

**Report to members of the meeting of RCN Council held on Tuesday 29  
September 2015 at RCN HQ, 20 Cavendish Square, London W1G 0RN**

**NHS pay**

1. Following on from our Council meeting in July we received an update from Mike Travis and Tracey Budding, members of our new Pay Sub-group, which has been tasked with putting together our strategy for how we can achieve fair pay, address recruitment and retention issues, and defend our terms and conditions.
2. We noted that the RCN and Staff Side are in the process of submitting evidence to the Pay Review Body. This will emphasise the severe effects of public sector pay restraint on our members across all sectors as well as highlighting the knock-on effects on the services we deliver.
3. We endorsed the Sub-group's plans for a long-term campaign which will demonstrate the value and complexity of nursing and put forward the case for nursing staff to be paid fairly.

**New RCN website, Access to Member information project, and Customer Relations Management System (CRM)**

4. Tim Golbourn, Director of Finance and Corporate Services, and Theresa Fyffe, Director RCN Scotland, updated us on progress with these three important new projects which will provide the foundation to significantly improve the member experience in their interactions and engagement with the RCN and with each other.
5. The new website has entered its beta testing phase, with access to the beta site now publically available via [a link](#) on the existing site. This phase of testing will enable members and other users to provide feedback on the site and that, together with further development, is important in the run up to final Go Live in December. The new website will give members a much more modern tailored web experience which will integrate with social media and facilitate in-page comments.
6. The purpose of the Access to Information project is to enable member access to member information, for example to make it easier for our branch, forum

and UK committee members to communicate with their members in a secure way which complies with data protection. We heard that the project is progressing well and is interlinked with both the website and our new customer relations management (CRM) system, which is scheduled to go live in December. Once the new CRM is up and running we will be able to progress the Access to Information project further as well as managing many of our business processes more efficiently and provide a better more tailored service to our members.

### **Legal and governance review: Council review**

7. For the past 12 months, work has been undertaken to inform a review of RCN Council. This is the final phase of a wider review of the RCN's legal and governance structure which began in 2009.
8. The brief for the review was to look at how RCN Council and the Council Committees work with the other parts of the governance and representative structure; the Chief Executive & General Secretary and other senior staff.
9. A number of questions have emerged from the work so far and it is really important that our report of the review is informed by the views of our members on these issues. With this in mind, we agreed an engagement document which will be circulated to all our country and regional boards for discussion with their branches. It will also be going out to the forum steering committees and the UK Representative committees.
10. The responses will be considered at our meeting in December and will be used to inform the final recommendations.

### **Annual General meeting 2016**

11. We agreed that the AGM in 2016 would be held on Tuesday 21 June in Glasgow which is during Congress week. Please make sure you put the date in your diary now.

### **2016 Awards**

12. Finally, we discussed the Awards of Merit and Representative of the Year awards. We have been disappointed in the last few years with the number of nominations we have received. We know there are many members out there who are fully deserving of these awards and would like to encourage as many nominations as possible. You can find more information about all our awards [here](#).