

CARAVAN AND MOTORHOME CLUB

Home Counties Region

Annual General Meeting

Minutes & Accounts

8 October 2022

CARAVAN AND MOTORHOME CLUB

Home Counties Region

Minutes of the twenty-sixth Annual General Meeting
of the Home Counties Region of the "Caravan and Motorhome Club",
held at Desborough College School, Maidenhead, Berkshire
on Saturday 8th October 2022, starting at 3:00 pm.

PRESENT

Chairman:	David Rickard
Vice Chairman	David Baber
Secretary:	Linda Allen
Treasurer:	Alan Cadman

And 48 Club Members Attended

1.0

NOTICE OF THE MEETING

The Secretary read out the Notice convening the Meeting and explained that the meeting was being recorded.

WELCOME

The Chairman extended a warm welcome to all those present, including: -

- **Rodney Lambert**, Past Nominated Member of the Club Council, Immediate Past Vice-Chairman and Honorary Life Member of the Caravan and Motorhome Club with his wife Diane.
- **Sue Southwell**, Member of the Executive Committee and the Sites and Accommodation Committee with her husband Frank

Past Chairmen of the Region present on the day were also welcomed:

- **David Grover** and his wife Joyce

Chairman of the Centres constitutionally associated with the Region, in attendance on the day were welcomed as follows: -

- **Adrian Dawson and his wife Jane** - Buckinghamshire Centre
- **Lisa Dymock and her husband Jim** – Upper Thames Centre

In addition we have received apologies from:

- Alison Woodhams, Executive Member and her husband Ron
- Rosemary Lucey, Independent Member and her husband Norman
- Jackie Lee, Immediate Past Regional Chairman
- John Moules, Centre Chairman, Bedfordshire Centre

	<ul style="list-style-type: none"> • Marie Woodward, Centre Chairman, Berkshire Centre and her husband John • Alan Evans – Centre Chairman Hertfordshire Centre and his wife Sandie • Gerry Swain – North London Centre <p>Paperwork for this meeting included an Agenda, a set of Minutes and a set of Accounts.</p> <p>A moment's silence was observed, in memory Her Majesty Queen Elizabeth II and the friends and Members who were no longer with us.</p>						
2.0	<p>APOLOGIES</p> <p>The Secretary advised that apologies had been received from:</p> <table> <tr> <td>Roger & Hilary Clarke</td><td>Maurice & Helen Dunne</td></tr> <tr> <td>Alastair Greene</td><td>John & Ann Moss</td></tr> <tr> <td>Gordon & Ruth Taylor</td><td></td></tr> </table>	Roger & Hilary Clarke	Maurice & Helen Dunne	Alastair Greene	John & Ann Moss	Gordon & Ruth Taylor	
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Gordon & Ruth Taylor							
3.0	<p>MINUTES OF THE 2021 REGIONAL ANNUAL GENERAL MEETING</p> <p>The Chairman asked if there were any objections to the adoption of the 2021 AGM Minutes.</p> <p>There were no objections so the minutes were signed as a true record.</p>						
4.0	<p>MATTERS ARISING</p> <p>The Chairman asked whether there were any matters arising from the last Minutes?</p> <p>Item 12.2 – Life Membership</p> <p>Rodney Lambert asked if life members needed to renew centre membership every year, as he still had not received a reply to the question he raised at the 2021 AGM and the matter was still unclear. The question would be sent back to Alison Woodhams, who had undertaken to seek clarification at the last AGM.</p>						
5.0	<p>CHAIRMAN'S REPORT</p> <p><i>“Good afternoon Honoured Guests, Past Chairmen, Ladies and Gentlemen, boys and girls.</i></p> <p><i>Thank you for attending this meeting today. This is my second Report as the Home Counties Regional Chairman and I hope you are sitting comfortably. With the relaxation of the Covid restrictions it has been a particularly busy year to date and mine can be summarised as follows.</i></p> <p><i>Our 2021 Annual General Meeting was held live at Princes Risborough School and my sincere thanks go to the Buckinghamshire Centre for their help and support in organising this for us. It was an excellent weekend and organised to the highest of standards.</i></p>						

In October last year, I travelled to Chester Racecourse to attend the Cheshire Centre's rally held to coincide with the Club's Annual General Meeting and followed by a Club Council Meeting. Prior to the AGM, I attended the Regional Chairmens' Forum where an informal discussion took place with various topics of interest discussed.

Our first Council Meeting was held by Zoom in November where David Baber, our newly co-opted Vice Chairman was introduced. David is well known throughout the Region and will provide a great contribution to us with his wealth of knowledge and energies.

In November and December, I visited the Hertfordshire Centre and the Berkshire Centre on rallies and was able to discuss the Region at grass roots level with the members.

In January, I attended the Club's Regional Forum by Zoom along with Linda and Rosemary, a gathering of Senior Staff, Club Chairman and Vice Chairs and other Regional and Divisional Chairs in an open discussion. Amongst other items It was also reported that Centre Lines and the Events diary would be returning to the Club magazine this year and that details of Centre and Regional activities were required by the Magazine Editor for publication.

In February we held our second Regional Council Meeting again by Zoom and was well attended.

We continue to support our Constituent Centres with promotion and advertising on both the web site and FaceBook pages and although the process is slow, it is gathering pace very nicely. We continue to publish the Regional Rally Programme booklet and it is available to download from the website. Centre organised Events are welcome on the site and are prominently displayed.

In May, I visited the Hertfordshire Centre and North London Centre on their rally at Felden Lodge and again was able to personally meet their Centre members.

Also in May, I attended the Temporary Site at Windsor Racecourse, a site organised by the Buckinghamshire Centre to coincide with the Royal Windsor Horse Show that attracted around 140 outfits. It was noted that the Club, although promised, would not promote the Event on the Club's social media platform and I still await a full explanation as to why this did not happen.

Towards the end of May an extra Council Meeting was held by Zoom to discuss the merits and reasons behind Risk Assessments being carried out for Centre rallies and Linda will report further on this matter.

The National Rally, now rebranded as Clubfest, was held at Belvoir Castle near Grantham over the extended Queen's Jubilee weekend and was well attended. A new format was introduced this year to replicate an outdoor music festival and all the larger entertainment events were outside in the arena with a festival stage to showcase the acts performing. A highlight of the event was the Big

Jubilee Lunch where members were able to enjoy an afternoon of entertainment in the main arena and to lunch with their friends and families.

The majority of Members attending Clubfest were there for the first time and non-Centre Members. As a result, an open "Meet the Members" was organised in the Lounge Marquee along with a Regional Reception on the Regional lines where we were able to meet and socialise with these members.

I would like to put on record the outstanding assistance given by the Block Marshals, now rebranded as Site Crew, and to thank Lynn and Steve Sargeant, Peggy and Keith Slatter and John and Iris Eaton for their efforts, enthusiasm and a job well done. Thank you.

Clubfest is being held over the normal Spring Bank Holiday at Kelmarsh Hall and Gardens near Northampton next year and will follow this year's format and if you would like to volunteer for the position of Campsite Crew please see me after this meeting. This is an exciting project to pursue and you will have priority booking facilities should you wish.

Question Time was held in June at Missenden Abbey in Great Missenden and afterwards we visited the Roald Dahl museum. A very central venue in the Region and with excellent weather, we had a very pleasant meeting and Roald Dahl experience. Many Members attended and questions were interesting and varied and were eagerly answered by the Panel of Experts present.

Next year, Question Time is being held on Saturday 25th March at the Silverstone Interactive Museum at Silverstone Racing Circuit. A very new venue with modern facilities and cafe and again Members attending the meeting will be offered a tour of the museum at no charge; expect a 2 hour tour experience that is suitable for all the family.

In June I attended the Hertfordshire Summer Ball. A super weekend with a very friendly atmosphere.

As we gradually return to normality, my thanks are extended to Lorna Morison, our Social Media Champion for all her input and page updates throughout the year. I am currently updating our Regional website and together with Lorna have seen our FaceBook followers increase constantly throughout the year to number 645 today. Sadly, Lorna is retiring from caravanning activities shortly to concentrate on family matters and if you feel you would like to be our Social Media Champion please see me after this meeting.

I would like to thank the Members of the Council and their spouses for the help and assistance they have given throughout this year. I extend my personal thanks to our Independent Member, Rosemary Lucey and her husband for her help and support for the non-Centre Members throughout the Region; David Baber and Yvonne for looking after all things Vice, Alan Cadman and Audrey who has balanced our finances once again and to Linda Allen and Kevin for her Secretarial skills throughout the year and for organising the many faultless Zoom meetings held. I would like to express my thanks to those of you that are continuing with me into 2023 - it makes life so much easier – thank you all very much.

	<p><i>I can now look forward to 2023 and welcome new Members to the Council and I look forward to working with them all. Thank you very much for your continued support and please keep safe.”</i></p> <p>The Chairman asked if anybody was against the adoption of his report. There being no objections, the report was adopted.</p> <p>The Chairman asked if there were any discussion points. There being none, he moved on.</p>
6.0	<p>SECRETARY'S REPORT</p> <p><i>“Good afternoon Ladies and Gentlemen, This is my fourth report as Secretary of Home Counties Region – how time flies!</i></p> <p><i>The Regional Council has met on five separate occasions during the year, all via Zoom; in November 2021 and in February, May and September during this year. In addition, we held an extra meeting in late May to discuss in more detail the need to undertake and retain risk assessments on rallies and events.</i></p> <p><i>This meeting was also attended by Rebecca Newman, Governance Co-ordinator who took the opportunity to explain the rationale behind the requirement. Risk assessments had been included as an activity as part of the reopening process after COVID and it had become evident that in many cases, the activity had not been taking place. Therefore the decision had been made that risk assessments should be part of the good practice required when running rallies / events.</i></p> <p><i>Rallies were covered by the Club’s public liability insurance and as volunteers, members needed to demonstrate that good practice was being followed. The main aim was to ensure members were being kept safe, and there was a legal obligation that volunteers were making sure everything was running correctly.</i></p> <p><i>When risk assessments were first mentioned, there had been a lot of negative feedback about liability. Rebecca assured all present that claims would be against the Club, and not individuals. If an individual did not want to sign the form, that was acceptable – the important thing was a record had been made and would be available if a claim was ever submitted.</i></p> <p><i>The generic form which was designed by the South West region, was available on Box, and was simple to complete. Other charities also required risk assessments for any event, and CAMC was no different. If using a commercial site, a copy of their assessment was sufficient, unless an activity not already covered was being carried out.</i></p> <p><i>It was therefore recommended that generic risk assessments were completed for regular sites that were being used, and anything different was then added at the time and “signed off” as XYZ Centre. The form needed to be saved for 6 years. Rebecca emphasised that they were looking for all Centres to follow good practice which protected all members.</i></p>

	<p><i>Each Centre is entitled to send 2 representatives to the meetings. However this year both Hertfordshire and Upper Thames Centres have chosen to be represented by one member. On average, the attendance at the Regional meetings this year was 86%, much better than previous years, with the May meeting showed 100% attendance.</i></p> <p><i>Holding our meetings via Zoom has shown us that attendance has improved, and although our plans were to hold 2 Zoom meetings and 2 face-to-face meetings during the year, it has proved more convenient and cost-effective to make use of Zoom.</i></p> <p><i>The Chairman, Dave, Independent Member Rosemary and I attended the Forum via Zoom in late January. Nick Lomas, Director General gave an overview of 2021, explaining the year had been a record breaking year, with 75,000 new members and 310,000 renewals. The site network had been the busiest ever, with 2,477,000 nights bringing in £61 million, exceeding the year's budget. Centres had 61,528 registered members, an increase on the previous year of 16%.</i></p> <p><i>A number of other topics were discussed, including updates on refurbished sites, information on the new booking system, scheduled for introduction during the summer of 2022, wifi provision on sites and availability of alternative accommodation including yurts, holiday cottages, and accessible units.</i></p> <p><i>At this point, I would like to say a big thank you to Kevin, my husband for all his help and support, but in particular this year during my treatment and acting as chauffeur. Thank you.</i></p> <p><i>This concludes my report for my fourth year in office. Please keep safe. Thank you"</i></p> <p><i>The Chairman thanked the Secretary for her report and asked if anybody was against the adoption of the report. There being no objections, the Report was adopted.</i></p> <p><i>The Chairman asked if there were any discussion points. There being none, the Chairman moved on.</i></p>
7.0	<p>HONORARY TREASURER'S REPORT FOR 2021 FINANCIAL YEAR</p> <p><i>"Good afternoon everyone and now the most exiting bit of the proceedings the finances. I have been in accountancy for over 40 years and if you ever wondered what the definition of an accountant is, well – it is someone who solves a problem you didn't know you had in a way you don't understand, this I call the mystery of numbers. Just a quick aside – Why did the accountant stare at his glass of orange juice for over 3 hours – because on the box it said concentrate.</i></p> <p><i>Anyway, now is the time to concentrate and I will hopefully explain the mystery of the numbers:</i></p> <p><i>It is my duty as Treasurer to present a report on the finances of the Home Counties Region of the Caravan and Motor home Club and this covers the</i></p>

Financial Statements for the year ended 31st December 2021. These statements comprise of Income and Expenditure Account, Balance sheet, the report from the Independent Examiners and the Statement of Committee Responsibilities and Accounting Policies. (I will assume you have copies).

As we are all aware we have been coming out of the hibernation that the COVID pandemic forced on our lives - going into lockdown, minimising travel, working from home and ceasing face to face meetings. Through the adoption of the new ways of working through technology, the use of zoom meetings has continued this year impacting the expenditure. The Club did not resurrect the National Rally, now known as ClubFest and Question time at Missenden Abbey until 2022.

Therefore, as a result of reduced expenditure in 2020. the grant was reduced in 2021 to £2,500 from £5,000 the previous year, with the year ending 31/12/2021 with a surplus of £880 compared to a surplus of £3,565 for the previous year. The main reasons for this relate to the reducing the grant covering the running of the Region and the 2021 AGM moving to face to face, hosted by the Buckinghamshire Centre.

On reviewing the Financial Statements, I would like to start with the Income and Expenditure account which is itemised on page 3 of the Financial Statements.

Income

Income has decreased in 2021 from £5,000 to £2,500, a decrease of £2,500 and is the result of:

- *Reduction of Regional Grant from the Club reflecting the reduced expenditure levels and high amount of funds held.*

Expenditure

Expenditure has increased over 2020 by £185.

The areas of expenditure to note are:

Regional Council meetings expenditure reduced from £579 for 2020 but nothing in 2021 due to the continuation of moving meetings to a virtual meeting platform – Zoom.

AGM expenditure is £1,109 for 2021 compared to £160 for 2020, due to moving to face to face meeting

Other expenditure:

Main areas of expenditure cover:

- *Equipment costs cover new bars for previous retired Chairmen for the chain of office*
- *Zoom licence fee to hold the virtual meetings*
- *Officers Official Duties cost which mainly cover Officer face to face meetings*

In summary ,the Region has less expenditure over income received resulting in a surplus of £880, as shown at the bottom of the Income and Expenditure Account.

Balance Sheet

Moving to the Balance sheet shown on page 2

The Bank Current account shows a balance of £6,468 at 31/12/21 after accounting for any unrepresented items (Cheques).

VAT – there was no VAT recoverable as the claim was settled by the Club in 2021.

Region Independent Examinations fee is recoverable from the Club and for transparency is shown as accrued expenses.

Overall, this arrives at a Net Asset position for the region, i.e. what the region is worth of £6,468. The financed section shows the balance brought forward from the previous year adjusted by the surplus from the Income and Expenditure account of £880 arriving at the Net Asset position of £6,468 surplus which shows the accounts are in balance.

The Statement of Region Committees' Responsibilities, shown on page 4 outlines that the Committee has applied accounting policies laid down by the Club, have kept proper accounting records and that the financial statements have been prepared in accordance with applicable accounting standards.

The Independent Examiners report on page 1, to you the members of this region outline the accountant's responsibilities and that there are no issues to report.

Finally, I must thank my wife for her support during the year in discharging my responsibilities as Treasurer.

That concludes my 8th Treasurer's Report."

The Chairman thanked the Treasurer for his report and asked if anybody was against the adoption of the Treasurer's report.

There being no objections, the report was adopted.

The Chairman asked if there were any discussion points.

Sam Turner asked why the amount listed on Page 3 of the report for Officers' Official Duties had increased from £144 in 2020 to £296 in 2021. The Treasurer explained that it covered additional Officers' meetings held during the year to discuss business outside the routine Council meetings, plus costs relating to activities such as visits, meetings etc undertaken at the request of the Caravan Club. In 2021, as we come out of Covid, more meetings / activities were held and the figure for 2021 reflects similar figures pre the Covid pandemic.

The Chairman asked the Treasurer to give a resume of the current year to date, but advised that this information is not for discussion at this time.

	<p>AGM 2021 – Resumé 2022 Accounts:</p> <p><i>“It continues to be a strange year! Same as last and again never has it been so true that we had a little in, spend a little and have a little left. The recovery from the pandemic has been slow and still impacting the region finances through 2022.</i></p> <p><i>The Grant from the Caravan Club for 2022 has increased from £2,500 in 2021 to £4,000 in 2022.</i></p> <p><i>This region continues to hold meetings via the Zoom platform with the AGM (as you are in attendance) face to face. Therefore, it is expected the financial outlay for 2022 will be around that of 2021 at circa £1,700 resulting in a predicted surplus of circa £2,300.</i></p> <p><i>The Question Time at Missenden Abbey costs have been reimbursed by the Club.</i></p> <p><i>For 2023 the Region has been advised by the Club that the grant will be kept at £4,000 and the request for Question Time at Silverstone Race Circuit funding of £1,500 has been approved.</i></p> <p><i>I can see in the future that there could be a possibility that the Club may start reducing the grants so that the current high bank balances that are being carried due to funds not being spent are reduced. The Club did this a few years ago and I can see the exercise being repeated.</i></p> <p><i>The region will continue to help and support all members and Centres of the Region and I look forward to continuing for another year as your Treasurer.”</i></p> <p><i>The Chairman thanked the Treasurer for his resumé of the current year to date.</i></p>
<p>8.0</p>	<p>VICE-CHAIRMAN AND PRO REPORT</p> <p><i>“Good afternoon Ladies and Gentlemen.</i></p> <p><i>Well I’ll start with I never expected to be standing here as Vice Chairman today. It was a spur of the moment thing last year, not planned and I shocked myself when I volunteered to stand at the last AGM. Not quite as shocked as Yvonne was; the conversation later back in the van was interesting, to say the least!</i></p> <p><i>So my job as Vice is PRO. Now on Centre level, this consists of birthdays, anniversaries and sadly deaths and any milestone achievements, not something we do regionally, so trying to find things to report are few and far between. I’ve attended several great rallies this year, with Herts Summer Ball and Berks 50th – and I’ve seen their very first rally envelope; if I remember the cost was 97p for the weekend including socials.</i></p>

Also I've been watching the regional Facebook page, nice to see that Centres are advertising rallies on it and a steady increase in followers.

The other Facebook group I've been following is ClubFest, formally the National, and reading the comments, I think the people at HQ have lost touch with its members. Over 80 comments, and about 75 of which are saying "Not at that price!" A £100 increase on last year, up to £295 per pitch and a lot of the people saying NO are the volunteers who give their time freely. If you attend both the pre and post events on offer as well, that comes to £575. Sadly they're losing the volunteers and unfortunately I've lost my team of Blue Badge Marshals, so not sure if we'll be there next year. A sad loss.

Well, I'm sure you're fed up of listening to me so as Bugs Bunny would say, that's all folks – and thank you to Yvonne for putting up with me!

The Chairman asked if anybody was against the adoption of the Vice-Chairman and PRO's report. There being no objections, the report was adopted.

The Chairman asked if there were any discussion points.
There being no further points, the Chairman moved on.

9.0

ELECTION OF OFFICERS

The Chairman thanked the retiring Centre Delegates for attending the Council meetings and their support, enthusiasm and input and of course their spouses for allowing them the time to attend these meetings.

The Chairman also thanked his fellow Officers for all their hard work over the year and for their spouses for allowing them the time to undertake their duties.

He then asked that the floor show their appreciation in the customary way to say "thank you" for the work undertaken by the retiring Centre Delegates.

The Chairman and Officers then stood down and Sue Southwell, Executive Committee Member was invited to take control of the meeting.

FINAL NOMINATIONS FOR 2022 / 2023

Position	Name	Proposer	Seconder
Chairman	David Rickard	Adrian Dawson	Josie Carlile
Vice-Chairman	David Baber	Diane Crosby	Richard Jones
Secretary	Linda Allen	Alan Cadman	Hilary Clarke
Treasurer	Alan Cadman	Ian Torrance	Steve Moulds

Nominations for the four Officer positions were duly elected to serve another term and were presented with their badges and window plaques.

12.3	<p>The matter of life membership was raised again by Chris Bevan. It appeared conflicting advice was being given with some being told they had to reregister annually as before, whilst others were being sent life membership cards with a 3 year expiry date. Sue agreed to seek clarification on this matter and report back. ACTION: SS</p>
12.4	<p>Sam Turner raised his concern that the Windsor event had not featured on the Club's social media pages. The information had been uploaded by Lorna the Social Media Champion as directed, and promises had been made from the centre that it would be featured. An additional 50 pitches with electric had been added to the site ready to deal with the extra demand, but no information on the event had been featured, costing the centre money. This had been raised earlier in the year and a response from the centre was still awaited.</p> <p>Sue agreed that she would raise the matter with the Marketing team and obtain an answer by the next regional meeting. She was also suggested that it could be advertised on the Events Page, but it was pointed out that there was always a hassle getting events featured. For an event such as this, the adverts needed to be out 6 months in advance, as tickets for the accompanying shows etc were released then; it was no good advertising the event in the same month as the event as tickets would be sold out. Hopefully it could be sorted out so the 2023 could be featured in plenty of time.</p> <p>ACTION: SS</p>
12.5	<p>Adrian Dawson pointed out that rallying was just not supported by the Club. The centres constantly strive to run rallies and attract new members, and it appears there is very little support from the Club. The Club had become a money making machine and he was very disappointed in the lack of support afforded from the Club.</p> <p>At this year's Question Time, one of the attendees asked "what is a rally?" and it was pointed out that on the national website, it was very difficult to find out information on rallying unless you already know where to find it. The numerous e-mails circulated from the Club did not mention rallying, but covered various topics such as cooking, buying a car jack and promoting sites.</p> <p>In contrast, The Camping & Caravan Club included a monthly supplement with their magazine, promoting rallies and events, making it much easier for someone looking for a site for a weekend to join in. They also have an App where a search can take place based on post codes which will show nearby rallies and events as well as sites.</p> <p>Sue responded by confirming that a review on Centres and Regions was currently on-going. A questionnaire had been circulated asking what did Centres and Regions require from the Club, and asking for more detailed, specific responses other than just asking for "support". The responses were currently being reviewed. There was an urgent need to make sure people know what centres do and what rallies are.</p>

	<p>Sue stated that the magazine had been asked to feature a series of articles based on using the caravan or motorhome off-grid and that may encourage members to try rallies / events without electric hook-up.</p> <p>A general discussion on terminology to attract people to join rallies ensued, including fun, enjoyment, excitement, friendship and signposting.</p> <p>Sue promised to take this feedback to the Centre and asked if anyone had any ideas to include in articles on encouraging rallying etc, to send it through.</p>
12.6	<p>Wendy Goddard pointed out that in days gone by (in her parents' day) people felt they were expected to join in with all activities on the rally field rather than sitting back and relaxing, which scared a lot of people off rallying. Nowadays there was a need to ensure that ralliers do not feel obliged or pressured to participate in activities if they do not want to. Rallies today also need to ensure there are appropriate activities aimed at children, as there is a need to attract families and the right people.</p>
12.7	<p>Sam Turner stated that the Centre had to pay £500 to provide transport for the EHU equipment to be taken to ClubFest after the Windsor event this year. He queried why they had been charged, and would they be charged again in 2023?</p> <p>The Chairman stated that the centre only paid for one way transport and the Club (ClubFest) paid the other. It was not yet known if charges would be made in 2023.</p>
12.8	<p>Fran Sawyer suggested that as ClubFest relied on volunteers giving up their time, there should be a reduced fee for them. There was definitely a need to recognise the volunteers, especially those who were on site for 2 -3 months. Dave Baber added he had e-mailed members of the Events Committee 6 weeks ago raising his concerns, and had not yet received a response.</p> <p>There were whispers that a discounted rate would be available, but this had not yet been confirmed. It was agreed this should have been available when the fees were announced, which would have prevented some volunteers making other arrangements for that weekend.</p> <p>Rodney explained there had been a change in policy at the Club, and that ClubFest needed to make money, rather than be supported financially which was very sad.</p> <p>Yvonne Baber added that since the increase of fees had been announced, the rest of the Blue Badge marshalling team had decided not to volunteer in 2023, and warned that if nothing was done soon to remedy the situation, ClubFest would be without experienced marshals next year.</p>

<p>12.9</p>	<p>The Secretary read out the following notice:</p> <p><i>"I'd like to bring to your notice an issue that we are pursuing on behalf of the Centres.</i></p> <p><i>You may not be aware that the Centres Rally Guide has still not been updated despite Rally Secretaries being asked to submit information by 15 July. In addition the rally search function on the National website ceased working in mid-July. I discovered this during the week of 25 July prior to going on holiday and this had still not be resolved when I rechecked later in August. The search function continued to state "no results found", no matter what dates were inputted.</i></p> <p><i>This meant that no one could search for rallies taking place over the August Bank holiday weekend and so I decided to submit a complaint on 26 August via the main website. I also informed Governance that I had placed the complaint, and Rebecca Newman, Governance Co-ordinator acknowledged this.</i></p> <p><i>Rebecca then responded again on 31 August, saying there was a technical error with the function and the information had not been able to be uploaded. I asked for an update prior to our last regional meeting on 14 September, pointing out that this had been on-going for 7 weeks and if it had been a technical error with the site booking system, it would have been resolved by now.</i></p> <p><i>Up until last Tuesday, I had not received any response. I asked Governance for an update, and Rebecca did respond, saying she hadn't received an update either and would chase. Apparently this part of the website is not run in-house, but by a third party. I was assured that the matter was being escalated to the Director of Marketing.</i></p> <p><i>The matter was discussed at our September meeting and we agreed to continue to pursue this on your behalf! It is now 10 weeks since I originally discovered the problem, and I'm sure you'll all agree, this is unacceptable.</i></p> <p><i>Watch this space!"</i></p> <p>This was passed to Sue who promised to pursue this at the Club.</p>
<p>13.0</p>	<p>THANKS AND PRESENTATIONS</p> <p>The Chairman thanked everyone for attending.</p> <p>There being no further business, the Chairman closed the meeting at 4:45 pm.</p>

Linda Allen

Regional Secretary

David Rickard
Regional Chairman

DRAFT