

## **Minutes of the British Museum Friends Advisory Council Meeting**

**18 June 2018**

### **Present**

Professor Clive Gamble, Chairman (CG)  
David Scott (DS)  
Susie Balch (SB)  
Pamela Cross (PC)  
Sally Dore (SD)  
Clarissa Farr (CF)  
Peter Hoffer (PH)  
Paul Maclean (PM)  
Jean McMeakin (JM)  
Danielle Parker (DP)  
Vicky Reeves (VR)

### **Apologies**

Claudia Gorman (CG)  
Kyle Jordan (post-meeting) (KJ)

### **In attendance**

Dawn Varley, Head of Membership (Maternity Cover) (DV)  
Caroline Usher, Director of Development (CU)  
Thomas Gilliford, Membership Engagement Manager (TG)  
Claire Byfield, Membership Events Manager (CB)  
Donal Aherne, Membership Services Manager (DA)  
Ivi Varda, Membership Sales Manager (IV)

### **1. Minutes of the last meeting and apologies**

Minutes of the last meeting were agreed to be true and accurate. Apologies were duly noted.

### **2. Presentation on Members' Survey (TG)**

TG presented on the findings of the Members' Survey, further to initial update at the last meeting.

### **3. Report from the Chair of the Friends Council (CG)**

CG updated the Council on pertinent business across the Museum, with particular reference to the ongoing challenge of providing security to the visitors, staff, Collection, and building.

### **4. Report from the Head of Membership (DV)**

DV began by introducing the full Managers team from the Membership Department, covering Services (DA), Sales (IV), Engagement (TG) and Events (CB).

#### **End of Year Financials (DV)**

DV updated the Council on the end of year financial position of the British Museum Friends, and noted the main successes that contributed to it.

#### **Members' Events – Update (CB)**

The security classification for this document is SENSITIVE

CB presented to Council and updated on how the events programme has developed since the full discussion and input from the Council at the previous meeting.

#### GDPR Update (DV)

DV updated Council on the GDPR project and related outcomes at the Museum, in particular the change to the Museum-wide Privacy Policy and the Friend's specific contract-based Privacy Notices that are now in place. DV also thanked Council Members for their input into the privacy policy review.

#### Update on Membership staffing

DV updated Council that SH doing well, and that at this time DV remains in position as Head of Membership until SH returns.

### **5. AOB**

#### What's On

DV circulated two copies of the printed 'What's On' guide and asked Council to review and consider how they felt it was meeting the needs of Members. DV advised a survey would follow to pose specific questions and gather feedback in a consistent way.

#### Exhibition Feedback

SD questioned the lack of exhibition feedback requested from the Council for Scythians, as this had been put in place as the initial test for Hokusai. DV to look to reinstate this going forward.

#### Formal thanks to the Chair

PM proposed a formal thank you to CG at the conclusion of CG's last meeting as Chair, and this was unanimously agreed by everyone in attendance. CF will take the Chair role from the next meeting.

No other further business was discussed.