# BCI East of England Forum

## Committee Meeting: 10:00-13:00 17th August 2018

### *JLT HQ, The St Botolph Building, 138 Houndsditch, London EC3A 7AW*

#### **Minutes**

**Attendees**

Mark Suttle, Chair

Richard Verrinder, Vice Chair

Brian Kinch, Secretary

Tim Cracknell, Committee Member & Host

Jim Barrow, Committee Member

Ken Clark (by telephone), Committee Member

Josh Subair (by telephone), Committee Member

Adrian Jolly (by telephone), Committee Member

**Apologies**

David West, Ex-officio Member

**Welcome and Chair’s Opening Remarks**

MS drew the meeting to order and expressed his thanks, on behalf of the Committee, to TC and JLT for hosting the proceedings.

**Review and approval of Minutes of last meeting, 15th June 2018**

The Committee acknowledged that the previous minutes had been reviewed and published in amended form and were happy to ratify content without further change. BK in particular recognised RV’s input to the amendments.

JB indicated he had some difficulty recalling some of the specific details around the topic headings for discussion with David Thorp, but it was agreed to pick these up later in this meeting

**Note/record update on actions, 15th June 2018**

 *Prior meeting actions brought forward:*

* **06/180518 – Carried Forward to September meeting.** **MS to ask DW to add “accessibility needs?” to the Survey Monkey (or CRM) registrations to future Forum events.**
* **16/180518 – Carried Forward to September meeting. MS to raise the listed issues regarding the web site at the David Thorp Strategy update session.**

**Action 01/170818 – BK to provide MS with a further copy of the issues list to expedite the above action.**

* **17/180518 – Carried Forward to September meeting. MS to raise the issue of the consideration of a BCI nominated charity with David Thorp.**

*Actions from 15th June 2018:*

* 01 – Closed. The topics to be raised with David Thorp is the subject of a later item on the agenda for this meeting.
* 02 – Complete. The latest “Organising Meetings” template, produced by JB, is herewith including the earlier use of post-it notes within meetings for question collation. 
* 03 – Complete. BK has raised the question with David Thorp regarding his preferred agenda for the September meeting and is awaiting his feedback.
* **04 – Carried Forward. MS is still to produce a short East of England Forum strategy update, to include a summary of what we had arranged as a Forum to give context, to present to David Thorp in advance of his update such that there is mutual appreciation and we can compare/contrast central and local directions.**
* **05 – Carried Forward. BK is still to liaise with London Stansted to confirm they are happy to cover the suggested subject matter and to lock down specific logistics (actual location, access, parking, security, etc) for the October Forum event.**
* **06 – Carried Forward. KC is still to consider what his “positioning title” will be for the October Forum event overall, as this will need to feature on promotional material.**
* 07 – Complete. MS confirmed that Ricardo are happy to speak at the October Forum on people and incident issues and good practice. Whilst MS has not personally seen the presenter deliver he is confident with the pedigree. Accordingly, there should not be a need for anything from Thinking Software on this occasion.
* **08 – Carried Forward. For the October Forum event itself, MS is to add to his introduction/event briefing the fact that many allied topics will be raised during the various presentations and the Committee will be interested in a “post-it poll” of those areas the attendees would like to hear more on at a future event.**
* 09 – Complete. BK had cancelled the July Management Committee meeting.
* 10 – Complete. No other specific changes to the Terms of Reference had been raised, albeit BK mentioned he was going to incorporate a line on resilience to align with the BCI’s central messaging and also (based on a recommendation from TC) a line regarding increased liaison with other continuity industry stakeholders.
* 11 – Complete. See attached. 
* 12 – Complete. Although it is unclear whether 7Futures charged a speaker fee for appearing at the East Midlands Forum, MS advised that they want to charge circa £1.3k to appear and present at an East of England Forum. MS advised that the presentation proposal sounded very good, with a former triple jump champion as a presenter, but this is simply too costly to justify. The Committee agreed and - although BK relayed that he had experienced another “former champion” event back in his days with Lloyds, from Lane4 and its founder, the World and Olympic Champion swimmer, Adrian Moorhouse, that had been excellent in content and motivation - obviously the Forum proposition needed to be far more modest. JB agreed but wondered whether 7Futures might be considered centrally by the BCI as a presenter at a future BCI World Conference.

**Action 02/170818 – KC to raise the possibility of 7Futures being an external speaker at a future BCI World Conference at this year’s Chapter Leaders’ Conference.**

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

1. Clarification was discussed and offered on the various points raised for David Thorp as detailed on the last minutes. The Committee concurred and understood.
2. Regarding the Continuous Professional Development item to be raised with David Thorp, BK indicated that he had heard from the former Head of Training and Education at the BCI that she has moved on to a role with the Gemmological Association of Great Britain, and therefore it will be interesting to learn from David Thorp how, if at all, this has impacted the BCI’s training and education strategy and delivery.
3. Regarding action 04/150618, above, MS indicated he is thinking about articulating the challenges we have seen in splitting the old South and East of England Forum, including:
	1. our journey and experiences to date,
	2. the stalling of the devolved South Forum, as a number of the newly appointed Management Committee there have stepped away
	3. who (across the constituency) we are targeting, and how we can go about encouraging “regular faces” as attendees to assume BCI membership
	4. how we effectively extend our reach and influence (as well as size it),
	5. multi-regional engagement, and
	6. general continuity and resilience awareness raising.

The Committee are very supportive of this overall direction and JB/JS indicated they would like to see MS specifically requesting a means of the Committee accessing constituent contact details provided the data governance hurdles are adequately covered. TC agreed and indicated that he wanted to see David Thorp pressed on the status and suitability of the CRM system, an initiative from Central Office that seems to have gone very quiet.

BK also raised that, as part of due process and standard project governance, he is surprised that the South Forum has apparently encountered a lack of support post launch, and wondered whether the East of England Forum should offer to help?

JB suggested that, as part of the “multi-regional engagement” challenge, MS should look at contrasting the apparent silo management of regional Forums with the BCI “at the crossroads” strategy of trying to welcome all. This seems dichotomous and even disadvantageous to BCI members in contrast to those with a passing interest.

MS advised he will aim to incorporate all of these additional points under action 04/150618, above.

1. Bearing in mind the recent pan-European multi-sectoral focus on GDPR, TC wondered to what extent the number of prospective and past members of the BCI had essentially had to be struck off the contacts list owing to an absence of consent or due legal reason for holding and processing the data. BK agreed this would be an interesting outcome and questioned to what extent the integrity of the BCI holding data had been impacted by the recent communication of an identified cyber breach at the BCI. Only a few of the Committee had received the cyber breach communication, which suggested it had either been isolated and contained, or that not all potentially compromised details had been identified.

**Action 03/170818 – MS to add the questions about GDPR and cyber breach impacts to the discussions with David Thorp in September.**

1. BK advised that the Higher Education Business Continuity Network (HEBCoN) had expressed an interest in attending and presenting at a future Forum event. BK reminded the Committee that there had been an excellent, if harrowing, presentation at the HEBCoN Conference event earlier in the year regarding the tragic death of a University student owing to contracting meningitis, and the ensuing logistical and pastoral challenges of dealing sensitively and appropriately with the death and the mass immunisation of the remainder of the University cohort. The Committee felt that this might be, if available, a suitable “people” topic for the October Forum event (see later in these minutes).

**Action 04/170818 – BK to check HEBCoN availability and appetite to present at the October Forum event.**

**Finalising agenda/questions for David Thorp BCI strategy update and GDPR meeting**

In addition to the matters proposed at the last Committee meeting, documented on the last minutes and discussed earlier at this meeting, MS enquired if there were any embellishments or other topics that the Committee would also want to see raised with David Thorp in September if time permitted. Additional matters raised included:

* Membership fees for retired practitioners – what are the plans, if any (RV)
* Where (if at all) Continuous Professional Development is going to sit/be required in a more inclusive membership environment, especially if a member has changed roles or is no longer in practice (JB/RV)
* Logistics of accessing BCI materials on-line such that it is self-evident what is “member only”, and whether any data is going to be harvested regarding individuals who would like materials but are inhibited as “member only” (TC)
* Why is the Good Practice Guide (GPG) limited to members when it is this text that the CBCI is evaluated on? (BK)
* Loss of alignment between GPG (such as plethora of BIAs) and prevailing standards from BSI/ISO, and whether there should be greater peer review and ratification (BK/TC)
* Who is the BCI’s “Talking Head” or panel of contributing practitioners to public relations or media matters? (BK/MS). In particular BK recounted the story of how he had been approached by the BCI to provide a response to some standard questions about continuity and resilience for an article in Print Week: <https://www.printweek.com/print-week/feature/1164959/plan-for-the-worst-to-salvage-the-best>. And MS referenced the recent ask for 1300 words to be produced for an article in the Financial Account Magazine, similarly suggesting that there is no “ready to go” response, and no figurehead.

The Committee concluded that the above, together with the items raised on the last minutes and earlier in these minutes, are a very thorough series of topics to cover with David Thorp, and the Committee look forward to a productive and interactive session.

BK advised that, whilst he has still to hear definitively from David Thorp regarding the latter’s preferred agenda from his perspective, per action 03/150618 (see above), from past exchanges there is an expectation that this will cover:

1. Update to BCI strategy and approach
2. Communications and website, including GDPR
3. Learning and education (including CPD)
4. Questions and answers

MS confirms that he has booked a room all day in M&G’s premises in Chelmsford for the meeting, albeit the expectation is that the session proper will last between 10am and 1pm, followed by an (optional) external lunch

**Action 05/170818 – MS/BK to liaise, create and publish an agenda for the September meeting with David Thorp based upon the above, plus to offer David (+ any other from BCI Central Office) the option to join the Committee for lunch**

* BREAK –

**Future Committee and Forum meeting plans**

Having concluded planning for the September meeting with David Thorp, the Committee turned its attention to more detailed planning for the October Forum event on “People” issues at London Stansted Airport. The proposed itinerary was agreed as follows:

0930 Open Remarks

0945 Stansted Presentation

1045 BREAK

1100 HEBCoN Presentation (if available/agreeable, see action 04/170818)

1200 Ricardo Presentation

1300 LUNCH

1345 Ken Presentation

1445 Josh Presentation

1530 Wrap-up

1545 Close

**Action 06/170818 - JS to share the contents of his proposed presentation with the Committee for consideration.**

**Action 07/170818 - KC to approach a contact at Helix to see whether they may be available as fallback (on the subject of pandemic) to the HEBCoN slot.**

**Action 08/170818 – KC/MS to devise event promotion/teaser for the October event for publication mid-September.**

The Committee also considered the proposed Christmas function arrangements and ratified that these should progress as planned.

**Action 09/170818 - BK to book Christmas meeting and function arrangements.**

The Committee considered the proposed November Management Committee is in too close proximity to the October Forum event.

**Action 10/170818 - BK to delete the November 2018 placeholder.**

Regarding pre-planning for the March 2019 Forum event, MS advised that with the amount of activity around the September session with David Thorp, plus the forthcoming World Conference, Chapter Leaders’ Conference and the October Forum event, it feels too early to start any major pre-planning for next calendar at this stage. That said, MS feels it would be sensible to lock down a suggested venue and the Committee agreed to try to target a prior offer from the Fire Brigade Headquarters in Witham (A12).

**Action 11/170818 – RV to reach out to his contact at the Fire Brigade and to try to secure their premises for the March Forum date.**

Fallback in case the Fire HQ is unavailable could be <https://www.ceme.co.uk/> based in Rainham.

**Terms of Reference review**

This was completed earlier in the agenda, see above.

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

The Committee discussed that this has long been a “standing” agenda item following the migration to the new BCI web-site format, and BK questioned whether it was still relevant to have this as a regular inclusion, or whether the matters should be raised by exception only. JS felt that the web-site is sub-optimal in terms of navigation and direction to Forum materials and the Committee agreed, albeit this is a topic for the discussion with David Thorp in September. MS suggested that, in view of the limited control/influence had over the web-site presence, the Committee re-evaluates the sense of having this as a regular agenda item after the feedback can be gauged from David. The Committee agreed.

**Action 12/170818 – BK to note the next Management Committee agenda as needing to include an evaluation of the suitability of the in-perpetuity agenda item on web-site et al.**

**South and London Forum: shared plans**

MS advised that obviously BCI Central Office is now generally publicising events from other Forums, but that he is not receiving any real direct dialogue from the Chairs of either of the closest neighbouring Forums (London and South) about future plans. This is disappointing, especially in the spirit of cooperation and collaboration.

JS advised that his nearest neighbouring Forum (East Midlands, incorporating Milton Keynes) had their last update 3 months ago, but again MS indicated that he is receiving no response from their Chair or Secretary.

TC indicated he still felt it would be good to keep lines of communication open in order to see what topics are considered relevant and to minimise near neighbour duplication.

The Committee agreed to keep trying to maintain communication channels cross-Forum, especially in the run in to the Chapter Leaders’ Conference in November.

**Any other business**

* MS advised the next Business Resilience Forum is being held in Peterborough on 3rd October. KC is attending for the Committee and has a 10 minute “BCI” presenting slot.

**Action 13/170818 – MS to liaise with KC around arrangements for the BRF and to introduce him to the new contact there as the existing one is retiring.**

* MS indicated DW is seeking details of any “gifted grade” nominations for this year’s World Conference. Bearing in mind RV’s change of status (now semi/retired), the potential difficulty of retaining his membership, and his longevity and contributions with the BCI Forums both in the South and East over the years, BK indicated he would be happy to propose RV and MS seconded this.

**Action 14/170818 – MS to liaise with DW regarding the Committee proposal.**

* MS advised that Zerto Cloud Hosting have offered to present to a future Forum <https://www.zerto.com/dr/not-all-data-centers-are-created-equal/>

**Action 15/170818 – BK to add this offer to the “Future Committee and Forum meeting plans”.**

* MS advised that this year’s Chapter Leaders’ Conference is being held on 3rd and 4th November. JB had offered to attend as the East Forum representative again but, in that KC had also volunteered, he agreed to stand aside for KC on this occasion.

**Action 16/170818 – ALL to advise KC of any matters they would like raised at the Chapter Leaders’ Conference**.

Being no further business, the meeting was drawn to a close at 1242pm, with renewed thanks to JLT.