**In attendance: -**

|  |  |  |
| --- | --- | --- |
| Sandra | Chair | NSB |
| Lisa | Treasurer | NSB |
| Caroline M | Communications Officer | NSB |
| Alan | Literature | NSB |
| Catherine | PI Officer | NSB |
| Hilary | Secretary | NSB |
| Laura | Board Administrator | NSB |

|  |  |
| --- | --- |
| **Item** | **Action** |
| 1. Sandra welcomed everyone. |  |
| 1. Preamble, Traditions and Concepts were read. |  |
| 1. All attendees gave brief personal shares to connect with the group where they were at today. |  |
| 1. No apologies were received. |  |
| 1. Laura started a car park to capture any AOB items to be discussed at agenda point 26, items collate over the meeting were –    1. OA Insurance issue raised by OA member Trevor – All    2. Expenses for Bob the NA Parliamentarian – Hilary    3. Stella attending NA as Centre Mic – Sandra    4. Induction for new Board members – Hilary    5. Recovery Community - Catherine    6. Tea and coffee money from June meeting - Lisa |  |
| 1. The group adopted the agenda and agreed to the suggested ground rules of raising hands to ask questions via Sandra as the chair. |  |
| 1. **Review last meeting’s minutes**    1. Laura confirmed she had missed apologies for the June Chairs meeting from Avery in South Wales. Group agreed to note this and Laura’s apology to Avery in these minutes rather than reissue June minutes.    2. The rest of the minutes were agreed as accurate. |  |
| 1. **Matters arising**    1. Point 7a - Sandra action to clarify email address used for Literature subcommittee. After discussion, it was agreed no further action required. |  |
| * 1. Point 11d - Lisa action to update group with contributions trends. Lisa highlighted some of this information was not easily available due to previous recording methods, and Sandra confirmed the essential work for year end and National Assembly should take priority at this time. No further action required. |  |
| * 1. Point 11d - Sandra to clarify suggestion made by WSO around how to split contributions. Confirmed as 60% Intergroup/NSB, 30% WSO, 10% Region, this comes from WSO literature. No further clarification was given by WSO on how to split when there is both an IG and NSB in place.   2. Point 16a - Security - all actions being covered later in the agenda at item 16. | **Sandra** - to circulate official WSO guidance on above to NSB |
| * 1. Point 16b - Default service body WSO listing showing registered address online. Caroline confirmed with WSO any group can email them to have this not shown on the website, she has emailed IG chairs to update. |  |
| * 1. Point 18b - Sandra confirmed the IG reports will go in NA pack 2 rather than 1, so the deadline for these is 31st August. | **Sandra** - to follow up with outstanding IG reports mid-September |
| * 1. Point 19 - NA meeting room booking for Friday evening workshop - confirmed by Caroline P. Green dot system to be used for first time delegates - group agreed this suggestion had been passed to the Hosting Task Force so no further action required. |  |
| * 1. Point 22e - NSB level service opportunities included in NA pack. Sandra confirmed this would be included in Pack 2. | **Laura** - to collate service opportunities with an estimated time commitment for NA pack 2 |
| * 1. Point 23b – Email responder qualifications, outstanding action | **Caroline** - to update Blue Book Policies and procedures with the information on qualifications |
| * 1. Point 28d - Catherine to liaise with Chris to collect PI mobile, number listed on website to be checked. Catherine confirmed she now had the PI phone, but this was a very old model and had no charger. Caroline has removed PI phone number from the website. Group agreed a new phone should be purchased. | **Catherine** - to purchase new phone to use for PI, same SIM card to be used |
| * 1. All other actions were either completed or being covered later in today's agenda. |  |
| 1. **Ratify decisions of Conference calls.**   The group agreed Sandra's summary of the most recent conference call was accurate. |  |
| 1. **Confirm Directors/Trustees Details**   The NSB members confirmed there had been no changes to personal details since the last meeting, so no updates for the trustee’s information required for OAGB to remain a registered charity. |  |
| 1. **Financial Reports – Year to Date and Budget for year end 2018**    1. Lisa highlighted she had experienced issues with finding corresponding paperwork to tally up with payments from the accounts, therefore had spent a lot of time investigating and had done the best she could to take funds from the correct budget lines. The current report showed figures up to the end of the 3rd quarter at 31st May. The group reviewed the financial report and proposed budget line by line, Sandra updated each change in figure and will share the updated copy with the group. | **Sandra –** to circulate updated version of the financies and budget after the meeting discussions |
| * 1. Sandra highlighted 31st August was the end of the current financial year and the accounts would have to be passed to the Accountant for auditing. | **All NSB members** - to complete expenses forms and send to Lisa by 25th August |
| * 1. NA delegate fund - group discussed the payments for this crossing two financial years because of the timing of the NA and financial year end, which made it difficult to budget. Following discussion, it was voted unanimously to process all NA delegate payments before 31st August this year to assist with future budgets | **Lisa** - to pay all NA Delegate applications by 31st August  **Laura –** to update Blue Book with this new policy |
| * 1. Legal/Professional fees – Sandra confirmed this was a standard annual fee to register with Companies House, therefore the same £13 would be due this year |  |
| * 1. IT expenses, Software and Hardware – group discussed what came out of which budget line, Lisa confirmed charges included Samsang’s website support fees, charges for web hosting, telephone and the website. Upon further investigation, an incorrectly coded payment was found, taking the total amount from this budget line from £1,000 to £500. |  |
| * 1. Lisa highlighted there appeared to be a missing payment for room hire for the current Board meeting venue. Laura agreed to get more info from the Admin team at the church. | **Laura –** to request copies of all invoices and when payments received from the Methodist Church admin team |
| * 1. Lisa highlighted some Board meeting expenses may have been for the National Assembly, however without further more time consuming investigations, she was unable to confirm. The group therefore agreed to look at the expenses as an overall total at this time. |  |
| * 1. Caroline highlighted the new telephone process which meant the answering service would no longer be used and instead we would be charged for a call to be redirected to the mobile phone being answered by an Intergroup member, currently South Wales IG. This may therefore mean the costs and budget for this would change, but more information was needed on the specifics. | **Caroline –** to investigate the charges involved in the new telephone answering system and share with the NSB so a budget can be set for next year |
| * 1. The group discussed the policy on room sharing for NSB members and what the policy should be on this for employees. The group voted unanimously to fund a single room for any employees attending the National Assembly. | **Laura** – to update Blue Book with this new policy |
| * 1. The group discussed the possibility of more virtual meetings via Skype or telephone next year, and it was agreed to discuss further once the new NSB was formed at the October meeting. | **Laura** – to include virtual meetings as an agenda item for October board meeting |
| * 1. The group discussed the current planned WSO and region 9 contributions in light of the expected deficit of next year’s budget. The need to be self-supporting as a NSB versus supporting the services provided by R9 and WSO were discussed. The group agreed to reduce the budget on both contributions and review sending any surplus as an additional payment at the end of the financial year in August 2018. | **Laura** – to add additional R9 WSO contributions to the August 2018 board meeting agenda |
| * 1. The group thanked Lisa for her service in collating all the information and agreed a final review of the accounts and budget would be needed before NA once the final quarter’s income and expenditure were collated. A date and time were set for a Board conference call in September. | **All NSB members and Laura –** attend Board conference call on Sunday 17th September at 7pm |
| 1. **Delegate Assistance Applications**    1. The group had previously reviewed the spreadsheet of Delegate assistance applications during a previous Board conference call held on 13/08. It was noted the previous year’s applications had been reviewed as and when they were received by the Board, and there was nothing in the policy and procedures manual to confirm any specified points to be looked at when considering applications. | **Laura/Sandra** – to review this year’s applications and the points considered with a view to including some information in the Blue Book |
| * 1. There had been a total of 11 applications, totaling £2,219.45. From the applications, only 3 were approved for payment upon first review, these totaled £515.25. The remaining 8 required clarification or further information, which various members of the group had agreed to investigation with the applying groups and bring back to today’s meeting. | **Lisa/Sandra –** to review the Delegate Assistance form for 2018 and include more information to try and avoid so many queries |
| * 1. The group shared the further information they had obtained and reviewed each application. The remaining 8 applications were all approved with some changes to costings and amount applied for, total Delegate assistance to be paid is £1,401.25 (see updated spreadsheet for full breakdown). | **Lisa** – to pay all approved delegate assistance awards by 31st August |
| * 1. During the discussions, whether to approve an application for one or two night’s accommodation for a delegate who lived within 20 miles of the NA venue. The group moved to a vote, which was tied. It was agreed to award the two night’s accommodation in this instance and review this as part of the action to add a policy for delegate assistance to the Blue Book. | **Laura/Sandra –** to include in the delegate assistance policy some parameters for what will be covered for local delegates |
| * 1. Lisa highlighted an email had been received late Thursday 17th August asking if a late Delegate assistance application could be considered. She replied late Friday and asked for the form to be submitted urgently that night for it to be considered, as it was very much past the deadline of 31st July. As at this point (lunchtime on Saturday 19th) there had been no form submitted from the requester. The group discussed and agreed no further applications could be accepted due to the time needed to consider, approve and pay by end of the financial year. |  |
| * 1. During the discussions, one proposal came down to a vote, which was initially tied. Sandra wasn’t sure whether she had a vote in this situation or would only be there to break a tie, so she agreed to investigate this. | **Sandra –** to confirm whether the NSB chair has a vote in Board meetings or if only used to break a tie |
| 1. **Literature Update**    1. Alan confirmed there was no further update on the issue of Royalties payable by OAGB to WSO for Literature. WSO’s initial proposal of paying 25% (increased from 10%) would have resulted in the UK Literature service having to close, so it was being reviewed. | **Alan –** to ensure background and current status included in handover to new Literature Liaison in October |
| * 1. Alan informed the group the Literature service used an Artwork professional when new Literature items became available. This person would transfer the original files from WSO into the necessary format for the UK market before printing. The person who had previously been used was at the time an OA member, and had given OAGB a large discount on their services. However, they have now left the fellowship and so would no longer be able to carry out the work needed; it had been highlighted this arrangement therefore needed review. The Board discussed this service and cost, and queried how often it was used as no one was aware of being asked to authorise extra payments. Further information was requested on contracts for the service, how the person was paid and what input the Board has had around budgeting the costs. Alan agreed to investigate and come back to group asap. | **Alan –** to investigate further and get full details of what the service is needed for, costs, contract etc and email the Board asap |
| * 1. The group discussed next year’s budget and the part Literature accounts contributed to forward planning. It was agreed it was important to get more visibility to ensure appropriate budgeting. | **Sandra/Lisa** – to review Literature accounts |
| 1. **Communications Update (inc with and between IGs)**    1. Caroline confirmed the Service and IG page are now live on the OAGB website.    2. The OAGB mailing list has been trimmed down by 250 people to avoid going over the 2,000 email addresses maximum before more charges are incurred for this service. |  |
| * 1. One of the biggest pieces of feedback on the website is that it is not user friendly when viewing on a mobile device, which is the most common way people access it. Caroline has been discussing making changes to this with our IT support contact Samsang. We purchase a set number of hours of development time, and haven’t used much this year so the time could be used to improve the site. There is also the potential for an OA member with graphic design background to get involved as a service opportunity. The group agreed Caroline should continue with this work and keep the Board updated. | **Caroline –** to explore whether there is a development area of the website where we could test any new changes  **Laura –** to add graphic design and website design to the list of service opportunities for NA Pack 2 |
| * 1. Laura asked the group for any further feedback on the updated Email responder job description and protocols she had circulated last month. The group agreed to sign these off and add to the blue book. | **Laura –** to update the Blue Book |
| * 1. The group discussed IGs being in contact with each other and sharing information, and whether the email addresses should be shared across the UK. Data protection issues were highlighted, the group agreed to not proceed at this time until more is known on that issue. | **Laura –** to put a shared IG list of contacts on hold |
| 1. **Public Information update**    1. Catherine informed the group she had met with a contact at Public Health who had provided her with a list of professionals interested in OA, and so she has been in touch with these people to provide information. There was an outstanding expense claim for the travel for the initial meeting, which the group agreed to pay. | **Catherine –** to claim expenses for Public Health meeting  **Catherine -** to share with the Board any proposals for PI work needing funding, so this can be approved |
| * 1. Catherine had obtained the PI literature stock from Chris the previous PI officer, however it was old and dog eared, so the NSB central stock would need to be replaced.   2. The group discussed the proposed PI policy on requests for literature and agreed for Catherine to explore what would work best as she continued in her role as PI officer and bring this back to a future meeting. | **Catherine –** to bring proposal for PI literature to a future Board meeting |
| * 1. General recovery events such as the National Recovery walk in September were being explored as potential ways to raise awareness of OA, which the group welcomed. Catherine would discuss the above event with the local IG, NW England, although it was noted that given they were hosting the NA, the timing may not work well. | **Catherine –** to continue to explore recovery events, including Recovery walk in September with the NW IG |
| * 1. The group discussed PI overall and suggested Catherine review what funds, support and service input she needed and make a wish list. The service opportunities could be included in the NA pack 2 to generate interest. Laura offered to help Catherine with this if needing any IT support. | **Catherine/Laura –** to considerPI proposals and wish list of what help needed |
| 1. **Security**    1. Lisa confirmed she had visited the bank and discussed security. She had two bank forms which she had previously submitted but did not seem to have been actioned, which were to remove Elena and Emma as previous signatories, and to add Sandra as a new one. Sandra highlighted she was currently still Region 9 banker, therefore felt there was a conflict of interest at this time. The group agreed to add Laura as a signatory, and discussed the form and what was required. Laura to visit a NatWest branch to ensure the necessary information is provided. | **Laura –** to take banking form and relevant ID to a NatWest branch to have herself added as a bank signatory |
| * 1. Lisa confirmed once the signatories had been updated, she could ask the bank for new banking authorisation codes to ensure the accounts were secure. She planned to only keep these codes written on a piece of paper kept somewhere securely in her home, and share these codes with Laura so someone else in OAGB had what was required to freeze accounts or make urgent changes should there be a theft or suspicious activity on the account. | **Lisa** – to request new authorisation codes once the signatories have been updated, and share these with Laura |
| * 1. Lisa also confirmed she would back up all her files to a pen drive regularly so there was a copy of everything in case of theft or corruption of her laptop. | **Lisa –** to continue to back up Treasurer files on a regular basis and document this in the Treasurer job description |
| * 1. The group reviewed the document Caroline and Laura had prepared which explored the various areas where OAGB held data or access to systems, and where the potential security issues may be. It was agreed by the group there were some serious concerns, and that this should be a priority project after the NA. Caroline highlighted there could be some quick wins to action now, and agreed to look into this and action. | **Sandra –** to add Security as a priority to the NA Board meeting agenda  **Caroline/Laura** – to investigate and action any security quick wins |
| * 1. It was highlighted that the full extent of the data held by the Literature service is currently not known, and this could also present data protection/security issues. The group agreed this was also a priority to review. | **Alan –** to review Literature service data and personal details held and provide information to the Board via email to include in the scope of the wider project |
| 1. **Information Management**    1. Sandra discussed agenda attachment 17b with the group and the new legislation called General Data Protection Regulation (GDPR) which would affect all UK companies.    2. Sandra highlighted when completing the annual return for Company House this year that it asked questions around whether OAGB as a company had certain policies, such as some of those listed in agenda attachment 17c. The group agreed to continue as a limited company and registered charity, it was important these policies were put in place. Sandra confirmed there were suggested templates online which could be used, and suggested a task force of volunteers could work on this after NA. The group agreed to make this and data protection a priority for next year.    3. Laura highlighted agenda attachment 17a and the need to have a central place to hold all NSB volunteer information. The group agreed to the proposal. | **Sandra** – to keep Information management as a priority on the NA Board meeting agenda, with a view to setting up a task force to work on these policies and information management overall  **Laura –** to collate information on all volunteers to be held in a central spreadsheet |
| 1. **Guidance around Sponsorship**    1. Sandra had shared the emails used by Caledonian IG in agenda attachment 18. The second email with more detailed information had been issued, but she had no feedback on it at this time. Agreed to keep this on the agenda for further review. | **Sandra –** to keep this on the agenda for further review once feedback has been received on the second email |
| 1. **NA – update from Hosting IG**    1. Sandra informed the group the work for the NA was going well, however only 20 delegates had registered so far. NW IG were encouraging people to get their forms and hotel bookings in ASAP as the deadline is 1st September.    2. Hilary confirmed the NSB members attending NA do not pay the registration fee, however if the NA runs at a loss then the hosting IG will come back to ask for this to be paid. |  |
| 1. **NA Packs 1 and 2**    1. Sandra asked for the group’s feedback on the layout and information in the draft Pack 1. A visual explaining the OA service structure and some further FAQs were still to be added. The group suggested the contents page could be separated out into two sections for easier reading, and highlighted the importance of highlighting in the covering email that delegates needed to take action with the pack before the NA itself.    2. Overall the group agreed the pack was much easier to navigate and digest and would hopefully make the NSR job easier. |  |
| * 1. The group discussed timings for final review and asking someone out with the NSB to check the Pack. Deadline for issuing Pack 1 was Monday 28th August, therefore Sandra and Laura to finalise this week and distribute to Board over next weekend. | **Sandra/Laura –** to finalise Pack 1 and send out for final review by Saturday 26th August AM.  **All Board members –** to do final review and send feedback by Sunday 27th PM. |
| 1. **Amendments to Bylaws and Resolutions**    1. Hilary and Caroline now had finalised the wording of each of the proposals. It was suggested the Resolution should also be included as a Motion to keep things simple, which was agreed. | **Caroline –** to send final copies of the Bylaw amendments to Laura for including in the NA Pack ASAP |
| * 1. It was noted that the formatting on each motion was slightly different, Laura to correct this for the final pack. | **Laura –** to correct formatting in Bylaw Amendments for the final Pack |
| * 1. Sandra highlighted a summary page before the Amendments would be useful for people to see what was being changed before having to review the full document. | **Sandra** – to create summary page for Bylaw amendments for including in the final Pack |
| 1. **NA Workshops Friday evening and Saturday morning**    1. Sandra confirmed the Saturday morning workshop was being run by Bob from Canada, who would be the NA Parliamentarian.    2. The group reviewed the suggestions from the June Board meeting on what should be included in the Friday evening, and the importance of it setting the scene for the weekend of service.    3. Lisa volunteered to work these suggestions into an existing workshop format she had used at her IG on 12 step service. | **Laura –** to send Lisa the list of suggestions made at the Jun Board meeting  **Lisa –** to draft workshop proposal and bring to a Board conference call prior to NA |
| 1. **NA Hosting Guidelines**     1. Hilary directed the group to agenda attachment 23 and the update so far. The group discussed the best way to take this forward from October given Hilary was stepping down from the NSB. Suggestions were made about a task force of representatives from the current and previous year’s Hosting committees to review this as it was fresh in their minds, and whether Hilary could continue to be involved as an NSB volunteer on this project as she had taken so far already. | **Hilary –** to contact 2017 and 2016 NA hosting committees to discuss reviewing these guidelines in November |
| 1. **Diversity in images we use**    1. Sandrahighlighted the concerns raised by HoE IG, where several members had been disappointed by the lack of diversity shown in the NA flyer image. The group expressed their regret at any group within OA feeling unrepresented, and discussed the importance of any communications across the UK demonstrating a wide variety of groups, whether this be in respect race or other areas such as gender, sexuality, symptoms or body image. The group agreed a Diversity policy would be helpful and could potentially be shared with IGs, and included in the NA hosting guidelines. | **Sandra/Hilary –** to create draft Diversity policy and share with the Board for review  **Hilary** – to ensure the final version of the policy is included in the NA hosting guidelines |
| 1. **Company Calendar Review**    1. Sandra reviewed the key dates coming up and what outstanding actions were needed to ensure these were met: -       1. NA Pack 1 to be issued by 28th August. Actions covered previously in minutes, priority for rest of month.       2. August Board news – various items across the month already issued or scheduled.       3. WSO and Region 9 contributions – already sent. |  |
| * + 1. Updating Board member job descriptions prior to NA – action for all Board members | **All Board members –** to review and update their job descriptions prior to NA |
| * + 1. Any Board members standing down to complete handover notes and be ready to support the new Board member in their role – Alan and Hilary to action this | **Alan and Hilary –** to complete detailed handover notes and make themselves available after the Assembly through till January for handover to the new NSB member |
| * + 1. NA Pack 2 to be issued by 30th September. Various items needed for including: -        1. Director’s Reports from each Board member – by 16th September        2. A one or two line quote from each Board member on what they have gained from the service this past year        3. Same quote from each of the NSB volunteers, Laura to collate        4. Similar quote from both the paid workers, Laura to draft, Alan to ask from Deborah | **All Board members** - complete Director’s report and a brief quote on what they have gained from the NSB service this year, to be sent to Laura by 16th September  **Laura –** to request and collate quote from all volunteers, and from herself |
| * + 1. Sandra confirmed both paid workers should be invited to the NA as part of their roles. Alan to invite Deborah. | **Alan –** to request quote from Deborah and invite to the NA |
| 1. **Any other business**    1. OA Insurance issue raised by OA member Trevor. Agreed this could be covered by email. | **Caroline –** to resend original email for Board members to review |
| * 1. Expenses for Bob the NA Parliamentarian. Sandra confirmed these were available and could be submitted for approval via email. | **Sandra –** to get expenses claim from Bob and submit for approval |
| * 1. Stella attending NA as Centre Mic. Not yet confirmed, to be chased. | **Sandra –** to contact Stella to confirm if can attend NA |
| * 1. Induction for new Board members. Agreed covered at previous agenda point 25 a) v. |  |
| * 1. Recovery Community. Catherine highlighted generic fellowship events like the recovery walk could give an opportunity to link up with other fellowships to share experience, or even non-OA member NSB service opportunities. The group agreed this was worth exploring. | **Catherine –** to look into ways for NSB and OAGB to share experience with other fellowships |
| * 1. Tea and coffee money from June meeting. Lisa highlighted the personal contributions for the tea and coffee were not enough to cover the costs as is actually £2.50 per head rather than £2.00. Group agreed to pay £3.00 this month to cover most of the deficit. |  |
| Meeting closed with the Serenity Prayer  **Date and place of next meeting: At the 2017 National Assembly,** [**Cranage Hall**](https://www.phcompany.com/de-vere/cranage-estate/) **in Holmes Chapel, Cheshire, CW4 8EW, 9 for 9.30am on Sunday 22nd October 2017** |  |