

**Summary Note of Council Meeting held on 3 September 2021
(hybrid meeting held in CA House and by Teams)**

NB Some matters may not have been included for reasons of confidentiality

Present	President Pritchard Deputy President Hothi Vice President Bellingham Mr Sobhan Afzal Dr Rimla Akhtar Mrs Eleanor Bentley Mrs Margaret Bunyan Mr Chris Campbell Ms Emily Cheyne Ms Alison Cornwell Mr David Cruickshank Mr Bernard Dunn Mrs Annie Graham Mr Robert Grome	Mr Jason Harvie Dame Lin Homer Mr Alan Horn Mr Philip Johnson Mr Michael Kay Ms Suzy Kerton Mr Nick Lander Mr Colin McClatchie Mrs Louise Page Mr Jim Robertson Mrs Tracey Rob Perera Mrs Ana Stewart Mr Derek Treanor
In Attendance	Mr Bruce Cartwright (CEO) Mrs Alice Deakin (Executive Director, Learning) Ms Lesley Glen (COO) Mrs Frances Horsburgh (ICAS Secretary)	Ms Michelle Mullen (Executive Director, Standards) Ms Sarah Speirs (Executive Director, Member Engagement and Communications) Ms Carolyn Spencer (Executive Director, Customer Experience)
Apologies	Ms Diana Muendo Dr Philip Rycroft	
Attendees	Mrs Ruth Davidson, ICAS Head of Data & Insight (Item 1986) Mr Calum Macdonald, Learning Transformation Lead (Item 1987.1) Ms Nena Saini, Head of Digital Learning (Item 1987.1)	

1. BACKGROUND

There were no declarations of interest. Apologies were received from Ms Muendo and Mr Watson due to conflicting commitments.

2. PRESIDENT'S REPORT

President Pritchard reported on his recent activities as President. These included chairing a resilience webinar and meeting members and the president of CIOT. He had also spent time working with members of the Executive Team. President Pritchard said he was looking forward to meeting more members in person and asked Council members to note that the intention was to hold a fully in person meeting in December (government restrictions permitting). President Pritchard also outlined his plans to improved the efficiency and effectiveness of Council meetings.

3. UPDATE FROM CHAIRS OF OVERSIGHT BOARD AND AUDIT & RISK COMMITTEE

The Chairs of the Oversight Board and Audit and Risk Committee reported on the meetings held on 20 and 23 August respectively. [See summary report of the Oversight Board meeting.](#)

Mr Treanor highlighted that the ARC had discussed the changing risk profile, the CEO Report, and had been very pleased by the news that ISO 9001 accreditation had been awarded to ICAS. Cyber security had also been an area of focus. The ARC had also noted there were some outstanding internal audit actions but these were not giving cause for concern.

4. CHIEF EXECUTIVE'S REPORT & STRATEGY UPDATE

The following matters were highlighted:

- more staff were attending CA House to work. The executive recognised that some staff were vulnerable, and that the Scottish Government's advice was to work from home where possible, and was therefore monitoring the position.
- ISO9001 accreditation had been confirmed.
- The student support helpline had been well received.
- Recent exam results
- EDI – Mrs Speirs and the EDI manager had presented the survey results to GAA. These had been presented with the CAANZ gender survey results and had resulted in a good but incomplete session due to lack of time.

5. OUTPUT FROM STRATEGY REFRESH WORKSHOPS

The CEO summarised the background to the strategy refresh which included the impact of Covid-19 on working practices and the rise in prominence of sustainability and EDI. The key areas of focus were discussed with Council, with members of Council making suggestions and sharing ideas. The executive lead of each workshop strategy group then summarised the output from each strategy session. Council was informed that the output of each strategy group would be fed into the strategy document which would be shared with Council in advance of the December meeting for comment and then discussed at the meeting, with the final version being published in 2022.

6. MEMBER & STUDENT QUANT SURVEY RESULTS

Mrs Davidson summarised the headline results which were that member satisfaction and Net Promoter Score (NPS) were both steady but significant improvement had been observed in terms of satisfaction levels amongst London members. Student satisfaction and NPS had also increased.

7. UPDATE ON LEARNING TRANSFORMATION

Mrs Deakin provided an update on the delivery of classes across the board.

8. NEW LEARNING RESOURCES SHOWCASE

Mr Macdonald and Ms Saini gave a presentation and demonstration of the digital innovations that had been introduced into student material. Feedback from Council was overwhelmingly positive and the team was warmly congratulated and thanked by President Pritchard.

9. 2022 SUBSCRIPTIONS FEES & LEVIES

Council approved the proposed subscriptions and fees for 2022, noting the work of Members Board on reviewing the subs model, and that the Oversight Board had reviewed the proposals and had commended them to Council.

10. ANNUAL REPORTS TO COUNCIL

10.1 POLICY LEADERSHIP BOARD

10.2 MEMBERS in PRACTICE ADVISORY BOARD

Mr Johnson as Chair of the Policy Leadership Board and Ms Kerton as chair of Members in Practice Advisory Board presented their respective Board's annual report to Council.

11. NOMINATIONS COMMITTEE RECOMMENDATIONS

The appointments commended by the Nominations Committee were approved by Council.

12. DEATHS OF MEMBERS

The President read out the names of each deceased member whose death had been intimated since the last Council meeting and invited members of Council to join him in a short period of reflection.

13. 2021 COUNCIL WORKPLAN

Council noted the 2021 Workplan.

14. HEALTH & SAFETY REPORT

Council noted the annual Health & Safety report.

15. OVERSIGHT BOARD MINUTES OF MEETING HELD ON AUGUST 2021

The minutes of the meeting were noted.

16. ANY OTHER BUSINESS

President Pritchard thanked Ms Glen and her team for their work on developing the presentation of the financial information in the CEO report.