

**The Tourism Management Institute
Minutes of Annual General Meeting Held on Monday 30 October 2017
Principal Hotel Manchester, Oxford Road, Manchester**

Present:

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| Ali Akaak | University of Exeter |
| Paul Armstrong MTMI | University of Cumbria |
| Robin Barker FTMI, President | Services For Tourism |
| Andrew Bateman FTMI | Hampshire County Council |
| Cris Brown MTMI | Northumberland Tourism |
| Alison Burgh MTMI | Acorn T-stats |
| Roger Carter MTMI | TEAM |
| Andrew Clegg MTMI | University of Chichester |
| Peter Colling MTMI | Tourism South East |
| Simon Curtis MTMI, Director | University of Westminster |
| Phil Evans FTMI | Eastbourne Borough Council |
| Becky Frall MTMI | West Midlands Growth Company |
| John Gibbs (Observer) | Gosport Borough Council |
| Michelle Gorman MTMI, North East Rep | Visit County Durham |
| Cathy Guthrie FTMI, Hon. Secretary | Cathy Guthrie Associates |
| Paula Harbidge MTMI | Thanet District Council |
| Alex Holmes MTMI | Warwickshire County Council |
| Barsha Jabbar (Observer) | Geotourist |
| Andrew Keeling MTMI | ACK Tourism/Hotel Solutions |
| Jude Leitch MTMI, Director | Northumberland Tourism |
| Amanda Lumley MTMI | Destination Plymouth |
| Simon McCloy MTMI | Shropshire Tourism |
| Neil McCollum MTMI, Director | English Heritage |
| Colin Potts FTMI | University of Chester |
| Tom Pridmore MTMI | Ribble Valley Borough Council |
| Abigail Rivers, Student Rep | University of Plymouth |
| Ela Rogers MTMI | London Metropolitan University |
| Natalie Semley MTMI | University of Plymouth |
| Cassie Stewart, Student Rep | University of Plymouth |
| Mo Talukdar (observer) | Geotourist |
| Shaon Talukdar, Affiliate | Geotourist |
| Paul Williams MTMI | Stoke on Trent City of Culture Bid 2021 |
| Andy Woodward MTMI | ACP Associates |

Apologies:

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| Stuart Ackland | Hon. Member |
| Seb Craig | Hon. Member |
| Jackie Ellis FTMI | Tourism Angles |
| Huw Jarvis MTMI | Kent Downs & Marshes/East Kent LEADER |
| Peter Lane MTMI | Tourism Planning & Leisure Consultant |
| Peter Robinson MTMI | University of Wolverhampton |
| Lynn Turner MTMI | Kielder Water & Forest Park Development Trust |

1. Notice of Meeting

Cathy Guthrie FTMI read the Notice convening the Annual General Meeting and confirmed that the meeting was quorate.

2. Minutes of TMI Section AGM held on 11 October 2016

These had been available for all members to download from the web site for some weeks and were received as a correct record.

3. President's Report

Robin Barker FTMI, President, was pleased to report that after TMI's reconstitution in 2015/16, 2016 had been a year of positive consolidation for Tourism Management Institute, continuing into a successful 2017.

Following TMI's setting of membership rates at just £65 TMI had seen healthy increases in members, rising from 262 on 1 April 2016 to 361 at 24 October 2017. This included net growth of 16 practitioner members (11%) and 83 (70%) in student membership.

In parallel there had been ongoing expansion in the Institute's University and College links with 53 courses now accredited to TMI.

2016 and 2017 had seen hugely successful and well rated events. The 2016 Annual Convention in Bournemouth was attended by 101 delegates, was rated excellent or good by 83% with the first day 'summit' of students and practitioners especially welcomed. May 2017 saw the 'Rural Tourism' Hot Topic in Sheffield, as a change in topic from recent years, and also clearly popular with 82 delegates and 100% of delegates reporting that the event met or exceeded expectations. The President gave especial thanks to Nell Barrington and to TMI's new Head of Events Simon Curtis for taking on this essential role and making such a success of it.

The last year had also seen TMI taking a greater role in tourism advocacy and policy. TMI had had an active role on the Board of the Tourism Alliance, the 'voice of tourism' that has been right at the heart of the new Tourism Industrial Strategy, adding a destination management voice to policies and lobbying. The Executive had also worked closely with VisitEngland on plans for the Destination Management Forum and sector groups.

In parallel, after three years, it was felt time to refresh the TMI website and he hoped members would be witnessing its new look as the new site had gone live over the preceding weekend. He encouraged members to pass on their feedback either to Jude Leitch, Head of Communications, or Cathy Guthrie Hon. Secretary.

The Executive had seen two welcome additions in Tom Pridmore and Amanda Lumley. The Executive were delighted that Tom had taken on the Professional Development and student liaison role, whilst Amanda had been a powerful addition in policy and lobbying. Vice President, Paul Williams, was leading on drafting a new Business Plan for TMI. They had all worked closely with the existing team of Peter Colling, TMI's long-serving Treasurer, Andrew Bateman who continued to bring moderation in his role of Head of Policy and Advocacy, Jude Leitch, our Head of Communications and former President Neil McCollum.

He also thanked TMI's many Regional Reps who had continued to give regional insight and guidance on TMI policies: Michelle Gorman (North East), Andrew Keeling (East Midlands), Andrew Clegg (South East), Nell Barrington (South West), Becky Frall (West Midlands), Peter Cole (Wales). The recently instituted change in the National Council agenda order to give

more time at the front end of meetings for reports from around the regions and sectors was proving invaluable. The regional linkage was essential to TMI's operations and the Institute was keen to build on it further. There were currently gaps in Yorkshire & Humberside, East of England, London, North West and Scotland and members who were interested in finding out more and/or taking on the role were encouraged to contact Cathy Guthrie for more info, or chat to any Exec member.

Finally the President thanked TMI's long-serving Secretary, Cathy Guthrie, who continued to keep everything going, updating websites and responding to enquiries from across the world.

4. Hon Treasurer's Report

The Financial Statements for the year ending 31 March 2017 had been available on the web site for some weeks. Peter Colling FTMI., Hon. Treasurer, noted that 2016-17 was the first full year following separation from the Tourism Society, and the Institute had begun with the transfer of £10,070 reserves from the former trading company, TMI Trading Ltd. Turnover for the year had been £38,745 which had delivered a gross surplus of £15,129. This had had been almost completely balanced out by expenditure including redevelopment of the web site, leaving a small net surplus of £153 to carry forward into reserves. However, given the circumstances, the Treasurer nevertheless felt that this was a very, very good result.

The reserve of £10,192 was a comfortable cushion and the Executive had set themselves the target to grow the reserves back to £15,000. He was pleased to report that TMI looked to be on track to reach this target within the next 12-18 months.

Turning to the current year, 2017-18, he was currently predicting an overall surplus of £4,500 in the main due to increased contribution from the CPD and Events budgets. This surplus meant that TMI would be close to having its target level of reserves. He felt that this was a fantastic forecast and a good situation for the Institute.

Robin Barker FTMI thanked Peter Colling and his assistant, Lin Lancefield, for bringing the Institute through a very difficult period of the separation from Tourism Society and he was delighted that TMI was now in a growth situation.

Proposer: Simon McCloy FTMI
Seconded by: Amanda Lumley MTMI
The Treasurer's Report was received unanimously.

5. Resolution for the Continuation in Office of the Current President, Vice President and Immediate Past President

The proposed Resolution had been available to download from the TMI web site since September and was recommended the membership by the Executive and National Council. The background to the proposal was that the current team had taken office in 2015 but the additional work required to see through the successful separation from the Tourism Society had impeded progress on the development of a new Business Plan for TMI. IN addition, a combination of personal and family circumstances had meant that Paul Williams MTMI, current Vice President, had not been able to give the time commitment to preparing to step up to the role of President and would welcome a further year in his current role. The resolution therefore proposed that all three office holders should remain in their current posts until the AGM 2018, when the normal succession would resume.

Proposer: Simon McCloy FTMI
Seconded by: Paul Armstrong, Roger Carter

It was unanimously resolved that the current President, Robin Barker FTMI, Vice president, Paul Williams MTMI and Neil McCollum FTMI should remain in office until the AGM 2018.

6. Resolution to Amend ByeLaw VI clauses (vi) and (vii)

The proposed Resolution had been available to download from the TMI web site since September and was recommended to the membership by the Executive and National Council as a simple housekeeping action to correct an oversight when the ByeLaws were drawn up on separation from the Tourism Society. If carried, it would bring the terms of office of Working Group chairs into line with the other officers on the Executive Board.

Proposer: Jude Leitch MTMI
Seconded by: Philip Evans FTMI

It was unanimously agreed that the word "annually" be replaced by "biennially" and the word "annual" be replaced by "biennial" in ByeLaw VI clauses (vi) and (vii) which would then read as follows:

vi) Voting Paper no 3 (Chairs of Working Groups)

All Fellows, Members and Associates shall biennially receive a voting paper for the election to the Executive Board of 4 Chairs of Working Groups who shall be Fellows or Members

vii) Eligible voters shall each have up to 4 votes to cast in the biennial elections for the office of Chair of Working Group and, in the biennial elections, one vote for the office of Honorary Treasurer

7. Affirmation of Directors and Officers

The following were affirmed as continuing as Directors and Officers:

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| President: | Robin Barker FTMI |
| Vice President: | Paul Williams MTMI |
| Hon. Secretary: | Cathy Guthrie FTMI |
| Hon. Treasurer: | Peter Colling MTMI |
| Head of Communications: | Jude Leitch MTMI |
| Head of CPD: | Tom Pridmore MTMI |
| Head of Events: | Simon Curtis MTMI |
| Head of Policy & Advocacy: | Andrew Bateman FTMI |

Neil McCollum MTMI was affirmed as Immediate Past President

8. Affirmation of National and Regional Representatives

The Regional and National Representatives were affirmed as:

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| Wales: | Peter Coles MTMI |
| North East: | Michelle Gorman MTMI |
| East Midlands: | Andrew Keeling MTMI |
| South East: | Andrew Clegg MTMI |
| West Midlands: | Becky Frall MTMI |
| South West: | Nell Barrington FTMI |

There were vacancies for Scotland, Yorkshire & Humberside, East of England, and either the President or the Hon. Secretary would be very happy to have an informal discussion with any member who was interested in helping in these roles.

9. Presentation of new Fellows

There being no other business the President declared the formal AGM closed at 7.20 pm. After a short pause, the President was delighted to present 6 new Fellows of TMI:

Nell Barrington FTMI

Peter Colling FTMI

Alex Homes FTMI

Simon McCloy FTMI

Peter Robinson FTMI

Jayne Stocks FTMI

The citations are set out below:

Nell Barrington

Nell has over 20 years' experience working in the public and private sector working with tourism businesses to help them grow and develop, specialising in food, drink and sustainable tourism along with event management. As Tourism Manager at South Somerset she handled marketing, quality development and managed projects as well as presenting papers on sustainable tourism, lecturing on rural tourism and writing a book. As a consultant she has specialised in sharing best practice in food and agri tourism, helping businesses raise quality and leading the launch in 2016 of the Bristol, Bath & Somerset Tourism Awards. She is perhaps best known to TMI as one of our longest serving Regional Reps, and for playing a key role in managing and developing our two annual events over the past six years.

Peter Colling

Peter's 35 year career has been spent in regional tourism, and he has been at Tourism South East since 2007, moving from development services direct to Managing Director until standing down in 2015 but continuing since then as an associate director. During his time at TSE Peter has led a wide range of projects, working on destination management plans and leading the creation of Area Tourism Partnerships in the region. He has also played a key role in developing and introducing training and research services, such as the Cambridge Model, destination benchmarking and the Welcome to Excellence Programme.

Peter has been Hon Treasurer of the TMI since 2006. In that time, he has been an active Board member, providing wise council and financial management through changing and challenging times. With the support of Lin Lancefield as bookkeeper, he has ensured reporting of accounts has ensured TMI's financial health through changing and sometimes difficult times.

Alex Holmes

Alex has worked closely with TMI since his appointment as Head of Tourism and Marketing in Cheshire in the late 80s and his subsequent ground-breaking role in Warwickshire. He was West Midlands Regional Representative and Board member for many years and served as Vice President in 2005/6 before stepping down to pursue his consultancy business, specialising in visitor services and training, working at national, regional and local level cross the destination management sector. He is passionate about sharing best practice and has undertaken numerous assignments for Visit Britain, Visit England, Visit Wales and Northern Ireland Tourist Board, often with a focus on business models for visitor servicing and information.

Simon McCloy

Until very recently Simon was Chief Executive of Shropshire Tourism, having been involved with the company since its inception in 1995. In that time he has overseen Shropshire Tourism's transition from heavy reliance on public sector funding into an entirely self-funded DMO, establishing a fully commercial web/IT operation, marketing advice and business

consultancy service not just in Shropshire but nationally and to non-tourism businesses. Simon provides regular advice to tourism students and others looking to make their career in the visitor economy and has always been happy to share his skills, advice, knowledge and experience across the industry.

Simon has served on the National Council since 2007 and provided considerable support to TMI. His governance expertise and practical assistance has helped ensure communications and systems have been effected with as few hitches as possible, and he continues to be a source of clear-sighted advice.

Peter Robinson

Peter's 20 year career in tourism spans hands on experience in visitor services and tourism development in Oxfordshire, managing EU funded tourism business support projects focussing on local food projects, women and young people in tourism and sustainable tourism, as well as setting up Visit Peak District and Derbyshire DMO. He founded his own consultancy in 2006 and continues to operate that alongside his teaching and research commitments at Wolverhampton University. He is a Trustee of the Elvaston Castle and Gardens Trust. Peter specialises in regeneration, destination management and marketing and research themes in tourism and has published widely in peer reviewed journals, books and book chapters. Peter was a TMI National Council member in 2006, and then between 2009 – 2016 when he served as West Midlands Regional Representative.

Jayne Stocks

Jayne was until recently a senior academic at Sheffield Hallam University, teaching on undergraduate and postgraduate tourism awards and in ensuring that destinations remained a critical core of Sheffield Hallam's tourism programmes. Over the past 10 years, Jayne has had responsibility for overseas collaborative development in India, Ghana, Malaysia, Thailand, Indonesia, Hong Kong and Singapore. As part of this work she took forward the validation of the first Masters award with the university's lead partner in Hong Kong, leading to the MSc in International Tourism and Hospitality Management becoming the first overseas delivery programme to achieve TMI Recognition.

Jayne has been an advocate for many years of building and strengthening links between the HE sector and destination management practitioners. She has been an active member of the TMI CPD Group since 2009 and has served as Higher Education Representative on the TMI National Council for many years, helping to build the strong relationship between TMI and Sheffield Hallam University, not least in encouraging colleagues to host two Hot Topic events, in 2011 and in 2017. Her contribution has led to students from Sheffield Hallam regularly attending TMI events, and towards Sheffield Hallam University being one of two pilot schemes for block student enrolment in TMI.