

ANNUAL GENERAL MEETING 2022

The Annual General Meeting of the CIEHF took place online at 17.15 on Monday 11th April 2022.

MINUTES

1. Apologies for Absence

Apologies for absence were received from Mark Young.

The meeting was quorate with 33 full voting members (20 required) from 63 people in attendance in total.

2. Opening remarks

The President and AGM Chair Chris Ramsden (CR) welcomed everyone to the online meeting. AOB were requested in advance. There were no items received by the deadline.

3. Approval of the Minutes of the 2021 Annual General Meeting

CR asked for any comments or objections to the minutes. None were received. Martin Thody proposed the acceptance of the minutes and it was seconded by Barry Kirby. The minutes were approved as a true record of the meeting.

4. Matters Arising from the Minutes (and not covered elsewhere)

No matters were raised.

5. The Annual Report of the Institute

The 2021 Annual Report began with a short review by pre-recorded video, narrated by Chief Executive Noorzaman Rashid (NR). CIEHF's achievements through the year were presented and notable highlights included our response to Covid-19 and the expansion of our services, webinars and publishing output across a wide range of sectors. During 2021 we provided an extensive portfolio of thought-leadership and content in a wide range of formats. This included white papers and guides, masterclasses and professional skills events. Our publications and infographics were downloaded more than 26,000 times, and more than 7000 people registered for our events through the year. Our global network continued to expand and we ran 78 meet-ups with members sharing knowledge and insight with each other. 350 new members joined us in 2021 and 198 accreditations were awarded to individuals and organisations. Finally, CIEHF won the bid to host and run IEA2027 in London.

CR noted that all these achievements took place in a year of continued difficulties due to the pandemic and more detail was available in the annual report. CR said that, following this very successful year, NR was leaving CIEHF to lead a large European regeneration project. He said his drive and enthusiasm would be missed by many within the UK and on the international stage where he had successfully championed human factors and offered advice and guidance to many organisations. CR said NR leaves us in a strong and stable position for the year ahead.

CR said plans to find a new Chief Executive were well underway in consultation with Council, staff and other advisors. CR noted the dedicated team at CIEHF, led by Tina Worthy (TW), our COO and Iris Mynott, our Membership Manager, who have been at the heart of delivering the major achievements over the last year and will continue to do so. The Executive and Council will ensure TW and the team are fully supported throughout this period of transition to a new CEO.

CR noted that the achievements throughout 2021 had strengthened CIEHF's position as a world-class organisation and opinion leader. He thanked the many members who had given so freely of their time and expertise in producing this body of work.

CR also thanked PAB, led by Fiona Cayzer and Barbara Haward, for their outstanding work throughout the year, notably on professional development, mentoring guidance and competency pathways.

In ending his term, CR thanked staff, members and the Executive and Council for all their time and effort throughout the year. He also thanked the Healthcare Sector Group team of Sue Hignett, Paul Bowie, Mark Sujan and Peter McCullough with whom he had worked closely during the pandemic. The work achieved had saved lives and the collaboration with the Royal Medical Colleges continues.

CR noted that we have now completed two years of our five year plan. We have delivered on all the strands involved and on our vision and mission, demonstrating our core values of being professional, inclusive and collaborative.

CR said he finishes his term as President with CIEHF on a very strong financial and organisational footing that will give our incoming President, Alex Stedmon, a springboard to greater success in the coming year.

6. The General Treasurer's Report and Annual Accounts

The financial accounts had been made available to all CIEHF members and the Treasurer Jon Berman (JB) gave a summary of the financial position.

JB said it was good to be able to draw a line under the pandemic from a financial point of view. We had come through the first year cautiously and ended with a small surplus. This past year, we built on what we learnt and we understood better how income streams might perform.

Over the past few years, as part of our strategy, we have been broadening our range of income streams and this has been invaluable in the past year. Thinking back many years, the CIEHF's primary income was through membership, journal royalties and events which left us vulnerable to external forces but we're in a much more robust position today. Last year, we set a broadly neutral budget with a small surplus but we ended the year on a welcome operating surplus of around £27.5k.

Our turnover has increased significantly, around 25%, and mostly this is through incremental improvements across several income streams. Results of concerted efforts across a range of activities was more than anticipated. We also forecast significant increases in expenditure - hence the neutral budget. While some expenditure was to support increased activity, the largest spending was on a new membership management system and learning management system (LMS). Both are investments for the future. The LMS and Learning Pathways will improve and support further our HF knowledge and content offering, including better development and delivery of content for members and non-members. The Learning Pathways have already generated very significant interest and committed income across a

range of sectors and is also the reason that we have appointed a new Head of Learning and Development to ensure that this is all properly supported.

The investment in the membership database also reflects our recognition of the importance of keeping our systems current so we can offer a high level of service to members. By replacing the membership management system and implementing an LMS at the same time, it ensures they can be properly integrated with each other.

JB said it was gratifying that we've managed to achieve so much and still end the year with a surplus. He gave credit to TW and the CIEHF team for all the work achieved and recognised that the implementation of the software systems has placed huge demands on everyone's time. The fact that they have been delivered and they are starting to show their value is a credit to everyone involved.

Moving on to the coming year, Council has set a budget that anticipates an increase in turnover despite freezing membership fees for another year. It anticipates further improvement in our operating surplus but we should also take the opportunity to build our reserves. We have deliberately allowed them to remain relatively static over the past few years, as we wanted and needed to invest for the future, but as our turnover increases, so should our reserves and we will address this gradually over the next few years.

In summary, JB said he was very happy to report that our financial position is sound and we continue to demonstrate resilience. We have diversified and strengthened our income streams, we have a huge amount of activity planned and we're in a very strong position to progress our growth in line with our strategic plan.

JB noted that his confidence comes from all the hard work of everyone involved, including the CEO, the COO, staff and volunteers and the solid base that they have created.

A question was asked about the use of restricted funds and JB responded that they are a small part of our overall budget and are earmarked for honours and bursaries. Another question asked whether there were any planned major uses for reserves in the future. JB said that there were no anticipated large items, rather the reserves exist in part to allow the CIEHF to sustain its activities in case of any sudden challenge to our income so should keep pace with our turnover (as our current reserves policy states and is seen as good practice).

A further question was asked about the potential financial risk associated with organising IEA2027. JB noted that it is a significant undertaking but we have partnered with major organisations that helps to spread the risks of organisation and funding of the event.

A proposal to accept the Annual Report and Accounts was made by Richard Graveling, seconded by Mic Porter and agreed by the attendees.

7. Election of President Elect

There was one nomination for the position of President Elect. No ballot took place so Barry Kirby was duly elected as President Elect.

8. Election of Members to Council

Two nominations were received for Ordinary Members of Council for two vacancies so no ballot took place and Amanda Widdowson and Steve Harmer were duly elected.

There were no nominees for the position of Technical Member Representative on Council.

9. Election of Members to the Professional Affairs Board

Four nominations were received for four positions on PAB so no ballot took place and the following members were duly elected: Paul Clark, Katharine Metters, Chris Parker, Bob Smillie.

CR thanked Amanda Widdowson for her hard work over the past three years as she concluded her term on the Executive Committee, firstly as President Elect, then President and during this last year, as Past President – and now continues as Council member.

10. Any Other Business

There was no other business.

The meeting closed at 17:45.

*Tina Worthy
Chief Operating Officer
April 2022*