

Present:

Council Members

Richard Bates
Welna Bowden
Peter Brake
Philip Benstead
Martin Cockersole
Stephen Coe
David Cox (Chair)

Roger Crosskey
Barry Flood
Peter Hayman
Julian James
Jaki Lowe
Arthur Spurr

HQ Staff

Gordon Seabright
Carol McKinley
Sue Cherry (Minutes Sec)

Ordinary Business

1 Chair's Communications

David Cox welcomed all Councillors to the meeting and highlighted the various activities that were taking place this weekend – the Welsh Festival, the Orbital Festival taking place in Goodwood and the London/Edinburgh/London ride which some Councillors are taking part in and he wishes them well. He apologised for the three late papers that were tabled – Membership Insourcing, Risk Management and Brand Refresh (Item 15), time would be given for Councillors to read the papers when taken.

2 Apologies for Absence

Apologise for absence were receive from Tim Jackson, Janet Gregory, Graham Smith, John Radford, Colin Brown, Dan Howard, Jim Brown, Simon Connell, Shivaji Shiva, Jon Snow

3 Declarations of 'Conflicts of Interest'

None were declared.

4 Notification of Any Other Business

Roger Crosskey asked for two items of information to be noted – a report on TRL research over new cycling infrastructure for TfL and a themed issue of Municipal Engineer, the journal for the institution of Civil Engineers on the subject of Transport Accessibility and Infrastructure. This would be taken under AOB.

Arthur Spurr asked for an update on Gift Aid – this would be taken under item 9.

5 Minutes of the previous meeting (Saturday 20th April, 2013)

Add Barry Flood to the 'Present at meeting' list.

With the above amendment the Minutes were agreed as a correct record of the meeting.

5.1 Action points from previous meeting

Paper noted

6 Matters arising from the previous meeting

Barry Flood referred to Item 18 from the April Minutes – and asked that the words in first paragraph be taken out ‘specifically as staff have been made redundant’. This was agreed.

Reports:

7 Chief Executive’s Report

Gordon Seabright asked that his report be taken as read and asked for feedback on the ‘Media Report’ is it useful? He then gave an update of items since that report was written.

The ‘Ride London’ event is on next weekend and 300 Volunteers have successfully been recruited to help with the event and 90% of people attending the ‘Training Day’ last weekend were CTC Volunteers.

Action Point 1: The Chair to write a letter of thanks to all the Volunteers after the event

He confirmed that Rob Fuller had had talks with the Defence Estate organisation to try and gain access to MOD estates using Tidworth as an example. The question was asked access to land where? Gordon said areas like Salisbury Plain and other Barracks towns similar to Tidworth, the idea is to try and optimise cycling opportunities on their land. He is trying to reinstate the ‘User Group’ to include Ramblers and British Horse Society and a suggestion was to contact the ‘Army Cycling Trust’ to join forces and try to open up further discussions.

Arthur Spurr referred to the Tidworth Lease that we have entered into with the MOD land. Historically the land has been used for training by the MOD and we should be very careful as we have no idea what the land has been used for in the past. We need to be aware of the liability and we should not enter into agreements if the MOD don’t retain responsibility for the land. Gordon confirmed that we did take legal and archaeologist advice This lease is for 5 years and CTC will be responsible for returning the ‘Burns’ back to how they were.

Action Point 2: Gordon Seabright to check the terms of the Lease and Insurance Liability and report back to Operations Committee

In general Council liked the ‘Media Report’, they felt it was really helpful and layout good.

Comments were made that the words CTC should be included in the re-naming of the Tourist Competition to ‘The CTC Bob Kynaston Tourist Competition’. A further comment was made that no events or anything should be done without CTC in the name.

Jaki commented that it was difficult to get the best from our communications without an overreaching Communications strategy. She also said that if Gordon was not totally happy with the figures in the diagrams in his report he should add some words to that effect. Barry Flood added that any figures presented to Council about which the Executive had reservations should be clearly distinguished.

Action Point 3: Make the CEO’s report ‘Confidential’ and add words of caution against diagrams and figures

Membership Outsourcing Business Case Proposal:

Councillors were given some time to read the paper tabled at the meeting and a general discussion followed.

Gordon Seabright opened the discussion by explaining that the Contract comes to an end in September. Arvato have confirmed that they would not be interested in retendering and they have now confirmed that they will be moving from Twickenham. In general the working relationship at Arvato has not been good in the past six months, standard of work has dropped, staff morale was not good and complaints are not being registered correctly. He felt it made total sense to bring Membership back in house. We have the space and the handover costs would be limited as only, new PC's, monitors, headphones and updates to the current phone systems would be required. Some of the staff are interested in coming to Guildford and would transfer over under the TUPE agreement.

Barry Flood said he had visited Guildford and had searching conversations with Matt Mallinder (Membership Manager) and Gordon about the Insourcing. He and Simon Connell had looked in depth at the Business Case and were content with the figures presented and, though high risk, given Arvato's effective resignation and the very short time scales this presented, agreed that the Executive should be allowed to implement their proposal.

Councillors asked if tenders had gone out to get comparisons. Gordon confirmed other tenders had not gone out due to the lack of time before the Contract ends in September. Councillors felt very uncomfortable with this decision, they felt they should have been consulted months ago, or at least the Executive Committee should have been told, they now felt they have now choice as it was far too late now to do the retendering work it is a fête accompli! Welna Bowden agreed, adding there is a major issue about how this process has been managed. This should have been a Council strategic decision and didn't like the decision being taken before going to Council.

Summing up David Cox said lessons had been learnt here for the future. Council need to be informed ahead in decisions like this and options must be given for consideration. However, overall he was convinced the Business Case is the right way forward and thanks must go to Barry Flood and Simon Connell for the investigation they carried out. This will give CTC the opportunity to improve the Membership service. All Performance Management measures must be put in place and very closely managed.

Vote results: 12 = in favour 0 = Against 0 = Abstentions Passed

Action Point 4: Gordon Seabright to report Performance Management of main services to Operations Committee

7.1 Full Complaints Report

Gordon Seabright presented the Complaints Report and asked Council if they preferred this layout to previous ones? Council respond by asking if a Unresolved/resolved satisfactory column could be added. And if the CEO is not happy with the data supplied then he should note this in his report expressing his reason to doubt and why.

Action Point 5: Gordon Seabright to express his reason to doubt data supplied to him and why in his CEO's report. Add extra column as above

8 Awards and Recruitment Committee

8.1 Recommendations to Council

- 8.1.1 Propose President – Jon Snow
- 8.1.2 Propose Vice Presidents – Josie Dew and Lord Tony Berkeley
- 8.1.3 Propose Financial Advisor to Council – Simon Connell
- 8.1.4 Propose Honorary Consulting Solicitor – Shivaji Shiva

Sue Cherry confirmed all the above had been approached and asked if they would like to stand for a further year. All have replied saying they would be delighted to do so. A vote followed.

Vote results: 12 = In favour 0 = Against 0 = Abstentions Passed

8.2 Volunteer of the Year for 2014

Sue Cherry advised at a recent Awards Committee meeting the decision was made to change the nomination categories as Bike Club and Champions were no longer active. Also the decision was made to help shorten the presentations at the National Dinner to not present the Regional Volunteer Winners on the evening but to send their certificates out after voting had taken place. This was welcomed by Council.

9 Operations Committee – matters arising

9.1 Meeting held on 19th June, 2013

Barry Flood referred to the Minutes circulated and would take as read.

Arthur Spurr asked for a 'Gift Aid' update. Carol McKinley confirmed she had recently had an conversation with our Auditor and explained that we had written and not had a reply to our query letter. The Auditor said he would look into it for us. Carol reported that once we have the go ahead it may be possible to back date 'gift aid' to when we became a Charity. She explained the Club is registered for 'gift aid' it is only membership we can't get money from at the moment. However, before we do anything else we must amend the wording on the Website to reflect the advice given. It was agreed Carol and Barry would take this forward and report back to next Council.

Action Point 6: 'Gift Aid' update to be given at next Council

9.2 Management Accounts

Council felt the Accounts were still not easy to read and understand. Barry suggested numbering the columns across the top, give clearer notes, drop the first 4 columns, change the brackets and give notes on how long monies had been outstanding. All points were noted by Carol McKinley.

9.3 Holidays and Tours

Barry Flood gave a verbal update on the current situation with the Company and described in detail the processes currently underway. Barry is in contact with Jim Maynard the MD who stands down in April 2014. Heather Evans who does all the back office administration will both be standing down in December 2013, therefore replacements need to be found. Jim is working on recruitment but it is leaving things very late. Also a new computer system update is required to allow electronic online bookings. All these issues are very serious and time consuming, and given that they need to be in place by September 2013, the commercial risks to CTC as the 100% shareholder are considerable at the moment.

He said that it seemed probable the deadline for cut off of 2014 holiday bookings could be as early as mid September which left only six weeks for the company to get a viable succession plan into operation. He warned that a special Council or Operations Committee meeting in September might have to take a very hard decision regarding H&T's future, with wider reputational implications for the whole Club.

He will give Council regular updates as necessary.

9.4 Dalby Forest

Commercially sensitive – comments removed.

9.5 Cycling Project progress report

Gordon Seabright apologised on Rob Fuller's behalf for no paper on this item and that the due diligence has not moved forward. Some paperwork had arrived on Friday.

The Inclusive Cycling Project Risk Register was tabled at the meeting.

The relationship between Cycling Projects and the Inclusive Cycling Project funded by Big Lottery/Sustrans was explained. There was then some discussion surrounding Cycling Projects being contracted to deliver some aspects of the Inclusive Cycling project. Concern was expressed that this was a risk to CTC and it is essential that Cycling Projects deliver.

Action Point 8: Gordon Seabright to give Council regular progress reports

10 Strategy and Policy Committee – matters arising

10.1 Meeting held on 18th May, 2013

Arthur Spurr referred Council to the Minutes circulated and would take them as read if there were no questions. After a short discussion it was agreed to Co-opt Richards Bates onto the committee to move Item 9.4 forward.

11 Equality and Diversity

Gordon gave a verbal update confirming the action plan had been split into four groups, meetings have/or are taking place and there would be a written report at the next meeting.

Action Point 9: Gordon Seabright to submit a written report for the October Council meeting

12 AGM

Sue Cherry welcomed any suggestions or comments on her paper. The general opinion was 'if it isn't broken – don't fix it' so carry on as is! Council felt the introduction of the Member Groups session in the morning worked well and should be continued. It was felt holding the events together on the day should also continue.

13 Councillors Awayday update

David Cox confirmed the dates as 5th/6th November and would be held in Derby. This year we will be looking at three issues - Governance responsibility, Brand refresh and Equalities.

14 Dates for 2014 Council meetings:

Council are invited to note the dates for the 2014 Council meetings and AGM

Saturday 18th January

Saturday 5th April

Saturday 10th May (AGM)

Saturday 19th July

Saturday 18th October

Council were asked to consider the dates for next year's Council and AGM meetings. The dates were agreed and noted.

15 Brand Refresh Working Group

Gordon Seabright apologised for the paper being tabled at the meeting. He opened the debate by confirming work will be taken to the 'Awayday' for further decision. In the meantime three companies were approached and after seeing all presentations a consultant has been appointed. The consultants have given detailed breakdowns of the next steps and how/who will be surveyed. The message must be consistent and our Membership be involved, starting with clear reasons as to why this is being done. It was agreed this would happen.

David Cox confirmed that Council were happy to endorse this action and Barry Flood confirmed the funding for this work could come from a legacy received last year and invited Council to agree the expenditure to engage Forsters. This was agreed.

Action Point 10: Gordon Seabright to add brand Refresh to the Traffic Light section in his CEO's report

16 Membership Reference Working Group

Arthur Spurr reported that three ideas were asked for from each member of the working group to move membership recruitment forward. These ideas have been passed to the CEO who will get back to the group once further steps have been approved.

17 ECF

Barry Flood advised that he had been appointed Vice President but had not attended any meetings yet. ECF are thinking about forming an International Federation, further information will follow on this if it happens. ECF have agreed to pay all his travel expenses. He commented that internships at ECF were a source of quality help, and asked that CTC explore the possibilities of additional graduate help. It was noted that CTC are successfully being supported by a number of Volunteers at National Office.

Motion for Council:

18 Council are asked to approve of change in relationship between CTC and CDF (paper – Rhia Weston) – for decision.

Propose by: Martin Cockersole

Seconded by: Arthur Spurr

Voting results for Option 2 – Link the two charities together for administration purposes. All in favour motion passed.

General Business:

19 Budgets for 2013/14

Carol McKinley reported the circulated paper had gone to Operations Committee. Managers have gone through their budgets resulting in balanced accounts. It was asked if

the expenditure line of 10K to replenish resources if used this year. It was agreed the legacies line should be revised to £60K.

Barry Flood asked Gordon to look again at the figure of increases to Club income required from the Membership Manager as it seemed unrealistically high. Gordon agreed to consider it.

Action Point 11: Gordon Seabright to check figures

20 Councillors Guidelines

The updates were agreed with the addition of the Vice Chairs extra items of responsibility to be added to that section.

21 Fundraising Strategy

The circulated paper was noted by Council and the following comments were made. Avoid jargon like Wealth Screening, Community Fundraising – put in the document what donors get out of it be more explicit. Council thanked Lorraine for the paper.

22 Velocity Report (Richard Bates, Peter Hayman and Chris Peck)

The circulated paper was noted by Council. Richard mentioned that the next European Velocity will be held in Nantes in 2015. Plans had been suggested that delegates/supporters use Eurovelo routes to reach Nantes starting in Bristol and that Holidays and Tours could consider organising this.

Action Point 12: Pass suggestion onto MD of Holidays and Tours

23 Scotland, Wales Northern Ireland and English Regions

No reports submitted.

24 Any other Business

Roger Crosskey reported that TRL the research centre at Bracknell that tests new road infrastructure for the Government and highway authorities have been commissioned by Transport for London to test facilities for cyclists, including:

- a cyclist phase on traffic lights, letting them go a few seconds before other traffic
- a 'Dutch-style' roundabout with an annular cycle lane round the outside
- a cycle lane protected from traffic with metre-high poles screwed into the roadway
- a 'floating' bus-stop with a cycle lane behind it, separating it from the footway

Testing has been extremely thorough.

Roger also reported Institute of Civil Engineers - ICE have called for papers for a themed issue of their journal, Municipal Engineer, in June 2014 on the topic of Accessibility and Infrastructure. There are two potential opportunities here:

- To promote cycling infrastructure which gives proper concern for the needs of disabled cyclists on non-standard cycles (and create better facilities for all cyclists).
- To promote better route accessibility for cyclists by ensuring that desire lines are not cut by sections that less accessible because of traffic volumes or speed.

CTC National Council

Minutes for the meeting held at 10.30am on Saturday 27th July, 2013 at the Charity Centre,
24 Stephenson Way, London NW1 2DP Tel No: 0207 209 1015

However the deadline for abstracts is 16 October, so there is very little time to spare. Full papers would then be required by 17 January. Any Council member who would like to meet this challenge or could suggest a writer should contact Roger Geffen as soon as possible.

25 Equal Opportunities Monitoring Form – Council were asked to complete the form and hand in at the meeting.

26 Review of meeting feed-back – Council were asked to complete the form and hand in at the meeting.

27 Date of next meeting – Saturday 19th October, 2013 – at the Charity Centre

Meeting closed at 4.00