

APCC Southern Board Minutes  
Thursday 29<sup>th</sup> November 2018 via Zoom

**Present**

Alison Donnelly	APCC Chair
Nick Hawke	APCC CEO
Bev Robertson	APCC COO
Gabby Holloway	APCC Membership Services
David Thompson	Branko Ltd

**1. Apologies for absence**

Philip Buckingham - MPAC  
Philip Naughton – Cordium  
Robert Easterbrook – Complyport  
Chris Kaye – MySPOffice  
Tony Catt – TC Compliance Services  
Richard Warrington – Crowe Risk  
George Atkins-Creed – Compliancy Services

**2. Items from the last minutes**

The last minutes from the meeting dated 19<sup>th</sup> September were reviewed and approved. Bev confirmed that as a general point, a member engagement survey is still on the agenda.

**Strategic Objectives**

**a) Membership Engagement**

- Bev asked the group what they think would be the best way to engage with members. Bev advised that one of the main questions the membership engagement survey will ask will be, ‘what do you want from the association’.
- Events are still very well attended, and the group believe that this is one of the main values of membership.
- Bev advised that general day-to-day emails will now come from a membership@apcc email address, more important emails will come from Gabby or Bev’s personal email account.
- Nick Hawke asked the group on their thoughts on the recent emails that are sent out on behalf of The Bank of England and PRA.
- Alison Donnelly explained that she thought the new member enquiries process of submitting responses through the website was a good idea, however she asked for the nature of the enquiry to still be sent on the email.

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**b) Financial Services Engagement**

- Nick advised that he is hoping to increase the member enquiries by having referrals from our new Strategic Partnership with The Bank of England.

**Working Groups**

- Bev explained that the APCC are looking to refresh its Working Groups in 2019, she asked the group if they have any thoughts on any new Working Groups that the APCC should be running.
- Nick suggested an Operational Resilience Working Group as this will be a sizeable theme for financial services in 2019.
- The APCC Supervision Working Group does not seem to have taken off. The group agreed that this could potentially be a great Working Group and that the APCC should try to reboot it. Bev advised that she has a called booked with Gordon Findlay from the FCA and she will raise this him.

**3. Events**

**a) Upcoming Events**

- Bev advised that the APCC Spring Conference will be on 13<sup>th</sup> March 2019, the theme for this is 'Future Facing' and what is happening in financial services in 2019.

**Date of the next meeting:** TBC