

Member Communities Communique

September 2021 Update

Update from 22nd September Club Council Meeting

The Club Council met for their 78th meeting in York, trialling a new format of 'on-the-road' meetings, inviting local committee members to join the meeting. Hence the usual Club Council attendees were joined by representatives from Leeds Group, York Group and Yorkshire Lunch Club for their usual meeting – the first in person since February 2020.

The usual meeting business was supplemented by the provision of a detailed membership update from the Chief Operating Officer, Pete Worster. Pete explained his primary role was having oversight of the entire membership process, from initial recruitment, the joining process, member engagement and the servicing of the membership functions.

Pete began by explaining some of the challenges facing the Boundless membership, not least the ageing membership profile, reduced recruitment in recent years and the difficulty in explaining the membership benefits in a succinct, but appealing manner. These issues added to the low profile of the brand within our eligible audience all contribute to a declining membership number in recent year.

Pete explained to the Club Council that considerable research has been undertaken to help understand the current membership trends, motivations and interests, and as such actions are already being introduced, including launching 4 new products, the re-introduction of the Membership Card and improvements to the individual experience for all members, particularly via the website.

Club Council members then had the opportunity to quiz Pete further on subjects as wide-ranging as future membership products, motorsports specific memberships, ease of access to the many benefits available and the potential for a Boundless App in the future. There will of course be more information coming out to all members via the usual channels, so keep an eye out for exciting news in the weeks to come.

Following Pete Worster's update, the usual business of the Club Council followed with updates provided by the Motoring Groups Leader, the Camping and Caravanning Leader, Social Breaks and Holidays Leader and the Local Groups Representatives.

The Club Leader, Madeleine Grubb also provided an update from the work of the Club Management Group including some changes to the way the Groups events are listed on the website (more details later), the preparations for the November Networking Meetings, the actions to be taken following the Investors in Volunteers accreditation and the Volunteer Survey findings (more details later) plus the plans for 2022 Member Events programme. Madeleine also outlined the approval for the launch of a new initiative focussed on providing free access to 300+ Historic Houses across the UK – look out for details of this opportunity being circulated shortly from the Member Communities team. Madeleine concluded her update by informing the Club Council of the recent sales of both Treworgie Barton and Parkergate cottages, and the impending sale of Ghyll Manor hotel.

Deputy Club Leader, Pete Gregory then introduced the proposal for limiting Club Council officer's tenure on the Club Council to just two terms, each term of office usually being either 2 or 3 years. This proposal was agreed and will be implemented over the coming years in an effort to encourage more new blood on the Club Council.

The Club Treasurer, Gerard O'Sullivan provided the Club Council with an update on the current Member Communities underspend caused by the reduced activity as a result of the Covid-19 pandemic. Gerard encouraged those Groups, who have not already re-started their activities by indicating that for the next few months, additional funding can be made available to support Groups in their efforts to increase member participation back up to the pre-pandemic levels. Gerard also outlined the issues being caused by HSBC bank introducing bank charges for their community accounts – Gerard will be contacting all Group Treasurers in due course to address this issue.

Club Council update continued.....

The Independent Council Members have been working on the development of a Recruitment Protocol for the Club Council to ensure a constant stream of potential Club Council members in the pipeline, whilst also ensuring those members that do join the Club Council receive an appropriate induction to ensure they are able to deliver the role for which they have been elected, most effectively.

The meeting concluded with an update from the Member Communities team, which included an update on the new SEN system (fingers crossed it'll be ready soon!), more detail on the Historic Houses initiative, the trial changes to the website and the 7 actions to be taken as a result of the Volunteer Survey and Investors in Volunteers accreditation.

The 7 key actions being:

- Improve access to Volunteer Hub/Club Handbook
- Ensure new volunteers are offered an appropriate induction process
- Develop a short help guide for Group officers/committee members
- Simplify the SEN/Risk Assessment procedure
- Sharing of potential new event ideas for events
- The widening of the promotion of Group's events to the membership
- Ensuring effective two-way communication between Group committees and the Club Leadership/Member Communities team

These actions will form the core of the work for the Club Leadership and Member Communities teams over the next 12 months.

Groups out and about!

We've been receiving some great event reports and photos of members enjoying getting out and about again as the Government restrictions have been lifted and confidence is slowly returning.

Keep them coming!

Here's **Kingdom of Fife Group** enjoying a delicious lunch at the Monturpie Restaurant overlooking the stunning Firth of Forth in glorious September sunshine.

Their first 'in-person' event since the Government restrictions were lifted saw 20 members and guests delighted to be back enjoying time with friends.



Not surprisingly – the Pavlova was a favourite choice of dessert!

Berkshire Group's Henley C&C Rally in August enjoyed all the fun of the fair.....but without leaving the Rally field!..



One of **Peterborough Group's** first 'in-person' events involved a trip to local Farm Engine Museum purported to be mainly farm memorabilia – however as the Group discovered, there was quite a lot more!

A great day out enjoyed by members and guests alike.



Our **Thames Valley Group** motorcyclists have been doing their very best to get out and about over the past few months (*as much as the Government restrictions have allowed!*) Firstly in small groups and then slowly building up their numbers and mileage as they venture ever further afield.

Here they are, enjoying a little break from the glorious September sunshine.....





Despite the Shrewsbury Flower Show being cancelled this year, our **C&C Group Shrewsbury Rally** still went ahead with everyone reporting another fantastic rally, organised by Rally Marshalls, Nikki and Mark Hart.

Even a bit of rain couldn't 'dampen' the enthusiasm!



Another event casualty of the pandemic was the Bristol Balloon Fiesta. However, the **C&C Group Balloon Fiesta Rally** also still went ahead, organised once again by Robin and Margaret Ferris.



Don't forget many of the C&C Rallies are tent friendly as well!



37 members from our **York Group** enjoyed a great day out at Tennants Auctioneers in Leyburn. After a short coach journey, all enjoyed refreshments whilst learning about the history of this fascinating business. A delicious two course lunch followed by a tour of the salesrooms, left just enough time for tea and cakes before the coach journey back to York.

Another great day out shared with friends!





Kingdom of Fife Group did their bit for *National Get Out Day* on 26th September, with a group trip to the stunning Dunimarle Castle.



We were delighted to finally be able to host members again at the **Bournemouth Airshow** and the **RHS Wisley Member Day** – the first Britannia House led ‘in-person’ events for nearly 2 years!

It was great to see so many members, once again enjoying another of the benefits Boundless membership brings.



**Keep sending your photos in of your Group out and about enjoying yourselves!
We love to see them and will include them in the next Communique.**

Please send your photos to membercommunities@boundless.co.uk

Networking Meetings – November 2021

Last few places available!

Spaces are now becoming limited for the November series of Networking meetings, so if your Group would like to send a representative, please email member.communities@boundless.co.uk as soon as possible to book a space.

We currently have 9 places available at the Guildford Networking Meeting on 3rd November, 12 places available at the Taunton Networking meeting on 9th November, and 6 places available at the Derby Networking meeting on 11th November.

Single Event Notices (SENs)

Thank you to everyone for your patience whilst we've been operating the interim system for the last few months. The good news is that the new system is very nearly ready, and it should save event organisers a great deal of time filling out the necessary Risk Assessments as they will all be 'logic based'. In other words, the less hazardous activities involved in the event, the less Risk Assessment questions! More details will be circulated just prior to launch of the new system. Thank you again for your patience.

In the meantime, please keep sending in your SENs for events, the earlier we have them, the more chance we'll have of including them in the promotional channels we have access to.

Groups 2022 Budgets

The deadline for all Groups budgets to be submitted to the Club Treasurer and Member Communities is fast approaching.

All 2022 budget requests are to be emailed to Gerard.OSullivan@boundless.co.uk (Club Treasurer) and copied to membercommunities@boundless.co.uk by **Friday 15th October 2021**. Any budgets received after this deadline, may not be eligible for funding.

Please contact either Gerard or Nick if you are concerned your Group will not be able to achieve this deadline.

Historic Houses Initiative

In the coming few weeks your Group will be contacted with regard to an initiative we're running in association with Historic Houses.

This exciting new opportunity will provide Groups with an opportunity to visit one of over 300 Historic Houses across the UK. Kadie will shortly be in touch to outline how this link up will work and the opportunities for all Groups to really enhance their 2022 event programmes.

To whet your appetite, visit the Historic Houses website here: <https://www.historichouses.org/>

January/February Magazine

Message from the Editor

Are you planning a family trip in September or October? Are you whisking Mum and Dad away for a mini-break, or taking the grandkids off on an adventure? If yes, you could be featured in the Jan/Feb issue of Boundless magazine. Please email hello@boundlessmag.co.uk if you'd like to be involved and one of the editorial team will be in touch.

Message from Kadie

We're still awaiting many SENs for January and February to populate the magazine calendar pages. If you've got an event sorted, please let us know as soon as possible. Thank you.

Changes to the Boundless website

We're going to be trialling some alterations to how Groups events are promoted on the Boundless Website.

Instead of there being a separate tab for Groups events, currently named 'Groups Activities', we're going to be working towards listing all events (both Groups events and Britannia House organised) in the one place, under the 'Boundless Events' tab. This trial has been prompted by our reviewing the member research to establish the hurdles members have to attending Groups events – the primary concern being their ability to easily find events on our website.

We will therefore be using 2 very simple 'filters', to enable members to reach their desired events as quickly and easily as possible. We'll be maintaining the current Groups Activities tab as it is for the moment until we can gauge members reactions to the alternative web page navigation – hence we'd be very interested in your views on the trial changes (please email kadie.crichton@boundless.co.uk)

Using the 'Filters'

The first filter will enable members to look for the type of event they're interested in:

'All' – *this will list all events*

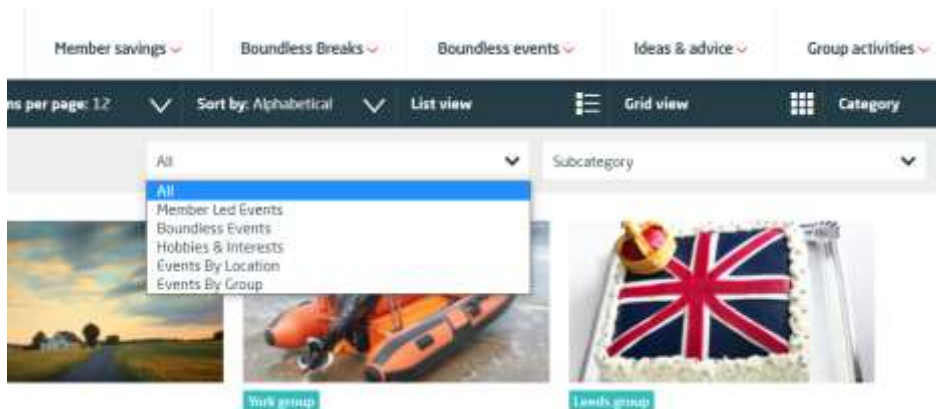
'Member Led Events' – *this will include all the Groups or volunteer led events*

'Boundless Events' – *this will include all Britannia House led events*

'Hobbies & Interests' – *this will focus on the various specialities within our offering (i.e. Motorsports, Camping and Caravanning, Classic Vehicles, etc..)*

'Events by Location' – *this will focus the search on geographical areas of the country (i.e. South-East, South-West, Wales, Scotland, etc..)*

'Events by Group' – *this will enable members to search for a specific Local Group*



The second filter will detail the subcategories determined by the first filter. For example if you select 'Member Led Events', the subcategories will list 'Online Zoom Events', 'Free Events' (such as Group Treasurer hunts etc.), 'Talks' (such as Club Nights), 'Day Trips' or 'Social Meet Ups' (lunches, etc..).



Please visit the Boundless Events page on the Boundless website and let us know what you think of the new filters.

Member Events Programme

It might seem a little Autumnal outside, but there are still plenty of events going on (both virtually and in-person for members to enjoy).

In the next few weeks, we have another great online session with Astronomer, Will Gates who'll be enlightening us on the science behind the stunning Northern Lights. We've also a fascinating insight into the world of criminal forensic science with renowned forensic botanist Patricia Wiltshire.

But it's no longer all online events – we're back delivering in-person events as well! We've still a few tickets left for the Silverstone Experience Member Day in October and we'll soon be releasing tickets for the two winter extravaganzas at Longleat and Chester Zoo.

The remaining 2021 Events programme is listed below:

2021 Member Events

Online Event	Astronomy - Northern Lights	12-Oct
Member Day	Silverstone Experience	16-Oct
Online Event	Everybody Leaves a Trace	26-Oct
Member Day	Longleat	20-Nov
Online Event	Jaguar E-Type 60th	16-Nov
Online Event	Atlantic Rower	30-Nov
Member Day	Chester Zoo Xmas Lights	04-Dec
Online Event	Festive Floral Workshop	07-Dec
Online Event	Christmas Quiz	14-Dec
Online Event	Festive Craft - Kids	21-Dec

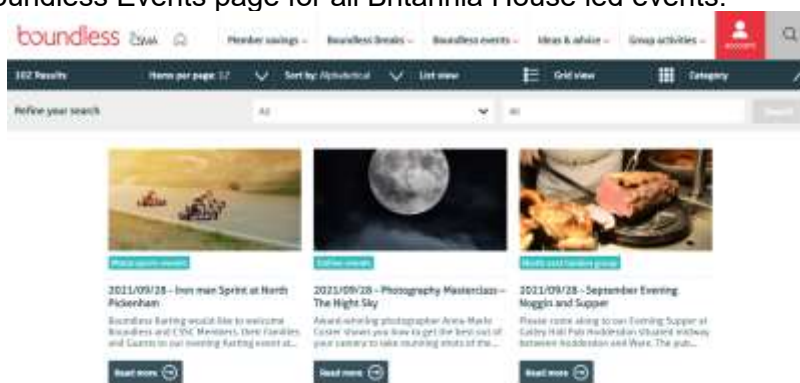
The 2022 Member Events programme is also now taking shape, with member hospitality planned for the Bristol Balloon Fiesta and Eastbourne Airshow in August of next year.

We've Member Days planned for 3 Wildfowl and Wetlands Trust venues, plus Kew Gardens, Wakehurst Place, Eden Project, Cheddar Gorge and RHS Bridgewater, plus several more in the pipeline.

We're also hoping to re-start our Flagship events with visits to the Red Arrows new base at RAF Waddington, a celebration of Jaguar cars 100th Anniversary and some more behind the scenes visits to the Williams F1 team.

We will also be continuing our successful series of online events covering a wide range of topics of interest to our members. So, if you've any ideas for an online event, or indeed a suitable in-person event, we'd love to hear from you.

Keep an eye on the Boundless Events page for all Britannia House led events.



Local Group Representatives

Following the recent election of Janice Stace and Bob Thomas as Local Group Representatives, the Local Group allocations have been re-arranged to reflect geographical locations.

Local Groups Representatives will now be allocated as below.

Please can all Group Secretaries please ensure they copy in their appropriate Local Group Representative when sending their Group Minutes to Member Communities.

Your Local Group Representative should also be your first port of call for any matters affecting your Group or matters you wish to raise with the Club Leadership/Club Council.



Janice Stace

yorkgroup@boundlesscommunity.co.uk

Chester & Wirral Group
Edinburgh and the Lothians Group
Kingdom of Fife Group
Leeds Group
Lincoln Group
North West Lunch Bunch - (LOG)
North West Motorsports Group
Pendle Group
Sheffield Group
Shropshire Group
Yorkshire Lunch Club (LOG)
York Group

Jeff Kenyon

jeffrey.kenyon789@gmail.com

Bath and Bristol Group
Berkshire Group
Dorset Group
Exeter Group
Farnborough Group
North Somerset Group
Oxford Group
Portsmouth Group
Swindon Group - (LOG)
Tamar Group
Thames Valley Group

Bob Thomas

bobt55@btinternet.com

Bexhill & District Group
Cinque Ports and Canterbury Group
Guildford Group
Ipswich Group
North East London Group
North London Karting Group
North West London Group
Norwich Group
Peterborough Group
Surrey Group
Tonbridge and Tunbridge Wells Group

Investors in Volunteers

Club Leader, Madeleine Grubb is delighted to report that the Investors in Volunteers accreditation was gained in July and would like to express her thanks to our volunteers, Independent Club Council members, Club Leadership and the Member Communities team for their valuable contributions in working towards this award over the last 2 years.

A summary of the report is available from Member Communities and Madeleine is keen for Committee members to take the opportunity to read it and reflect on the recognition that our volunteer community is central to the ethos of our organisation and also the recognition of the value the investment in volunteers and member led activities provides Boundless.

The Club Council has noted several recommendations from the report and identified actions to be taken and will report back to members as these progress.

As part of the accreditation, we are now permitted to use the Investors in Volunteers logo on all our promotional and communication channels, this includes Groups Newsletters, Programme Cards, etc. Please contact the Member Communities team if you'd like a copy of the Investors in Volunteers logo.



Volunteer Survey

Thank you to all those members who completed the recent Volunteer Survey. The full results of the Volunteer Survey are available on request from Member Communities to any Boundless Committee Member.

As a result of the Volunteer Survey, combined with the feedback report from the Investors in Volunteers, the Club Council have agreed the following 7 actions to be worked on in the next 12 months:

1. Improve access to Volunteer Hub/Club Handbook
2. Ensure new volunteers are offered an appropriate induction
3. Develop a short help guide for Group officers/committee members
4. Simplify SEN/Risk Assessment procedure
5. Ensure the circulation of potential new ideas for events to Groups/Committees
6. Where possible, widen the promotion of Group's events to the membership
7. Ensure an effective two-way communication between Group committees and the Club Council/Member Communities team

About the Communique

The Communique is sent to around 350 of our volunteers, Group and Association Officers and other interested members. Many of our Group Secretaries also forward the Communique to those members who regularly attend their Group events.

We're always looking to improve the Communique, and would really appreciate your feedback regarding what you like and what you don't, what you'd like to see more of, or less of, is the format ok, etc.?

Let us know by emailing: membercommunities@boundless.co.uk