



**Published Note of the meeting of the ICAS
Members Board on 11 September 2020**

Approved by Members Board for publication on 6 November 2020

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11 SEPTEMBER 2020

(held at 10.00 via video conference using Microsoft Teams)

Some matters have not been disclosed for reasons of confidentiality

Present:

Members: Sobhan Afzal CA , Diana Ardlean CA, Clive Bellingham CA, Chris Campbell CA, Elizabeth Gammie CA, Sean Grubb CA, Dougie Hawkins CA, Fraser Hiddelston CA, Michael Kay CA, Jamie Mumford Raine CA, Bruce Pritchard CA, Katherine Ritchie CA, Iain Scott CA

ICAS staff: Sarah Cran, Ruth Davidson, Vikki Douglas, Yasemin Guven, Janice Hutchison, Sarah Speirs, Carolyn Spencer, Nicola MacLean

1. BACKGROUND

This was the sixth meeting of Members Board in 2020.

Apologies were noted from Yusuf Ahmet CA and Rhona Thomson CA

Alan Begg CA attended the meeting as an observer.

2. NOMINATIONS AND APPOINTMENTS UPDATE

The Board noted the appointment by Council of Michael Kay CA as Chair of Members Board. Mr Kay's appointment is for an initial term of three years.

Brian McCrindle CA has stepped down from the Board following the conclusion of his second term. Carol Christianson has resigned from the Board due to work commitments. The Board noted thanks to Brian and Carol for their valuable contribution.

It was agreed the composition of the Board will be reviewed again at the meeting in January 2021 to ensure it remains reflective of the wider membership.

3. RISK REGISTER

Overall Risk Register responsibility sits with the Risk Committee, Oversight Board and Council. The Board reviewed the ICAS Risk Register with particular focus on the three risks which fall under the responsibilities of Members Board. Sarah Speirs, Executive Director of Member Engagement & Communication, confirmed that changes to the Risk Register had been made following the feedback from the April Board meeting. The risks were reviewed and there was discussion on whether the current communication strategy relies too heavily on digital channels which may exclude older members. A survey is currently live which will assess members' preference for a digital or print version of the CA Magazine.

The Board confirmed there are no changes to be made to Risk Register at this time. The Risk Register will be reviewed again in April 2021.

4. MEMBERS BOARD ANNUAL REPORT TO COUNCIL

The Board reviewed the draft Annual Report to Council. It was agreed that the Report was a fair representation of the Board outputs over the last 12 months. The report will be presented to Council on 25 September 2020.

5. MEMBER & STUDENTS INSIGHTS

Ruth Davidson, Head of Insights, presented the latest Student Quantitative research together with an update on the next steps for the Member & Students Personas project.

The Board reviewed the drivers of satisfaction for Students and discussed how ICAS satisfaction compares with Universities. Carolyn Spencer, Executive Director of Customer Experience updated the Board on the measures in place to enhance Student communication and engagement. The next Member Quantitative research results will be available for the Board to Review at the January 2021 meeting

5. PROFESSIONAL DEVELOPMENT STRATEGY

Vikki Douglas, Senior Manager Professional Development, presented a paper detailing the proposed vision for Professional Development. She gave an overview of the challenges of the current Professional Development strategy. She then summarised a new proposed strategy for PD which aims to deliver innovative solutions to meet Member CPD requirements in line with the ICAS output model.

The Board is fully supportive of the direction of the proposed new Professional Development strategy.

The Board then discussed the Mentoring programme which is being reinvigorated. The Board noted that a survey has been sent to those Members expressing an interest in either being a mentor or a mentee and that a communications plan is in place.

6. MEMBERS LIVING IN ENGLAND (OUTSIDE OF LONDON)

Nicola MacLean, Senior Manager, Member Engagement presented member data on those Members and Students who live in England, but outside of London. The Board debated options for engagement.

7. AREA NETWORKS

The Area Networks representatives on Members Board provided an update on activity in each of their areas since the last Board meeting. There was also an update on the Area Network Chairs Forum which was held on 1 July 2020.

8. ADDITIONAL REPORTS

The Board noted a report from the Chief Executive as well as reports covering London Engagement, Student Acquisition Campaign, Career & Mentoring, Student Value Proposition, the 2020 Events Schedule and Area Network meeting dates.