

**THE ROYAL COLLEGE OF NURSING
OF THE UNITED KINGDOM**

90th ORDINARY GENERAL MEETING

DRAFT MINUTES

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The 90th Ordinary General Meeting of the Royal College of Nursing of the United Kingdom was held on Wednesday 16 May 2018 at the Belfast Waterfront, 2 Lanyon Place, Belfast, BT1 3WH at 1.30pm.

The meeting was chaired by Cecilia Akrisie Anim CBE, President of the Royal College of Nursing.

1. WELCOME AND INTRODUCTIONS

- 1.1** The President welcomed everyone to the Annual General Meeting (AGM).
- 1.2** She introduced the platform party: Maria Trewern, Chair of Council; Dave Dawes, Honorary Treasurer; Janet Davies, Chief Executive and General Secretary; Tim Golbourn, Director of Finance and Business Enablement; Donna Kinnair, Director of Nursing, Policy and Practice; and Chris Cox, Director of Membership Relations.
- 1.3** It was noted that members of RCN Council and the new Professional Nursing and Trade Union committees were seated at the front of the auditorium.
- 1.4** The President explained how the business of the meeting would be conducted and confirmed that the meeting was quorate.
- 1.5** There was one resolution requiring a vote at the meeting. It was explained that following feedback from members after the 2017 AGM and a subsequent review of good practice, the vote would be managed by the RCN Group Secretary.
- 1.6** Members watching online were encouraged to send in any questions on items on the agenda by email before the relevant session started.
- 1.7** The President confirmed that written answers would be provided to any questions that could not be responded to on the day.
- 1.8** The President also emphasised that the meeting would be run under the RCN Respect Charter and she would not tolerate inappropriate behaviour.

2. 2017 MINUTES

- 2.1** The minutes of the 89th Ordinary General Meeting of the Royal College of Nursing held on 16 May 2017 were agreed as a correct record.
- 2.2** Ian Norris explained, for the benefit of those members present, that the AGM was a separate meeting to Congress, that different rules applied and that the two events should not be confused. He suggested that future AGM minutes should list the members who speak by name only rather than including their voting entity at Congress.

- 2.3** Minute 4.9 of the previous meeting recorded the concern registered by Linda Bailey about the increase in the number of staff receiving salaries exceeding £110,000. It was noted that the response the Honorary Treasurer had given at the time had only partially explained the change. The numbers were for the RCN Group and, while some of the change would reflect normal career progression through the pay scales, there was also the impact of changes taking place in the leadership at RCNi and figures for that entity are now shown separately in the accounts.
- 2.4** Ian Norris then questioned the action taken on paragraph 5.28 and the progress made to better showcase in future reports the valuable contribution that RCN representatives made to the professional work of the College. He pointed out that there was still no reference to this aspect of the reps role in the 2017 Annual Report of Council.
- 2.5** The Chair of Council agreed that there needed to be a more formal acknowledgement of the work of RCN representatives and stated that she would give this some thought and ensure the action was followed up.
- 2.6** In response to a question from Philip McCaffrey, the Director of Finance and Business Enablement confirmed that the long-term financial sustainability of the College was strong. He drew attention to the statement from the independent auditors in the 2017 Annual Report and Financial Statements affirming that the organisation remained a 'going concern' and had sufficient reserves. Whilst there were financial challenges the RCN had plans in place to address these.
- 2.7** In response to a question from Betty Kershaw, the Chair of Council explained that the review of the Standing Orders would not take place until the implementation of the new governance arrangements had been evaluated and any further changes needed agreed and put in place.
- 2.8** Betty then highlighted a typographical error in paragraph 2.5 of the draft minutes which would be corrected.
- 2.9** Further to paragraph 5.36 of the previous minutes, Sagila Thiruthanikasalan confirmed that the RCN's online application form had now been amended to include a 'trainee nursing associate' option for health practitioner members.
- 2.10** Sagila also expressed her thanks to both RCN and Waterfront venue staff for being so supportive of her disability during Congress and the AGM.
- 2.11** Referring to paragraph 4.16 of the minutes, Jessica Moorhouse asked what lessons the RCN had drawn from similar professional organisations about ways to increase trading income. She was assured that this would be covered by the Honorary Treasurer during his presentation later in the meeting.
- 2.12** In relation to paragraph 5.10 of the minutes, John Hill requested a progress update on the RCN's work to encourage more collaborative working between forums, boards and branches.
- 2.13** The Director of Nursing, Policy and Practice responded to John Hill's question by explaining the process in place to ensure that all parts of the organisation contributed to the RCN's responses to all major policy consultations.
- 2.14** Dame Donna added that following the recent review of country and regional boards, the Governance Support Committee would be looking specifically at the links between boards, branches and forums. It was noted that the RCN's new Member Communication Centre was

also playing a significant role in developing member-to-member links as was the development of new digital media channels.

- 2.15** Further to paragraph 5.34 of the minutes, Sarah Waters asked whether any further discussion had taken place to improve the support available at Congress and the AGM for delegates with disabilities.
- 2.16** The meeting noted that the arrangements for delegates with disabilities were evaluated and reviewed every year and any improvements implemented. It was accepted that not everyone would want to be identified as having a disability by wearing a lanyard.
- 2.17** Finally, Linda Bailey asked for the paragraph numbering in the draft minutes to be reviewed.
- 2.18** The President then took two questions that had been submitted in writing.
- 2.19** The first question was about the arrangements for handing over of the Presidential Chain to the incoming President and it was confirmed that this would be discussed and agreed with the incoming President after they had been elected.
- 2.20** In response to the second question about the next Council elections in 2019, the Chair of Council confirmed that, as part of the evaluation at the end of 2018, the Council would be reviewing the arrangements proposed in the Council Review to ensure there was a balance of new and experienced members from each country and region on Council and the Trade Union and Professional Nursing committees during the transition from the old to the new structure.

3. TO RECEIVE THE 2017 ANNUAL REPORT OF COUNCIL

- 3.1** The President invited Maria Trewern, Chair of Council, to present the 2017 Annual Report of Council.
- 3.2** The Chair welcomed members and guests to the AGM including those watching online.
- 3.3** She began by reading a statement to acknowledge publication of the Professional Standards Authority's (PSA) *Lessons Learned Review* into the handling by the Nursing and Midwifery Council (NMC) of concerns about midwives' fitness to practise at the Furness General Hospital (FGH). This followed comments made at Congress earlier in the day.
- 3.4** The Chair of Council confirmed that the RCN worked closely with the PSA on its annual performance reviews of the NMC and had been working with the NMC on changes to the regulatory framework to enhance its public protection role, at the same time as improving the processes for RCN members. The RCN would continue to work with both the PSA and the NMC on all the issues identified in the report.
- 3.5** The Chair then introduced the 2017 Annual Report of Council.
- 3.6** She first thanked her predecessor Michael Brown, the members who had stood down from Council at the end of 2017, and the 2018 Council for their commitment, hard work and support since she had become Chair of Council at the beginning of the year.
- 3.7** The Chair then outlined the priority areas of work for the organisation over the coming months. She explained that the RCN's immediate priority was the NHS pay consultations in England, Scotland, Wales and Northern Ireland and securing a fair deal for members in the

independent sector.

- 3.8** Equally important was the RCNs campaign for safe staffing legislation in all four countries of the UK.
- 3.9** The RCN would also be focussing on the new routes into nursing to ensure that they would deliver the mix of skills and experience needed to deliver safe and effective patient care.
- 3.10** The Chair went on to congratulate Professor Kathleen McCourt on her election as President of the Commonwealth Nurses and Midwives Federation before providing an overview of the RCN's recent international activity.
- 3.11** She then highlighted work underway for completion in 2018 including implementation of the business transformation programme; delivery of the commercial strategy; embedding, evaluating and then developing the new governance structure and developing the first RCN Group Strategy and three-year business plan.
- 3.12** The Council had also agreed the brief for a review of the branch structure, building on the board evaluation that had just finished, as well as the upcoming review of Congress to ensure it remained fit for purpose, value for money and met the needs of members.
- 3.13** In concluding, the Chair talked about the RCN's strength being its membership and emphasised that work would continue to improve member participation and communication and encourage stronger grass roots activism and local networks.
- 3.14** She highlighted the importance of embracing the RCN's student members who were celebrating 50 years of membership, and supporting health practitioner members and strengthening their voice in the organisation.
- 3.15** The Chair expressed the thanks of Council to all those who were currently active within the College whose commitment was second to none and to RCN staff working across the UK for their commitment to the organisation.
- 3.16** In introducing the Honorary Treasurer, the Chair took the opportunity to highlight work underway to review the RCN's expenses policy; an independent review of the performance of the RCN's investment manager and a review of the RCN property portfolio.

4. FINANCIAL STATEMENTS AND THE AUDITOR'S REPORT FOR THE FINANCIAL PERIOD 1 JANUARY 2017 TO 31 DECEMBER 2017

- 4.1** The President invited the Honorary Treasurer, Dave Dawes, to present the Financial Statements and the Auditor's Report for the financial period 1 January to 31 December 2017.
- 4.2** He started his presentation by giving an account of his personal links to Belfast having been born locally and welcomed the opportunity to return for Congress.
- 4.3** As part of his presentation, the Honorary Treasurer explained the RCN Group structure, highlighted a number of key aspects of the financial reports, and gave a breakdown of income generated in the last year.
- 4.4** He emphasised the importance of the strong reserves position providing stability and the income generated by investments.

- 4.5** The key areas of financial risk for the organisation were outlined including: the staff pension scheme; the effective management of information; and the scale of the change programme underway.
- 4.6** The progress made in the last year in relation to the pension scheme deficit was welcomed and it was noted that a plan had been agreed with the Pension Regulator to address the deficit position over the next eight years .
- 4.7** The gender pay gap of the organisation stood at 12.6% based on mean average. Some of the reasons behind this were explained and assurances provided that work was underway to reduce the gap. This included recruiting more men to entry level roles.
- 4.8** Early indications that RCN membership levels were plateauing and the impact this could have on the financial and political strength of the College going forward were noted. The importance of the commercial strategy was emphasised given that 95% of the organisation's income currently came from membership subscriptions.
- 4.9** The Honorary Treasurer ended his presentation by thanking his fellow Council colleagues, members of the Finance and Audit Committees, external advisers and finance staff, in particular Tim Golbourn, Director of Finance and Business Enablement and Vanessa Woods, Head of Finance. He also thanked those individuals who had supported him during what had been a challenging week for him on a personal level.
- 4.10** Questions were then invited on the presentation and the 2017 Financial Statements and Annual Report of Council.
- 4.12** In response to a question from Penny Mannings about the College's sponsorship of *The Big Issue*, it was reported that the associated expenditure was included under 'other service delivery costs' in the financial statements.
- 4.13** Jess Moorhouse asked whether adopting a commercial strategy meant that the RCN would be increasing its membership fees. The Honorary Treasurer clarified that the main aim of the commercial strategy was to develop new sources of income.
- 4.14** Tom Murray noted that the RCN was a dual function organisation and asked whether going forward there would a distinction between how the trade union and professional arms of the College would be funded. The Honorary Treasurer confirmed that currently both the RCN's professional and trade union activities were funded from membership subscriptions. He also pointed out that the split of income and expenditure between representation (i.e. trade union) activities and other College activities was detailed in both the Annual Report and Financial Statements and the trade union return to the Certification Officer.
- 4.15** Philip McCaffrey asked whether the weakening position of the pound had been taken into account in the plans to clear the pension deficit within eight years. The Honorary Treasurer advised that the Finance and Investment Committee had commissioned an independent adviser to review the performance of the Investment Manager and the investment portfolio structure to ensure it was appropriately balanced and diversified across world markets and investment classes to mitigate against currency fluctuations and the impact of Brexit and, at the same time, deliver the returns required to meet the College's liabilities.

- 4.16** Suzanne Butler asked a series of questions about the financial implications of being a member of the International Council of Nurses, including the annual membership fee and associated costs to the RCN at the point that the decision was taken to withdraw from membership. Confirmation was also sought on the current budget of the International Committee.
- 4.17** The Chief Executive & General Secretary reported that the annual ICN fee had been in the region of £750,000 at the time of withdrawal. The associated costs were not to hand but had been reported at the 2013 AGM at which the decision to leave the ICN was made. Janet Davies advised that discussions were underway with the ICN to review progress on the other key areas of concern to the RCN when it withdrew, including issues of transparency, strategy and whether it was fit for purpose.
- 4.18** It was explained that RCN committees were not allocated specific budgets. The budget was based on delivering the annual plan approved by Council.
- 4.19** In response to a related question from Maggy Heaton it was confirmed that any decision for the RCN to re-join the ICN would be taken by the membership at an AGM.
- 4.20** Mike Travis asked whether there was a reputational risk to the RCN of retaining Deloitte as its external auditor following the criticisms levelled at them in relation to the collapse of Carillion. The Honorary Treasurer assured members that robust processes were in place for appointing both the internal and external auditors. He also referenced the important role the independent chair and the external members of the Audit Committee played in monitoring their performance.
- 4.21** Mike additionally sought a commitment from Council to review the current member disciplinary process to ensure it was appropriate, fit for purpose and reflected the value of reps to the organisation. The Chair of Council confirmed that the Council would be undertaking a review of the process.
- 4.22** Patricia Eagle extended her praise to the Treasurer for his presentation of the financial statements for lay people. She asked whether there were plans to increase membership subscriptions.
- 4.23** The Honorary Treasurer advised that Council was planning to freeze member subscriptions for 2018 and 2019 if members voted in favour of the resolution later on the agenda.
- 4.24** Martin Tuckett asked about the role of the branch treasurer in light of changes to the way that branch finances were now managed. The Honorary Treasurer acknowledged that the role had changed but that the role was still vital – leading the planning and budgeting process for the branch and linking with the country or regional board to ensure that branch activities were reflected in the annual country/regional plan and budget. A review of key branch governance roles would, however, be undertaken as part of the planned branch review.
- 4.25** Andy McGovern asked about the reducing profits being generated by RCNi. The Director of Finance and Business Enablement acknowledged that the wider publishing industry was facing significant challenges but RCNi had a three-year plan in place, which had been endorsed by Council, to develop sustainable revenue growth and profitability. He explained this included a shift from print to digital format and extending into international markets and professional development and learning resources for the nursing community.

- 4.26** John Hill asked that the wording of the 2017 Council Report in relation to resolution 16 on cycle helmets be reviewed for accuracy.
- 4.27** Donato Tallo asked whether Council had given consideration to changing the format of *RCN Bulletin* from print to electronic in the interests of sustainability. In response, the Chair of Council highlighted the importance of members being able to receive *RCN Bulletin* in their preferred format to ensure accessibility, although members were being encouraged to move to an online version. It was confirmed that print copies were produced on recycled paper and were distributed using a recyclable wrapper.
- 4.28** Donato also sought clarification on the process for allocating RCN branches for student members. Tim Golbourn advised that students were automatically allocated a branch according to their university address but that this could be changed on request to the RCN Contact Centre.
- 4.29** In response to a question by Gay Lee, the Chair of Council confirmed that if the resolution later on the agenda was not passed the membership would need to vote at a General Meeting to approve any increase or change to the current subscription rate.
- 4.30** Darren Cassidy asked via email whether there were any plans for Congress to be held in Wales. It was advised that the suitability of venues in Wales remained a challenge, although a new conference centre currently being built in Newport was being investigated as a possible option for the future.
- 4.31** Katie Sutton asked whether the gender pay gap analysis covered all gender identities. It was advised in response that gender pay gap reporting was prescribed by legislation based on male/female identities but that the organisation was looking to broaden monitoring going forward to collect gender neutral data from staff.
- 4.32** Harriet Dean-Orange welcomed the opportunity for Congress to be held in Northern Ireland and sought clarification on whether arrangements were in place to carbon offset the flights that the majority of delegates had been required to take to attend. The Honorary Treasurer agreed to look at this as part of the review. It was also acknowledged that a longer term approach to carbon offsetting was required as delegates from Northern Ireland took flights regularly to attend RCN meetings.
- 4.33** Peggy Pryer thanked the Honorary Treasurer for his informative presentation on the financial position of the organisation. She highlighted the variation in approach taken by countries and regions to the formation of retired nurse groups and asked what changes the RCN would be making to ensure it retained its retired members and utilised their expertise.
- 4.34** The Chair of Council restated Council's commitment to supporting its retired members and reported that progress had been made to standardise the approach across the UK, including introducing an annual retired members conference. She acknowledged, however, that it remained a work in progress.
- 4.35** Jess Wright sought further background information on how the RCN pension deficit position had arisen. The Honorary Treasurer emphasised that many companies had very significant pension deficits and that the RCN was not unusual. He referred members to the detailed breakdown of the current position of the pensions fund on pages 48-53 of the 2017 Annual Report and Financial Statement and invited members to approach him outside the meeting with any outstanding questions which he would do his best to answer.

4.36 Isaac Theophilos asked for the number of RCN members who worked in care homes and how many of those were present as voting members at Congress. The Chair of Council said she would make sure that Isaac received this information after the meeting and took the opportunity to remind members of the importance of keeping their details held by the RCN up to date.

4.37 The President thanked everyone for their questions and encouraged members to email in if they had further questions.

5. TO CONSIDER THE ORDINARY RESOLUTION: TO AUTHORISE COUNCIL TO SET RCN MEMBER SUBSCRIPTION FEES FOR A FURTHER FIVE YEARS WITH THE COMMITMENT THAT FEES REMAIN FROZEN FOR 2018 AND 2019

5.1 The Honorary Treasurer introduced the resolution seeking approval for the renewal of Council's power to set the membership subscription rates for the next five years.

5.2 He explained that this arrangement had been introduced in 2005 to enable longer term strategic financial planning and, in turn, development of the service offer to members.

5.3 The Honorary Treasurer emphasised the Council's determination to continue to keep subscription levels as low as possible. He reminded members that subscriptions had only been raised once in the last six years and reported that there would not be an increase in 2018/2019.

5.4 The Chair of Council formally proposed the motion to authorise Council to set RCN member subscription fees for a further five years with the commitment that fees would remain frozen for 2018 and 2019 and then opened the floor to questions from members.

5.5 Graham Stokes asked the Council to consider freezing the student membership for the five-year period.

5.6 Andy McGovern and Ian Norris both outlined their support for the resolution in terms of contributing to the long-term financial planning and stability of the organisation.

5.7 Christina Sosseh asked whether there would be an increase in fees if the resolution was not passed and, if it was accepted, would the membership fees be increased in 2020.

5.8 The Honorary Treasurer responded by explaining that if the resolution was not accepted, Council's ability to undertake long-term financial planning would be limited and that Council would not have the power to increase fees without the agreement of the membership in general meeting. He also emphasised that if the resolution was passed, any proposed increase in fees in 2020 or beyond would be subject to a member consultation. At the present time, he could not predict when the organisation would have to increase subscriptions but there was currently no plan to do so.

5.9 Maggy Heaton sought clarification on whether a maximum cap would be in place for any fee increases proposed within the five-year period. The Honorary Treasurer advised that following feedback received during the consultation, no cap had been set. He emphasised the Council's track record showed its commitment to keeping any fee increases at a minimum level.

- 5.10** Antonia Alaaegbola questioned whether consideration had been given to introducing different subscription rates according to a member's pay band. The Honorary Treasurer advised that this idea had been considered previously by Council and had been debated at Congress but had not received widespread support. It was something that could be looked at again in the future.
- 5.11** Tom Bolger expressed support for the resolution but questioned the value of the member consultation ahead of the General Meeting and sought clarification on how binding Council's commitment to the resolution was within the context of considerable uncertainty around the economic implications of Brexit.
- 5.12** The Honorary Treasurer responded by saying that he could not think of any circumstance arising that meant that Council would not be bound by a resolution voted for at an AGM. He also emphasised that a number of changes had been made as a result of the member consultation exercise, including the removal of a proposed cap, which demonstrated its value.
- 5.13** John Murray expressed his support for the resolution and, in his view, the RCN provided considerable value for money in terms of the service offer to members. A balance needed to be achieved however in seeking to minimise increases but also ensuring sufficient funds to maintain quality services to members.
- 5.14** Hamish Kemp expressed concern that the Greater Manchester Branch had not been consulted about the resolution ahead of the Annual General Meeting. The Honorary Treasurer confirmed that country and regional boards had been asked to consult their branches and he agreed to ask the Governance Support Committee to review the consultation process and to consider whether consultation documents should be sent direct to branches in future.
- 5.15** The Honorary Treasurer seconded the resolution.
- 5.16** Jane Clarke, Group Secretary, explained the voting procedure to be followed for the resolution, which required a simple majority to be passed in the first instance by a show of hands in accordance with Standing Orders.
- 5.17** Following a pause for the independent scrutineer, ERS, to verify the count, the President elected to exercise her power as Chair of the meeting to call a poll on the resolution. This allowed proxy votes submitted online to be taken into account.
- 5.18** Clarification was provided that members who had cast a vote online were not required to vote using their poll cards unless they wished to change their vote.
- 5.19** The poll would be verified by ERS, the independent scrutineers, after the AGM and the result announced in due course.
- 5.20** Linda Bailey questioned the reason for a show of hands vote when it appeared that a decision had been made in advance to call a poll. The Chair of Council explained this was the process set down in the RCN's Standing Orders and was agreed best practice for all Annual General Meetings.

6. TO DISCUSS ANY MATTERS OF A PROFESSIONAL NATURE WHICH ARE OF IMPORTANCE TO MEMBERS

- 6.1** The President invited members to come forward with any questions relating to the professional role of the College.
- 6.2** The first question was about the concerns members had raised about the misrepresentation of the pay deal by the College in a recent *Nursing Times* article. The Chief Executive and General Secretary apologised for any offence caused through the use of inappropriate language and pledged to respond to all concerns raised regarding this issue. She emphasised that what is printed in the press does not always reflect the true position of the College.
- 6.3** Zeba Arif voiced concerns about the food and beverages provided this year at Congress and was asked to submit her comments as part of the Congress 2018 evaluation.
- 6.4** Zeba also spoke of the rise in racism worldwide and called for colleagues to take action where they could.
- 6.5** Jenni Watts spoke about a group of RCN members who had organised a campaign group called 'We are Global Nurses' in order to raise awareness of the International Council of Nurses (ICN) and the potential benefits of membership. Jenni asked for a debate to be facilitated within the RCN membership exploring whether the RCN should re-join the ICN.
- 6.6** The Chief Executive and General Secretary informed members that she had met with the President of the ICN at Congress and had been reassured that there was greater clarity about the organisation's future direction, aims and objectives. The issue of the RCN's membership would be considered by the International Committee but any decision would need to be discussed and ratified at a future AGM.
- 6.7** Vasileios Grigoriou asked whether the Chief Executive and General Secretary had paid tribute to Jackie Smith on behalf of the RCN in response to the announcement that she was standing down as Chief Executive of the NMC. The Chief Executive & General Secretary clarified that the RCN would always respond to a request from the *Nursing Times* for a comment and felt that the comment had been a neutral acknowledgement of the important role Jackie Smith had held for six years and the contribution she had made to the organisation during that time.
- 6.8** In response to a question by Travis Norton, the Honorary Treasurer gave Travis his assurance that support for the SIO role would continue and agreed that it was an excellent way for student nurses to play an active role in the College.
- 6.9** Julie Bellchambers asked for clarity about GDPR and the use of RCN reps email addresses for casework. She explained that in some NHS trusts using an alternative email address at work was against trust policy and that urgent casework communication was sometimes delayed by having to use a different email account. The Chair of Council said that she would arrange for Julie to receive a written response to her question as this would be the best way to explain why separate RCN reps email accounts were so important.
- 6.10** Mary Hutchinson applauded the work of the RCN on credentialing. In particular, Mary thanked the Chief Executive and General Secretary and the Director of Nursing, Policy and Practice for championing the work and ensuring that nurses' competency frameworks and standards of practice were set by nurses. Mary asked for the numbers of members credentialed to be recorded in the Annual Report in future years.

- 6.11** A concern was raised that the value of the work of RCN branches and their role and input was not being appropriately recognised, with staff not actioning branch decisions in some instances.
- 6.12** The Chair of Council assured the member of the Council's commitment to re-energise the branch structure and the value it placed on the contribution made to the organisation by every single branch officer. It was the reason why Council had prioritised a branch review to start later in the year. She also took the opportunity to remind members that board elections would be taking place later in the year and encouraged members to consider putting themselves forward for election in order to drive through changes identified as part of the review.
- 6.13** The member also voiced concerns about RCN Law and referenced a number of specific cases where the level of empathy shown by staff when dealing with distraught members had been lacking. The member also spoke of colleagues receiving conflicting information from RCN Law and the RCN Contact Centre about their cases and asked whether economic factors influenced the decision to take on legal cases.
- 6.14** Chris Cox, Director of Membership Relations, explained that RCN Law was owned by the RCN and staffed by experienced lawyers in the field of personal injury litigation. Each case was reviewed to ensure consistency and best practice and the feedback received was extremely positive. A commitment was made to the RCN fully investigating any instance where a member felt they hadn't received the service they deserved from RCN Law. Chris Cox emphasised that all cases were taken on merit and that members should always receive a full explanation if their case is not taken forward on legal merits.
- 6.15** The President assured members that written answers would be provided to any questions that were not answered at the meeting.

7. CLOSE

- 7.1** The President closed the meeting by thanking everyone for their support during her time as President.
- 7.2** The next AGM will take place in Liverpool in May 2019.
- 7.3** The Chair of Council announced the results from the resolution on RCN member subscription fees. The number of votes cast was 12,308.

For: 11,233 (91.3%)

Against: 1,075 (8.7%)

Abstain: 411

The resolution was therefore carried.

Date of next meeting: Monday 20 May 2019, Liverpool.