



Development Committee

Minutes of the meeting held on

Tuesday 21 February 2017 at 15:52

at the BPA HQ, Glen Parva, Leicester LE2 9TF

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| Present (quorum is 3): | Craig Poxon | - | Chair |
| | Paul Applegate | | |
| | Mark Bayada | | |
| | Adrian Bond | | |
| | Debbie Carter | - | Treasurer |
| | Brian Cumming | | |
| | Andy Pointer | | |
| In attendance: | Tony Butler | - | Chief Operating Officer (COO) |
| | Jon Gretton | - | Financial Administrator & Company Secretary |
| | (from item 10) | | |
| | Jeff Montgomery | - | Safety & Technical Officer (STO) & STC Chair |
| | Martin Shuttleworth | | Secretary-General (Secretary) |
| Apologies for absence: | Danny French | | |
| | Yassi Molazadeh | | |
| Observers: | 2 | | |

Item Minute

01/17 Welcome

The Chair welcomed new volunteer committee member Andy Pointer, and also Danny French, who could not be with us today.

02/17 Composition of the Development Committee 2017

Craig Poxon (Chair, elected by the Council), Paul Applegate, Mark Bayada, Adrian Bond, Debbie Carter (ex-officio as Treasurer), Brian Cumming, Danny French, Yassi Molazadeh, Andy Pointer.

After discussion of a point raised by the Secretary, Brian Cumming proposed, and Paul Applegate seconded, a motion that as volunteers were voting members, the Treasurer should be too.

Carried nem con

03/17 Terms of reference

The Committee updated its terms of reference to state a maximum of 6 members of Council. This was to maintain the provision that no committee should be in a majority on Council, consequent on there now being 12 seats on Council instead of 15 formerly.

Updated

04/17 Declarations of interest

None.

05/17 Minutes

The Committee noted that the minutes (circulated) of the previous meeting held on Tuesday 29 November 2016 had already been approved electronically by the 2016 Committee, ratified by Council and published on the BPA website at bpa.org.uk/member/agendas-and-minutes/

06/17 Matters arising

6.1 Consolidation of the BPA Drop Zone Defence Fund (minute 60/16)

The COO reported that the money in the DZDF account that had been held outside the BPA had now been brought in-house and consolidated with the DZDF fund already held by BPA.

Completed

6.2 Election debrief (minute 70/16)

The debrief on the election with independent scrutineers Mi-Voice would be held on Tuesday 28 February, and report to the next meeting.

Action: Next meeting

6.3 Code of conduct for volunteers (minute 71/16)

Yassi Molazadeh had kindly agreed to draft this.

Action: Yassi Molazadeh

07/17 Liaison with official agencies for sport

Tash Higman would represent BPA at an ICSA event in London on the evening of 9 March about the new Sports Governance Code, the event having been publicised through the Sport & Recreation Alliance.

08/17 Insurance

The new insurance year with a new underwriter, XL Catlin, was due to start on 1 April. XL Catlin had been represented at the AGM/Expo.

09/17 Drop Zone Owners & Operators Specialised Interest Group meeting: Friday 27 January 2017 at De Vere EMCC Nottingham

This annual meeting was now in its established slot the day before the AGM/Expo. For some attendees, it had clashed with the Tandem Instructor Safety and Personal Development Day, but that had been videoed and put online for those who had been unable to attend.

Customer service at Drop Zones, safeguarding, insurance and relevant aviation legislation had been the themes of the main presentations. The Secretary said that attendees' feedback forms had been positive.

Safeguarding was a significant issue for sport. Separate policies were needed for children (under 18s) and adults at risk because different legislation applied. Sara Orton, who had spoken at the DZOs meeting, and kindly agreed to be BPA's safeguarding adviser. She was herself a DZO as well as being professionally involved in safeguarding in a local authority.

Safeguarding was a topic that, in BPA, was likely to involve both Development and STC. It needed to be explored in more detail. The Committee therefore decided to establish a joint working party with STC - involving Mark Bayada who was a member of both - and to invite Sara Orton to chair it. The Chair said he may know of a volunteer who may be able to assist the working party if required.

Action: Secretary

10/17 Personal Information management System (PIMS)

The kick-off meeting with contractors Tangent had been held at HQ in January. Graham Spicer, who had written the specification, was maintaining close contact with them. The COO reported that USPA was trialling e-membership cards on Smartphones using a company called Sigma, who had said during his recent visit to USA that they would be keen to work with BPA's IT Strategy Group. He had therefore passed on Sigma's contact details to ITSG. The Chair thanked him for this, noting that a decision on future arrangements for BPA membership cards was on hold until PIMS had been delivered. Adrian Bond said the timeline that was envisaged should see delivery by August this year.

Noted

11/17 Development Action Plan: 1 July 2016 to 30 June 2017

Progress at month 7 of 12.

11.1 BPA Personal Information Management System (membership database) – invitation to tender, jointly with the Communications Committee, for the BPA web hub

Achieved, project in progress (see minute 10)

11.2 Consultation with Affiliated PTOs on the possibility of working with them, and possibly an outside agency, on the development of some sort of [customer service] accreditation system

At the DZO SIG meeting (minute 9), James La Barrie of Beyond Marketing had been a speaker. He had handed out his list of Drop Zone customer touch points. The COO said it would be invidious for BPA to seek to accredit these itself, as BPA had never got involved with the business side of the sport. An independent agency would therefore need to be used if there were ever to be any form of national customer service assessment. He noted that Trip Advisor reviews were now an influence on sport and recreation providers. His view was that our sport typically did well in customer reviews because the exhilaration of a jump usually overwhelmed any customer service issues, which tended mostly to be mentioned in reviews about delay to a booked jump because of a weather hold, etc.

The meeting noted that some Affiliated PTOs had made great strides in enhancing their customer service, for example Skydive Hibaldstow's new club house facilities.

The COO reported that the Australian Parachute Federation had engaged James La Barrie to do a customer service training tour of a number of its DZs. A few UK DZs were believed to have engaged his services in some way.

There had been thought of BPA inviting James La Barrie to the UK to tour interested DZs, but this had not been pursued to date, principally for reasons of logistics and cost. Also it was not clear whether DZs wanted this service, so there had been no discussion of how costs might be apportioned.

The Chair said he would like to see some customer service target on the Development Action Plan for 2017/8, and asked committee members to reflect on this ahead of further consideration at the next meeting, when the Action Plan targets would be finalised for recommendation to Council.

Action: All members

11.3 Work on the development of grassroots talent identification programme

This had not yet been progressed. It would involve liaison with the Competitions Committee. Tomorrow's Council strategy day may help to focus this in terms of BPA's strategic objectives over the next 5 years.

To be progressed

11.4 Research into the possible development of a member mentoring programme

Yassi Molazadeh, who had devised and was co-ordinating this programme, had launched it online before the AGM/Expo and given a seminar on it at the Expo. Mentors and mentees were signing up via a link on the BPA website, and a significant number had now signed up.

Mark Bayada suggested that details of 'Rise Up' should be sent out to every new A licence holder. The Committee would refer this suggestion to Yassi Molazadeh.

Refer to Yassi Molazadeh

11.5 Making appropriate BPA online forms available as fillable pdfs

The Chair had previously said he would review which forms would be appropriate to make available as fillable pdfs. See minute 36.4 of the meeting on 14 June 2016.

The Secretary said Tagent (PIMS and web hub contractor) had suggested that forms that could be filled in from an html page might be better than fillable pdfs. Mark Bayada saw this as an opportunity to review the range of forms, and see whether any could be combined - for example by the use of drop-down menus. He said he would be pleased to offer suggestions of how a number of forms might be consolidated in this way.

Action: Mark Bayada

12/17 Development Action Plan: 1 July 2017 to 30 June 2018

The Chair said that the major project for 2017/8 would be the completion, testing and launch of PIMS as a key part of the new BPA web hub. Another possible target that had been discussed earlier in the meeting was something to further customer service at Drop Zones (minute 11.2). He invited committee members to come forward with suggestions for other possible targets, with an outline budget, to the April meeting or before. We had, however, to be careful not to stretch ourselves too thinly in 'PIMS launch year'.

Action: All / Next meeting

13/17 IT Strategy Group

Notes on the meeting of the IT Strategy Group held on Tuesday 9 February had been circulated in advance, and were received with thanks. Use of Office 365 for sharing documents and to host the BPA e-mail domain in the cloud, to build in resilience should the BPA server go down, were among the business that had been discussed.

Received

14/17 BPA Archive Project - update

The Committee noted with thanks the update report on the BPA Archive Project by Graham Spicer, which had been circulated in advance, and were received with thanks by the Committee.

15/17 Dates of future meetings

At BPA HQ, Glen Parva, Leicester LE2 9TF: Tuesdays at 15:30: 25 April, 13 June, 8 August, 3 October and 28 November.

Adrian Bond and the Treasurer gave their apologies for absence at the April meeting.

The meeting closed at 17:13 (duration: 1:21).

Approved by the Committee and ratified by Council, 25 April 2017. Published 3 May 2017.