

## 93<sup>rd</sup> Meeting of the CLUB COUNCIL MINUTES & ACTIONS

**Date/Time:** Tuesday 10<sup>th</sup> September 2024, commencing at 11am.

**Venue:** Holiday Inn Birmingham City Centre, Smallbrook, Queensway, Birmingham B5 4EW

**Attendees:** Geoff Gaunt, Club Leader - GG  
Pete Gregory, Deputy Club Leader - PG  
Janice Stace, Club Treasurer - JS  
Ian Jarrett, Motoring Leader – IJ  
Mike Biss, Motoring Groups Deputy Leader - MB  
Graham Davis, Camping and Caravanning Leader - GD  
Bob Thomas, Local Groups Representative - BT  
Jeff Kenyon, Local Groups Representative – JK  
Denise Knight, Local Groups Representative - DK  
Trevor Warren, Independent Council Member – TW  
Mike Harrison, Co-opted Independent Council Member – MH  
Kadie Crichton, Senior Marketing Manager, Member Communities & Magazine – KC  
Pete Worster, Chief Operating Officer – PW  
Paul Whiting - Social Breaks representative - PA

### MINUTES AND ACTIONS:

#### 1. Opening Items – PG

1.1 Apologies

All in attendance

1.2 Minutes of previous meeting

Accepted as true accurate record

1.3 Actions and Matters Arising

Action No.	Description of Action	Who responsible?
1	PW to task Terry Midgley to look into this aspect on behalf of Boundless Motorsports (MSUK regulated) events. PW asked IJ if he has availability for a meeting to further discuss this point with Terry to understand what the MSUK would like to achieve.  ONGOING	Pete Worster
2	NH to check the regional memberships for Boundless (inc. Brighton) KC confirmed 4 memberships. KC explained that MSUK have a new system in place which has caused us to lose access to	Nick Hoath

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	<p>the accounts. KC confirmed Ally Grant will be in touch with the motoring groups for support on this. MB stated he has set up his regional account on the new system. GD offered his email for the Wales regional account.</p> <p>COMPLETE</p>	
3	<p>NH to invite nominations for the role of Motoring Groups Leader to all motoring group committees.</p> <p>PG confirmed this has been completed and Ian Jarret has been re-elected.</p> <p>COMPLETE</p>	Nick Hoath
4	<p>NH to progress the Club Award nomination. NH requested a member of the leadership present the award.</p> <p>KC confirmed this has been completed.</p> <p>COMPLETE</p>	Nick Hoath
5	<p>KC to circulate the typical example emails which reveal the member benefits to members.</p> <p>KC said these are currently under review and will be shared once agreed.</p> <p>ONGOING</p>	Kadie Crichton
6	<p>NH to include an outline of the process and timelines for requesting a localised email in the next Communique.</p> <p>KC confirmed this will be in the upcoming communique.</p> <p>COMPLETE</p>	Nick Hoath

## 2. Club Leader update – GG

GG explained that there has been a restructure at Brighton head office that saw changes to the Member Communities team. GG explained that he is working on a Service Level Agreement (SLA) with the club to ensure continuity going forward with the new team. The SLA has been drafted and will be circulated in due course. IJ asked if the who the SLA will be for and who it is between. GG explained it is between Member Communities and the Club. GG elaborated that Nick carried a long list of knowledge of how things worked in his head and the SLA was to get this out on paper to ensure these things continue in the future.

GG stated that the Club Management Group met last week and most of the items discussed will come out on the agenda today. GG wanted to raise that we have lost 3 local groups in the last 2 months

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which is very sad, Oxford, Tonbridge and Tunbridge Wells and Kingdom of Fife. KC mentioned that she is in discussion with Kingdom of Fife possibly forming a LOG to be able to continue.

GG stated that the new SEN process had been moving forward. From inheriting the project a few bumps have been found from practice sessions which are being worked on to get everything ironed out. Most events in the new system will be a lot easier, especially for local groups. GG explained that the more high-risk events will have a secondary stage which is being worked on which includes risk assessments. GG recognises that some groups involved in that secondary stage have had concerns, but the member communities' team will keep working through these to get to a middle ground. GG stressed that this process can always be improved based on feedback, but it is very important that the new system is usable for volunteers while meeting Health and Safety and business requirements.

IJ recognised it is a work in progress and is aware one of the motoring groups has concerns. IJ mentioned that he is expecting significant discussion around the topic at the upcoming Motoring meeting. IJ stated the fact that the new system is under review is very encouraging. Going on to explain that he feels that the document may focus too greatly on the protection of the corporate environment over the hazards. IJ stated this is not a bad thing, however that should not be at the potential loss of putting organisers off. IJ also felt the process might not be fit for purpose yet but can be. MB stated that all risks attached to motoring events are included under the MSUK insurance which he feels might be a bit lost on the new forms. KC explained that we are aware of the MSUK stance in these activities, however we do need evidence of due diligence from a Boundless perspective. Should a matter arise at an event that results in court proceedings we would be expected to have some form of documentation that evidences that the event was carried out in line with the event regulations set.

PG stated that he feels positive progress is being made and is looking forward to the future roll out of the system. KC explained that we would be able to roll out the first stage of the process by the end of September. KC explained the new system will have a simple form with no requirement for a log in/authenticator to access. The form will ask for key details about the event. Once completed volunteers will receive an email of all the event details. The Member Communities Team will then review the event and add it to the website. At this stage the team will determine if a risk assessment is needed. If so, Member Communities will send a risk assessment out to the lead event organiser to complete along with a guide on how to complete it and a finished example.

KC stated she will work with the individual groups affected by risk assessments to get them approved for use over the coming months. KC explained that the risk assessments will not affect upload of the events on the website so will not slow any event progress in the meantime. GD confirmed he has approved the Camping and Caravanning risk assessment and is keen to try it on an upcoming rally. KC explained once the risk assessments are approved, they can be amended based on feedback to ensure continued improvement.

GD asked if a confirmation will be given once a risk assessment has been submitted. KC confirmed this would be the case. KC explained that once a risk assessment is completed it will be sent to the Member Communities Team to review. If everything is okay the team will confirm and then the organiser can use the assessment on the day of the event. MB asked what the turn around time will be. KC said this would be dependent on what risks are raised at the event. However, most events will be standard so will be a quick turnaround. The Member Communities Team have weekly SEN meeting with Health and Safety team to discuss each higher risk SEN received.

IJ raised a technical point that the documents are more a demonstration of a compliance check than an assessment of risk. IJ said he does not have an issue with this if we have complied with the requirements of the club handbook.

### 3. Decision Items

#### 3.1 New Policy and Procedure for Elections to Club Leader and Club Treasurer Positions

GG stated that it is getting harder to fill the roles of Club Leader and Club Treasurer from the Club Council in recent years. GG explained that at the upcoming AGM changes have been drafted to the articles to allow members to come forward for these roles to be considered outside of the Club Council. Should this motion be carried at the AGM we need to be ready for this new policy.

In discussion around the paper presented, JK said it is important for the invitation to go out to those members that are engaged in the club and the communicate might be a good avenue for this. KC confirmed the communicate is sent to all committees. GG said it's important to capture members who have the ethos of the club in their hearts and these may be members who attend events regularly but are not on committees. GG said it is important for the Club Council to start identifying those members who have talents that can help support the Club Council and having conversations to engage them in the club. MH stated it would be helpful to have an organisation chart of the roles and influence each volunteer has to help the club in those positions. IJ stated it would be good to be able to show what the expectations of those roles are, so potential candidates know what each role entails.

GG summarised that we need to better publish what we are looking for, we need to use the communicate to let members know we are looking, and we need officers to start identifying people. GG stressed that this needs to be a continued task which may need a regular review. Club Council agreed once a year a proper review of candidates at the AGM meeting will be carried out, however, should anyone identify a possible candidate in the meantime to raise this at the next available Club Council meeting. GD stated should a candidate show interest they should be invited to the Club Council to see how it works. Club council agreed election of the roles should be done on a 1st/2nd choice structure (up to how many candidates are running), the council will have a higher weighted vote and additional points depending on the position placed.

#### 3.2 Any Decision Items included in Delegates' Reports (e.g. Club Award Nominations, etc)

No updates.

### 4. Discussion items

#### 4.1 Club Strategy update (including Investors in Volunteers) – GG

GG stated that we need to ensure the future of the club going forward. The loss of 3 local groups is a clear reminder that part of what we are currently doing isn't attracting everybody that we would want to get actively engaged with the club. GG believes that we do need to seriously consider how we look at new ways to engage members in club activities while continuing to support the current activities that we do. GG is conscious we have been doing what we have been doing for a very long time and have not changed the core activity for decades. We don't want to be guilty of standing still and losing more groups because of this. We need to get the club in the heart of the association. To help achieve this GG is working with PW to be a part of the whole association's strategy and purpose. GG and JS will be attending the board strategy day and will feedback to the council on this.

*ACTION: GG/JS to feedback to Club Council on the board strategy day.*

GG mentioned that the Investors in Volunteers accreditation runs out this year. We have applied to renew the accreditation, and GG feels we need to make more of this going forward.

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PW expanded on the club strategy. PW explained about the changes to the team and recognised that many wished that Nick's departure was mentioned earlier than it had. PW explained that some things are Nick's choice on how/what/when things are communicated which is what was respected. PW recognised Nick did a fantastic job and is and will be missed.

PW stated the change was due to the future strategy focuses. Going back to 2020 the organisation had to recognise some uncomfortable truths, firstly in regard to the membership that was aging out causing us to lose 10% of members each year. Secondly, the strength of the product was not appealing enough for new members only 1 in 4 would stay after the first year. This meant we needed to look at a new strategy to change these statistics. This is where the last 3-year strategy (1+3 due to covid) came into play. Part of this focused on what do you get for the membership fee, this has now been improved with the core benefits offer giving immediate redeemable value to new members. We have seen year on year increase in new members since this has been in place with 8% growth this year and an expected 10,000 new members by year end. The increased recruitment has been able to reduce net membership lost from the previous 10% a year to approximately 1% a year.

With these improvements in mind the teams at head office have changed to a member and non-member focus. PW looks after the member channels which allows focus on how we talk to members and getting members aware of everything we do. Part of the restructure changes PW manages the Member Services Team, Member Value Team and the Member Communities Team which also now own the magazine and digital member content.

*ACTION: PW to share a diagram of the new team structures at Brighton.*

#### 4.2 Retirement proposition – PW

PW explained that when Civil Servants retired, they used to be offered a pre-retirement training courses to help them retire. This has now gone so Boundless are working with the Civil Service Retirement Fellowship to see what support is needed. We have done research with our members to see if they felt prepared for retirement. The results of this have led us to look at developing a course that will fill this gap to support people to retire well while also raising awareness of Boundless.

#### 4.3 Local Groups Initiatives Update – GG/KC

GG explained we had previously planned to pilot a group development plan with certain groups to help grow them further. However, given the recent circumstances with several groups closing, he suggested that the urgency needs to be changed to understanding why these groups are closing and what we can do to stem this. Can we change the traditional way of the committees working to make life easier to draw new volunteers in. We are planning to survey the current volunteers to establish what are the pain points that we need to address and what do volunteers enjoy most about volunteering with Boundless. IJ raised that the term group is a barrier for the groups that should be addressed. GD raised that a lot of groups are versions of interest groups which can be confusing for members.

## 5. Club Performance

### 5.1 Club Treasurer's report – JS

JS said we are still within budget for 2024. JS stated that budget deadline for 2025 is Wednesday 18<sup>th</sup> September and all groups should do their utmost to meet this deadline. The 2024 Volunteer Recognition Award Funding invitations will be sent out next week with a deadline of Friday 25<sup>th</sup> October.

### 5.2 Member Communities report – PW/KC

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KC stated we are currently below expected target in person attendance at community events. This is likely due to some larger events being cancelled and group closures. We are above target for online engagement and member day events. We are currently missing 3 attendances for August.

### 5.3 Health & Safety Incidents at Group Activities – PW

KC explained there has been 5 incidents over summer, 4 at Camping and Caravanning Rallies and 1 at Social Break. KC reminded everyone the importance of reporting incidents and near misses.

## 6. Information Items

6.1 Motoring Groups Report – IJ

6.2 Camping & Caravanning Report – GD

6.3 Local Groups Report – BT/JK

6.4 Independent Council Member Update -TW/MH

## 7. Member Communities Update – PW

Covered above.

## 8. Any other business – All

JS can we confirm next years Club Council meetings.

*ACTION: GG to confirm 2025 Club Council meeting dates and locations.*

## 9. Date of Next Meeting – PG

Thursday 31<sup>st</sup> October 2024, The Clermont London.

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<b>2</b>	<p>KC to circulate the typical example emails which reveal the member benefits to members.</p> <p>KC said these are currently under review and will be shared once agreed.</p> <p>ONGOING</p>	Kadie Crichton
<b>3</b>	GG/JS to feedback to Club Council on the board strategy day.	Geoff Gaunt and Janice Stace
<b>4</b>	PW to share a diagram of the new team structures at Brighton.	Pete Worster
<b>5</b>	GG to confirm 2025 Club Council meeting dates and locations.	Geoff Gaunt

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