

## INSTITUTE OF MANAGEMENT SERVICES

MINUTES of the Council of Management meeting held at Lichfield Business Village, Staffordshire University Campus, Friary Way, Lichfield, Staffordshire WS13 6QG on Friday 6 March 2020 commencing 10:30 hrs.

Present: Mr R Taylor Chairman (for this meeting)  
Mr D Blanchflower - Treasurer/Company Secretary  
Mr M Lewis  
Mr I Bromley

Apologies: Dr A Muir, Mr S Tate, Mr J Davies

In attendance: Mrs L Gill - IMS Admin Manager

### Minutes

### Action

#### CM2221 Chairman's Introduction

The Chairman welcomed all members present to the Institutes new premises and Mr I Bromley to Council.

#### CM2222 Attendance Sheet

The attendance sheet was signed.

#### CM2223 Apologies for Absence

Dr A Muir, Mr S Tate, Mr J Davies.

#### CM2224 Resignation of Mr M Towle

Mr M Lewis asked the Chairman for details regarding the resignation of Mr M Towle from Council. Mr D Blanchflower explained that he had communicated with Mr M Towle by email regarding items that would come under Mr M Towle's remit as Company Secretary. Mr D Blanchflower had then received an email resignation by return on 4 November 2019. Mr M Lewis also asked if there had been any progress in appointing Mrs R Broughton to Council to fill an existing Council vacancy. Mr R Taylor explained that there had been no response to Dr A Muir's invitation letter and that Mr R Taylor had tried to contact Mrs Broughton three times and had been told by a work colleague that she has been off sick for a few weeks. Mr R Taylor has left this matter for the moment until Mrs R Broughton returns to work and suggested that all officer positions remain as they are for the moment as Mr D Blanchflower had also taken on the role of interim Company Secretary.

#### CM2225 Acceptance of Previous Minutes

The Chairman asked that the Council Minutes dated 3rd & 4th October 2019 be accepted as a true record. Mr M Lewis asked why there was not mention of the office move in these minutes which gave the authority for Messrs Blanchflower and Taylor to proceed with the office move. This information had been withheld from the 3<sup>rd</sup> October 2019 Council minutes at the time because of its confidential nature and Mrs L Gill had been instructed not to include this information in the minutes by the Chairman. The withheld information is as follows. Council agreed that the Institute needed to meet with Mr P Grice of CAATS to find out what plans he had. It was agreed that Mr D Blanchflower and Mr R Taylor would arrange this meeting. If no plans were in place by CAATS then the Institute needed to find alternative accommodation it was agreed this needed to be done by the end of the IMS financial year 31 December 2019. It was unanimously agreed by Council members that Mr D Blanchflower and Mr R Taylor would undertake an office move if required.

**Minutes****Action****CM2226**     **Update Report on IMS New Office**

Mr R Taylor had prepared an update report on the new office facility. He informed Council that there had been a technical issue as the managing agent for the Business Village had ceased trading and the Institute had paid December 2019, and January 2020 rent plus a deposit of £937. The Institute had been instructed to cancel its standing order until a new agent had been found by Staffordshire University. This has now been done and all further rental payments will be made to the new agents moving forward. Mr D Blanchflower informed Council that historically the University gave an 11-month office rental licence and he had been assured by the Business Village Liaison Officer Julia Wilkes that this had never caused a problem before. Mr M Lewis asked if there were any costs available for the move and Mr R Taylor said that these would be available at the next Council meeting once everything had been completed. (See Appendix CM2226)

Mr D Blanchflower  
Mr R Taylor

**CM2227**     **Membership****CM2227.1.**    To Note Membership Statistics

Mrs L Gill informed Council that membership numbers continued to grow with the current membership standing at 2278. Mrs L Gill reminded Council that as some 5-year Affiliate memberships would be ending in 2021 a strategy was required to be put in place to help retain these members. (See Appendix CM2227.1)

Mr R Taylor

**CM2227.2**    Chair of Membership Report

A Membership Report had been prepared by the Chair of Membership. Mr R Taylor thanked Mrs L Gill and Mr D Blanchflower for attending the Scott-Grant Student of the Year which had taken place in January. Council members looked at the age profile graph attached to this report and Mr D Blanchflower asked that all members over the age of 96 be written to and if no communication had been received from them by September 2020 they should be removed from the IMS membership. Mr R Taylor also stated that as the Journal is no longer sent to members the Institute should periodically write to or email members asking them to update their details as this would help keep the Membership database as accurate as possible. (See Appendix CM2227.2)

Mrs L Gill

**CM2227.3**    Institute Membership Fees for 2021

A proposal for Institute Membership Fees for 2021 had been circulated to Council. This proposed a small increase to membership and examination fees for 2021 and it was unanimously agreed that the membership fees would be as follows from 1<sup>st</sup> November 2020

Life Membership £355.00  
Affiliate Membership £235.00

It was agreed that the 2020 AGM Notice would be amended accordingly to reflect any changes to the membership fees. (See appendix CM2227.3)

**CM2228**     **Finance****CM2228.1**    Finance Report - Budget 2018

The Treasurer had prepared a 2020 Budget and informed Council that the 2019 accounts reflected a surplus of £14,320 for the first time in twenty years. Some of this surplus was down to the interest income received from Institute investments and the savings made from the Journal now being on-line. Mr M Lewis asked how a donation from Russell Currie Memorial Fund (RCMF) had

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been spent. Mr D Blanchflower informed Council that this had been used to promote the IMS membership and as a result the Institute had been able to offer a reduced Life Membership fee to Affiliate members completing the IMS Certificate. Mr D Blanchflower also informed Council that any donation from RCMF was not guaranteed and as the Institute was now operating at a surplus RCMF would now have to consider how it supports the Institute in the future. Mr D Blanchflower also stated that the 2019 accounts would give a true reflection of the Institutes finances as they would no longer show a flow of income which was required to be shown over a ten-year period by the Institutes auditors in previous years. Mr I Bromley and Mr M Lewis asked the Treasurer why the audit expenses were shown in the budget column at £3,000 when in the actual column the audit fee was £5831. The Treasurer said he would check this figure as he felt it was incorrect. The Treasurer asked Council to approve the purchase of a laptop for his sole use which was agreed. (See Appendix CM2228.1)

Mr D Blanchflower

**CM2228.2** Review of Bank Signatories

Mrs L Gill informed Council of the following bank signatories for all IMS Accounts and investments. The Treasurer confirmed the following as correct at 6 March 2020.

Bank of Scotland - Main Current and Deposit account

Signatories are as follows at 6 March 2020:

Mr D Blanchflower – Plus Internet Banking (full rights)

Mr J Cutler

Mr P Grice – Plus Internet Banking (full rights)

Mr R Taylor

Mrs L Gill – Not a signatory (Internet viewing rights only).

The Treasurer intends to remove Mr P Grice and add Dr A Muir as a signatory whilst adding Mr R Taylor to internet banking. All region accounts remain as the 10 February 2020 and the Head Office address has been changed.

Mr D Blanchflower

Royal Bank of Scotland

Signatories are as follows at 6 March 2020

Mr D Blanchflower

Mr R Taylor

Mr P Grice

The Treasurer intends to remove Mr P Grice and add Dr A Muir as a signatory and to change the address to the new Head Office one. This account is also linked to the Russell Currie Memorial Trust and it may be difficult to close this IMS account.

Mr D Blanchflower

Aldermore – Investment (Internet Banking Only)

Signatories are as follows at 6 March 2020

Mr D Blanchflower

Mr P Grice

Mr J Cutler

Mrs L Gill – (Internet viewing rights only).

The Treasurer intends to remove Mr P Grice and Mr J Cutler and add Mr R Taylor. The Head Office address for this account has been changed.

Mr D Blanchflower

United Trust Bank – Investment

Signatories are as follows at 6 March 2020

Mr D Blanchflower

Mr P Grice

Mr J Cutler

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The Treasurer intends to remove Mr P Grice and Mr J Cutler and add Mr R Taylor. The Treasurer is in the process of updating the Head Office address.

M&G Investments  
Signatories are as follows at 6 March 2020  
Mr D Blanchflower  
Mr P Grice

The Treasurer informed Council that M&G will accept an instruction from any Institute Trustee and that the Head Office address has been updated. (See appendix CM2228.2).

**CM2228.3** IMS Audit

Mrs L Gill informed Council that Leftley Rowe had now offered a date of 24 March 2020 for the Institutes 2019 audit. The 2019 accounts have already been sent to Leftley Rowe in Sage accounting software as agreed with Mr P Grice. As from January 2020 the Institute will now be using Xero accounting software. The Treasurer will not be attending Head Office on this date and will forward any concerns he has to Mrs L Gill and Mrs G Dawson by email beforehand.

Mr D Blanchflower

**CM2229** Subsidiary Groups**CM2229.1** Website

Mr S Tate had been unable to attend the meeting in his absence, he had asked Mrs L Gill to make the demo websites available at the Council meeting for discussion purposes. Council discussed the website at length and agreed that the Institute would ask Jo Turner (Web Designer) to hold any further development on the website for the next four weeks. The reason for this decision was that it was felt that the demo home pages were not right and that a new remit needs to be put together for Jo. Some of the questions that need to be answered by Council before this can happen are as follows.

Mr S Tate

- What does the Institute stand for?
- Does the website need to give information as well as the ability to sell the Institute?
- Do we need key words to be picked up in google searches such as time & motion, work study etc?
- The Print size needs to be bigger and a different font is required
- The current pictures need to be changed to something more appropriate and are the stock photos included in the price or do we have to pay for those separately?
- 6000 people a month are looking at the IMS website which pages are they visiting and which countries are they from
- Should all resource information be behind a password, i.e., past Journals, Newsletter, Knowledge Bank, to be exclusive for members only?
- Should web pages have productivity news tips on every page?
- Should this be a two-phase project? 1<sup>st</sup> phase moving all existing information across and deciding on a website style with the 2<sup>nd</sup> phase being an overhaul of the existing information to determine what is current/relevant and tailoring it to the Institutes needs
- The Institute needs to find out from Jo the process for IMS to move our website to a new hosting company and how do we take down our existing website

One other item that Council members found alarming is the current email system the Institute has which also sits on the New Media Development server

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<p>together with the website. Mrs L Gill informed Council that she had already spoken to Rhys at RHP Solutions about hosting the IMS website and emails as he had recently supplied the Institute with a 2<sup>nd</sup> laptop, and he will be looking After the Institutes IT system moving forward. (See Appendix CM2229.1)</p>	
<b>CM2229.2</b> Journal Report	
<p>Mr D Blanchflower had provided a report for Council and informed them that Mr D Deeson would be retiring on 31 August 2020. Mr D Blanchflower had spoken to Ms M Armstrong (Editor) and Mr D Mckay (Designer) and they were both prepared to continue producing the Management Services Journal in its current form from the 1<sup>st</sup> September 2020. Mr D Blanchflower informed Council this would be a seamless transition, and both would be self-employed. Mr D Blanchflower also referred to the decision from Council to abolish the Chair of Media role at the previous Council meeting on 4th October 2020. Mr D Blanchflower felt this decision should be reconsidered as there was no longer anyone to co-ordinate the publicity for the Institute and no one had overall responsibility for the Journal, Newsletter and Website. (See Appendix CM2229.2)</p>	
<b>CM2229.3</b> Newsletter	
<p>Mr M Lewis informed Council that Mrs L Gill had produced a new format newsletter for circulation in March which he was happy to endorse. Mr M Lewis also informed Council that he wanted to make the Newsletter more interactive. The Chairman disagreed with this and said that the newsletter should be just that and not a place for a forum. It was suggested that perhaps letters to the Journal Editor could be reinstated. Mr M Lewis felt that this should be part of the IMS strategy moving forward. (See Appendix CM2229.3)</p>	
<p>It was agreed that the Chairman should have an overview on all media related matters.</p>	Dr A Muir
<b>CM2230</b> <u>Education</u>	
<b>CM2230.1</b> Report from Chair of Education	
<p>The Chair of Education had been unable to attend the meeting, but a report had been prepared. The Chairman informed Council that Maria Achilleoudes from Cyprus had contacted the Institute once more. It was agreed that Mr R Taylor would look at the letter sent to her last year as nothing had been received from her since then and it would make it difficult to move this forward until the Institute has received a business plan and other items required. Professor Coulson-Thomas had contacted Strathclyde Business School regarding their new Propel hub. They are in the process of appointing someone to oversee this and will be in touch with Professor Coulson-Thomas when they have done this. It was agreed that the TSP examiner markers needed to be increased. It was agreed that Mr C Moyce would be approached to mark TSP papers once again. (See Appendix CM2230.1)</p>	Mr R Taylor
	Professor Coulson-Thomas
	Messrs Tate/Taylor
<b>CM2231</b> <u>IMS Strategy</u>	
<p>The reports for this item had been re-tabled from the COM meeting on 3<sup>rd</sup> October 2019. (See Appendix CM2231a/b). It was agreed that IMS needed to know what it wanted to achieve from this strategic review and that it needs a plan to facilitate this. Mr R Taylor said that he would be prepared to put together a framework with bullet points on an A4 sheet which would be circulated to Council so that other Council members could add to this. It was agreed that strategy and operational issues need to be separated. The Chairman reminded Council members that IMS is limited by its resources and that everyone needs to work together and take responsibility and volunteer for</p>	Mr R Taylor

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things. It was agreed that by the next Council meeting that an outline plan would be in place.

**CM2231.1** Institute Name

This item had been re-tabled from the COM meeting on 3<sup>rd</sup> October 2019. It was agreed that the Institute would not change its name and that straplines from the list would be used as and when appropriate. (See Appendix CM2231.1)

**CM2232** **Institute Administration****CM2232.1** Invitations Received by the Chairman

Dr A Muir had been unable to attend the meeting and his report was noted by Council. (See Appendix CM2232.1)

**CM2232.2** Proposal for IMS to Formally Recognise Fellows of WAPS

Dr A Muir had been unable to attend the meeting but had prepared a proposal for Council to consider. It was unanimously agreed that the Council members present could not see a benefit to the Institute and unanimously voted against this proposal. (See Appendix CM2232.2)

**CM2232.3** Arrangements for 2020 AGM & Event

Mrs L Gill confirmed to Council members that the Garrick Suite had been booked at the George Hotel for the Institute AGM/Event. Dr A Muir had sent a format for this event as follows. AGM as per the published Agenda in the Summer Journal. The IMS Event Chairman all introductions and outline of key developments over the year. Chair of Membership and Chair of Education to speak with details on key developments in both areas. Journal, Website and Newsletter all responsible for these areas to speak on key developments. Guest Speaker's to include IMS President, speaker from an operational perspective and a speaker from a global/strategic/boardroom perspective. It was agreed that the Institute must publicise this event Mr D Blanchflower informed Council that a company called Eventbrite would advertise the IMS Event for free. Mr R Taylor said that Scott-Grant would be mailing its clients in August and an IMS leaflet could be included in this. It was also suggested that other professional organisations should be contacted. It was agreed that the Institute must attract people from outside the IMS Membership.

**CM2233** **Date of Next Meeting**

The next Council of Management meeting is scheduled to be held at Lichfield Business Village on Friday 5 June 2020 commencing at 10:30 hrs.

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**CM2234 Chairman's Closing Remark**

The Chairman thanked Council members for attending the meeting.

The meeting Closed at 17.10 hrs

Chairman:.....

Date:.....

Distribution:  
President  
Chairman  
Council Members

**Council Meeting Dates for 2020**

Friday 5 June 2020  
Thursday 1 October 2020  
Friday 2 October 2020 – AGM / Event