

**Developing people, delivering results****Notes and Action points from ECC's Audit and quality Assurance Meeting  
Thursday 20 September 2018**

Present: Graham Curling (Chair), Laura Atkins, Stephen Coombe and Trudy Stedman

Apologies: Karen Nicol

<b>Items</b>	<b>Action</b>
<p><b>1. Terms of Reference</b></p> <p>All attendees approved the Terms of Reference with one minor amendment;</p> <p><i>The AQA committee meeting will only go ahead if 2 Directors (Chair + 1 other) are in attendance.</i></p>	LA to amend ToR
<p><b>2. Review and discuss documentation currently available and identify gaps (this item was combined with item 3)</b></p> <p><u>Financial Regulations</u></p> <p>Financial regulation document has been agreed by the the Remuneration Committee but AQA will be responsible for checking/monitoring that the regulations are being followed.</p> <p>The AQA Committee would like to see the financial accounts prior to the ECC Board, as ideally this committee will be able to give assurance to the board.</p> <p>Question raised on what level of detail the auditors check? Must ensure ECC is following procedures correctly. Auditors to 'track back' on procedures.</p> <p>AQA Committee would like to see a copy of the auditors' interim report prior to the Board.</p> <p><u>CRM</u></p> <p>ECC to use the information re:non-engaged members, to find out why they're not engaging and what can be done to engage them. Is there a risk that the less engaged ECC members would leave? Do ECC Team need to re-engage with these members?</p> <p>AQA agreed that further information, having a year-on-year comparison, would be beneficial. As well as the Consultant relationship assessment of members annually.</p> <p><b>TS</b> to pull CRM report from ECCO for next meeting.</p> <p>Overview of feedback from training &amp;/or consultancy received throughout the year to be included in the AQA committee meeting – annual review.</p>	<p>TS to check with Kiva re: level of detail &amp; arrange for interim report to be sent to AQA</p> <p>TS for next meeting provide example of CRM report from ECCO to illustrate what is available</p>

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<p>Is it the same members using the same benefits annually, especially attendance at events? Who isn't accessing benefits and why?</p> <p><u>Workforce plan 2017-18</u></p> <p>Agreement that use of ECCO software should be higher; questions raised about what members that aren't using it are doing. Does this jeopardise the integrity of HERA/FEDRA?</p> <p>(3a) ECCO use and 'value' – how is the value of ECCO measured?</p> <p>This should be included in the Member Satisfaction Survey 2018</p> <p><u>Workforce plan 2018-19</u></p> <p>(4/C2/D2) Highlight the risk of ECCO crashing/going down. TS is made aware of any planned downtime and is in constant correspondence with DCSL about what improvements/updates ECCO requires.</p> <p>(12) Development needs may not always be met. How can committee monitor this? Part of NJ appraisal process so should fall out of that.</p> <p>(15) Manage Resources - responsibility of others to do – AQA to check that it has happened e.g. revised polices is everyone aware of GDPR policy and implications, has Remuneration committee revised contracts etc (if appropriate) in light of any changing legislation</p> <p>(17) Risk register – AQA Committee and NJ to work towards banishing the 'risks' to ECC.</p> <p>Risk Register will be included as a standing item for AQA committee meetings.</p> <p>Opportunities lost – Question raised on how this can be identified . Example given of when ECC don't win a bid for work. This committee should analyse why and report back to the Board</p> <p>Member engagement – TS explained the account management model where the office takes lead on member engagement with identified members to ensure that they receive regular communications. It is hoped that this will help with member engagement and free up consultants to concentrate on non - engaged members, projects and consultancy/training</p> <p>Need to ensure that ECC are promoting the things they can do before members go elsewhere for the service.</p> <p>(A1) Risk of losing the relationship between ECC/TU since departure of SW.</p> <p>ask <b>NJ</b> to send invitation to rekindle the ECC/TU relationship.</p> <p>UHR now on ECC Board.</p>	<p>Ask NJ to send invitation.</p>

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(A5) Is there a 'Consortium Power' to exploit? Is this actually being done, and if not, should it be removed from the Workplan?	
<p style="text-align: center;"><b>3. Identify any other area that the committee would like to review/monitor</b></p> <p>See notes above.</p>	
<p style="text-align: center;"><b>4. Agree a workplan for the year</b></p> <p>AQA Committee will meet face-to-face annually, with intermediate meetings taking place virtually.</p> <p><b>TS/KF</b> map out dates of reports, meetings to be arranged 1 month prior to Board meeting.</p> <p>Meetings to take place 4 monthly, 2 virtually and 1 face to face which will be the annual review including accounts.</p> <p>KF to be in attendance for meeting re: interim accounts</p>	<p><b>TS</b> to circulate Interim Audit Report</p>
<p style="text-align: center;"><b>5. Date of next meeting</b></p> <p>Meeting dates confirmed as;</p> <p>Friday 18 January 2019, 13.00 – 15.00</p> <p>Friday 10 May 2019, 13.00 – 15.00</p> <p>Another will be held in September 2019. <b>TS</b> will schedule this once timetable of reports/accounts is available.</p> <p><b>LA</b> send AQA committee members calendar invites for the above meetings.</p>	