to committees to see how groups can develop themselves. It was thought that the redevelopment of the Liaison role could be put to the convention and invite comments and ideas from all attendees.

It was noted however that initially all queries should go to Swindon where they are able to provide help. Swindon then needs to feed any issues to BPC, where the committee could be seen as a consultancy for groups.

**Action** AR to discuss with GS re timing and how to announce the work, and to put on to next agenda

### 6.1 Long Term Service

It was felt that members do not seem to realise that there are long service awards available for 5,10 and 25 years and that all that was required is to send a list to Swindon who will sort the awards out for the groups. It was thought an explanation of this would be good at the convention. KM agreed to contact GS regarding this.

**Action** KM to contact GS regarding the long service award and adding it into the convention

### 6.2 BCS Women in Diversity Training

MR would like to revamp the content of the Diversity Training. GA is the person who is running this project and MR agreed to contact her.

**Action** MR to contact GA regarding the content of the Diversity Training

### 7.0 Talent spotting

IDKT reported that we need to make sure we have the mechanisms through the member network to be able to promote an individual within the governance of the BCS if it was thought the individual had something to offer. IDKT has papers explaining this further and will circulate to the committee.

**Action** IDKT to circulate papers regarding talent spotting

It was noted in previous years there was a Branches Board made up of people from branches who would meet to discuss ways to develop individual's talent for this purpose, this has since been disbanded and there is now no mechanism to bring people on. It was questioned if the starting point would be to include it in the induction process within a group. Perhaps that is also a track that could be included within the convention, whereby the individual is nominated by the chair of the group, it was noted that it is the responsibility of all chairs to identify and develop talent. It was also thought that potential treasurers could be nominated for treasurer's day. It was questioned if we should have formal deputy roles, with deputy chairs attending the chairs track. It was questioned if there was any way of identifying those individuals via the database through the training they had attended using this as an indication as to who wants to move on

**8.0 Any other business**

HW questioned if there was a photo consent form that needed to be signed before individual photos could be published. KM agreed to consult Member Groups team and forward form onto HW as necessary

**Action** KM to consult with MGT regarding a photo consent form and forward to HW

HW is also in the process of drafting an internal handbook for the West London Committee, and queried where information could be found. It was thought that this was similar to the induction document currently being worked on by KC. KM agreed to send a copy of the document to HW along with a link to the volunteer portal.

**Action** KM to send KC's induction document and link to volunteer portal through to HW

The meeting closed at 3.00pm.

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**Dates of next committee meetings:** Thursday 21<sup>st</sup> May 2015 to be held at BCS London 10.30am to 4.30pm



## SUMMARY OF ACTIONS

(Actions without a target date to be completed by the date of the next meeting).

No	Action	Who	Target	Completed?
<b>ACTIONS FROM MEETING 22 : 15 MAY 2014</b>				
22.1	Update Terms of Reference	Garfield Southall		On-going
22.9	Report back on the USA Section	Simin Kamali		On-going
<b>ACTIONS FROM MEETING 23 : 12 September 2014</b>				
23.2.2	GS to send out updated TOR	GS		ongoing
<b>ACTIONS FROM MEETING 24 : 11 December 2014</b>				
24.2.2	to look into Jersey case study	MR		On-going
24.2.2	to contact Colin re You Tube	MT		Complete
24.2.2	to contact Manchester Chair re Meritorious Award and also YPG for further information.	GS		On-going
24.4	to contact BT regarding Systemic approach to risk	IDKT		On-going
24.5	To circulate feedback papers to committee to discuss at next meeting.	GS		On-going
24.5	to collate convention and summarise convention feedback and to arrange for it to be added to the volunteer portal and distributed to all chairs.	MR		On-going
24.5	To look into role based LinkedIn groups, and pass statistics to DE.	GS		On-going
24.5	To look at Secretaries slides and incorporate into the induction package.	KC		On-going
24.5	to contact JU with a view to taking on the task of producing FAQs on Volunteer Portal and feeding back to groups	GS		On-going
24.6.3	to look at the further implementation of the cyber events, to revisit and review package from last year and consult with Cyber Securities in BCS and PPAB.	GS		On-going
<b>ACTIONS FROM MEETING 25 : 26 February 2015</b>				
25.2.2	to find Events in a Box on portal and move to a more suitable position for ease of finding	KM		under Guidance tab may have to request to be moved via policy committee and GS IDKTT
25.4.2	to contact PF,JC and DE regarding questions for the networking session	GS		
25.4.2	to contact TN in order to change time of the GSOL to 11.30am.	KM		No longer required couldn't change due to room booking time
25.4.2	to change agenda with new time for GSOL send committee up-to-date version	KM		No changes made update sent
25.4.2	to put together question list and circulate to the committee	GS		
25.4.2	to chase TN for GSOL presentation	KM		complete
25.4.2	to contact KT regarding the leaflets available and see if a list could be drawn up with pictures to be taken on the day and added to the volunteer portal.	KM		complete

25.4.2	to set up a forwarding email pointing to GS for contacting Best Practice Committee directly	KM		Complete and added to portal
25.3	to draft the new priorities for the terms of reference send to committee for approval and arrange to add them to the volunteer portal	GS		
25.4	to make further contacts and write a paragraph in support of the award and forward to GS	IDKT		
25.5.1	to check the closing dates for council and dates for the next conventions and get back to GS	KM		27.02.15
25.5.1	to develop an induction event to take place at the Autumn Convention liaising with GS and put to the committee meeting in May	HW		
25.5.3	to add Cyber Security to next agenda	KM		02.03.15
25.6	to talk to JT on the best way of Member Groups Team of collecting and collating information regarding groups activities	KM		02.03.15
25.6	to discuss with GS re timing and how to announce the work, and to put on to next agenda	AR		
25.6.1	to contact GS regarding the long service award and adding it into the convention	KM		02.03.15
25.6.2	to contact GA regarding the content of the Diversity Training	MR		
25.7	to circulate papers regarding talent spotting	IDKT		
25.8	to consult with MGT regarding a photo consent form and forward to HW	KM		02.03.15
25.8	to send KC's induction document and link to volunteer portal through to HW	KM		02.03.15