

NRPSI Board of Directors Meeting

Notes of Board of Directors meeting no. 6, at NRPSI Head Office, 48 Southwark Street on Tuesday 08 November 2011 at 13.00

Attendees:

Ted Sangster	(Chair of the Board)
Ann Mealor	(Lay Member)
Angela Ringguth	(Lay Member)
Steven Thacker	(Lay Member)
Janina Nowacka	(Practitioner Member)
Lalia Pessoa-White	(Practitioner Member)
Hassan Sobati	(Practitioner Member)
Siân Pritchard	(Executive Manager)
Daniel Hoad	(The Accounts Department)
Eben Wilson	(Main Communications)
Agnieszka Ghanem	Taking notes

1) Apologies

None

2) Minutes of the previous board meeting – 13th September

The minutes of the previous meeting were approved.

3) Matters Arising

Siân explained that we had received a complaint from Avon and Somerset Police regarding the Board's decision that any complaints received prior to 1st April 2011 will not be considered. Siân replied to the Police with more information and has offered them the opportunity to write again to the Board if they are not happy. So far we have not had any reply.

Printable landscape result page – as per Board's request Eben Wilson worked on this however he has warned of a potential breach of security by allowing the printable pop-ups. The Board discussed this issue but decided that they still wished to proceed.

The Chair expressed his thanks to Eben for bringing this to Board's attention.

Action: SP

4) Executive Manager's Report

Ann asked for the web site statistics to be presented in a chart.

Action: SP

Registered Office and PO Box – SP explained that she is in a process of transferring the Registered Office to Rochester; however she has not set up a PO Box for NRPSI. NRPSI receives a lot of Special and Recorded Delivery which will not be forwarded to the office from a PO Box.

Siân explained that the registration figures remained the same (only 1 different).

Lalia mentioned that entry to the DPSI exam has gone down by 20%.

Siân explained that DPSI holders were targeted by sending out leaflets with the results. Also that she visits many DPSI centres/ universities to give talks to students.

The Board then discussed ways in which to retain existing registrants and increase new applicants such as regular communication with interpreters, targeting DPSI centres and colleges etc.

Online Credit Card payment will be introduced when the new Interpreters Room facility is ready. Other forms of payment such as Pay Pall and bank transfer will follow.

5) Finance

(Mr Daniel Hoad joined the meeting at 14.35)

Mr Hoad was welcomed and asked to explain his report. The Board was happy with the format of the report which was amended according to previous requests. Mr Hoad explained that all incomes from both accounts (NRPSI 2000 and NRPSI) are being recognised. He also explained that there are no more costs involved in the transfer from NRPSI 2000 to NRPSI.

Mr Hoad was asked if there were any savings to be made in the costs of running the register. Mr Hoad explained that there was very little to be done at present because costs were low. The main costs to the Register were rent (although this is low compared to other Central London locations) and Staff but these had already been reduced

(Mr Daniel Hoad left the meeting at 14.55)

6) Eben Wilson from MainCommunications*(joined the meeting at 15:00)*

Ted welcomed Mr Wilson and introduced everybody. Then he asked Mr Wilson explain about Main and its work.

Main Communication is a small boutique business specialising in web management.

Eben stated that the website has always been difficult as there has never been clear guidance as to what the Register's strategy was. He advised not amending the web site until the board had decided on a strategic plan for NRPSI.

(Mr Wilson left the meeting at 15:20)

The Board put some ideas to discussion i.e. Facebook or Twitter page however Siân said that the more information on the website the more there is to monitor and maintain. Also more staff would be needed as current staff were already allocated to maintaining the register.

7) Marketing

Siân reported on her meeting with a PR company, Borough PR, who also have a working relationship with a creative company called Lime. They had provided a proposal for re-branding the register and updating the look of the web site and the copy.

Ann briefly explained that PR companies can provide advice and service on almost all aspects of the interactive communication (strategy included). The Board needs to establish how much they want to change the existing website.

Janina said that NRPSI should concentrate on getting a strategy first which would then better direct any PR campaign. It was agreed that NRPSI Board needs to work on a strategy first.

Ann offered to get some feedback on PR companies and liaise with Siân.

Action: Ann and Siân

8) Relationship with other Interpreting Bodies

It was reported that NRPSI had held meetings with CloL and NRCDP. Also that a meeting was being arranged with ITI. We have received a request from APCI for a roundtable discussion with the various Interpreting Membership bodies. However the Board decided that it would not be correct for a regulator to participate in such a discussion. Ted will write to APCI.

Action: Ted

Siân reported on her meeting with NRCPD. It was a very constructive meeting as NRCPD is in a very similar situation as NRPSI. They had exchanged ideas and promised to keep in touch. NRCPD will also be affected by the MoJ outsourcing.

9) Strategy Review Proposal

Institute of Directors' training materials were distributed.

Janina offered to share with the Board the award winning strategic statement of a FTSl company.

Action: Janina

(Janina Nowacka left the meeting at 16:40)

Ted presented the paper introducing the facilitator. The Board discussed this and agreed to move ahead with the Strategy Review. The 2 dates agreed for the meetings are 28 November 2011 and 18 January 2012.

10) PCC, Disciplinary Procedures and Code of Conduct

The recommendations in Sian's report were adopted.

Action: Siân

Stephen volunteered to look at the Code of Conduct and the Disciplinary Procedures and advise on any further changes.

Action: Stephen

Serious criminal convictions for current registrants should be sent to the PCC for consideration who could then refer them to the DC if need be. Criminal Convictions relating to New Applicants will be decided by the Executive Manager acting as Registrar.

11)Any Other Business

Correspondence has been received regarding the listing of specialisms. Siân will prepare a paper on this for the board to consider.

Action: Siân

12) Date of the next meeting

It was decided that the next Board meeting will take place on **19 January 2012** at 13.30.

Meeting ended at 17:05