



Minutes of Annual General Meeting 2018

21 June 2018, Chadwick Court, 15 Hatfields, London SE1 8DJ

1. Welcome

Siraj Choudhury, Chair of the Board of Trustees formerly welcomed members to the meeting.

2. The Procedure in Calling the Meeting

The Chief Executive confirmed that the meeting had been called in accordance with the requirements of the Charter and Byelaws.

3. Minutes of the Annual Meeting held on 22 June 2017

The meeting approved the minutes as a correct record and these were duly signed by the Chair of the Board of Trustees.

The Chief Executive responded to questions raised under matters arising of the minutes:

Page 4, Item 8. The CEO confirmed that the budget and targets for recruitment and retention of membership levels had been agreed at the July 2017 Board meeting. The Board had agreed recruitment of 600 new members and the retention of 90% for 2018. Retention in 2017 was 94%.

4. Strategy update from the Chief Executive.

The Chief Executive presented an update on CIEH's three-year strategy which had been agreed by the Board in 2016.

5. Q & A

The Chair, Chief Executive and Finance Director received questions from the members:

1. Can the CEO give us more information about the meeting that she attended with the Secretary of State?

CIEH was invited as a result of its active campaign on air quality and emissions. Michael Gove and all of the major city mayors were present to discuss clean air targets, resources, Brexit and public protection.

2. About the increase in membership - are we seeing more people going through university?

Student numbers have stabilised after years of decline. We currently have 510 student members.

3. Is the new higher certificate in food module making a difference?

We need to build a replacement for the higher certificates and are currently in discussion with the FSA about future content.

4. Will the new routes to qualification address the age-long problem of getting enough practical training as it has been an issue since the old diploma course disappeared?

Yes, in many ways the new route is very similar to the diploma.

5. One problem is that local authorities did not have resources or staff to absorb students, will CIEH be looking for alternative providers?

The new routes to qualification need to reflect the fact that the profession works in both the public and private sector. They will support application of knowledge, and evidence of competence, across all sectors.

6. How do you see CPD developing? I feel there is an issue of competence with those already in the profession. A recent study showed that in private sector housing there are far more practitioners from other backgrounds than there are qualified EHOs. It is an issue concerning who is doing inspections and why there isn't adequate enforcement. How do you see CIEH facing up to that sort of challenge?

There are two parts to that – CPD for members needs to be purposeful and at the moment it isn't always. As members become more senior CPD should be more about reflection, on what you have learned. The idea is to move to a CPD model which is more about how you demonstrate ongoing development.

Separately, some of our newer members have joined to do food and health & safety. They may not work for a local authority and will probably never be a Fellow or Chartered, because they will never have the breadth, knowledge or the application of that knowledge. But they might be able to access a top up module on a housing and be Associate members. They can be assessed by our professional standards framework. So we will be a professional home for practitioners at all levels, working in all sectors – and employers can continue choose appropriately qualified people for the roles they have available.

7. Some of the Regional Hubs do not appear to be very active? Even if they are active it is not reflected, this does not encourage people to engage.

Approximately 300 members volunteer as part of regions, hubs, technical advisory groups and communities from a total of 7,500 members. The proportion of volunteers to members compares favourably with other professional bodies although there is still work to do. Of the 22 Hubs, some are active, some are not, and we are working to expand on the current activity. It is work in progress.

8. Can I ask about the new communities? Are they the same as the advisory panels or different?

Each of the five disciplines has a small technical advisory panel i.e. Food, Housing, Health & Safety. The practitioners advise CIEH on best practice, consultations and technical policy matters.

CIEH has created larger communities for members interested in a particular discipline. Members have been asked to register their interest on the new CRM. As we roll out new functionality we will be able to segment content based on members' interest areas.

9. The new CIEH website does not contain all of our historical policy documents. I am disappointed to see policy content limited to an A-Z index.

When the new website was established, a key decision was made as to what material was transferred over immediately. We are mindful of not over populating the website. We are reviewing each policy on an ongoing basis and will post them to the website as they are refreshed.

Ordinary business

6. To consider and receive the report of the Board of Trustees on actions taken to implement motions carried on Thursday 22 June 2017.

Motion 1 – Amendment to the Byelaws

"In pursuance of article 8 of the Charter of 1984 as amended in 2016 it is hereby resolved that (subject to such modifications as the Privy Council may require and the Council/President of the Chartered Institute may agree) the Chartered Institute should petition the Privy Council for the following amendments to the Byelaws:

1. Delete "Accredited" in 2.1.2(2)
2. Delete "Accredited" in 6(e)"

The proposals were accepted by Privy Council on 20 July 2017 and have been implemented.

7. Fellowships and Honorary members

The meeting noted that Fellowships were awarded to the following members in 2017:

Tessa Blewchamp
Georgina Fox
Ruth Hopkins
Rosemary Lee

8. Annual Report and Annual Financial Statements

The Chair of the Board of Trustees asked the meeting to consider and receive the Annual Report and Financial Statements for the year ended 31 December 2017.

The Finance Director presented the Annual report and Financial Statements and received questions from the members:

1. Does income from the new training products make us money?

Yes, it does make us money, but it is very different from the old-style arrangement which was expensive to administer.

2. As a loyal deliverer of CIEH training products, I find the new products to be fine, but was surprised that nobody had encouraged me to generate more sales?

Thank you for that observation, we will take it on board. I will ask a member of the sales team to speak with you after the meeting.

3. It is good to see when you hope to get in balance again, quite clearly there has been significant pain all round endured over the past few years. I am interested in the pensions, as they have been an issue in the organisation for a long time. How do you envisage addressing the £4m deficit?

The challenge with any defined benefit scheme is to try and get the balance right between the benefits that are made available to staff when they get to pension age and the cost of doing it.

The way to address schemes of this nature is to do it on a collective manner i.e. agree amongst all relevant parties how it can be rebalanced.

4. The figures scared me but the assurances of both the CEO and the Finance Director are welcomed. Can you tell us more?

I am very pleased that a member has read the financial accounts in detail. The trajectory of our cost base is that it is absolutely going down, the 2017 figure is £8.4M and the 2018 will be less than £7M.

The cost base is now at a point where the organisation is becoming sustainable. Rental income on the building is the thing that worries me

the most. Once we have secured a tenant for the building that will certainly give more security to the financial position for whatever the period of lease. We continue to grow our other activities and 2018 will be an improvement on 2017.

5. I feel that there is not enough detail in the risk report, which gives the impression that the Trustees have not considered it?

There is a member of our Risk and Audit Committee in the room. As the Financial Director I feel the committee were robust in their questioning with good reason. The annual report was then taken to the Board, with the Auditors present, for further consideration. Trustees spent over an hour reviewing the numbers and risks.

6. Will the Trustees look at introducing another component on the AGM day to encourage more members to come along?

At the last two meetings this had not been appropriate as the AGM was stripped down to focus minds. As we see the numbers turn from red to black, perhaps we other options will be possible. We will discuss this situation with members and consider for a future event.

7. Is there a possibility of changing the pensions system for new arrivals?

A decision was made some years ago to open the current scheme for all staff as the organisations auto enrolment scheme. We are keen to put in place a permanent resolution to the pension deficit but this will require careful consideration before a decision is made.

8. When CIEH bought an American company some years back, e-learning was the way ahead. Is there an opportunity for greater expansion?

Yes. CIEH invested in a new learning management system in February 2018 and will develop it further to support CPD for members as well as a delivery platform for our work-based learning products.

The Chair of Board of Trustees called for the acceptance of the Annual Report and Financial Statements for 2017.

The meeting agreed unanimously to receive the Annual Report and Financial Statements for 2017.

9. Election of Auditors

The meeting agreed to reappoint Haysmacintyre as auditors and to authorise the trustees to fix their remuneration.

10. Election of Scrutineers

L Leather and A Banfield were re-elected as scrutineers for the coming term.

Other business

11. Date of the next Annual Meeting

The Chair of Board of Trustees advised that the 2019 Annual Meeting would be held at Chadwick Court, 15 Hatfields, London SE1 8DJ on Thursday 20 June 2019.

He closed the meeting and on behalf of the Board of Trustees thanked everyone sincerely for coming and engaging in the annual meeting.