



MRG Meeting
Thursday 29 October 2025, 12.00-14.00
Online
Notes and Actions

Present:

Members:

Paul Salmon (PS) (Chair)
Simon Gardner (SG)
Paul Le Blond (PLB)
Robin Thomas (RT)
Darren Outlaw (DO)
Ian Kirkpatrick (IK)

CILT (UK) staff:

Helen Hardy (HH)
Rionne Bateman (RB)

Apologies:

Chris Sturman (CS) (Vice Chair)
Margaret Everson (ME)
Andrew Hemmings (AH)
Paul Reid (PR)
Martin Palmer (MP)
Sabahat Mazhar (SM)

1 Welcome, introduction and apologies

- Apologies noted and acknowledged.
- PS introduced himself as Chair and gave a brief background.
- A polite reminder for MRG attendance – The Terms of Reference state attendance is required at 3 of 4 (75%) meetings per year.
- **Action:** 2026 dates to be agreed via Doodle poll – RB to circulate.

2 Notes of previous meeting 28 July 2025

- No minutes drafted.

3 Board meeting 26 September 2025

- PS attended the Board meeting as MRG representative
- **Action:** PS- Future MRG meetings will involve MRG to Board and Board to MRG discussion points on a written report, this will be circulated ahead of the MRG meeting to MRG members.

4 KPI (Key Performance Indicator)/Strategy Update

- Presented by Helen Hardy (Interim) CEO, key takeaways:
- Interim CEO objectives – Stabilise the institute, deliver year end financials, Learner Management System and new website delivery and external engagement.
- The 2025-2030 strategy has been simplified to a one-page visual document, the strategy is available online and is linked to the KPI's.
- KPI reports are circulated to the Board and discussed bi-monthly
- Assessed membership grades have increased over the last 3 months.
- The total membership numbers increased in August and whilst we await final numbers, we know this increased in September too.
- Engagement – Emails (Spotler) and Linked In are the highest areas of where engagement occurs. Measurements for emails are reported and recorded via Communicator. The open/read rate on emails is a higher average than the benchmark.
- Continuous Professional Development is delivering against the KPI. This dipped in the summer as activity is generally lower. On target to achieve this.
- Financials – Currently within the auditing process, results to be announced spring 2026.
- **Action:** RB to circulate CILT (UK) membership stats on a monthly basis to MRG members.

5 Member Value Proposition

PS presented some slides and a proposal of how MRG can engage with the CILT (UK) community. Feedback and suggestions from the MRG were welcomed.

Key points presented were What We Do, Increase Visibility and influence, The Value to the Board and The Ask.

Takeaways from this:

- Discussion around ways MRG can be more visible – How do MRG engage with the community?
- What tools do we have in place to enhance this?
- MRG updates in Community/Policy meetings as a standard agenda item.
- How are MRG contactable?
- **Action:** HH to present membership survey results/findings at the next MRG meeting.
- **Action:** RB to circulate the CILT (UK) Membership survey once approved to the MRG. MRG to review and support and deliver and action plan, progress will be reported and presented in future MRG meetings.

6 New Member Webinar

- It was agreed that not all new members/existing members are aware of the benefits of CILT (UK).
- To get the best value as a member, it was agreed that MRG with the support of the Communities and Events Directorate, would host an event to the community. This will include a welcome, understanding membership, using the CILT (UK) website/portals, learning and professional development, community engagement, events and ongoing support.
- **Action:** MRG to discuss further and develop content with the support of key stakeholders within CILT (UK).

7 Any Other Business

8 Dates of Future Meetings

- Wednesday 28 January 2026
- Wednesday 22 April 2026
- Tuesday 14 July 2026
- Wednesday 14 October 2026