



Board Meeting Minutes
Monday 28 March 2022 at 7pm at CSC Clubhouse



	Topic	Information	Lead/ Action
1	Present and apologies	Present – SH, MAB, JD, CT, LP Apologies – DF, DH, MW No absences	MAB
2	Minutes of Meeting of 21 February 2022	Approved by JD, seconded DV	MAB
3	Matters arising from the Minutes.	Included in items for this meeting	All
4	Treasurer's Report	See note to item. NB intruder alarm on insurance MAB to check with DF, also if any cyber report follow-up	DF MAB
5	Board, Committee and appointments	Still don't have Social Convener, however we are working around this. Development Group to look at more structured volunteering.	SH
6	Training report	See note to item from Richard Jenner (RJ), RTC Principal. Secretary to be liaison with RTC Principal for RTC stuff. MAB to circulate RTC handbook.	RJ MAB
7	Membership update	See note to item from Helen Jenner (HJ), Membership Secretary.	HJ
8	Buildings; Health and Safety	DV reported that first aid kit in club kitchen pretty good, LP making check list for first aid kits. New pulse-oximeters have been put in skiffs, LP will put them in two RIBs. DV also reported that local club neighbour is going to give price for door and floor of loft and can carry out work, including also fixing loo roll holders. Ref decorating the clubhouse, DV also knows local painter/decorator, and SH reported that some rowers offering to paint etc. Development Group looking at facilities including fabric of clubhouse next meeting in April.	DV, LP
9	Harbourmaster Update	Replaced 2 wall chains at far end of harbour; inspected ladders – one has worn bolts to be replaced but challenging, may need expert help. W wall ladder has missing lower section – but maybe never had it? But makes mooring tricky. Misadventure owners been contacted by JD and DH but despite saying they would, have not been in touch with date. Need to talk to Joe Duncan – what can do to get rid of it. Wait until accessible after crane-in then write again, followed by visit to house in person, appeal to better nature. Tried to contact Peter Illingworth about moving Ginty cradle and knowledge of ladder but not yet managed to get reply. 4 harbour berth-holders all coming back this year. Shoal removal – licensable; problem of where to dump it; before licence need sampling of what removing. JD will start looking at process/costings. Problem is getting bigger, bigger cruisers increasingly have problems coming into harbour. Peter Illingworth had said from research won't be allowed to do it in summer.	JD

		Licence – lasts 2 – 4 years, can carry out operations as many times as want in that time. JD will come up with proposal for next meeting.	
10	Moorings update	14 summer moorings prepared. Currently only 10 winter risers available but hope to recover more when divers return on 7/8 April	DH
11	Sailing Secretary update	Schedule published, few hiccups but sorting out. Dutyman not allowing sign-up but Richard Evans is on the case. SH will add descriptions on Team-up.	LP, SH
12	Rowing Update	A meeting of rowers took place in mid March to discuss the summer rowing program. The programme is a mix of weekday, evening and weekend sessions which is now on Teamup. They are taking one boat and 11 rowers down to the Loch Awe Adventure weekend at the end of April ,which is a mix of social rowing and events and a 24km race. They are also taking part in the 5 Miles from Home rowing challenge in April and regattas later in the year. They decided to hold an UnRegatta again, date still to be decided. Six members volunteered to join a rowing sub-committee.	SH
13	Club Development Group update	See note to item.	MAB
14	Promotion Group	Exit survey - see note to item. Should retain exit survey for future. Promotion update also on note to item. Newsletter ready to go.	CT
15	Membership etc issues arising from exit survey	Membership discounts / instalments: SH to talk to DF; idea of old on-water kit for eg fun day. SH to put proposal together. Follow-up on potential re-joiners - those from exit survey who gave e-mail could receive newsletter. CT to ask them if happy and then approach HJ to see if can find a way to include them on Dutyman as interested ex-members for mailings; All-abilities rowing – CT to tell SH specific info about exit-survey issue here to see if there is a solution	CT, SH
16	Paddle-boarding	Board to consider in principle support for paddle-board instructor training on same basis as DI training. See note to item Board agrees. Make sure provide ongoing support to instructor to deliver training SH and Claire Scott meeting Graham Bull to discuss risk assessment and how deliver peer to peer sessions for paddle-boarding etc. before go live	SH
17	Club-level activity safety and good-practice standards and management	Board to address issue of standardised operating procedures across all disciplines, appropriate for activities. RTC guidelines provides good baseline for sailing activities and could be adapted for other disciplines. Linked to this is considering how to upskill our volunteers for safety management etc (eg more PBIs) Safety – RYA support? May already be a number of resources available from RYA. MAB to talk to RJ as RTC Principal to see what support may be available to wider club from RYA as is an RTC	MAB, SH

		SH to engage swimmers – club standards for all disciplines	
18	Club boat complement	Including possibility of buying kayaks etc. from West Lothian. MAB awaiting response from West Lothian about precisely what dinghies etc available. Generally felt that options are wider for members if have bigger 2-3 person club boats. Conversation to be engaged with members during the season. Also discussed club boat maintenance; currently RTC principal looks after boats used for training, however this is already onerous and any additional club boats could not simply be added to the training boats for maintenance. Ideas such as having maintenance sessions for members looking to share ideas and skills in fixing/maintaining sailing dinghies, could be on a Friday eve etc. could be added to club programme with a view to increasing membership involvement and sense of ownership/responsibility towards the care of club boats/assets. Links with Development Group work on volunteering.	MAB
19	CASC wind-up and SCIO update	CASC officially wound up - see note to item TAR draft ready. MAB to finalise and submit.	MAB
20	AOCB	Drone footage from Fun day last year presented by CT. 2 new fire extinguishers going into RIBs this week (LP). JD going to pressure wash slipway this week.	CT, LP, JD
21	Date & Location of next meeting	3rd May Tuesday 1900 club	MAB

Officers of the Club/ Office Bearers of the SCIO:

Sandra Hogg – Commodore – SH (also Rowing Secretary)

Treasurer – David Finlayson – DF

Secretary – Marisa Astill-Brown – MAB (also Club Welfare Officer)

Committee/Board General members:

David Vincent – DV – (also Health and Safety Officer and Building Custodian)

Diarmid Hogan – DH – (also Cruiser Liaison and Moorings Convener)

James Dargie – JD (also Rear Commodore and Harbour Master)

Mike Wilson – MW

Chris Taylor – CT

Lisa Pattenden – LP (also Sailing Secretary and Safety Boat Bosun)

Social Convenor – Vacant

Note to Item 4 – Treasurer’s Report (DF)

March 2022

Membership: Membership income is presently (17/02/2022) £7,031.50 to which should be added income from dinghy storage currently at £3260 for a total of £10,291.50.

Extraordinary expenditure: The second-hand Topaz has now been paid for, £1000, and is due to be collected on 22/03/22. Uncertainties remain around costs of moorings reinstatement and harbour bar removal. Pulse oximeters (5) and Thermal Protection aids (TPAs) (5) have been purchased for the RIBs, skiffs & clubhouse. Total cost - £134.50.

Bank Accounts: The process of adding and removing signatories has stalled as the initial mandate variation from was rejected. A new one has been submitted.

PayPal: I have been unable to make progress with changing the PayPal account.

HMRC: I await confirmation from HMRC that they have processed the intimation of closure of the CASC. I have had no further word about the status of the corporation tax return.

Business Stream: I have confirmation of the continued rebate on water rates for the next 12 months.

Balances as at 17/02/2022

Old account: £ 0.00

New account: £ 59,403.71 (after payment of legal fees)

PayPal: £514.56

Total: £59,918.27

David Finlayson

Treasurer

Note to Item 6- RTC UPDATE TO THE BOARD (Richard Jenner, RTC Principal)

We 'sold' all 32 first aid places but 2 had to drop out through no fault of their own and have had their fees refunded. The PBL2 course went well with 6 students. The RYA inspection is scheduled during the DI course (probably the last day 6 April). Course bookings are going well. I have redrafted the RTC handbook to reflect the changed relationship between the RTC and the club now that we no longer have a Training Principal covering all disciplines.

Note to Item 7 – Membership Report for CSC Board meeting 28.03.2022 (Helen Jenner, Membership Secretary)

Previous years – in the last few years there has been an expected “churn” with around 20 non-renewals/resignations each year.

This year - 2022

At 24 March the number of resignations (i.e members who have indicated that they do not wish to renew) has increased to 33 memberships including 35 members.

At 24 March another 11 memberships have either not responded to repeated contacts or have said that they will “decide” by 28 March. I am away from 28 March to 1 April inclusive – will “finalise” these memberships on return unless the members have specifically requested a little more time.

There is no single apparent reason for this increase in non-renewals, there are only two “new” reasons given:

5 swimmers who joined late in 2021 and in practice didn't use the facilities

2 long standing members with no email who didn't respond when asked by post whether they wished to be members of the SCIO after the transition from the CASC, however neither of these had been active in the Club for some time.

Of the other “resignations”:

5 gave no reason

7 have either moved away and/or their boats are no longer at the Club

6 reported other changes of circumstance e.g work and family commitments

3 reported current lack of time but do plan to return at a later date

5 Have “retired” due to age or health issues

None indicated any dissatisfaction with the Club but that may be politeness!

New memberships

These are encouraging with 11 new memberships completed so far this year with a few “pending” including adults and juniors who have signed up to dinghy training but have not yet joined.

New members to record

Stacey Hinton – Individual

Louise Hoult – Individual
Catriona McWilliam – Individual
Grant Andrews – Individual
Louise Allen – Individual
Lucy Knight – Junior
Mandie and Barrie Cran – Family
Nick Boyle – Senior Individual
Iain McCulloch – Individual
Marc and Rose Grant – Family
Audrey Buchanan – Individual (subs still pending at 24 March)

Helen Jenner, Membership Secretary

Note to Item 13 - Club Development Group (CDG) (MAB)

CDG currently focusing on planning support and systems to be prioritised for the new season to move in the general direction we have identified. This has included taking an overview of the programme across and within the disciplines as far as possible, and to dovetail with the promotion group's work. Next steps to look at our facilities to support the programme this year, followed by a deeper look at how to manage our volunteers.

Note to Item 14 – Promotion Group (CT)

2022 Exit Survey

Survey sent to 24 leavers on 14th March from the Commodore

9 responses received and while it is still open, I wouldn't expect many more to come in now.

Overall - very positive feedback with high level of satisfaction with the club, across the board.

- We asked people to rate overall satisfaction with the club over the time they have been a member. Average satisfaction is 4.44 / 5 which is fantastic.
- There is a wide range of membership length. Longest is 16 years, several 2-5 yrs and 4 had been members for less than 1 year.
- There is no link between length of membership and reasons for leaving. One recent member was a swimmer who hadn't used the facilities, but others were injury or moving away from the area.
- Only one person expressed what we could call a complaint. That was about the change in membership fee (for cruisers).

People who respond to exit surveys tend to be polarised - very happy or very grumpy. While we don't know about the 15 people who didn't respond, the fact that those who did are so positive is a good reflection on the club.

Reasons given for leaving

New babies (plan to rejoin) / injury (would re-join) / new disability / lack of time (would re-join) / price change for cruisers / low income / didn't use facilities.

Areas we could improve -

- Several people commented that they appreciated the exit survey - **we should retain the exit survey process**
- Several said they may re-join if their circumstances changed - **we should follow this up where they have supplied contact details.**
- One person would re-join if we had an all-abilities rowing skiff.
- One person was leaving as they could no longer afford to be a member. They suggested we look some sort of discount for families on low incomes, and we take payments by instalments. - **something for the Board to consider.**

We should also reply to a few people who have suggested specific areas for improvement to let them know what, if any, action we are able to take.

Promotion Sub-Group – March Update

The group is aiming to:

- Present the club as a friendly, inclusive and welcoming place
- Promote all activities that we offer
- Design our communication in a way that supports the aims of the Development Plan, in making us appealing to the new users and potential new members that we wish to attract.

Activity completed:

- 2nd press release issued – 29er training weekend
- Image library created
- Refreshed layout for website
- Video finalised
- Club Facebook Page refreshed

Coming up

- Newsletter issued
- YouTube channel created
- Comms on the start of the season, shakedown sail and first Fun Day to include the Prizegiving.

CSC Website Name

As we refresh the website to present a broad range of activities, the best name for the website has been discussed. Various options have been suggested through the Promotion Sub-Group:

Chanonry Watersports / Chanonry Watersports Club / Chanonry Sailing Club, incorporating Chanonry Rowing Club, Chanonry SUP club etc / Black Isle Watersports / Chanonry Sea Sports

Note – this does not entail changing the name of the SCIO, we are only talking about what we call the website.

Considerations

The name 'Chanonry' is important and has a level of awareness and a historical significance. The term 'club' is also important. It sets us apart for commercial watersports centres, and reinforces the fact that are run by members, for members.

We have become aware of a few instances where people (including members) are unsure about what the club is, for example comments such as - 'I am a member, can I go rowing' or 'is the sailing club the same as the rowing club'. As we broaden the activities on offer these issues could increase. The promotion sub-group are not aware however, that the issue of the name is presenting a major difficulty to non-sailing groups – rowers, swimmers, etc, but that may need explored further.

Changing the name is a large undertaking. It would need to be done consistently across everything, newsletters, web, facebook etc and we would need to think about our logo and other places the name is used, such as in signage and on some branded merchandise.

While there is some uncertainty around our brand and what sort of a club we are, we are also in a period of transition, moving to a new development plan which has yet to be embedded across the club. Work underway on the website, facebook and our other communication can (it is hoped) go a long way towards presenting us as a more open and inclusive club.

Recommendation

On reflection, the recommendation is that we retain the name Chanonry Sailing Club, complete work on promotion and monitor views of all groups over the coming year, while the new development plan beds in. We can revisit the name and the logo in 2023 if there is a demand to do so.

Note to Item 16 – Paddle-board instructor training (SH)

Costs around £320 for 3-day level 1 Coach, though may be cheaper if can be delivered at club for min 4 people. Claire Scott would like to do this to support paddle-board offer at the club.

Note to Item 19 CASC wind-up and SCIO update (MAB)

Minute to note that further to the closure of the old bank account, the CASC has now formally been wound up. Formal HMRC communication received also; in OneDrive.

TAR draft ready. Subject to any last minute changes and formatting ready for submission to OSCR.