# BCI East of England Forum

## Committee Meeting: 09:00-13:30 21st December 2018

### *Queen Mary Function Room, Park Inn by Radisson Palace, Church Road, Southend-on-Sea, Essex SS1 2AL*

#### **Minutes**

**Attendees**

Mark Suttle, Chair

Richard Verrinder, Vice Chair

Brian Kinch, Secretary

Tim Cracknell, Committee Member

Jim Barrow, Committee Member

Adrian Jolly, Committee Member

**Apologies**

Ken Clark, Committee Member

Josh Subair, Committee Member

David West, Ex-officio Member

**Welcome and Chair’s Opening Remarks**

MS drew the meeting to order - initially consisting of BK, TC, JB and AJ - and expressed his thanks, on behalf of the Committee, to BK and to Visa for organising the meeting room and associated arrangements.

BK provided details of the location of “The Mews”, a short walk from the meeting room, where the Committee Christmas Meal was to be held later in the day. BK explained that the usual Christmas venue, the Pipe of Port, had been booked to such an extent that they were unable to accommodate a table for 8-9 persons as had originally been expected. They could have arranged for a table for 6 people but the apologies from KC and JS had only come in relatively recently.

The Committee wished KC a speedy recovery from his illness and JS every luck with his house move.

RV joined the meeting.

**Note publication of last two meeting minutes, 17th August 2018 and 21st September 2018**

BK noted that both sets of minutes had been previously approved by the Committee and had been duly published by DW on the BCI Forum page on the BCI website.

MS and BK especially acknowledged the timely assistance from RV in stepping in and producing the minutes from the meeting on 21st September owing to BK’s absence.

**Note/record update on actions, 17th August 2018 and 21st September 2018**

*Prior meeting actions brought forward:*

06/180518 – Closed. MS has not specifically asked as yet that Survey Monkey of the BCI’s CRM system replacement includes a request for confirmation of Forum registrant accessibility needs owing to curtailment of the October 2018 Forum event. However, this does still need to be factored in to the next meeting publication.

**Action 01/211218 – MS to raise with DW the need to add accessibility needs to the next Forum event.**

16/180518 – Complete. MS did raise issues regarding the BCI website with David Thorp at the September session.

17/180518 – Complete. MS confirmed that the suggestion of the BCI having a central charity that it publicly supports had been raised with David Thorp as evidenced from item 9 in the September minutes. David had indicated this had been considered before at BCI Board level but there was a lack of interest in engaging with that. BK expressed surprise and disappointment in that most businesses, when they reach a level of organisational maturity, set out altruistic aims in order to put something back into the community. The Committee concurred and suggested that the adoption of a nominated charity probably ought to be linked to the BCI’s formal communications strategy, likely discussed at the Forum/Chapter Leaders’ meeting in November

**Action 02/211218 – KC to be asked to provide any additional feedback from the Leaders’ meeting regarding whether this topic was raised/discussed, albeit from KC’s initial notes it would appear not.**

04/150618 – Complete. MS had provided a verbal summary to David Thorp of the actions, successes and challenges of the Forum at the September meeting; this seemed to be well received and David seemed generally aware of most of what was raised by way of background.

[At this point the proceedings were briefly and unexpectedly interrupted by MS’s smart watch and MS provided an amusing story about ordering his Christmas turkey and how technology, with all its advantages, still presented both unexpected outcomes and communication challenges!]

05/150618 – Closed. BK confirmed that London Stansted are still very happy to support and host a Forum event, despite the apparent hiatus and deferral of the October Forum plans, but that the airport can only host either in February 2019 or after July 2019 owing to logistical challenges around premises changes in the intervening period. The Committee acknowledged that the next event arrangements were due to be discussed later on this meeting agenda.

06/150618 – Complete. KC had offered a “positioning title” regarding the people-based event that had been targeted for the October Forum. In that dates had changed the Committee are keen to ensure that the positioning is still correct for the next Forum event.

**Action 03/211218 – KC to be asked to confirm he is still happy to run the administration of the people-based Forum event similar to what had been planned for October.**

**08/150618 – Carried Forward. MS to include in his Forum event opening/briefing about the use of a “post-it-poll” during the meeting, looking for confirmation from the attendees of other areas of interest to feature at future Forum events.**

01/170818 – Complete. BK had provided MS with an “issues list” to raise with David Thorp at the September meeting.

**02 /170818 – Carried Forward. KC to be asked whether he had raised the possibility of 7Futures appearing as a presenter at the 2019 BCI World during the Forum/Chapter Leaders’ meeting in November**

03/170818 – Complete. David Thorp had provided an overview of the reported BCI cyber breach and associated GDPR impacts at the September meeting (see item 6 in the September minutes), but MS advised that David had stressed he was “not a techie” and was therefore talking in layman’s terms. David advised the BCI had employed cyber breach experts and the compromise was confirmed as contained to a limited number of Members and their contact details and that all those known to be effected had been notified.

04/170818 – Complete. Alan Cain from HEBCoN had confirmed availability and willingness to present at the October Forum and, indeed, any revised event

05/170818 – Complete. An agenda and lunch invite had both been extended to David Thorp and any colleagues attending the September meeting

06/170818 – Complete. JS had shared his suggested presentation content for the October Forum.

**Action 04/211218 – KC to be asked to follow-up with JS regarding revised arrangements for rearranged October Forum event**.

**07/170818 – Carried Forward. KC to confirm whether his contact at Helix might offer an alternative presentation if required at a future Forum.**

08/170818 – Closed. Promotion for the October Forum event was not needed owing to deferral.

09/170818 – Complete. December meeting and Christmas function had been arranged.

10/170818 – Complete. BK had deleted the November 2018 Committee meeting placeholder

11/170818 – Complete. RV had had an assurance from his Fire Brigade contact that they would still be happy to host a Forum event but no specific date has been secured.

**Action 05/211218 – RV to establish if the Fire Service could accommodate the March 2019 Forum event in that, from earlier discussions, Stansted cannot support that.**

12/170818 – Complete. The evaluation of the suitability of an in-perpetuity agenda item on the BCI website is on the agenda and the subject of further discussion later in this meeting.

13/170818 – Closed. The October BRF cancelled. MS advised the next one is “tba” but likely March 2019. The former contact at the BRF, Amanda, has now retired. MS confirmed he has promoted/introduced the BRF to DW. MS encouraged all the Committee to consider attending future BRF events as very worthwhile.

14/170818 – Complete. MS advised that the Committee recommendation on a “gifted grade” had been too late for this inclusion in the 2018 cohort, but assured that this is not forgotten. Meantime the Committee are happy through these minutes to formally recognise RV’s longstanding commitment and contributions, with thanks.

15/170818 – Complete. Zerto Cloud Hosting have been added as a suggested topic to the Future Forum evaluation list.

16/170818 – Complete. KC had been briefed on key issues to raise at the Forum/Chapter Leaders’ meeting. KC had produced an e-mail summary of key outputs from the meeting, but MS advised it would be worthwhile having a face-to-face discussion with KC when he returns from sick leave.

**Action 06/211218 – BK to add a follow-up to the Forum/Chapter Leaders’ meeting to the next Committee meeting agenda.**

01/210918 – Complete. The prior meeting minutes had been formally published.

**Any other matters arising from past meeting Minutes**

JB noted that the Agenda for this meeting erroneously references the September meeting as being with DW not David Thorp. BK extended his apologies.

It was subsequently noted that a couple of the dates quoted on the agenda referenced the previous meeting year as being 2019.

There were no other matters arising.

**Feedback from Forum discussion with David Thorp**

The Committee registered sincere thanks to David, and Rachael Elliott, for the time, consideration and contributions to the September meeting. The Committee thought it was good to hear about the BCI’s plans “from the top” and to gain insights into future structure arrangements, et al.

The Committee noted that, since Rachael’s mention of research activity, no specific contact had been received by any of them.

**Action 07/211218 – MS to check if and when the planned surveys are going to be issued.**

The Committee reflected on the contents of, and recounted, the September minutes and other qualitative recollections from the meetings.

* The Committee expressed concerns at the apparent lack of implementation plans from a CRM perspective, especially as that had been a previous strategic priority for BCI Central Office.

**Action 08/211218 – KC to be asked whether the lack of progress against the original CRM plans, and the associated cost/time incurred, had been raised at the AGM as a matter of membership concern.**

* JB advised he had heard more positive feedback generally about this year’s BCI World/Conference.

**Action 09/211218 – MS to enquire whether any formal minutes are being issued from the AGM**

* MS indicated that the point had been made about the “clumsy” website and no central means of accessing next events. Also the issue regarding someone else’s material on the East of England Forum webpage. The BCI argument is that links to events are made available on e-mails, and that the additional material was considered to be something of interest to all Forums. MS considers it unlikely that there will be any significant changes made to the website or accessibility.
* Regarding BCI branding, JB indicated he is seeing materials and promotion referencing “BC/R” - i.e. Business Continuity/Resilience - and this seems to be an inexorable move. BK enquired whether anyone had knowledge of any progress on the BANG “Resilience Institute”. None of the Committee were aware of current status, albeit it is understood the intention is still there, even though BANG itself seems to have been wound down. Post meeting research has revealed that BANG may actually have been replaced by the “Resilience Association”, see: <https://www.eventbrite.co.uk/e/resilience-association-keeping-the-phones-ringing-tickets-54829836517>.
* Regarding research indices, TC believed that material had been circulated on 24th September (webinar communique) and 2nd October (Brexit preparedness tracker) albeit MS, BK and AJ all believed these had not been received.

**Action 10/211218 – TC to circulate the e-mail material he had seen regarding these matters.**

**Action 11/211218 – ALL to consider at the next Committee meeting whether the issue of communications from BCI Central Office again needs to be raised.**

* The Committee considered that Central Office are still “feeling their way” through developing and fulfilling the future BCI positioning/strategy.

**Action 12/211218 – KC to be asked if there was anything more definitive on positioning/strategy from the Forum/Chapter Leaders’ meeting.**

* Regarding BCI media presence, AJ commented on the apparent lack of public relations comment and presence surrounding the recent high profile discontinuity issue owing to the proximity of unidentified drones around Gatwick airport. It is unclear who is on the media panel list with the BCI, nor why they seem to be relatively silent. AJ considers that the “talking head” should be an elected official. However, it is acknowledged that David Thorp had commented on the fact elements of media presence are lower priority.

**Action 13/211218 – MS to request confirmation of who is on the BCI media panel list.**

* In terms of training, education and Continuous Professional Development (CPD), the Committee are concerned that this appears to be in a state of disrepair. Whilst David had indicated that he had been unhappy with previous education efforts, it appears that potential changes to the approach are iterative rather than definitive. There had been a recent enforced Head of Training change, and a new Chief Examiner, but, all the while there is relatively low demand on franchise courses, there is a question mark as to why the BCI should get more involved in training. BK was concerned that this is a defeatist approach (and actively detrimental to those who had faithfully tried to do CPD in the past), and that there was a risk that a BCI education and training vacuum might simply be filled by others willing to pick up the mantle. BK also indicated that a lack of CPD would probably preclude the Institute applying for and achieving Chartered status. David’s greater planning in terms of a quality education and information exchange agenda seems to be vested around BCI World/Conference, though; potentially much needed in terms of the quality and suitability of what is being presented. BK indicated that his own Conference offerings had been put on hold until a week before the event, which then proved too late to accommodate!

MS indicated he has colleagues whose training experience had been very poor relative to the BCI, contrasting significantly with that for ISO/BSI.

* In terms of the insights team, 4 persons seems quite a heavy resource allocation and the Committee feel the litmus test for the effectiveness will be in a year’s time and looking at what has been materially advanced by then. Rachael did indicate that she would reach out to the Committee and certainly BK had received such an approach post event.
* On the topic of the value of membership, the Committee felt there remained a lack of true tangibility of benefits. RV indicated that the majority of Members are practitioners but that seems to be overlooked by Central Office. BK, AJ and TC are concerned at the measurement of effectiveness of the BCI agenda in what is a rapidly changing and dynamic environment.

**Action 14/211218 – BK to request that David Thorp return again in 12 months’ time to see how things have further advanced as these are seen as beneficial sessions, but there should also be some sense of accountability.**

* MS considered it was good news that David had agreed all Forum events could legitimately be published to Members and interested parties across the UK but MS queries how can we make it happen? RV indicated he feels the Committee need direct evidence of who materials/promotionals are being sent to and not simply an assurance, and TC agreed and wondered if the Committee can be offered “view only” access to the despatch records. BK endorsed this and indicated there was a risk that a general communication would be limited, as referenced earlier in these minutes, to material simply being posted to each Forum’s webpage as of “potential interest” rather than a pro-active communication.

**Action 15/211218 – MS to request access to confirmation of distribution records for future Forum events and communiques.**

* RV noted that the session with David and Rachael ran out of time. BK enquired whether other items which the Committee wanted to raise should be sent separately to David by MS indicated he felt those items were lower priority and should be held over to next time if still salient by then. The Committee acknowledged this.
* JB noted the final comment about the BCI’s 25th anniversary in 2019 and asked what, as a Committee, we planned to suggest/do. BK expressed concern that the request was very late in the day and, following the “destroy records” instruction around GDPR means that there is very limited past material that can be offered in an historical context. MS encouraged anyone with ideas to go direct to David Thorp with them. JB felt a survey to Members to ask what they would like to see/celebrate might be appropriate. MS agreed and felt this should be organised centrally and responses fed back to the Forums and Chapters for implementation locally where appropriate.

**Action 16/211218 – MS to enquire what the publication schedules are for the 25th anniversary communications to inform the Forums input/action**

* BREAK

**Forum Leaders’ Conference update**

In the absence of KC reference was made to his high level summary note of the event that he had produced immediately afterwards. Key topics drawn out included:

* David Thorp making mention of his visit to the Forum at Chelmsford in September
* Changes in Central Office
* A Stephen Nuttall presentation on mentors (c 70 registered), and a subsequent workshop on mentoring
* A DW workshop on competence framework
* Information about the new magazine format and approach from DeeDee Doke
* Introduction to Ruth Massey (Chief Examiner); including the (re?)introduction of an academic journal; deeper detail/referencing/citation/peer review
* Introduction to the new Chair, Tim Janes
* Rachael Elliott’s piece on thought leadership
* India Members’ 2020 next practices
* Gender balance; positive discrimination for women (but challenged); age diversity

JB indicated from his experience in the past, this is a really good event, and he encourages others to go in future years as KC has done this time.

**Review of the Year (2018)**

MS reflected that, unfortunately, there had only been one full Forum event conducted in 2018 owing to the fact that the David Thorp session had taken over from a mid-year Forum; and Stansted had needed to be deferred owing to late confirmation of logistics and a lack of time to promote.

This said, the Ipswich-based event on GDPR had generally been incredibly well received and had allowed the Committee to venture further north into a different part of the constituency, so there were certainly some positives to be had. MS did acknowledge, though, that there are significant logistical challenges of trying to align with the strategy of travelling to all parts of the region.

BK questioned whether the Committee should, for 2019, make a more conscious decision as to whether there should be 2 or 3 full Forum events planned. He is concerned that there are potential reputational risks if the Committee falls back to organising only one event if, like with Stansted, something goes awry.

RV questioned whether any of the membership had commented about events (or the lack of) in 2018. MS advised he does occasionally receive members reaching out to request when and where and to what topics the next events will be run.

MS indicated his only worry for trying to achieve 3 events is the administration overhead and the balancing of other commitments. His recommendation is that the Committee “plays it by ear” for 2019 and aims for 3 but does not get caught up in self-criticism if this proves not possible. The Committee generally agreed with the flexibility of that approach.

BK recorded the fact that it was a great shame that both the South of England Forum (previously co-devolved from the South East Forum as, also, was the East of England Forum) and the London Forum, being the nearest neighbours, had both apparently fallen into some degree of disrepair. For Members, and those interested, in the most populated region for the BCI this means that only the East of England Forum is currently truly active.

AJ questioned whether, at least temporarily, the Committee should offer to support or even to take back the South of England Forum under its wing? MS advised, though, that such a decision would need to come from and be orchestrated by BCI Central Office, who should take a more positive involvement in these developments. Meantime MS indicated that the principle of multi-regional communication for Forum events, referenced earlier, should mean that those constituents in the South or in London who are feeling under-served would at least have the opportunity to hear about and attend the East of England Forum events if they so wished.

**Future Committee and Forum meeting plans**

MS drew the Committee’s attention to the revised arrangements at Stansted. The latest developments there, meaning the planned meeting rooms would be unavailable from the end of February until July 2019, makes – in the Committee’s view – for too little planning time to effect a timely reinterpretation of the October 2018 Forum event that had needed to be deferred. Especially in light of KC’s recent illness and absence.

The Committee wondered whether different premises could be secured such that the event could still be run, perhaps to the March 2019 timeframe, maybe even still requesting a presentation from Adrian Battaini at Stansted. Certainly a Stansted-based presentation would still have lots of interest, not least in light of the Gatwick drone issue and the risk of repeat at another major airport hub.

**Action 17/211218 – Brian to check with Adrian as to whether he would be willing to still present at a Forum event even if not run at Stansted and, if so, whether part of that talk could focus on what might be considered for drone interference by way of anticipation.**

Thoughts, as per earlier in the meeting, turned to the possibility of using the Fire HQ provided it can accommodate up to 50 people 9am-4pm, recognising that this might also necessitate someone from the Brigade being offered a speaking slot. RV will follow up on this as part of action 05/211218, above.

JB suggested that if an alternate venue to the Fire HQ is needed, it may be worth asking the BCI if they would centrally fund a meeting room. TC agreed and suggested perhaps again using Cressing Temple (c £150 per day)

The Committee conceded that a March Forum might be adversely impacted by the proximity to Brexit and, therefore, if another venue becomes difficult to source, it may be that the event should be pushed to April (post Brexit). This will be evaluated further once venue availability is secured.

If the March Forum (or similar) is to go ahead, the Committee notionally consider that the running order for the day should be:

* Stansted
* Ricardo
* KC
* JS
* (potential fallback to HEBCoN)

**Action 18/211218 – ALL to conclude Forum event arrangements/logistics at Management Committee meeting in January 2019.**

TC extend his apologies for the January meeting in advance. He will be in the US on business.

Regarding other planned future Forum event meetings, AJ indicated he cannot accommodate the July date. MS indicated he was unsurprised as this is very close to school holidays.

**Action 19/211218 – BK to cancel July meeting and to aim for a June Forum event instead.**

The Committee suggested, assuming the Stansted presentation cannot be made at the March Forum, maybe using Adrian Battaini for the June Forum instead. TC and AJ wondered whether the subject of that event should be Brexit, and TC indicated that, from a practical perspective, he has already heard questions about the implications on the High Speed (HS) Rail Projects and its continued viability in a post-Brexit Britain.

AJ suggested that any event post-Brexit would have greatest topicality in having views from Government, commerce (e.g. M&G deciding to set up a business in Luxembourg), transportation and the resilience sector

**Action 20/211218 – AJ/BK to try to source a Government representative willing to talk about Brexit at the June Forum.**

JB/MS indicated that the Rachael Elliott insights work on Brexit should be in publication by then and, if so, would be a useful piece to reflect on.

**Action 21/211218 – MS to try to secure Rachael or one of her team for the June Forum.**

BK noted that he is still being approached by Thinking Software relative to their Musterd product. MS suggested these may be a reasonable fit for the March Forum in replacement for one or more of the Committee representatives.

**Action 22/211218 –KC to be asked to consider cadence and running order optimisation for the March Forum event**

Regarding the potential October Forum, MS wondered whether this would be a good time to invite David Thorp back? BK suggested possibly trying to do a multi-Forum (UK multi-regional) event for this, perhaps centred in London. However, MS indicated that the BCI dignitaries are likely to be tied up with Conference and/or Forum/Chapter Leaders’ duties.

The Committee agreed to consider the October Forum more once planning for the preceding two Forum events is further advanced.

**BCI Web-site, Forum page and Survey Monkey/CRM**

The Committee agreed that there was no need to keep this item as an “in perpetuity” agenda item, but instead to manage it as an ad hoc agenda item as and when required.

The Forum webpage is active and regularly updated on request by DW. There is no censorship being applied.

The Committee has expressed its concerns about difficulty searching and finding Forum materials, and lack of ease of accessibility, but the BCI Central Office is satisfied that navigation meets its strategic aims.

**Action 23/211218 – BK to remove this item from standard Management Committee agenda templates.**

**South and London Forum: shared plans**

MS advised he is not aware of any current activity on either Forum.

Gayle was down to attend Forum/Chapter Leaders’ Conference but it is unclear if she actually attended.

**Any Other Business**

* At a personal level, RV expressed concerns, since his change of circumstances, regarding keeping himself up to date. However, he greatly appreciated the chance to continue – in semi-retirement – on the Committee. He worries that his old employers, in common with others, are focused more on securing term-based contractors rather than true continuity practitioners, with the associated risk of faltering corporate memory and loss of experience and knowledge. RV feels that there is already evidence of a fractured awareness amongst continuity practitioners (he cited the fact that the Committee and the BCI generally seemed to be unaware of things like HEBCoN or the formation of the Resilience Institute), and worries that this might only get worse. How, he wondered, can the Committee get to know about others with interest/involvement in continuity?
* RV reflected on the discussions about future Forum events and suggested it was always going to be a challenge knowing what to put on as events of interest in order to establish/maintain connection. That said, he felt the “post-it” initiative and the summary of potential topics helped best inform the Committee, and the fact that Members and those with BC interest are occasionally contacting MS about future events is a good sign.
* MS enquired whether it would be helpful to solicit greater interest in and attendance on the Committee to help contribute to and run events and to bring through new ideas. AJ indicated that there would, in his view, be no harm. TC concurred but wondered how the potential volunteers could be attracted/sourced.

BK indicated that the Terms of Reference allows for up to 10 statutory Members (so space for potentially 2 more).

BK cautioned that one of the issues of generating greater Management Committee attendees might be in connection with strict constitution jurisdictions. At one point JS’s work location had been challenged as to suitability, and certainly one other candidate for a Management Committee position had previously been turned down as “applying to the wrong region”.

MS suggested that the vacancies should be socialised at the next Forum event to see what interest that generates regardless of catchment. AJ indicated that if we have an approach extra-Forum we may need to change the Terms of Reference to cover that in due course.

**Action 24/211218 – MS to raise the “availability for 2 more” in his next Forum event presentation about the Management Committee, and then to broaden scope by e-mail if lack of interest.**

Being no further business, the formal meeting was drawn to a close at 12:45pm. MS reiterated his thanks to BK and Visa for the meeting room arrangement and wished all of the Committee a very Merry Christmas and Happy New Year.