

**MINUTES of the SATURDAY 20TH JANUARY 2018 QUARTERLY MEETING of
OVEREATERS ANONYMOUS GREAT BRITAIN (The National Service Board of OA in Great Britain)
held at Methodist Central Buildings, Oldham Street, Manchester M1 1JQ**

In attendance: -

Sandra	Chair	NSB
Lisa	Treasurer	NSB
Caroline M	Communications Officer	NSB
Catherine	Literature Liaison Officer	NSB
Laura	Board Administrator	NSB
Deborah	Literature Administrator	Literature Service

Item	Action
1. Sandra welcomed everyone, extending a special welcome to Deborah who was attending her first board meeting. The group opened the meeting with the Serenity prayer.	
2. Preamble, Traditions and Concepts were read.	
3. Everyone gave brief personal shares to connect with the group on where they were at today. The group were delighted to be back round a table together and would discuss how to reconnect more often across the rest of the year later in the meeting.	
4. No apologies received.	
5. Laura started a car park to capture any AOB items to be discussed at agenda point 28, items collated over the meeting were – a. Beat Conference funding request from PI volunteer - Caroline b. PI Projects - Catherine c. PI Phone - Catherine d. Manual Handling and H&S training - Sandra e. Bank signatories and ongoing forms – Lisa f. Banking codes - Lisa g. Email access for Catherine to oagb account - Catherine	
6. The group adopted the agenda. Sandra suggested ground rule of raising hands to ask questions via the chair and allowing others to speak. It was noted only Board members had a vote at the meeting, which included the Chair given the small size of the Board. This meant there may be situations where a vote could end up in a tie as there were 4 votes, so it was agreed to discuss a way to reach an agreement if this arose. The group were happy with this.	
7. Review last meeting's minutes and matter's arising a. Sandra highlighted she had combined the accuracy and actions review into one task at this meeting to hopefully make things more simple. b. After review, the minutes were agreed as accurate. Sandra highlighted as the October meeting is the AGM, these minutes would not be formally approved till the October 2018 board meeting.	Laura – to add formally agree October 2017 minutes to the October 2018 agenda
c. Point 8a – Catherine to purchase new PI phone. Catherine confirmed she still had the old PI phone, but had not yet purchased a SIM as there was currently no PI officer and the	

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<p>PI mobile number was not on the website. Group agreed to add this to the car park and discuss under AOB.</p>	
<p>d. Point 8h – Caroline to explore whether there is a development area of the website where new changes could be tested. Caroline confirmed Samsang can make a mirror copy for development and testing, and this would be a minor piece of work in terms of time and cost. Group agreed to have exact costs determined and review if this was needed at this time at next meeting.</p>	<p>Caroline – to update on costs and time for Development website copy</p>
<p>e. Point 8i – Catherine to review PI proposals. Group agreed to discuss under AOB given there was no PI officer in place.</p>	
<p>f. Point 8k – Sandra/Hilary to create Diversity policy and Laura add to Blue book. Laura confirmed she had taken the Diversity statement from the NA Hosting pack, but highlighted this would need some expansion before adding to the Blue book. She had reviewed literature and a Diversity checklist on the WSO website and collated some suggestions, but had held off circulating so far given the other work the board was focusing on since the NA. The group agreed for this to be shared with the NSB and put on the agenda for the April BM.</p>	<p>Laura – to circulate Diversity information for discussion at the April BM</p>
<p>g. Point 8l – The group all highlighted they had not done a lot of work on updating job descriptions given the other priorities, so it was agreed this should be carried over to the next meeting. Caroline highlighted Region 9 have a job description with some key priorities then a best practice document which shares experience and pointers of where to find information. The group agreed this type of format would be helpful and to keep in mind when drafting. Catherine and Lisa asked for copies of their job descriptions which Laura agreed to send on. Laura highlighted if anyone was removing areas of responsibility or tasks from their job description, they should check in to make sure some other role is now picking this up and let her know so the Company Calendar can be updated.</p>	<p>Laura – to send on job descriptions to Catherine and Lisa All – to review and update job descriptions</p>
<p>h. Point 12a – Laura to complete further banking forms and submit to Natwest asap. Laura confirmed this had been actioned, but further forms had been received just before Christmas asking for more paperwork and ID. The only Natwest branches were in Glasgow and Edinburgh so she had struggled to get there due to Christmas, being on annual leave, and the weather making it difficult to travel this past week. She agreed to action this asap and keep Lisa updated. Lisa confirmed she had also received further paperwork and asked for this to be reviewed by another board member to sanity check what was required, it was agreed to look at this after the meeting. Lisa and Laura highlighted this was the 6th time information had been sent to Natwest.</p>	<p>Laura – to visit Natwest branch with necessary paperwork and ID asap Laura – review banking forms from Lisa and confirm what needs actioned Lisa – to visit Natwest branch again with necessary paperwork and ID asap</p>
<p>i. Point 12b – Lisa to confirm how many signatures are required for an OAGB cheque and request new banking access codes. Lisa confirmed two signatures were required for a</p>	

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<p>cheque, but was very rarely needed given most banking was on online.</p>	
<p>j. Point 21e – Sandra to vote at Region 9 and update the Board following the Assembly. Sandra confirmed she attended the Assembly in November and her report was still in progress, but would follow soon.</p>	<p>Sandra – to circulate report on Region 9 Assembly</p>
<p>k. Point 24a – Delegate funding P&P and form to be added to January agenda. Laura informed the group that after discussion with Sandra there was no room for this on today's agenda so it would be added to April's meeting.</p>	<p>Laura - to add to April agenda</p>
<p>l. Point 28a – insurance question from OA member from Norwich. No update from Stella so far, agreed to roll over to next meeting.</p>	<p>Laura - to ask Stella for any further guidance on this issue</p>
<p>m. All other actions were either noted as completed or being covered later in today's agenda</p>	
<p>8. Confirm Directors/Trustees Details and Ratify Board member roles a. The NSB members present confirmed there had been no changes to personal details since the last meeting. b. As Catherine was absent from the previous meeting, it was necessary to formally ratify the board roles, which the group agreed.</p>	
<p>9. Director's Reports a. Chair – there were no questions for Sandra</p>	
<p>b. Company Secretary – Lisa asked for an update on the accountant audit of the OAGB accounts. Sandra confirmed she had sent most of the information to Mary the accountant, however it was not in the format she was used to working with. Mary was therefore reviewing the accounts but Sandra was keeping in touch with her as to what other numbers she might need. Deborah was also still collating accounts for Literature.</p>	
<p>c. Region 9 delegate – Caroline asked for an update on the Region 9 committee Sandra has been assigned to. Sandra confirmed the committee was called Group Support for Recovery Worldwide, and its aim was to support six remote groups to feel more connected to the wider fellowship. The committee planned to do this by sending OA literature and providing phone support where necessary, but may also include sponsorship from committee member's local Intergroups. There was originally 6 members but now down to 3, they were currently identifying which bodies most needed help, and applying for a budget for the project.</p>	

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<p>d. Treasurer – Caroline asked whether the board meeting reports could have spend versus budget figures so the NSB could review finances across the year. Sandra highlighted there was a spreadsheet she had sent to Lisa with the necessary columns and formulas which would show this. It was agreed Sandra and Lisa would review this again before the next meeting.</p>	<p>Sandra – to review spend versus budget report with Lisa Lisa – to produce for April's meeting</p>
<p>e. Catherine queried the amount noted on the report for her travel claim as she wasn't sure this was correct. Lisa to provide Catherine with a breakdown of the figures so she can check.</p>	<p>Lisa – to provide Catherine with financial breakdown of the travel expenses noted in accounts report</p>
<p>f. Communications – Caroline confirmed the points for discussion would be covered later in the agenda at point 18.</p>	
<p>g. Sandra asked if there were figures available to compare the email list data from previous years or quarters. Caroline to look into.</p>	<p>Caroline – to circulate any figures available on the number of people accessing links and opening the email loop</p>
<p>h. Literature – Catherine confirmed due to some IT issues she had not been able to submit a report in advance, so provided paper copies for the group. Laura asked Catherine to provide an email copy and she would circulate to the group after the meeting.</p>	<p>Catherine/Laura – to provide and circulate email copy of LLO report</p>
<p>i. Catherine confirmed after being unwell in October it took her several weeks to get back to full health, and has only this past few weeks been able to get into the Literature service. She has had calls with Deborah and Pam, Print Liaison, and will update more later in the agenda at point 13.</p>	
<p>j. Sandra queried the date the Literature insurance was due for renewal, Catherine confirmed this was 8th February.</p>	<p>Laura – to add date to Company Calendar</p>
<p>k. Catherine confirmed she had the necessary bank forms to have herself added as a signatory. Laura and Lisa highlighted the huge difficulties they had had, as Natwest did not seem to have standard forms which gave them what was needed to action some of the account changes needed for us, given we were a charity. Laura suggested Catherine complete both sets of forms she had been given as it is likely Natwest will need information and signatures on both, as this was the case for some of the banking forms she has filled in.</p>	<p>Catherine – to complete banking forms and pass to Natwest</p>
<p>l. Literature Admin – the group welcomed Deborah to her first Board meeting and thanked her for coming. Lisa asked what items were included in the Depreciation section of the accounts, and Deborah confirmed this was the printer and computer costs, which had been discussed and queried with Mary the accountant.</p>	

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<p>m. Caroline asked who the float for 'KR' referred to, and Deborah confirmed Kathleen had stepped down as a Packer volunteer with the Literature service some time ago as she had served her 5 year term in that role. Kathleen had however continued to do service in that area as a general volunteer which sometimes involved posting items out, so therefore still needed a float. Caroline highlighted Kathleen was not listed on the Volunteers list as someone doing service for the Board, so asked Deborah to send on details so these could be kept on file for things like contacting volunteers with information, reviewing rotation of service and thanking volunteers at National Assembly.</p>	<p>Deborah – to provide names, contact details and service positions of any additional Literature volunteers to Caroline</p>
<p>n. Sandra highlighted there was some additional information required for the accountant on donations to OAGB received via the Literature service. Lisa agreed to pass bank statements for September to December to Sandra, who would collate and pass the necessary information to Deborah.</p>	<p>Lisa - to provide bank statements for Sept – Dec to Sandra Sandra – to review statements and provide details of all OAGB donations via the Literature service to Mary</p>
<p>10. Ratify Updates to P&P and Bylaws</p>	
<p>a. Laura confirmed the change to the policy on Board applicants which was passed at the National Assembly on had now been added to the P&P manual, and she had circulated the update in the meeting pack. The group ratified this change.</p>	
<p>b. Laura highlighted the formatting and content of the P&P manual needed review so she had started work on this, and planned to a format similar to the Region 9 manual which had contents pages, listed when a policy was last reviewed. This would be good preparation to the work needing done on the Data management policies for GDPR, as adding new policies to the existing manual was difficult due to so many different formatting types. She would share her initial draft with Sandra then forward on to the rest of the Board prior to the April board meeting.</p>	<p>Laura – to add P&P manual review to April BM agenda and send draft to NSB for review prior to meeting</p>
<p>c. Laura highlighted the changes to the OAGB bylaws which were passed at the National Assembly had now been updated, and had been circulated to the group for review. This included a couple of minor editorial changes to take out a blank paragraph and change lower case to caps in the header. The group reviewed and ratified all the changes. During the discussion, the group highlighted the parenthesis in the header around 'Great Britain' were also an error as this is not how the company is registered with Companies House. The group voted to correct this and agreed as this was another editorial change it did to have to go to the National Assembly.</p>	<p>Laura - to make final copy of Bylaws including additional editorial change, circulate to Board, and send copy to WSO and Region 9.</p>

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<p>11. Ratify 2018 budget</p> <p>a. Sandra reviewed the final budget for this year with the group, confirming the changes agreed at the October AGM had been updated.</p> <p>b. Lisa highlighted there had been a £3,000 donation made by a member who had passed away, and she asked the group whether any of the figures should be updated in light of this. The group discussed and agreed this could be reviewed across the year but not to make any changes at this early stage.</p> <p>c. The group ratified the budget for 2018.</p>	
<p>12. Finance and Business reporting</p> <p>a. Sandra highlighted there was a report needed for the Charities Commission and Companies House which would be submitted with the final accounts. This information would need collated by all members of the NSB. Sandra agreed to provide a template for all the information needed and circulate to everyone; the deadline for returning this would be the end of March to allow time for collating the final report.</p>	<p>Sandra – to share template for business report for the Charities Commission and Companies House with the rest of the NSB All – to complete and return by end of March</p>
<p>b. Sandra highlighted the deadline for the business reporting return was listed on the Company calendar as January, but the accounts will never be ready by this time, and the deadline is not till 25th May. She suggested the deadline be moved to end of April, as this was more realistic but still allowed time for final information to be pulled together.</p>	<p>Laura – to update Company Calendar with new date for reports due</p>
<p>13. Literature</p> <p>a. Artwork Vacancy – the advert for the Artwork vacancy had been sent out within the fellowship before Christmas, and there had been no applications or enquiries. Deborah confirmed the artwork person would be needed to move any new Literature items across from US to UK English. She explained the Literature service could proceed with a print run of the new WSO book still in US English, as this is the format it would be in if buying direct from WSO. But a print run the UK would allow members to buy it direct from the OAGB Literature service.</p>	
<p>b. The group discussed other avenues to try to recruit someone to provide this service, and Deborah highlighted it was easier for someone within the fellowship to do the translation as they understood food addiction. It was agreed Sandra would send the advert out to all IG chairs and ask them to share within their meetings, and Caroline would resend to the email loop.</p>	<p>Sandra – send artwork advert to IG chairs, Catherine as contact for enquiries Caroline – send artwork advert to email loop list</p>
<p>c. Catherine asked why the contact person for the advert had been listed as the Board admin rather than Pam as Literature Liaison or Catherine as the LLO. It was confirmed the admin email address was used as a point of contact given there was no secretary in place and usually enquiries would come to a</p>	<p>All – update Catherine as the contact person for any Artwork adverts circulated</p>

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Board member. Catherine agreed to have her contact email address listed on the next advert circulation.	
d. Deborah confirmed her employment contract was permanent and a yearly appraisal would be due early each year. Catherine was due to arrange to meet with Deborah in the next few weeks to do this.	Catherine – to undertake job appraisal with Deborah
e. Deborah highlighted she should have the option to request a workplace pension to pay into as part of her contract and asked the Board to look into this for her. Sandra agreed to look at options and come back to the NSB and Deborah.	Sandra – to look into pension options and feedback to NSB and Deborah
f. The group asked Deborah what support she needed in her role, and she highlighted more volunteers based locally near the Literature storage facility in Stoke on Trent to help with moving and shipping to Packers was a priority. At the moment this was heavily reliant on Deborah, and if she was off for any reason it would have a huge impact on the service. Catherine agreed to draft an advert for this with Deborah and share around local meetings to find someone who could assist.	Catherine/Deborah – to prepare Volunteer job description and circulate in local meetings
g. Sandra asked Deborah if she had undergone any Manual handling training for her role, which she confirmed she had not so far. The group agreed this should be in place and agreed to look into this and other H&S areas such as lone working, and workstation assessments.	Sandra – to look into H&S training for Deborah and all volunteers and employees
h. Catherine confirmed she had spoken to Pam, Print Liaison and Sarah from WSO about the Royalties issue. WSO were still set on OAGB moving to 20% royalties from the existing 10%; this could cost over £2,000 if based on the sales figures from last year. The group agreed there had to be some discussion around what is included in costs versus sale price to ensure any royalties are being paid at the right level, e.g. storage and salary costs.	
i. Sarah at WSO had given several proposals for OAGB to meet the expected royalties including: - i. Raising our purchase prices so they are not below WSO levels – Deborah gave an example of the purchase prices of the OA 12/12 - from WSO this is £14.65 including shipping, OAGB price is £14.50, so there is not a huge difference. The group queried if WSO were not fully aware of our prices and the shipping aspects, i.e. we do not charge for P&P currently. ii. reducing what is printed and available for purchase in the UK to only the items we make most profit from. Deborah highlighted this would greatly reduce the service for our members across the UK	

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<p>j. Sarah had highlighted WSO is losing sales and to try and balance out the financial impact they are reviewing other ways to bring in revenue. Royalties levels are not the same as direct sales so therefore they need to increase or members should move to buy direct from WSO.</p> <p>k. The group discussed their concerns with the proposals including members going to non fellowship sources to buy books which then leaves no revenue for OA, the huge impact these changes could make on the Literature service in the UK and whether it could continue based on the figures being quoted, why this route is being taken by WSO as a way to resolve their financial issues, how this fits with the primary purposes of OA of reaching the compulsive overeater across the world, and whether a resolution should be raised at the WSBC to ask WSO trustees to review their stance.</p>	
<p>l. Deborah shared there were a number of ways the service could try to meet the new royalties' levels; WSO could make some special considerations on some items of Literature, agreed to phase the costs up over 3 to 5 years, and OAGB worked to increase member contributions to top up.</p>	
<p>m. The group agreed this issue needed an urgent review, particularly around the costs versus profit calculations, sharing information on our current financial situation and the Literature service profits over the last few years. Deborah to draft proposals with Catherine, and Catherine to have further call with Sarah and Pam. Sandra to add this to the agenda for the next board call.</p>	<p>Deborah/Catherine – to draft proposals for discussion with WSO Catherine – to discuss costs versus profit and royalty's calculations and overall OAGB finances with WSO, and explore proposals Sandra – to add to the next board call agenda</p>
<p>14. Ways of working</p> <p>a. The group discussed the year's board meeting dates and locations. Caroline highlighted she was attending the WSBC in April and looked at her travel commitments for the April board meeting, which was currently planned for Glasgow. The group reviewed the map and discussed another suitable location, looked at costs of travel for other locations and the options of having a shorter meeting to allow an earlier departure and arrival time. The group agreed the locations were fairly spread out and although they would be willing to travel to London for a meeting, the costs would be high for travel and room rental, plus potential accommodation. It was agreed travel and accommodation to Glasgow for 3 board members would be less, and Sandra offered her spare room for someone to stay. The group agreed for the next board meeting to be Saturday 14th April in Glasgow, with the option of members staying the night before which could allow some social time to connect as individual fellows.</p>	

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<p>b. The group discussed the rest of the meeting dates, and confirmed the Chair's meeting would be June 16th in Manchester. The August meeting was originally set for 11th August but Laura had asked for this to be changed as she had another commitment that weekend. The group agreed to review 4th and 18th August as potential dates and feedback to Laura who would confirm the new date via email.</p>	<p>All – to confirm availability on 4th and 18th August for board meeting to Laura</p>
<p>c. Sandra suggested the group plan monthly board calls to help stay more connected and help discuss business between meetings rather than relying so heavily on email. The group agreed and some discussions took place on a suitable date and time. Sunday evenings around 6.30 on the first weekend of the month were agreed. Laura will circulate the actual dates for these.</p>	<p>Laura - to circulate dates of board calls</p>
<p>d. Deborah asked about the conference call facility and Laura agreed to share details for this.</p>	<p>Laura – share conference call facility with Deborah</p>
<p>e. The group discussed etiquette on board calls, and agreed those attending should use the mute function between speaking to cut out background noise, and say who they were when they started to speak to ensure everyone knew who was inputting.</p>	
<p>f. The group discussed email etiquette, and a suggestion was made for everyone to reply back to an email asking for feedback even if they had nothing to add, just to acknowledge they had seen and reviewed. Sandra highlighted there was some suggestions for email etiquette for NSB members in the Policy and Procedure manual, Laura agreed to circulate.</p>	<p>Laura – to share email etiquette guidelines with everyone</p>
<p>g. Sandra asked the group to share their thoughts on where priorities needed to be for them as a team over the coming year. The group discussed the number of potential new projects which at this stage felt beneficial but not as important as the back-office work needed urgently on policies and procedures and data protection. These items were time consuming, not as fun or 'sexy', and weren't as visible to the fellowship, but they were vital if OAGB wanted to continue operating as a business and have a Literature service. More support for volunteers and helping grow the number of people available to take on the work overall was also highlighted as important, and Caroline would talk more about this in her update later. The group agreed their legacy as a board needed to be housekeeping and a prudent legal position as a business. Sandra agreed to circulate a list of the policies and work needing to be done so it could be discussed on a board call.</p>	<p>Sandra – to circulate list of policies to be drafted</p>

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<p>15. Professional exhibits application</p> <p>a. The group discussed the application from HoE IG for funding to attend the Health Conference in May, this would be their 3rd year. There had been no other applications for funding, and the group had applied for £500, which was the current budget. The group voted and unanimously agreed to fund the request, Laura to inform HoE and Lisa to arrange payment</p>	<p>Laura – to contact HoE to confirm application successful Lisa – to liaise for payment of funds</p>
<p>b. Catherine asked if there was any way to track the impact of OA's presence at such an event. Sandra highlighted this could be done via an OA member survey later in the year, but would be difficult to highlight where referrals came from as could be 3rd person, i.e. A doctor saw OA at the stand who passed the details to a patient, who then in turn shared it with a friend.</p>	
<p>16. Volunteers Update</p> <p>a. Caroline reviewed her report on the current volunteers at board level and highlighted the gaps and need for more people to join up. There had been a number of people who put themselves forward at the NA, but only 2 of them were actually in service positions now. The others either had withdrawn the offer, didn't give contact details, didn't meet requirements or had now left OA. The group agreed this need more input and discussed ways to move forward</p>	
<p>b. Laura agreed to discuss service with potential volunteer Kate as she knew her and could discuss options</p>	<p>Laura – to contact Kate for service at group level</p>
<p>c. Caroline asked for clarification on the requirements for all board level volunteer roles. The group discussed consistency, the importance of fellows stepping in to do service at this level and potentially then joining the board, and ways to encourage service at other levels if people did not meet the requirements. It was agreed all board level service should have the same requirements as outlined in the policy and procedures manual (3 months abstinence, been in OA for a year, working the steps with a sponsor, understanding of the traditions). Caroline highlighted there were currently two positions which were currently listed as having no requirements. Sandra agreed to contact volunteers who may be affected by change in qualifications.</p>	<p>Sandra – to contact any volunteer affected by the clarifying of requirements for group level service</p>
<p>d. Deborah shared it had been helpful to have job descriptions and an outline of what was expected of people coming into a role, to help with training and having a correct understanding of the commitment they were taking on. Laura agreed as the email responder role has a lot of information and someone was stepped into this role quite easily. Caroline agreed to look at job descriptions for each of the key roles needing to be filled.</p>	<p>Caroline – job descriptions for volunteer roles needing filled</p>

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<p>17. Public Liability Insurance</p> <p>a. The group discussed the query from Aberdeen group on the option of having an OAGB-wide public liability insurance policy which covered all groups. They discussed their experience and it was shared that there have been some initial enquiries made by an Intergroup in England to take on an overall policy for meetings across their area. It was agreed this could have cost savings overall, but it would depend on several things, including: -</p> <p>i. how many meetings across Great Britain actually need cover - for instance at the moment in Scotland across all the meetings, we believe only one meeting would need this cover as all other groups are covered by their venue insurance</p> <p>ii. what level of information the insurance company would need about the meetings to be covered and how and when this would be updated - there are changes to meeting information on a weekly basis and we are a small fellowship, so the resource to keep this updated is not available. There is also the risk of incorrect information being supplied and what this could leave us liable for.</p> <p>iii. if OAGB could meet the overall cost for a OAGB wide policy.</p>	
<p>b. The group agreed it was a good area for more investigation. Catherine highlighted she was looking into the Literature insurance policy so could make some initial enquiries.</p>	<p>Catherine – to investigate potential OAGB wide public liability policy</p>
<p>c. The group highlighted the option for any group to bring a resolution to the NSB as part of the National Assembly, as detailed in the OAGB bylaws. Laura agreed to update the Aberdeen group on the discussions and informed them of the resolution option.</p>	<p>Laura – to update Aberdeen group including on the Bylaws option of a resolution</p>
<p>18. Communications Update</p> <p>a. Caroline highlighted the discussion points from her Director's report and the group reviewed</p>	
<p>b. Find a meeting Page project – the group agreed to place this on hold given other priorities and GDPR impacts</p>	<p>Caroline – to feedback to volunteers this project is on hold</p>
<p>c. Trial of adding direct mobile number to the website only – the group discussed and agreed to trial and update at next meeting</p>	<p>Caroline – to update website and volunteers on trial of direct mobile number being used as the OA contact number</p>
<p>d. Deborah highlighted the 07000 number is listed on all the UK printed Literature so any change in this would need a lot of planning to avoid having to re-label stock. Caroline confirmed the 07000 number would still be fully operational and there were no plans to change this.</p>	
<p>e. New service position for Telephone line – the group agreed to place this on hold given how many other areas we are trying to recruit volunteers</p>	<p>Caroline – to feedback to volunteers this project is on hold</p>

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<p>f. NSB members use of email – Caroline highlighted the need for replies to come from the dedicated OAGB accounts to ensure there was an audit trail and work could be handed over or picked up if someone was unavailable for a time. Catherine highlighted her concerns at having so many email routes and asked for support. Caroline and Laura to link in and set up access, Catherine to flag any issues ongoing.</p>	<p>Caroline/Laura – to set up and support Catherine with accessing webmail and using OAGB account direct</p>
<p>g. Deborah highlighted she has a back-office account she uses for non-Customer order related matters, but this is not an OAGB account. The group agreed there should be a dedicated account for this, Caroline to set up and share with Deborah</p>	<p>Caroline – set up and provide Deborah with new email address Deborah – to use OAGB account for all non-customer enquiries and cease use of personal account</p>
<p>19. NA 2018 a. Sandra confirmed Devon and Cornwall were making progress on plans. A theme had not yet been identified but there was still lots of time. Sandra asked the group about a Parliamentarian for the event, and sought their views on how having both Stella and Bob at the last NA worked in practice. All agreed it was hugely helpful to have ‘two heads’ who could advise and confer on tricky issues, and both Bob and Stella had been essential to the running of the day. Bob had volunteered his services at this year’s National Assembly, and the group agreed to check in with Stella about her availability then make plans at the next meeting.</p>	<p>Laura – to contact Stella to discuss her availability at the 2018 NA</p>
<p>20. WSBC Agenda Questionnaire a. Caroline reviewed her report on the agenda questionnaire and the group discussed the various potential areas to be discussed and the amount of time available at WSBC.</p>	
<p>b. The group reviewed the motions Caroline marked as ‘Admin’ and voted to proceed with adopting them to the agenda and voting in favour of the changes: -</p> <ul style="list-style-type: none"> i. C – To simplify the appeals process for any potential delegates to WSBC who are denied credentials (permission to vote) ii. D – Update the description of procedure for groups registering with WSO iii. F – To withdraw policy that says WSO provide website templates for service bodies to use, as this is no longer accurate iv. G – Update the description of how new Motions forms for WSBC are made available, to reflect current practice v. H – Update the policy relating to the interchangeable use of terms compulsive eater and compulsive overeater in OA literature to clarify that context and style should be considered, not just 50/50 split vi. I – Remove an item from policy manual about Trustees being able to request a 60 leave of absence as it is already in the Bylaws vii. M/N – Clarify the wording of policies describing how service bodies and service centers apply to print OA literature 	

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<p>c. After some discussions on the other topics, the group voted on whether to adopt the remaining points as follows: -</p> <ul style="list-style-type: none"> i. A – To direct the Board of Trustees to investigate how to improve and expand our online presence, including but not limited to improving the website, adding a geolocator to the Find a Meeting page and developing a Find a Meeting app - Yes ii. B – Adopt a statement that OA has no opinion on bariatric surgery - No iii. E – To disband the Web/Technology Conference Committee – rationale being to save money on meeting rooms and because projects have not been completed – No iv. J, K, L – To change the day that we celebrate Unity Day, IDEA Day and Sponsorship Day so that they alternate between Saturday and Sunday. This allows those of various faiths to have equal opportunity to join in celebrations - No v. O – Amend the policy defining a ‘Closed’ group to specify that newcomers are welcome to attend – Yes vi. P, Q, R – Add Meditation, Physical Activity and Prayer as Tools of the OA programme – No vii. S – Eliminate the copyright restrictions on sharing readings from For Today between members of the Fellowship - No 	
<p>d. Caroline reviewed the proposed Bylaw amendments and the group voted unanimously to not adopt any of these being taken forward for debate.</p>	
<p>e. Caroline thanked everyone for their input and confirmed she will attend the WSBC in April and report back.</p>	
<p>21. Data Protection (GDPR) Policy</p> <p>a. Sandra confirmed the new General Data Protection Regulation (GDPR) is a new EU law governing data protection, which supersedes the current data protection legislation. GDPR comes into force in May 2018, and the new laws are much more stringent when it comes to what companies are allowed to do with data, allow individuals much more say and visibility of what companies do with their data, plus increased penalties for breaches of up to millions of pounds. OAGB was not currently compliant with the new legislation, so the NSB had to do some work between now and May to produce data protection policies and ways of working for all personal data held by the charity and Literature service. The first stage of this was to complete a company wide audit of all the data held, including details of what we have, where it came from, what it is used for, and who has access to it, as well as if the individual was aware it was kept on file and what it was used for. Sandra agreed to send a template to every Board member to provide this information for their area, Laura offered to collate.</p>	<p>Sandra – send template to all Board members to review and confirm all data held by their area of OAGB All – to complete above and send to Laura for collating</p>

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<p>b. Caroline highlighted the S&E IG had a local contact who had professional experience in this area, and was supporting them with the new legislation. She agreed to pass on the information to the group to get a sense of where the priorities were. Sandra agreed to put this on the agenda for the next board call.</p>	<p>Caroline – to share local contact advice on GDPR with the group Sandra – to add to next board call agenda</p>
<p>22. Hosting Pack a. Hilary had passed on an update to Laura to confirm the pack was with Sam from NW IG who was going to make it more online friendly, with menus and links. The group were unsure if they have reviewed and completed a final sign off of the pack, Laura to request copy from Sam to confirm, keep on agenda for next meeting.</p>	<p>Laura – to get copy of most recent NA Hosting pack for NSB final sign off</p>
<p>23. Online survey a. Sandra suggested to the group this project was not a priority for now given the large number of other tasks to be completed with such a small board. The group agreed.</p>	
<p>24. Company Calendar a. Laura reviewed her updated draft of the new Company Calendar, and some further amendments and additions were noted: - i. October point 5 – Amend bylaws sending to WSO deadline to December ii. October point 7 – Amend timescale for Literature Admin contract and appraisal to February (this is the correct date) iii. October point 9 – Amend wording to “start process for changing signatories” as this will not be completed in such a short time frame iv. January point 1f – Amend timescales for approve annual report to March v. January point 2 – Confirmed Literature insurance renewal date is 8th February b. Laura asked the group to review and send any further amendments to her for a final version to be circulated before the next meeting for sign off.</p>	<p>All – review company calendar and send any additional updates to Laura Laura – to update and circulate for final sign off at next board meeting</p>

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<p>25. Any Other Business</p> <p>a. BEAT Conference funding request from PI volunteer – Caroline informed the group she had been approached by a volunteer who is currently helping with PI work to have funding to attend the BEAT eating disorders conference. The volunteer would be attending as a visitor rather than an exhibitor. An IG had attended as exhibitors previously and didn't feel the impact this had was worth the cost involved. The group discussed the lack of PI officer on the board due to low numbers, and the lack of volunteers available to take on any follow up. The group voted to not authorise the funding, and instead Catherine suggested she could liaise to discuss other opportunities for PI with the volunteer.</p>	<p>Caroline – to confirm outcome of funding decision to volunteer Catherine - to discuss other PI opportunities with volunteer</p>
<p>b. PI Projects – Catherine she would discuss the ideas with the volunteer as mentioned in previous point</p>	
<p>c. PI Phone – the group confirmed due to a lack of PI officer, a new PI phone was not needed at this time, so agreed to take off the agenda.</p>	
<p>d. Manual Handling and H&S training – Sandra agreed to include this as part of the planed review of policies needed for OAGB as a business</p>	<p>Sandra – to capture these policies as part of the planned project</p>
<p>e. Bank signatories and ongoing forms, banking access codes – Lisa confirmed she had been sent further forms from Natwest and asked Sandra and Laura to review and confirm what action needed taken</p>	<p>Sandra and Laura – to review forms and advise Lisa what needs actioned Lisa – to action forms and arrange new banking codes urgently</p>
<p>f. Email access for Catherine to OAGB account – Caroline agreed to assist with this directly after the meeting</p>	<p>Caroline – to assist Catherine with email access</p>
<p>Meeting closed with the serenity prayer</p>	
<p>The next meeting will be held on Saturday 14th April 2018 in Glasgow</p>	