

Member forum pack

Information and resources for member forums



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Introduction

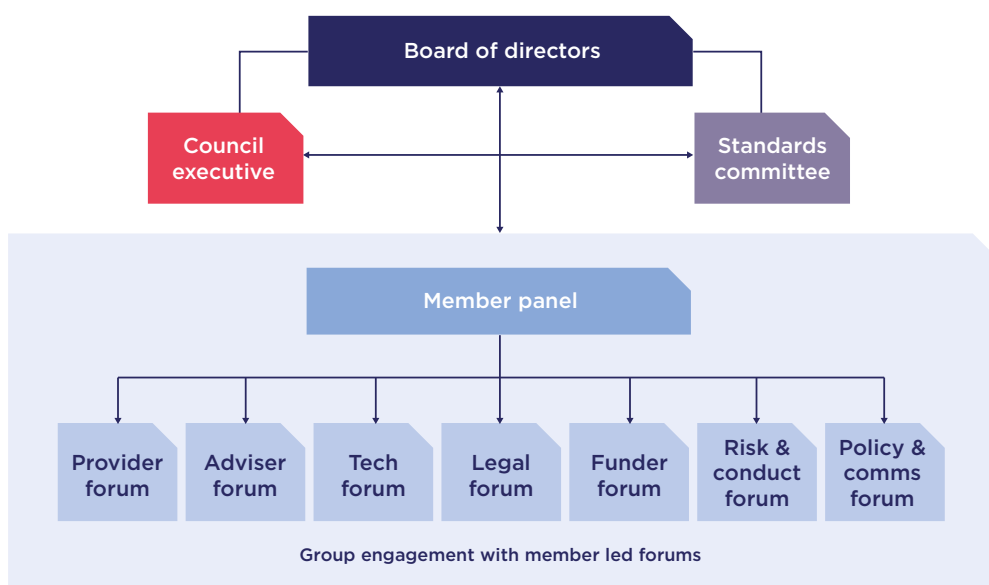
The member forums (forums) are part of the Council's engagement programme designed to ensure that members wishes and needs are heard, and that various projects and issues can be addressed, discussed and worked on.

The forums are autonomous and have their own objectives and priorities, and often sub-working groups are created which liaise between forums.

Each forum is attended and administered by Council representatives who ensure that conversations remain relevant and can provide insights from other forums and work in progress as necessary.

The forums feed into a combined Member Panel where each of the forums are represented and is a primary conduit to the Council board. A separate document sets out the Member Panel terms of reference.

The structure of the forums within the Council is shown in the graphic below but additional forums can be added to this as member need becomes apparent.



The purpose of member forums

To provide a space where members can interact, share information and collaborate as well as engage with the Council and its wide portfolio of membership services.

The need for the membership to have a voice and to exert influence is critical. Without having suitable proactive engagement vehicles, trade bodies simply become service providers and their members merely their customers. So it is imperative that the members voice is reflected in the Council's business development, in the board of director's strategic planning and in the organisation's decision-making protocols.



Rules of engagement

- Meetings are held at least three times a year for each forum, with the quorate for a meeting to take place requiring a minimum of three individuals.
- The forums attendees should reflect a fair balance across the breadth of the membership, and the Council will look to ensure this is sustained.
- The forums are member led, with support from the Council representative and administrative support.
- The forum members will appoint a chair and vice chair with a view that the vice chair steps into the chair role, at the end of the chair's term of office on a rolling 12-month period. Each appointment should last for a 12-month period whereby the forum members will undertake to appoint anew. The Council aids in this process, ensuring that it is fair and effective.
- The forum should prepare a status report following meetings which will include attendance records. This report should be lodged with the Council within five working days of each forum meeting.
- Each forum will be responsible for ensuring they represent the views of their respective peer group from the wider membership. This should include ensuring that engagement and feedback opportunities are provided, with the aid of the Council.
- Information on aspects of competition law will be provided to all chairs and vice chairs.
- A Council representative will be appointed as a liaison and will join all forum meetings to both share information and feedback where relevant. Should the forum wish, an open invitation can be extended to another member of the Council team, a council member or a relevant stakeholder.
- Forums and their terms of reference will be evaluated and reviewed by the Council, who will undertake this process in collaboration with the chair of each forum.

Roles and responsibilities

Chair

The chair of a forum brings important structure to ensure the group creates collaborative and meaningful engagement. They must ensure the forum maintains a meaningful purpose and that any meetings are conducted in an impartial, compliant and objective way. The role requires sensitivity, tact, understanding, order and organisational skills.

While the Council will support the Chair, they should ensure that they have sufficient time to perform the role to the best of their ability.

The Chair should perform the following functions:

- Work with the Council to agree agenda items, meeting dates and invites.
- Ensure that previous actions, reports and any other pre-reading are produced and reviewed.
- Ensure that the meeting is properly held, running to the agreed agenda and starts and finishes on time.
- Ensure awareness of and focus on the Council's competition compliance policy which is to be highlighted at the beginning of every meeting.
- Make sure that order prevails, steering the meeting away from irrelevant discussions or misunderstandings to ensure the group remain focused.
- Advocate for the views of the wider group.
- Keep track and monitor progress of any activity and any agreed actions the forum has decided to undertake.
- Take responsibility for any required escalation reports.
- Let members know what they have achieved at the end of each meeting by producing a summary and attendance report (with the support of the vice chair), within five days, to be sent to the Council for onward communication.
- Attend the member panel to provide updates on the forum and chair the panel when requested to do so.
- The chair will serve for one year after which the vice chair will rotate into the chair position.

Vice chair

The vice chair of a meeting performs the following important functions or duties during meetings:

- Take on responsibilities delegated to them by the chair and deputise for them in their absence.
- Work closely with the chair to establish a constructive relationship and share responsibilities.
- Support the chair to make sure that order prevails, steering the meeting away from irrelevant discussions or misunderstandings to ensure the group remain focused.
- Typically, the vice chair makes notes of the meeting in order to complete the status report on behalf of the forum but this should be agreed by each forum.
- Work with the chair if any escalation report is required.
- Attend the member panel to provide updates as part of the forum delegation.

After one year the vice chair will become chair.

Forum member

Each forum member performs the following important functions or duties during meetings:

- Agree and where necessary vote for the chair and vice chair of the forum.
- Agree to attend and participate in all meetings, and if joining meetings via Teams then full participation with camera turned on is required. Where attendance is not possible sufficient time will be given to the chair and/or permission for a deputy to attend, where appropriate.
- Should attendance become an ongoing issue then the individual accepts the right of the chair/vice chair to seek and appoint a replacement group participant.
- Support the chair and vice chair in the creation of agenda items and actions.
- Ensure compliance with competition law.
- Contribute to the forum discussions or collation of topics for consideration.
- Take responsibility for peer group engagement, both in forum meetings and in subgroups/ working groups.

Council Representative

Each forum will have at least one Council representative in attendance who will ensure that:

- Chair and vice chair are being supported.
- The competition law policy is being maintained.
- Escalations are handled appropriately.
- Council updates are provided.
- Where a vote is required, the Council representative will facilitate this to ensure confidentiality.

A list of currently running forums, their chair and vice chair, and Council representatives are listed on the Member Forums page in the Member's Lounge of the Council website.



Reporting

Forum status report

Each forum is required to submit a status report after each meeting. It should be completed by the chair or the vice chair within five working days of the forum meeting date and submitted to the Council.

Example status report for member forum meetings

Forum	Choose an item.
Date of meeting	
Form completed by	

Attendance and apologies:
Summary of forum meeting:
Actions agreed: (Detail any actions agreed and note the owners and due date)
If an issue has been escalated, please summarise below:
Is there a discussion topic or outcome that you would like to share with other members?

Forum escalation report

If a forum wishes to escalate an issue directly to the Council, Standards Committee or to another forum they should use an escalation form. The chair or vice chair of the forum is responsible for completing it and submitting it to the Council representative who will log and forward on the report. This allows quick identification and possible resolution of issues outside of the member panel.

Example forum escalation report

Escalation raised by	Choose an item.
Date raised	
Recipient group	Choose an item.
Second recipient group (if required)	Choose an item.

Brief summary (eg. 'Cyber security and attack', 'Climate change property risk')
Details of escalation and any action already taken:

Reason for request/ information required/ deadline:
If submitting to Standards Committee, please include the follow

a) Any risks/ relevance to standards including which standard is like to be affected: b) Anyone else already consulted and any views to share? Any other history? c) Any individual to refer to for further questions?

Recipient update	
Date tabled	
Completed by (name)	

Action taken/ feedback:

Example agenda for member forum meetings

Agenda

	Item	Timing	Owner/notes/comments
1	Welcome and Apologies		
2	Competition Compliance Statement		
3	Council Update		
4	Outstanding actions		
5	Escalations in/out		
6	Subgroup updates		
7			
8			
9	AOB		
10	Meeting Close		

Member panel

The forum should submit an update, when required, to the Council for inclusion of the member forum agenda. This should be presented in a timely manner by the chair or vice chair of the forum and should be a summary of the main issues and topics discussed within the forum and working groups, along with any points to be raised at the member panel.

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