



Welcome to the second CI Arb Branch newsletter, which is designed to improve communications between The Executive (formerly known as The Secretariat) at 12 Bloomsbury Square, London, and the Institute's branch network.

It would be appreciated if relevant communications from The Executive could be passed on to Branch members, either by being forwarded, re-formatted via your own Branch newsletter for members, or posted to Branch websites.

Any comments, ideas or suggestions for this form of communication, please contact Nicki Alvey, Director of Membership and Marketing E: nalvey@ciarb.org T: +44 (0)20 7421 7454 or Kathryn Grant, PR & Communications Executive E: kgrant@ciarb.org T: +44 (0) 20 7421 7473.

Key: ⓘ information 🗨️ have your say 💰 member benefits 📅 dates 👥 governance

ⓘ Staff changes

Two new staff have been recruited to the Marketing team – Kathryn Grant as PR and Communications Executive and Carol Kerr as Marketing Campaigns Executive. These are two new roles, which will help CI Arb strengthen its position as a leading global professional body for private dispute resolution.

As well as working on member communications such as the website and the Resolver, Kathryn will be aiming to increase CI Arb's media profile. She joins from the Environment Agency in Bristol where she was Communications Officer for environmental law website NetRegs.

Carol will be developing targeted campaigns to drive CI Arb membership and increase participation in the Pathways training programme. Originally from South Africa, she has previously worked as Senior Marketing Executive at Reed Business Information and for the Financial Services Authority in London.

ⓘ Membership database

We are introducing a new membership database which will help us to improve data capture and quality. This in turn will help us meet member needs more easily and improve communications.

It will also be used to hold other types of information such as global events and new appointments. By linking this to the new CI Arb website, this will allow us to update information automatically, saving time.

Professional Indemnity (PI) insurance

Following the response from members, we are pleased to launch the CI Arb PI insurance scheme, where members of the Institute – whether arbitrators, mediators or adjudicators – can access preferential rates of insurance cover from premium rates as low as £250 (plus local tax as applicable).

Key benefits of the scheme include: gives cover for work undertaken anywhere in the world; no limit to the number of claims made in the policy year; low excesses; limit is for any one claim.

If you wish to obtain a quote, please email CIArb@lothburyuk.com and state your name, CI Arb membership number, country of residence, annual fees (local currency and approximate Sterling equivalent) and limit of cover required: £250,000, £500,000, £1m or other (please state).

There has been an excellent response from around the world, and the results will be communicated to all members in the next few weeks.

Website

We are on track for the imminent launch of the new CI Arb website.

Bright, modern and easy-to-use, the new website will contain several new features which will help users find information more quickly.

It will be a phased launch, with a public site first, followed shortly by a Members Section, then a global events calendar and finally Branch microsites.

All members will be informed of when all phases “go live”.

Members' survey

As reported to the Board of Management, a report on the results of the survey will feature in the next edition of the Branch Newsletter, and will compare them to the results from 2002 and 2006.

The response rate was excellent – nearly 15% – with 1,346 members responding.

Branch model rules audit

The Branch audit is now underway, and we are requesting details of branch model rules as adopted, and confirmation of current branch officers as well as other information.

Sue McLaughlin will be leading this initiative. E: smclaughlin@ciarb.org

UK Chairmen and Trustees meetings

UK Chairmen (or a representative from the Branch) and UK Trustees are meeting on 31st March.

This will coincide with the official launch of the member benefits scheme – CIArb Advantage (see below).

Member benefits scheme – CIArb Advantage

CIArb is launching CIArb Advantage, its new member benefits scheme, on 31 March 2009 at a launch party at Bloomsbury Square, London.

The scheme has been designed to help save members money on a wide range of products and services relevant at home and in the workplace. Savings fall into four types: business, lifestyle, insurance and advice. Many deals are backed by a price promise. It is estimated that members could save some or all of the cost of their annual membership by using CIArb Advantage.

All CIArb members can access the scheme. It is also open to international members, although at first most of the benefits will be available only in the UK. However, if non-UK based members have any suggestions to extend the scheme to include local suppliers, CIArb would be happy to consider any proposals.

Benefits management specialists Parliament Hill will be administering the scheme on behalf of CIArb and members will be able to access the benefits by logging into CIArb Advantage through the Members' Section of the CIArb website. There will also be a dedicated telephone helpline.

All members and selected guests are invited to attend the launch party on 31 March from 5.30pm to 7.00pm. Limited places are still available. To confirm your attendance, RSVP as soon as possible to Karen Murray - kmurray@ciarb.org.

Governance

To assist in improving communication, and in support of the governance structure of the Institute, it has been agreed that a summary of the Board of Management meetings will be disseminated to Branches, as will the Chairman's report on the Board of Trustee meetings.

Board of Management

On pages 4 to 6 you will find a summary of the Board of Management meeting held at Bloomsbury Square on Friday 13 March 2009.

The next meeting is on Friday 17 April 2009. To raise any issues please contact Peter Rees, Chairman E: pjrees@debevoise.com

Board of Trustees

The next Board of Trustees meeting is on 14-15 May to be held in London (Bloomsbury Square).
Chairman, Steven Certilman (North America) E: steven@certilman.com

Annual General Meeting

The Institute's AGM is being held at 6pm on 14th May. Notices have been sent out to all members in accordance with the Bye-Laws.

Some useful dates for your diaries

In advance of the new website (which will feature an Events diary/calendar function), here are some useful CI Arb dates for you to note:

- 29 October 2009 CI Arb Mediation Symposium, London, UK
- 17 November 2009 CI Arb/London Branch, Annual dinner, London, UK

Advance notice: A Members' lunch is due to be organised for late June/early July in London, UK

In the forthcoming months, CI Arb will also have a presence at:

- 15-18 April 2009 ABA Section of Dispute Resolution Spring meeting, New York, USA

Board of Management – 13 March, 2009

Lease on 14 Bloomsbury Square – The Director of Finance and Administration Malcom McMullan confirmed that negotiations on a new lease were still taking place.

Institute strategy 2010-2015 – A draft of this document, which is still 'work in progress' was considered and BoM members will give comments to the Director General. The final strategy document will go to the Board of Trustees in May. The priorities and critical success factors (CSFs) within the strategy will be published, both publicly through the (new) website, but also internally for the Executive and Committees to use to monitor progress and results against.

The Executive will also have an operational delivery plan, which will include the tactics to be used to achieve the priorities for this next 5-year strategy starting in 2010.

Members' Survey – results highlighted that members feel that communications from the Executive could be greatly improved, particularly in response to email enquiries. It was noted that this is in hand, supported by the new Membership database (see page 1) that is being introduced, that will allow for 'contact tracking'. It was agreed that acknowledgements to emails received should be implemented as soon as feasible, and that a report on how enquires are dealt with, be included in Nicki Alvey's April Executive report.

A report on the results will feature in the next edition of the Branch Newsletter, and will be comparing them to the results from 2002 and 2006.

Draft Annual Report and Accounts – the Board approved these for recommendation to the Board of Trustees.

Congress and Board of Trustees – it was agreed that the Director General would put a call out, to all Branches, for bids to host Congress in 2012.

Web based communications – It was agreed that a minimum number of physical meetings of boards and committees were important, for the proper conduct of Institute business and should not stop. Nevertheless, we should all continue to monitor the available technology to allow for high quality video and/or audio conferencing.

Executive reports – The **Director General** reported the recruitment of four new staff – two Education Administrators in Education & Training (James Luton and Randalle Roberts), and two in the marketing team, Kathryn Grant, PR & Communications and Carol Kerr, Marketing Campaigns – reducing our dependence on expensive agency temporary staff. These are not additional posts, but filling existing vacancies.

The Director General also wanted the Board to note his deep concern at the level of workload of all his Directors, and how this may well affect the completion of unfinished business of the 2005-2010 Strategy.

It was reported that the Board of Trustees approved electronically, out of session on 2 March 2009, the formation of a Southeast United States Chapter of the North American branch. As an item, of AOB the Board agreed that a paper, recommending the re-establishment of the PR Sub-Committee, be put to the April meeting.

In addition to those marketing issues covered in this newsletter (website, members' survey, PI insurance, member benefits scheme, audit of branch model rules) the **Director of Membership and Marketing**, Nicki Alvey, confirmed that all practice guidelines and protocols will be in the public domain on the new website; that the Member (Directory) Profiles on the new website will only viewable to other members of the Institute (as now). It should be noted that the new Membership system being introduced is *not* connected in any way to the IDRS's Neutrals database, and that careful communications will be needed to make members aware of this.

The Director of **Legal Services**, Tony Marks reported the finalisation and issue of the PACS letter; advice on various Constitutional issues affecting branches; a further meeting with the Steering Group of Family Arbitration; and advice to the marketing team with two contract agreements (website and Member Benefits scheme).

Research & Development, Education & Training Director Aaron Hudson-Tyremen's very comprehensive report on the long list of initiatives taking place in Education & Training and Research & Development was welcomed. Highlights are the success of the internship programme and positive public comments

being made on the Institute's recently published protocols (through the Practice & Standards Committee). An item under AOB was raised about a possible arrangement with Westlaw (currently in negotiation by Aaron) on an on-line searchable database of the Journal, past and present.

Under AOB the Director of **Finance and Administration**, Malcom McMullan, reported that the level of new members so far this year, was holding firm with the equivalent time period in previous years, with 277 this year, 245 in '08, 230 in '07 and 210 in '06. Likewise with the level of resignations – 90 so far this year, 89 in '08, 110 in '07 and 95 in '06. In terms of income from member subscriptions, so far this year £1.5m has been received, which is £8k more than 2008.

President's report – It was agreed that there needs to be a strategic direction set for Presidents and their Presidential year, combining the Institute's focus with the particular background of the incoming office holder. This will be actioned for 2010.

Committee reports – The **Panels Management Group** (PMG) reported that 45 PACS profiles had been completed with over 400 panel members having accessed the Neutrals database; the group is dealing with one or two teething problems found on the database. Regional convenors for a number of regions are still being sought; the protocol for the Yorkshire Arbitration Scheme for the UK North East region is progressing; a review of the Institute's CPD requirements is proposed.

The **Education and Membership Committee** will be forming a sub-committee to manage the Mediation training tender process; also looking at CPD requirements (particularly those identified/suggested in the Members' survey results) including the idea of a DVD showing mock mediations or Arbitration role play.

The Board of Management accepted and approved the two recommendations of the **Examinations Board**, namely that the Award Writing exam should revert to the old system of sitting the paper under exam conditions, and that *all* Institute exams should be answered in longhand writing, unless special circumstances obtained. It was noted that the list of Tutors and Examiners had been approved by the Examinations Board.

The **Practice and Standards Committee** welcomed Aaron informing the Committee of his activities and plans for the development of the Institute as a Learned Society. The Committee reported that the Mediation Sub-Committee is continuing to develop a model mediation agreement; the proposed Rules for the Family Law Arbitration Scheme and the "Compleat Arbitrator" project guidance have been referred to the Arbitration Sub-Committee, and the Med-Arb working group is looking to avoid the adoption of inconsistent models of Med-Arb (such as with or without private meetings during the mediation phase).

It was agreed that Helena Riches, Chairman of the **Young Members Group** would contact the 60-70 prospective volunteers to find a core group of around 5-6 people who would be willing to work up Constitutional proposals for the formation of an Institute-wide young members committee, and work with Tony Marks, Director of Legal Services on how the review of Branch Model Rules could assist in ensuring the allocation of Branch funds to groups of young members, in support of their various activities.