

**CIVIL SERVICE SPORTS COUNCIL
SUMMARY OF BOARD MEETING**

**Held on 11th February 2025 in (Heritage Room), Compton Court, 20 – 24 Temple End,
High Wycombe, Bucks, HP13 5DR, 10:30am – 1.30pm**

1. Welcome, Apologies for absence, and Approval of Minutes

- Jo Parry and Max Barnett were welcomed to their first Board meeting.
- There were two apologies from Sarah Homer and Phil Smith.
- The Minutes of the last Board meeting, held on 6th November 2024, were approved.

2. Membership Journey & Customer Experience

- An update was given on the CSSC operating landscape, highlighting the challenges and opportunities facing the organisation.
- A detailed analysis was then shared of the membership journey and customer experience, highlighting the challenges and opportunities in marketing and engagement.
- The importance of segmentation, targeting, and positioning in the marketing strategy was emphasised.

3. Sports Transformation Review

- The current state of the sports offering and the need for transformation was discussed. The need for a focus on participation and well-being and not just competitive sport was highlighted.
- The Board requested more detail on potential future Sports offer for consideration at the March Workshop.

4. Volunteering Transformation Review

- The challenges and proposed changes to the volunteer structure were discussed. The importance of communication and engagement with volunteers during the transition was emphasised.
- The Board requested more detail on potential future Volunteer structure for consideration at the March Workshop.

5. Savings Review

- An update was shared on the savings and discounts platform, highlighting the challenges and the need for a clearer member experience.

6. Initial discussion on future Sub-Committee Structure

- The structure and roles of sub-committees was discussed, including the introduction of a Remuneration Committee.
- Board members were asked to consider which sub-committee they would like to be involved in and share their preferences with the Chair.
- The Chair would like the sub-committee structure to be agreed at the March Board Strategy Workshop.

7. Balanced Scorecard Update

- The updated balanced scorecard was presented, highlighting the improvements and the plan to make it a live document for real-time data access.

8. Audit & Risk Management

- There was an update on the strategic risk register, noting that no new risks were elevated to the board level and the addition of a risk related to the transformation process.

9. AOB

- **Dates and timings for future Board meetings** were discussed. It was agreed to maintain the current mid-morning to early afternoon schedule for Board meetings.