



**The Chartered
Institute of Logistics
and Transport**

**MRG Meeting
Friday 16 May 2025, 12.00-15.00
Online
Notes and Actions**

Present:

Members:

Simon Gardner (SG)
Andrew Hemmings (AH)
David Kemp (DK) (Vice Chair)
Paul Le Blond (PLB) (Chair)
Les Ritchings (LR)
Paul Salmon (PS)
Nachiappan Subramanian (NS)

CILT (UK) staff:

Rionne Bateman (RB)

Apologies:

Paul Adams (PA)
Anne Clark (AC)
Margaret Everson (ME)
Sabahat Mazhar (SM)
Paul Reid (PR)
Andrew Stout (AS)
Ken Thompson (KT)

1 Welcome, introduction and apologies

- Apologies noted and acknowledged.
- A polite reminder for MRG attendance – The Terms of Reference state attendance is required at 3 of 4 (75%) meetings per year.
- Ahead of the scheduled meetings, it is beneficial to all to plan ahead and share any actions/updates from members respective task teams.
- The process has begun to select 6 new MRG members. This will feature in June Focus magazine in conjunction with emails being sent to eligible members and social media posts. Deadline for applications is 22 June 2025. The Nominations Committee will review the applicants and select new members from there.

2 Notes of previous meeting 5 February 2025

- Approved and no outstanding queries.

3 Feedback from Board meeting 27 March 2025 (see report)

- PLB asked members to pass the message around their contacts about the report of the Board

- The members went through the Report to the Board and discussion points noted in the points below.
- Governance Review: This needs a clear timeline, if not for completion, then for a review, perhaps further discussion at a future Board meeting in 2025. There is a template/draft in progress and there will be a follow up week commencing 19 May to review and discuss progress.
- The CILT (UK) Board opted to retain the MRG and be involved with various aspects of activity.
- SMT attended the Board meeting as part of a 3-year planning session. Further to this, the Board, and MRG discussed the progress of CILT (UK) strategy/KPI's. It was noted that Impact and Engagement were lower than expected. It is accepted that Impact may be behind as some learning contracts may be running later than planned. However, there has been a notable increase in communications activity which makes the Engagement result surprising. If these results have not significantly improved by the end of April, it will be necessary to take steps to ensure they are achieved in the remaining five months.
- Changes to positions up and coming: Anna-Jane Hunter will take the role of Chair, Austin Birks and Antoinette Irvine will become joint Vice Chairs. Vikram Singla will step back as Chair. In addition, there is also a call out for elected Board members, and the expression of interest closes today, Friday 16 May.
- The library will resort to a digital solution in the medium term. Artefacts and other items will be distributed around the office in building C. More information to follow.

4 Task Teams

- Communities Working Group: AC had attended the most recent meeting on 10 April 2025. This group is working well. PLB also reported that the meeting with the five Regional Chairs had taken place, the Board had agreed that this should be followed by a meeting to which all the Communities' Chairs should be invited. It was noted some quick wins were being investigated.
- Awards: No report.
- Education and Professional Development: The task team are continuing to liaise with Shaun Fardy regarding Brightspace LMS to support the implementation. Progress is encouraging. Ongoing report is required to ensure the smooth developments through to launch on this project.
- Market Research: The member survey was discussed, it is important to ensure this is not too lengthy and is relevant and specific questions with factual responses as opposed to opinions. This should form the basis for future surveys to be able to benchmark progress year on year. The survey should be sponsored by MRG, although administered by the Executive. Survey results must be published and an action plan pursued.
- Communications: The task team liaised with the Head of Communications. Social media has had an audit and scored 6 out of 10. Some quick win improvements will be implemented in addition to a more in-depth programme to take on guidance with a view to the strategy with how we can ensure we're meeting the 'Share and Amplify' measure. In addition, the new website is underway, and it has been noticed that we would like to retain the Community Platform in conjunction with making it work better.
- Grading Structure: PS noted that some military members had suggested that there is uncertainty about the process which adds to the MRG's long running concerns.

5 MRG Input to the Board

MRG members had provided responses ahead of the meeting under five headings, which were discussed and the following agreed.

Membership Survey

The MRG Task Team has now established contact with Helen Hardy on the proposed membership survey and detailed input is being made. In particular, the MRG's views are as follows:

- The objectives should be clearly stated, to include the need to understand how the Institute can do better and to produce results from which conclusions can be drawn.
- Previous surveys should be reviewed to learn lessons about which areas were helpful and which were not. The 2022 survey (for which the fieldwork was done in 2021) included some questions which should be repeated to see what changes had occurred, but many others for which there was no likelihood of drawing conclusions. Specific questions with factual answers are preferred to opinions
- Much other data exists from regular surveys which should also be reviewed
- Professional advice should be sought about the methodology in terms of number and types of questions, method of communication and obtaining a representative sample
- The survey should be sponsored by the MRG. Although clearly administered by the Executive, ownership by the MRG will show that it is being done for the benefit of the membership and will provide visibility for the MRG
- The results of the survey must be published and an action plan pursued.

How are the benefits landing?

- A lot of data exists about how the benefits are taken which should be published, not just revealed selectively to prove a point. Wider publication of this data would allow interested members and the Board to understand how the resource is being used
- The Membership Survey will provide data and views on the value of the benefits
- The key benefit is knowledge, through education, information and networking.
- The benefit of knowledge is then recognised by the professional status noted by the post nominals, which in turn is linked to career progression and salary.

How Are members engaged?

- There is a significant amount of data on engagement, some of which is published and analysed, but it is not clear if it is used in making decisions about future activity.
- Member engagement is very skewed, with some members very engaged while others, possibly the majority, only receiving, but not necessarily reading, communications
- A key activity is events and the method should evolve. A rule of thumb should aim for a 50/50 split between in-person and online events, rather than an online first rule. Online events attract about twice as many delegates as in-person but have a high drop-out rate. An in-person attendee should receive a higher CPD score than an online attendee to reflect the networking element, for example at larger events. Hybrid events should be used if the event, equipment and room are suitable.

What are the members' top 3 thought leadership topics?

- Net Zero for Transport

- Transport Integration in terms of seamlessness between modes for both passenger and freight movement, the resilience of networks and the relationship between the costs of using each mode (rail fares, road pricing etc.), all driven by better data for decision making
- Future technologies

MRG's Future Priorities

- Ensuring that the MRG is recognised by the Membership and the Board as the principal group within the Institute for two-way interaction between the Membership and the Board
- Ensuring that all Members' views are fully represented in any data collection, survey or feedback exercise and to recognise the varied views of groups of Members at different stages of their careers
- To insist that communications between the Membership and the Institute as a whole are significantly improved, including through the website, social media, emails and print

6 Membership Data

- The affiliate membership numbers are growing positively, the overall number is up, although less on revenue due to these being priced lower and ungraded. It was agreed the numbers are going in the right direction.

7 Any Other Business

8 Dates of Future Meetings

- 28 July – In person at 20 Victoria Street London
- 29 October online