



## Minutes of the 87<sup>th</sup> Meeting of the CLUB COUNCIL

**Date/Time:** Friday 21<sup>st</sup> April at 10.00am

**Venue:** Crowne Plaza Hotel, Stratford Upon Avon

**Attendees: Club Council Members:**

Madeleine Grubb, Club Leader - MG  
 Pete Gregory, Deputy Club Leader – PG  
 Geoff Gaunt, Club Treasurer - GG  
 Ian Jarrett, Motoring Leader – IJ  
 Mike Biss, Motoring Groups Deputy Leader - MB  
 Graham Davis, Camping and Caravanning Leader - GD  
 Jeff Kenyon, Local Groups Representative - JK  
 Janice Stace, Local Groups Representative - JS  
 Bob Thomas, Local Groups Representative - BT  
 Martin Fearn, Independent Council Member – MF  
 Alan Thurbon, Independent Council Member – AT

**By Invitation:**

Nick Hoath, Head of Member Communities & Events – NH  
 Kadie Crichton, Member Communities Marketing Manager – KC  
 Pete Worster, Chief Operating Officer – PW  
 Karen Murray, Social Breaks Host – KM  
 Alan Murray, Social Breaks Host – AM  
 Brian Mullen, York Group Committee - BM

PG welcomed everyone to the meeting and in particular Karen and Alan Murray, and Brian Mullen who were attending as observers.

Prior to the Agenda start of the meeting, Heather Glanville, Association Chair outlined the reasons behind the CSMA Board's decision not to appoint the Club Council's nominated Governor.

### 1. Apologies for absence

There were no apologies received.

### 2. Minutes from the 24<sup>th</sup> January 20233

The Minutes were accepted as a true and accurate record of the meeting.

#### 2.1 Matters Arising

There were no matters arising from the previous meeting minutes not covered elsewhere in this meeting's Agenda.

## 2.2 Action Points

Action No.	Description of Action	Who responsible?
1	NH to sort the 4 x Club Awards by 22 <sup>nd</sup> March  COMPLETE	Nick Hoath
2	PW to prepare a communication regarding the Association's Sustainability/Carbon Offsetting, NH to include this communication in the next Communique when prepared.  SEE ACTION POINT 3	Pete Worster Nick Hoath
3	PW to discuss with IJ regarding the Motorsport impact on the Association's carbon usage.  ONGOING: PW reported that the sustainability audit will be reported back in June 2023. PW will update the Club Council in due course.	Pete Worster Ian Jarrett
4	NH to put forward the proposed Governor nomination to Heather Glanville, Association Chair  COMPLETE	Nick Hoath

## 3. Matters Arising from the Interest Group Leaders and Local Groups

### 3.1 Motoring Groups Report

IJ circulated the Motoring Groups report. IJ reported that he has received the Karting Groups minutes and MB will providing an update in due course. IJ reported that Marshalling events in the South-West are slowly coming back; other Marshalling teams are also reporting the slow uptake of events. IJ noted the closure of the 4x4 Group and reflected on this being due to the reduction in appropriate ownership of vehicles and the difficulties in finding off-road venues. NH updated that the 4x4 Group presence on the website and magazine has been removed due to the unlikely prospect of the Group running events in the future.

### 3.2 Camping and Caravanning Report

GD circulated the Camping and Caravanning Group report. GD added that C&C are looking into the feasibility of attending the Warners Shows in 2024 due to low attendances. GD noted that 2 rallies have recently been cancelled due to waterlogged sites. GD also added that the Carsington Rally has also recently been cancelled, although GD was not aware why. JK indicated that contact with Sheffield Group is challenging, however NH noted that the Group comply with the administration requirements.

ACTION: MG will contact Sheffield Group to encourage them to engage with the Club Council representatives (i.e. Local Group Reps and C&C Leadership)

### 3.3 Local Groups Report

The LGRs circulated the Local Groups report. JK indicated that some Groups are in-active whilst others are flourishing. JK proposed meeting with LGRs and NH.

ACTION: NH to organise an LGR meeting to sort the Local Groups priorities.

PG enquired as to the report and the closure of the Exeter Group. NH will be investigating further.

ACTION: NH to enquire with Exeter Group to find out the situation with the Group's closure  
NH also noted that Lincoln Group have closed and will be removed from the website.

ACTION: KC to remove Lincoln and Exeter Groups from the website/magazine.

PG also enquired as to the concerns in the Public Liability requirements which have subsequently changed and been communicated via the communique. The SEN has been amended to reflect the changed requirements for venues/events.

MG outlined that the Motorsports Group are experimenting with an event at the Silverstone Experience with the target of members taking their grandchildren to a venue during half-term.

PG noted that a historic aviation group is being considered. NH has requested interested parties contact him to participate in an initial brainstorming session.

NH updated that the Yorkshire Lunch Club presence on the website and magazine has been removed due to the unlikely prospect of the Group running events in the future.

#### **4. Update from CMG/Club Leadership**

MG outlined the idea to run a trial for sending letters to members in the area of local group introducing the Groups to go to new members (3 Local Groups in initial trial)

ACTION: NH and LGRs to sort 3 trial groups

MG noted the potential formation of a Group focused on historic aviation and will be monitoring this developing idea.

NH updated on the success of the Member Events ticket sales, outlining the strategy to develop a 'fear of missing out' to promote more engagement. NH will provide the Club Council with the detailed ticketing/member attendance analysis later in the year. IJ enquired as to how members are valuing the events bearing in mind, they are free. KC responded to say a variety of different strategies have been put in place to address the breakage rates, however the proof will be in the actual attendances. KM enquired as to whether the wider membership benefits will be promoted to attendees. NH explained that any promotional activities would need to be relevant to the attendees at the event, KC added that the 'at a glance' leaflet will be produced outlining the member benefits and this would also be available to groups. MF enquired as which events have sold out, KC responded to note that Alton Towers, Beaulieu, Bristol Aerospace, Shuttleworth are currently sold out; there are tickets available for Harlow Carr, Hyde Hall and Wakehurst Glow Wild. KC also noted that there may be tickets available as returns are received.

NH indicated the majority of bookers for member events are recent joiners (i.e. the last 2 years) PW added that this will help the retention rates for these new members.

MG went through the Networking Meeting feedback to the issues/queries raised:

Q. Investigate a partnership with Royal Botanical Gardens in Edinburgh – NH outlined that as it is free to attend there is little benefit to our developing a further relationship.

Q. Explore limiting members visits to key partners (i.e. Kew, WWT) – NH explained that we are in a 3 year contract with the key partners so this aspect could be reviewed at contract renewal.

Q. Inform Groups of what data/member info they are allowed to hold – NH included in the communique

Q. Are Griffin offers available in Scotland – NH explained it depends on the car being purchased

Q. What should a member do if they'd like to complaint about LV – NH advised they should direct their complaint to LV in the first instance, although they can also contact Member Services

Q. What are the details of the Vue Cinema Offering – NH is investigating further

Q. Are Boundless contacting eligible organisations for direct recruitment – NH advised that the Business Development Team are in active contact with organisations and are constantly developing new opportunities for recruitment via these direct contacts

Q. Is there a template for Groups Newsletters – NH confirmed there is, however, it is not compulsory for Groups to use this, highlighting the Programme Cards and regular email updates some groups utilise to promote their events.

Q. Are there Emergency Procedures advice Groups should be issuing at their Club Nights – NH included in the April Communique

Q. Is it possible to see an overall organogram for the whole organisation? – NH included in the April Communique

Q. Do Group members receive an additional discount at Whitemead/West Cliff – NH explained that unless Members are taking a Group to one of these venues, and as such separate 'Group rate' negotiations would take place; then all Members receive the same discount at our Leisure Properties. GG enquired as to whether members could get discounts at the bar – PW noted he will look into this.

Q. Can future Club Council dates be circulated to all Groups – NH included in the April Communique

Q. Can Family/Joint/Motorsports Memberships be considered - PW/NH have organised a specific Zoom session on 27<sup>th</sup> April with identified individuals to discuss the issues around these types of memberships. The three specific areas to be addressed are as follows: 1. Partners membership (to encourage Committee membership); 2. Specific Motorsports memberships; and 3. Family Membership ideas.

MG noted that she was pleased with the outcomes from the Networking Meetings.

MG raised an idea for a 2024 Club Council/Residential entitled – 'Trying something new'. Invites will be sent to potential new volunteers to explore new activities or ways of getting members active.

MG clarified the tenure for Club Council members, i.e. maximum of 6 years in any role with a maximum of 9 years membership of Club Council. This mirrors the CSMA Board limits on tenure.

MG noted the change in the Club Council schedule – i.e. the cancellation of the Bournemouth AGM and the attached Club Council meeting. The November meeting will now be on Wednesday 1<sup>st</sup> November 2023 at the Clermont Charing Cross, London starting at 10.30am, due to the change in AGM date and venue.

NH reported that there has only been two Social Breaks so far this year - Oxford the City of Dreaming Spires. 46 booked, 42 attended. Trevor Rudderham hosted and noted a very enjoyable break, although the hotel had increased the price of car parking. The other Break has only just happened earlier this week (Exploring Chichester Harbour) so we don't have final attendance numbers, however it was fully sold out with 45 guests due to attend. The next break will be the Beautiful Lake District which is currently running and is also fully booked at 75 attendees. Unfortunately, the Keukenhof break, due for next week, was cancelled due to the provider not supplying us with details of the break in time to advertise, hence it did not go in the magazine, resulting in very low booking numbers.

KM added that the Breaks they have organised, have all sold out.

NH noted that the 2024 Breaks will be confirmed by the end of June and volunteer hosts will be invited at this point.

## **5. Club Treasurer's Update**

GG noted that the Club budget is currently on track, although warned that the budget does not have spare capacity so advised continued prudence.

GG outlined that the Expenses Sub-Committee will be convened to review the Volunteer Recognition funding. GG has received 2 volunteers to join the Expenses Sub-Committee. JS also volunteered to join the Expenses Sub-Committee. GG noted that this will be on a task and finish basis, with the aim of completing the project prior to the October budget submissions.

## **6. Independent Council Member Update**

MG outlined CMG are considering an ICM Project to conduct a self-assessment of the Club Council, i.e. is the Club Council fit for purpose? MG outlined that the 2 ICMs (AT and MF) will be contacting all Club Council members to establish the value of the Club Council within the current governance of the Member Communities.

## **7. Member Communities Update**

NH circulated the new Governance schedules. NH advised the Club Council that the Governance schedules have been updated to allow for individuals to hold different roles for up to a maximum of 9 years of Club Council membership. Individual tenures for roles will be limited to 2 x 3 years as previously agreed.

NH informed the Club Council of the new AGM date being Wednesday 1<sup>st</sup> November at the Clermont Charing Cross, The Strand, London. The Club Council meeting prior to the AGM has now been moved to the same venue and will commence at 10.30am on the morning of the AGM.

MG enquired as to the attendance levels of the Groups. NH reported that attendance figures are ahead of forecast and reflect a positive start to the year.

## **8. Health and Safety Incidents at Groups Activities**

No reported incidents

## **9. Any other urgent business**

MG thanked the Member Communities team in advance for organising the 100<sup>th</sup> Anniversary dinner event and noted how much she is looking forward to it.

GD enquired as to whether the contacts list in the magazine can show that the contacts are volunteers

ACTION: KC to amend the magazine contacts list to reflect that all contacts are volunteers and may not be able to respond immediately.

IJ noted that Shropshire Group will be celebrating their 60<sup>th</sup> Anniversary later this year.

JS thanked KC for her help in supporting the York Group's 25<sup>th</sup> Anniversary.

KC noted that there are local group email availabilities, NH will be meeting with the LGRs to confirm which Groups should utilise these opportunities.

NH noted that the PLI has now been arranged through our company insurers for the C&C Rallies who do not have PLI for their venues.

**Next Meeting:** Tuesday 27<sup>th</sup> June 2023, 10.00am, via Zoom.

### ACTIONS FROM THE 21<sup>st</sup> APRIL 2023 CLUB COUNCIL MEETING

Action No.	Description of Action	Who responsible?
1	MG will contact Sheffield Group to encourage them to engage with the Club Council representatives (i.e. Local Group Reps and C&C Leadership)	Madeleine Grubb
2	NH to organise an LGR meeting to sort the Local Groups priorities.	Nick Hoath
3	NH to enquire with Exeter Group to find out the situation with the Group's closure	Nick Hoath
4	KC to remove Lincoln and Exeter Groups from the website/magazine.	Kadie Crichton
5	NH and LGRs to sort 3 trial groups for increased comms	Nick Hoath & 3 x LGRs
6	KC to amend the magazine contacts list to reflect that all contacts are volunteers and may not be able to respond immediately.	Kadie Crichton