

Minutes of the **2nd MEETING** of 2021/2022 of the **BOUNDLESS by CSMA - SURREY GROUP COMMITTEE** held at Claygate Village Hall, Church Road, Claygate, Surrey. KT10 0JP

on Wednesday 13th October, 2021 commencing at 10.15hrs

PRESENT	ACTION BY
Mrs Barbara Westwood, Chairman Mr Paul Finch, Secretary Mr Norman Jinks, Treasurer Miss Joan Boggis Mrs Jean Finch, Minute Secretary Mrs Edna Brown Mrs Brenda Denby Mrs Pat Burgess	
IN THE CHAIR	
Barbara was in the Chair	
AGENDA ITEMS	
2.21.1 Apologies for Absence - Mrs Shirley Morse	
2.21.2 Minutes of the 1st Meeting of the Surrey Group held on 28th July, 2021 were approved and signed by Barbara.	
2.21.3 - Matters arising -	
2.21.3.1 – Ref. 1.21.4.3.1 Paul said you will not be surprised but Boundless have not yet produced the kits.	
2.21.3.2 – Ref. 1.21.5.2 Norman said it was sent to Paul on the 26th July.	
2.21.3.3 – Ref. 1.12.8.1. Barbara was asked if she had heard from the two prospective members, but Barbara confirmed that so far had no contact with them but she would carry on sending the Newsletters.	
2.21.3.4 – Ref. 1.21.10.2 Barbara asked if anyone had found out about trips on the Thames which also did fish & chip dinner, Barbara said she	

would carry on trying to find boat trips that would incorporate a fish and chip dinner. Paul said he had found one but it was near Windsor but it was very expensive and a long distance to travel to get to Windsor.

He also suggested a repeat of what we did a few years ago i.e. a trip from Kingston to Richmond and return, plus we go to the same fish & chip shop in Richmond that way our members could choose other options if fish & chips are not their choice. Barbara suggested that we could leave Kingston earlier to enable us to have more time at Richmond for food and time to look around the shops.

2.21.4 Secretary's Report – Correspondence received –

2.21.4.1 – One of the couples that showed an interest in our group was David & Ann Royal in February 2020 which was some considerable time ago, another was Miss Leslie Ringwood - July 2020, Hazel & Alan Hellier - April 2021.

2.21.4.2 – Paul read leaflet from Boundless regarding events they are arranging so he could update the Committee.

2.21.4.3 – Email from Nick 18 Aug 2021 regarding Local Group Representatives (LGR) new members are Janice Stace, and Bob Thomas.

2.21.4.4 – Email from Nick 29 Aug 2021 informing us that Gerard O'Sullivan has been re-elected for the next 3 years as Club Treasurer.

2.21.4.5 – Items taken from the Minutes of the 78th Meeting of the Club Council dated 22 Sept 2021 at a venue in York.

1. A new Leadership Team in Britannia House, this team has been tasked with addressing the uncomfortable truths affecting the membership aspect of the organization, particularly with regard to the ageing membership profile, the lack of recruitment channels, the poor or confusing membership proposition, lack of brand awareness, etc.

2. The good news is there are some new member's benefits being announced.

A) Free access to Kew Gardens – Wake Hurst Place plus 50% off for a second adult.

B) Free entry to any of the 10 Wild Fowl and Wetlands Trust sites

C) Free "Kids Pass", includes discounts to venues/theme parks etc.

D) Free "Diner Card", includes discounts to local restaurants/pubs, etc.

2.21.4.6 - New Annual Membership cards will be re-introduced from 18th October and will include both an expiry date and a QR code so you can access some of the benefits. This is all part of the review to try to improve the number of members using their membership, especially new members who have just joined Boundless.

2.21.4.7 – New members packs will have a booklet explaining the benefits, this could also be utilised for existing members.

Barbara stated that when she asked about these it did not mention anything about Local Groups such as our Surrey Group! Barbara also stated that Boundless do not advertise themselves, for example at RHS Wisley a couple approached the Boundless stand the man was a retired fireman and she was a retired teacher and they did not know that they could join.

Jean also stated that at the Silverstone Experience day we went to, we met a man outside who had only been retired 3 months but did not know that Boundless was in fact the new name for the CSMA!

2.21.4.8 – It was mentioned again that the Civil Service Pension department should notify the members on their retirement that they are eligible to join this group. We know Boundless want younger members so some leaflets should be printed or electronic notifications sent out, advertising our different groups within Boundless. Barbara mentioned that the younger generation are not ‘petrol heads’ knowing the mechanical and electrical workings of a car, now cars are so complicated only garages can work on them, so you have to appeal to Civil Service Members on a completely different angle.

Norman also stated that Boundless’s focus is changing from primarily being motoring to people meeting up for lunches and holidays. He also mentioned that it was not possible for the younger generation to go out to dinner or events as they are working. Paul also stated that in the same Council Minutes that all the emails he was receiving from Boundless not one mentioned anything about motoring taking in mind that we have a motoring background, also someone asked in regards to Boundless’s 100 year Birthday in 2023 whether this would have a big drive to recruitment.

2.21.4.9 – It was stated that there would be a digital card option for your Membership which would work via a mobile version of the Boundless website, this is also called an App. Edna pointed out that the majority of our group are over 70 and therefore do not use the Internet or have mobile phones.

2.21.4.10 – Local groups report had found that groups broadly fit into one of three categories:

- 1) This is for groups that have carried on successfully and just need the usual ongoing support.
- 2) Those who are still finding their way to getting back from lockdown.
- 3) These are groups who are likely either to revert to being a local Overhead Group (LOG) or sadly closed due to a lack of support or Committee Members.

LGR’s will be working with the second category as a priority to ensure they return strongly.

2.21.4.11 – All groups will be contacted with the new arrangement that they will be allocated to specific LGR’s, the North is allocated to (JS), South east (BT) and South West (JK).

2.21.4.12 – The current 30p per mile mileage rate could be reviewed following an enquiry from local groups.

<p>2.21.4.13 – CMG have been monitoring the new SEN/Risk Assessment System being designed and look forward to its introduction in the coming months.</p> <p>2.21.4.14.- Did you know that Boundless have sold Treworgie Barton and Parker Gate Cottages, whilst Ghyll Manor will also be sold shortly. This now means Boundless do not have any leisure property in the north of England for members.</p> <p>2.21.4.15 – Mid-Year Treasurer’s update, this reflects a considerable under spend as you would expect due to the Covid-19 interruption to activities. Several groups had contacted Club Treasurer with requests for investment in returning to their activities. This was welcomed and any future requests will be treated on a case-by-case basis.</p> <p>2.21.4.16 – The groups 2022 budgets need to be in to the Club Treasurer by 15 October 2021.</p> <p>2.21.4.17 – Boundless are going to issue promotional/resource kits to groups to help support their event re-launches, Member Communities will be in touch with the details of these kits.</p> <p>2.21.4.18 – The Club Treasurer highlighted the Historical Houses initiative is at a considerable investment. Nick explained that Groups will have access to corporate membership cards enabling free access to over 300 historical houses across the UK.</p> <p>2.21.4.19 – In addition the Member Communities Team will also be organising 5/6 events in areas where we do not have local groups but do have a good density of members with the object of looking to start up new groups. However volunteers would be needed to support these events.</p> <p>2.21.4.20 - There are issues concerning HSBC Bank due to them issuing bank charges for community or charity accounts which have hit local groups. Norman confirmed this does not affect us.</p> <p>2.21.4.21 - Boundless had a target of 50% for Committee meetings to be done through Zoom, however this should not be a barrier if they cannot do Zoom to have meetings.</p> <p>2.21.4.22 – Some Groups are leaving it late to put SEN’s up onto the website so Boundless do not have enough time to promote it.</p> <p>2.21.4.23 - Feedback from members had highlighted that up to 5 clicks would be required to get to a Groups website page, this is being looked into as well as the perception that members need to join a Group, this is not true any member can go to any event and this does not mean that they have to join that Group. Other changes to the website are planned like the removal of Local Groups identifier to the magazine calendar and some filters are being added to help members reach the item quicker.</p> <p>2.21.4.24 – This new team have identified six new areas which need addressing:</p> <ol style="list-style-type: none"> 1) Improve access to Volunteer Hub/Club Handbook 2) Ensure new Volunteers are given a proper induction process 3) Develop a short Help guide for Group officers/Committee members 	<p>Norman</p>
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4) Simplify the SEN Risk Assessment process

5) Ask Groups for ideas for new events

6) Widen the promotion of Group events to memberships

This should open up two way communications between Group committees and Member Communities team.

2.21.4.25 – With regards to H&S there have been no accidents reported since the last Club Council meeting in June.

2.21.4.26 – It was reported that at this last Council meeting held in York, that some members from local Groups had been invited and taken up the offer to this meeting.

2.21.4.27 – It was noted that the September magazine was well received, even after arriving late. This is due to the supply of paper to the print works.

2.21.4.28 – Next Council meeting is on the 25th November at West Cliff Hotel, Bournemouth, as well as the AGM.

2.21.4.29 – Last I would like to inform you the Committee that I was contacted by Boundless Member Communities team and asked if I would like to do an article (this was done over the telephone) about how I got involved in CSMA and our happy Group and what was planned in our group after Covid-19, this included a professional photographer visiting my house and taking loads of photos.

2.21.4.30 – Paul then offered to all around the table 'Boundless beer mats', which he had picked up from the Boundless tent at the Bournemouth 2021 Air show.

2.21.5 Treasurer's Report

2.21.5.1 – Quarter three spending – Committee meeting £52, events spending £85, broken down it was £16 lost on the boat trip due to tickets bought in advance but never sold due to people pulling out. Then Paul had spent £1 on paper and £51 for ink as he had printed out 100 copies of our latest Newsletter, to hand out but only a handful were given out, Barbara has the rest. Norman stated that we ended up with £130 at the end of the 3rd quarter.

2.21.5.2 – Quarter four will be more expensive with our AGM and this Committee meeting, Guest speaker in November, Norman has budgeted £90 for this event, which he hoped was enough. Barbara said she would check it out. Plus a couple of newsletters, approx spend of £530.

2.21.5.3 – So Norman applied for an imprest of £450 and it hit the bank account yesterday.

2.21.5.4 – Lastly, we need to decide on our budget submission for 2022, which needs to be completed by the end of this week. My breakdown is :

Barbara

- 1) Seven Saturday club events £50 for hall hire and £20 for prizes, teas and cakes.
- 2) Five Committee Meetings for the year at £60 cost of hall, travel, etc.
- 3) Six Newsletters at £120. £100 for stationery. Paul then asked if he would be allowed in the future to print large print runs using outside shops, as a example the 100 Newsletters which he printed for RHS Wisley plus the last 10 page Members Communities Communique, both took time and wear on my poor printer which cost me many hundreds of £ this year. Barbara pointed out that I could save myself some printing costs by not sending her the Members Communities Communique from Boundless as she is emailed a copy, Brenda and Norman also informed Paul that they receive it via email.

Norman asked if he should double the estimate, Paul replied no. Joan then pointed out that we charge Boundless very little and we are trying to keep our members updated. Brenda then asks if we know how much other Groups are charging Boundless, Norman and Barbara both said that we have asked Boundless and got no answer! Norman then said he would double it, as we do not have to spend it.

4) Norman then asked if anybody knew of anything else which we might need to spend money on. Barbara asked did we want another speaker in 2022, as people might feel that they only want a speaker every two years. A number of people said no, one next year would be a good idea. Whether it is the two Police women, etc. Norman then said he would stick in £100 for a speaker in 2022. Paul pointed out that it seems to be one of the more popular choices other Groups have.

2.21.5.5 – Paul then asked if we know if the hall allows us to use the kitchen, especially with Covid-19 still around, Barbara replied yes and in fact she had been speaking to Roy about not using the hall this year in September. Paul then asked Barbara to check that her speaker was bringing her own equipment, Barbara replied that she had emailed the speaker only last weekend and yes there are no changes but she will double check.

Barbara

2.21.6 A.G.M

2.21.6.1 – Paul first asked both Barbara and Norman if they had received a copy of an email that he had sent to H.Q yesterday. Norman pointed out that I might have stated the wrong year! Paul replied that even he is unsure which year to state! Paul then stated that for example, the Tokyo Olympics took place in 2021 but all its paperwork, signs, etc stated 2020. Barbara then asked when does our year start, April or January, Norman confirmed we run from January to December, however our AGM next month is for 2020.

2.21.6.2 – Paul asked if we should follow other years formats, i.e. Chairman, Secretary's and Treasurers Reports? Paul asked Norman if we could have the Yearly Statement in A4 size. Norman said yes.

Norman

Edna asked after this AGM when will we be having the next one, we answered April 2022 which will cover this year 2021, depending on Covid-19, Paul stated that it will only have approx 6 months of events to report on.

<p>2.21.6.3 – Paul said he will do copies of the last AGM report and his normal paperwork, just a short report will be required by the Chairman, Secretary and Treasurer. Barbara then asked if we could do the mini Olympics after the short AGM or board games. Norman said he will put all of these in his boot.</p> <p>2.21.7 - Newsletter</p> <p>2.21.7.1 – Everyone was very happy with the Newsletter.</p> <p>2.21.8 - Past Events</p> <p>2.21.8.1 – Edna stated that when she was looking through the Boundless magazine, she saw that the Members Day event at RHS Wisley on 18th September was sold out! Paul stated that Boundless had sold 400 tickets Barbara said we were very surprised where the 400 ticket holders had travelled from, including Cornwall, Wales, Kent, Essex, Buckinghamshire, lots from South coast, we only spoke to 3 people from Surrey. Norman added that he spoke to two members from Croydon and explained what we did. Barbara apologized for not knowing that Boundless had sold out of discounted tickets when she put it into our Newsletter. Paul stated that the one man from Boundless who was our contact on the day, had stated that Boundless had wanted lots more tickets but it was Wisley who restricted the number of tickets! Hopefully if Boundless do it again more tickets will be available, also our members did receive a goody bag with Boundless pen, RHS Wisley Guide book (which even some of RHS Wisley annual members had not seen) all in Boundless red cloth bag.</p> <p>2.21.8.2 – 5th August - Ewell Toby we had 17 attended 24th August – Thames Court we had 10 attended 8th September – Fairmile pub we had 8 attended 18th September – RHS Wisley Surrey Group had a stand 23rd September – The Beehive Pub we had 12 attended 5th October – Café in Brooklands Museum we had 5 attended</p> <p>2.21.9 Future Events –</p> <p>2.21.9.1 - Paul said that he has a list that Boundless supplied of Speakers which he passed to Barbara, Paul also stated that this had been requested by a member from another Group for ideas during the lockdown.</p> <p>2.21.9.2 - Barbara asked if we should have an extra event in our diary, the general opinion was to leave things as they are, that way it does not give Barbara extra work.</p> <p>2.21.9.3 – Barbara said we should first speak about our Xmas event, Edna said she had been looking for smaller pubs as we had been caught out by the bigger pubs having 100 extra people served before us which is not good. The Anchor at Pyrford Lock, Edna said not the Fairmile as she had a hours long wait when she was with her Flower Club, Brenda had kindly brought 3 Xmas menus from the Fairmile for the Committee to see, Thames</p>	<p>Norman</p>
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Court as it would be inside, Pat said no to Thames Court as it is nosier, Edna said Pembroke Lodge do Xmas lunches but they have not printed their menus yet. Then she looked in Squires Garden Centres but they have a very limited menu. Edna then passed out various menus to the table Barbara read out 2 courses at £12.99 and 3 courses at £14.99 at the Haywain Pub just outside Epsom, Paul confirmed that it was a Brewers Fayre pub. Barbara was wondering about the layout inside and that it has a number of areas. Edna said that she thought we had previously had a Xmas dinner there before, Pat confirmed we had many years ago. Brenda said that someone had been taken ill at that venue, Pat confirmed it was Frank.

Barbara then mentioned The Marquis of Granby which sold 2 courses at £14.99 and 3 courses at £17.49, generally the Haywain was chosen as it had good transport links and people could find something they liked on the menu. Barbara reminded Norman that it needed to be stated they should only choose from this Xmas menu.

Who should make the booking, and who should do the flyer to all the members?

Brenda stated maybe we should have a deposit, everyone said yes, Norman stated that in the past he has asked for full payment.

Norman said that he will look up the number from our past Xmas lunches and he will let Paul and Barbara know so Barbara can book the venue. Once that is confirmed Norman will do the flyer to go with the Newsletter. Barbara stated that if the venue needs a deposit then she will contact Norman. Paul read out that it states a £10 deposit per person. Edna asked if she could pay with a cheque, Norman confirmed that was O.K.

2.21.9.4 – Barbara then asked us about future events, as we are having our Xmas lunch on a Thursday, the next date will need to be on a Tuesday in January 2022, Jean suggested Woodcote or Chessington for Xmas bargains, it was decided on Tuesday 11th January at Dobbies (Woodcote's new name) Garden Centre at Wallington. Saturday 22nd we are back at Wetherspoons Watchman Pub in New Malden for a meal, then to our church hall.

Next should be a Wednesday, 9th February at Pyrford Lock for lunch in The Anchor Pub then onto RHS Wisley to look around the shop and/or outside café (open to non members). Saturday 26th February at Watchman Pub in New Malden for a meal and to the church hall.

Thursday 10th March to Toby at Park Place in Mitcham then onto Morden Hall Garden Centre. Saturday 26th March at Watchman Pub in New Malden for a meal, then into the hall.

Saturday 30th April at Watchman Pub in New Malden for a meal, and then into the hall for our delayed AGM.

2.21.10 Any Other Business –

.....**2.21.10.1** – Brenda D asked whether the Surrey Group had received an Agenda for the Network Meeting at Guildford next month, Paul replied not yet and then pointed out that only one person from this Committee had to date offered to attend, that person being Barbara. Due to Brenda D offering to attend, Paul said he would contact Headquarters and ask if Brenda D could be added at this late stage.

**Barbara
Norman**

.....**2.21.10.2** – Barbara said how disappointed she was that banks have increased the spending limit on cashless payment which can now be up to £100, Norman did not think that it had started yet but other people confirmed it had. Discussions took place about the pitfalls of this rise including how easy it is for crooks, Norman pointed out that the user would every now and then be asked to enter their pin. Edna stated she even enters her pin every time she uses her card, Pat confirmed she does this also.

.....**2.21.10.3** – Barbara then explained to the committee that the Boundless Council recognises each year the work that your Group Officers do by giving out payment to the Chairman, Secretary and Treasurer. However now they are asking each Group Committee to decide on who gets what and how much, by choosing those Members who go over and above their role. The items we can access to give away are, Gift Cards, hampers or leisure day vouchers, Group meals and/or Group gifts but not cash! You must be a member of Boundless and it must be recorded in the Quarterly Based Accounts (QBA), each Group has up to £500 to spend. In the past this amount was split £100 to Chairman, £200 each to the Secretary and Treasurer, making £500 in total. Norman stated that he did not claim expenses for printing, etc as it was a very small amount and said he was happy for it to come out of the £200, however Paul had larger printing costs and did need to claim.

Joan stated that in the 35 years of service she only once received the honorarium and that was her last year! Barbara stated that she did not want the extra hassle from Inland Revenue. Even after discussion it was thought that Boundless would pay the tax for these payments.

Barbara said she had given it a lot of thought and felt that Pat and Edna should get some of it, Pat said that she was embarrassed to receive this, Norman said why not £100 to each of them plus £100 to each Chairman, Secretary and Treasurer, that would make the £500 total. Everyone agreed. Barbara, Pat and Edna said they would like M&S vouchers, Norman Sainsbury's, Paul Tesco it was pointed out that these cards only now last generally one year but check on the card first and make sure you spend it! Paul pointed out that usually we do not get this payment/gift card until nearly Xmas, Norman pointed out the deadline is not until the end of November so yes it is unlikely to make payments until around Xmas.

.....**2.21.10.4** – Brenda asked if we had many members on the internet, Barbara replied that she knows of some because she sends the Newsletter by this means. However she does not sit with the computer open all day. Norman said that he sends Barbara a text message first to tell her that an email is on its way! Paul confirmed that he only has approx 7 members email addresses. Barbara confirmed she had 15 email addresses on her Newsletter list. Barbara confirmed that she did not have Joan's email address.

.....**2.21.10.5** – Paul then was asked about the telephone switch over in 2025, when everybody in the U.K will lose their landline, (Norman stated unless you already have broadband) and will have to have broadband just to be able to use a telephone, as this is supported by the Government so that this country goes from analogue to digital, just like we did a few years ago with our TV's. Paul also pointed out that you will be able to use your telephone by unplugging it from your B.T socket and plugging it into your new

Norman

broadband socket. Edna asked if this would cost her more and the general feeling was yes.

Barbara stated how lucky she was in working with computers at her work. Joan said the opposite that she had never worked with computers at work and really does not want to know anything about them. Edna stated that she did not want to call mobiles due to the cost. Norman suggested that Edna might need to get rid of her old mobile phone and use a more modern phone!

2.21.11 - Date, time and place of next meeting –

Next Meeting: Wednesday, 19th January, 2022 at Claygate Village Hall starting at 10.15 am.

This meeting closed at 11.40hrs

Minutes agreed: Signed
 Chairman
 Date