

MINUTES for the
 AGM OF OVEREATERS ANONYMOUS GREAT BRITAIN
 (The National Service Board of OA in Great Britain)
 On Sunday 28th October 2018, 9am-1pm
 Future Inn, Plymouth, PL6 5ZD

Present		
Caroline	Board	Vote
Catherine	Board	Vote
Chic	Board	Vote
Juliet	Board	Vote
Sam	Board	Vote
Sandra	Board	Vote

Item		Action
1	Sandra welcomed everyone and the meeting opened with the Serenity Prayer	
2	Preamble, Traditions, Concepts were read	
3	Brief Personal Shares	
4	Apologies Lisa, Treasurer	
5	Notify Chair of Any Other Business Two items were requested to be added to the agenda: <ul style="list-style-type: none"> • Volunteer abstinence requirements • Persistent caller to OA Telephone line 	
6	Review and adopt agenda, agree ground rules Agenda adopted and ground rules agreed	
7	Review minutes of last meeting (4th August 2017) p.1 Actions: 9a) Inclusion of OAGB donations options in future Board news -confirmed as completed by Caroline 13a) & 13b) Re: Policies and procedures-to be addressed later in meeting p.2 Actions: 8b) Re: Policies and procedures-to be addressed later in meeting 15) Sept Board call agenda item- confirmed as completed by Sandra 25) Point 3. Clarified by Sandra that this point was in relation to advance notification to IG chairs, that if they are short of funds to travel to June Chairs meeting they can apply to OAGB for their expenses to be paid. No specific template required. 25) Point 6. Reminder link to IG Chairs re: Board contact details - confirmed as completed by Caroline	

7	<p>p.3 Actions: Sarah investigating printer costs- confirmed as no longer an action as Sarah doesn't now work for for the Board 10a) Provision of info required for R9 Trustee to take to BOT meeting regarding Royalties issue- confirmed as completed by Catherine 10b) Signatories for Literature Service- Catherine confirmed that herself, Pam (Print Liaison Officer) and Deborah are all signatories on Literature Account. She anticipates that Lisa will be added and then Pam removed. 10c) Procurement of Quickbooks for Literature service- Catherine confirmed that this has been done and is "ready to go" but she is in the process of arranging a time to meet with Deborah to do it, possible date in Nov. 10d) i) Info needed from Deborah in order to set up a workplace pension - Sandra confirmed as provided. 10d) ii) Drafting of new contract of employment for Deborah- Sandra confirmed this has been drafted but needs Catherine to update- action to carry forward 10e) Guidance for Deborah regarding approvals process for Literature expenditure - Catherine confirmed that this has been provided and this process is now up and running. 10f) Board approval of extra 2 hours per week for Deborah until end of year when accounts finalised, thereafter make formal request to Sandra and Catherine - confirmed as completed.</p> <p>p.4 Actions Query of Deborah's holiday period in June- confirmed as completed by Sandra. Point 11. First two actions regarding the DAF for NA confirmed as completed by Caroline and Sandra Review of DAF forms with a view to updating the guidelines to include info about contributions made from groups- action for Lisa to carry forward. Point 12. Budget ready for discussion-confirmed as ready by Sandra Point 13. Contact with 2018 NA hosting committee- action confirmed as completed by Sandra</p> <p>p.5. Actions Points 15-18 regarding NA planning and paperwork- all actions confirmed as completed Point 19. Inclusion of Events in the OAGB mailing regarding the DAF and June minutes included in the deadline for donations in August reminder mailing- Caroline confirmed as completed Point 20. Volunteer reminder email-Caroline confirmed as sent Point 21. Identification, review and upload of Blue Book documents onto OAGB website- Sandra confirms that this will be a handover action</p> <p>p.6. Actions Points 21, 22 &23 regarding job descriptions, GDPR handover and Policies and Procedures confirmed as part of handover to new Board members by Sandra and Caroline Point 25 a) b) & c) regarding Company calendar review all confirmed as completed</p>	<p>10c) Catherine to arrange Nov meeting with Deborah to set up Quickbooks</p> <p>10d) ii) Catherine to update job description for Deborah</p> <p>11. Lisa to review the DAF forms with a view to updating the guidelines to include information about contributions made from groups</p>
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8	<p>Confirm Members / Directors / Trustees details and ensure company secretary finalises documentation for new board members/trustees</p> <p>Sandra provided paperwork for new Board members to complete during the meeting and confirmed that existing members information has not changed</p>	<p>Sandra to notify Companies House of appointment and termination of Board members/ Directors</p>
9	<p>Ratify new board members</p> <p>Ratification that Chic, Juliet, Lisa and Sam have been elected to the Board</p>	
10	<p>Job role allocation for next year</p> <p>Chair - Chic put himself forward 6 for, 0 against Secretary - Juliet put herself forward 6 for, 0 against Literature - Catherine put herself forward 6 for, 0 against Communications - Sam put herself forward 6 for, 0 against WSBC Delegate - Sam put herself forward 6 for, 0 against Company Secretary - Chic put himself forward, 6 for, 0 against Treasurer - Lisa put herself forward (via telephone) 6 for, 0 against (requested "apprentice Treasurer" from within Board be discussed) R9 Delegate - Lisa put herself forward (via telephone) 6 for, 0 against</p>	<p>Chic/Juliet to add apprentice Treasurer as agenda item for next Board call</p>
11	<p>Bank Signatories</p> <p>Lisa currently a signatory, Catherine put herself forward as an additional signatory but suggested that "the more the better". Sam proposed Catherine's name be put forward now and we add this item to the next Board Call agenda to discuss further.</p>	<p>a) Catherine & Lisa to liaise re: bank signatory process. b) Chic/Juliet to add item to agent for next Board call</p>
12	<p>Support for new officers/handovers</p> <p>Outgoing Board Members to conduct handover of their roles from Oct to Jan 2019. No outgoing Secretary so Juliet may seek support re: various aspects of the role from Sandra and Caroline and possibly Laura (ex Board Administrator) and Hilary (previous Board Secretary)</p>	<p>ALL- Officers to liaise re: handover</p>
13	<p>Blue book / email etiquette</p> <p>Blue Book contains all the Policies & Procedures and documents that we use. Now stored in Dropbox</p> <p>Email etiquette - always reply via your OAGB Officer email account. For reading purposes it is possible to have your Officer email forwarded to your personal account but do not respond from that</p> <p>Catherine finds this webmail problematic and can't access it easily, can we look into upgrading this?</p>	<p>a) Caroline to give all new Board members access to OAGB Dropbox b) ALL to consider if we need an alternative email account system. Chic/Juliet to add as agenda item to next Board call</p>
14	<p>Members / Directors Reports – questions only</p>	
	<p>• Chair / Company Secretary / Region 9 Delegate</p> <p>No Q. on Chair report Company Sec - Q. When is report submitted? A. March/ April. Audited Accounts submitted in June. £14 annual fee to remain a Ltd Co has just been paid Q. Where is Co Calendar and how do we access it? Stored in Dropbox, all will be provided with access. Chair checks though the actions to ensure we have done them</p>	
	<p>• Treasurer - Sandra requested questions be diverted to point 15 when we call Lisa about the Budget etc</p>	
	<p>• Communications / WSBC Delegate - No questions</p>	

	<p>• Literature Q. When does Pam finish as Print Liaison Officer? A. May 2019. Nobody has come forward to take on that role yet. Q. Do you have to live a specific location? A. No Q. What recent communications have there been about this role? A. Information specifically about Literature was distributed in the newsletter. Pam concerned that her wording put people off, especially the time commitment. Now we are not “translating” from US English to UK English workload is much reduced</p>	
15	<p>Financial Report/Budget Update/Surplus proposal Projecting a loss this year, some of that from Board admin role budget allowance (£3200- 6hrs per week). Have also budgeted for increased contributions to R9 and WSO (from £500 each last year to £200 and £1000 respectively) but this is really only a return to previous annual giving levels Q. And discussion re: gift aid from individuals and groups. A. Gift aid not possible from groups nor anonymous individual donations Sandra recommended that Board Admin allowance be left in the budget until the new Board are clearer about whether that paid role is needed or not</p>	<p>Chic/Juliet to add to Board Admin role requirement to agenda for Jan Board meeting</p>
16	<p>Matters arising from National Assembly</p>	
	<p>• Ratify changes to the Bylaws Bylaw changes ratified by Board Require updating in the Bylaws document held in Dropbox. Juliet offered but does not work in “Word”. Recommendation that having Word software would be vital for Secretary role and the cost of doing this should be investigated. Catherine further suggested that Office 365 is useful for organisations and can have multiple accounts Sam volunteered to update bylaws</p>	<p>a) Juliet to investigate costs involved in procurement of Word and possibility of all using Microsoft Office 365 b) Sam to update Bylaws</p>
	<p>• Ratify any other decisions made at Assembly Caledonian IG bid to host NA in 2020 ratified</p>	<p>c) Chic to send letters/ emails of thanks to Devon and Cornwall IG (2018 NA hosts) and Caledonian IG (2020 NA hosts)</p>
	<p>• Assign new resolutions to Board members None brought to Assembly</p>	
17	<p>National Assembly Hosts 2019 and 2020 2019 - Heart of England IG 2020 - Caledonian IG</p>	
18	<p>Review and learning points from Assembly <u>What went well?</u></p> <ul style="list-style-type: none"> • Proceedings very smooth • Chair led and maintained control very well • Friday night workshop on gratitude in service was excellent-light and positive and much better than parliamentary procedure • Sat (9-10am) mock debate led by Stella was informative and fun 	

	<p>What didn't go so well?</p> <ul style="list-style-type: none"> • A voting delegate as Centre Mic rather than a dedicated person. • Centre Mic not empowered to veto some queries/ inexperienced/trying to do 2 jobs • Processing of NA delegate fund assistance went on too long and was late • Not in an easily accessible location <p><u>Actions for next year</u></p> <ul style="list-style-type: none"> • Designated phone number for hotel liaison • Early communications of flyer (Feb) • Shared delegate list so Chair can check on no of reps registered • Messages around quorum communicated via IGs • Look at option of virtual voting • Communicate message of resolutions to NSB 	
19	<p>Dates and Location for NSB meetings 2019 As Board are geographically spread throughout country decision was made to hold 3X meetings in Manchester 1X meeting in Glasgow (preferably the Aug meeting as that is busiest time for Chair, pre-NA) Jan - Manchester 19.01.19 confirmed April - Manchester TBC June - Manchester TBC (Chairs meeting) Aug - Glasgow TBC Oct - Birmingham (AGM at NA)</p>	<p>a) Sam to arrange booking venue for 19th Jan Manchester meeting</p> <p>b) Juliet to send Doodle poll to all for April, June and Aug meeting dates</p>
20	<p>Policies & Procedures We currently have about half of the Policies and Procedures required of us as a Charity and Ltd Company. Sandra volunteered to continue to support these being written and Chic put himself forward to draft them</p>	<p>Sandra and Chic to liaise re: drafting of further Policies and Procedures required by OAGB</p>
21	<p>GDPR OAGB compliance with GDPR is still in process but we need a named person to take responsibility. Sam volunteered to be involved but would rather not be the sole named person responsible. Chic volunteered to assist</p>	<p>Sam, Chic, Sandra & Caroline to liaise re GDPR handover</p>
22	<p>Company Calendar Review All items for <u>September</u> calendar completed except: 3. Review job descriptions and update Caroline confirmed the Communications Officer role has been done. The only one that has. October items 1-3 complete plus 5 and 6. Items outstanding (and due by end of month) are: 4. Notify companies House of appointment and termination of Directors (addressed in Point 8 of agenda) 7. Complete Banking forms to remove old and add new Board members to bank signatory list 8. Draft AGM minutes and send to NSB for review 9. Update service body contact details with WSO Sandra suggested that as the NA has been held late in Oct this year, these outstanding actions be pushed to have early Nov completion dates.</p>	<p>a) All to review and update job descriptions</p> <p>b) Lisa to complete banking forms to remove old and add new Board members to bank signatory list</p> <p>c) Juliet to send draft AGM minutes to NSB for review</p> <p>d) Juliet to update service body contact details with WSO</p>
23	<p>AOB 1) Abstinance requirements for volunteers - Pack 2 for Assembly stated 3 months for roles marked with an asterisk but Board members referred to 6 months of abstinence for these roles during Assembly proceedings, which is correct? Confirmed as 3 months</p>	

	<p>2) Telephone Line persistent, difficult caller - Volunteer doing this service has experienced repeated, sometimes aggressive calls to the number from one individual. Caroline messaged him to ask his permission to call (and was given a different number to contact him on). Had a call where she tried to address all his questions and heard nothing more from volunteer, so assumed it had stopped but the calls have continued and actually become more aggressive and inappropriate.</p> <p>Discussed the need for a frank conversation (within the next week) with this individual regarding the purpose of the phone line as informational only. If the calls continue then the number can be blocked. Q. Would he then call on other numbers? Would we keep blocking those? Possibly yes. Q. Do we have a policy in place regarding this or can we lift one from somewhere else? A. We have some wording in the guidelines we give to volunteers for this service regarding callers in distress but it is insufficient. There is/may be wording on the oa.org website we can use. Volunteer doc is stored in Dropbox, Catherine finds it very disorganised and requests some housekeeping be undertaken for it</p> <p><u>Expressions of thanks</u></p> <p>Were given to both Caroline and Sandra for all the passionate and dedicated service they have given to the Board the past 2 years</p>	<p>a) Sam to obtain details of persistent caller and arrange call to speak about the purpose of the phone line.</p> <p>b) Catherine to find/create wording to add to the guidelines for phone line volunteers. Sam and Catherine to liaise regarding this.</p> <p>d) All to access and assess Dropbox storage system ready for informed discussion at next meeting</p> <p>e) Chic/Juliet to add Dropbox housekeeping to Jan meeting agenda</p>
24	CLOSE - SERENITY PRAYER	
NEXT BOARD CALL: Sunday 2nd Dec 2018, 6:30pm		
NEXT BOARD MEETING: SATURDAY 19 JANUARY 2019		