

NATIONAL ASSOCIATION OF BOAT OWNERS

Minutes of a meeting of the Council held on 3rd July, 1993 at The Port 86, All Saints Street, Hockley, Birmingham, commencing at 10a.m.

Present: Penny Barber, Melanie Darlington, Jon Darlington, Dave Green, Roger Hancock, Neil Hutchinson, Christine Potter, Peter Sterry, and Nikki Timbrell.

1. Apologies: Phil Bland, Peter Lea, Harry Winter and Thomas Hartney.
Welcome to Roger Hancock.
2. Minutes of the meeting held on 5th June, 1993
 - 2.1 Item 5.2.1: delete the words "and the Council agreed".
 - 2.2 Item 5.5.6: delete sentence "It was agreed... ..backing to restoration".
 - 2.3 Item 11.1: add the words "in a professional capacity" after "represent NABO".

3. Matters arising from the minutes not covered by this agenda

- 3.1 Item 3.1: Survey of insurance companies. Since a Boater had hurriedly been produced following developments with the BW Bill, there had not been time to include a piece on Neil Hutchinson's insurance survey. To be included in next issue. NH/DD
- 3.2 Item 3.6: Licence prosecution appeal. Jon Darlington had tried to acquire a transcript of court proceedings concerning this case, but none is available. Without details, there is nothing more NABO can do.
- 3.3 Item 3.7: Lord Strathclyde's letter. Jon Darlington has drafted a reply to Lord Strathclyde, pointing out that NABO's position has been vindicated concerning the BW Bill.

The desirability of meeting the Minister for general discussion, a "paving meeting" was discussed, as well as the possibility of discussing the funding of the waterways. It was agreed that it was perhaps not a good moment to discuss funding, although it would give NABO an opportunity of backing BW, but that we should be able to meet the Minister. Jon to suggest a meeting (again) in his letter. JD

- 3.4 Item 4.7: Insurance. Penny Barber had obtained a quote of £135 for public liability insurance, from a broker who had agreed to waive the commission, apparently from the same insurance company as quoted by Michael Stimpson. It was agreed to take out the insurance via Michael Stimpson, despite the additional £15, as Mr Stimpson has done much for NABO in the past. It was suggested that we send him a further supply of application forms, as he has been including them in his insurance renewal letters. PB

Peter Sterry reported that he had been unable to obtain quotes as yet for the tent and stand, but questioned whether the tent was worth insuring. It was agreed that we should carry the risk of the tent, and Peter would get a quote for insuring the stand. PS

4. Treasurer's report

- 4.1 The current bank balance is £6222.

Income since last report: £463 total, from new members £223, renewals £136, Stickers £36, donations £15, family members £28, sweatshirts £25.

Expenditure since last report: £154 total, comprising bank charges £10, stationery £17, stamps £87, photocopying £9, Lee & Stort Forum £16, room hire £15. Invoices awaited from Jon and Melanie Darlington for last Boater, and Jancraft.

- 4.2 Nikki Timbrell questioned the high bank balance, and asked what it was going to be used for. It was suggested that NABO should have a special reserve fund in case it incurs legal costs; it could have been used to pay costs for attending the House of Commons Committee (now not necessary); it will enable us to keep down the membership fee. Dave Green suggested that it could soon be time to consider having paid help for the onerous jobs such as the Boater production and membership, or buying equipment such as a photocopier or fax.

Peter Sterry suggested that NABO officers could be paid an Honorarium for their services, as in other organisations. Dave Green thought this might be tricky - the Council members were not unwilling to give their time, they just did not have enough of it. Christine Potter is keeping a time record of the membership job; Jon and Melanie Darlington are able to give exceptional amounts of time because of unemployment.

- 4.3 Christine Potter has had to buy a new inverter for her boat in order to run the computer. Penny Barber asked the Council if approval could be given for some contribution to this cost. The possibility of NABO buying an inverter which could also be used on show stands etc was discussed, but it was decided that it would be better to rent the use of Christine's inverter for 25p per hour.

- 4.4 Penny Barber will prepare last year's accounts for the next meeting. Jon Darlington to check on the position of the Auditor. PB
JD

5 Reports from Council members

5.1 Membership

- 5.1.1 Total number of members 1034. The number of deletions reported in the last minutes (item 5.1.4) has been found to be in error, due to compression of the records in transferring the data from Dave Green's computer to the new NABO computer last November. The number of deletions from August and Sept, last year are therefore not known.
- 5.1.2 Membership numbers have now been assigned to all records. The membership number will be changed to zero if not renewed; thus all records will be kept.
- 5.1.3 Second reminders for May and June were not sent out with the Boater, as Melanie Darlington did not know who had paid since the last meeting, and there have been complaints from members receiving reminders after they had paid. Dave Green proposed to send a copy of the banking details to Melanie as well as to Christine Potter and Penny Barber to overcome this problem. DG
- 5.1.4 Melanie Darlington suggested that Christine Potter should produce a list of members due to renew in April 1994 as soon as the April deletions are completed. If done every month, a full membership list will be accumulated. CP
- 5.1.5 Neil Hutchinson questioned whether we had a firm idea of the growth of membership. Penny Barber mentioned that the RBOA have a turnover of members of one third each year. Neil suggested that a list of lapsed members is prepared, so that we can find out why they have dropped out. A variation

on the recent questionnaire was suggested, but Dave Green thought we would be unlikely to get any response, and that a telephone survey of a sample would be more effective. Neil Hutchinson to follow up, being careful not to question re-applied members.

NH

5.2 Boater

5.2.1 The last issue of the Boater was praised by Peter Sterry, but the lengthy article concerning the Bill was questioned by Nikki Timbrell. It was justified by the necessity of giving the members detailed information as quickly as possible. Jon Darlington did concede that the article could have had better headings.

5.2.2 Nikki Timbrell had considered a design for the cover of the Boater (item 5.2.1 last minutes), and suggested that we should commission another cartoon from Jake Kavanagh. This idea was rejected. Nikki to think again.

NT

5.2.3 Melanie Darlington reported that 49 replies to the questionnaire had been received so far - an excellent response in 4 days. Most respondents found the Boater interesting, one found it difficult to read. It appears that most (so far) are not interested in houseboats, but many are concerned about fishermen.

The question was raised as to whether NABO should seek to represent owners of houseboats as a matter of policy. It was agreed that we should discuss this at a later date, following further responses to the questionnaire. Jon Darlington thought we should address unfairness whenever it affects any type of boat owner.

5.3 Newsletter

5.3.1 A newsletter will follow this meeting. It will contain a report on this Council meeting, news of the final outcome of the Bill, and an article on the progress of the BW Customer Charter.

5.4 Publicity and Public Relations

5.4.1 Peter Sterry reported that, apart from Ellesmere Port, he had no commitments for talks. He hopes to gather invitations when he goes boating.

5.4.2 Peterborough Waterways Festival

Peter Sterry inquired about the price of an outdoor space - £100 + VAT. Nikki Timbrell contacted Pat Buckle, the organiser, and was offered a space free of charge. We have to hire a marquee with a fire certificate, and Nikki has organised this at a cost of £90 + VAT. A table and chairs have also been ordered, another £10 + VAT.

The display material for Peterborough to be collected, encapsulated if necessary, and organised for Peterborough by Nikki Timbrell. Extra Boaters will need to be printed for use on the stand.

NT
MD

Pat Buckle has also offered to put NABO leaflets into the welcome packs for visiting boats. Nikki Timbrell suggested stamping these leaflets with "see us at stand X" as soon as the stand number is known. Dave Green wants a stamp with the NABO bank account number at the same time.

NT

Nikki Timbrell raised the question of a membership pack, available to give to new members joining at a show. This would save postage, and be something to give in return. This was agreed - Christine could produce them.

CP

Peterborough (cont)

The policy re giving away the Boater was discussed. It was agreed that it should be put into membership packs, but not given away too freely. Christine Potter suggested that we should have clear guidelines for those manning the stand - Christine to draw up a list. CP

Peter Sterry suggested that there should again be a special show offer of free stickers. Melanie Darlington thought there was a need for an expanded document about the aims and achievements of NABO. It was agreed to look at the possibility of producing an achievements leaflet.

- 5.4.3 Penny Barber had investigated the production of NABO pennants. They will cost £6.70 each to produce, including VAT, and there is a minimum order of 25. The stock could be held by Jancraft. It was agreed that we could sell them for £8. Neil Hutchinson asked if they included a toggle and lanyard. Penny to investigate, and order in time for Peterborough, provided that if a toggle etc was not included, the price was not increased by more than £1. PB

5.5 Regional representation

- 5.5.1 Penny Barber has had a letter from Mrs Taylor of Nantwich, who lives on her boat and has just settled her children in school and arranged to have her moorings paid by DSS (income support), but BW will not allow her to live on either of the moorings suitable for her. Penny has replied with general advice and referred her to the RBOA. Copy correspondence to Tom Hartney. PB

6. BW Bill

- 6.1 Dave Green has the originals of the legally binding undertakings, changes to the Bill and statements of intent given to NABO following negotiations about the Bill and the withdrawal of the NABO petition (doc 93030). These should be kept safely. Roger Hancock offered to arrange strongroom facilities for this. Dave Green to send them to him, together with a file of minutes and the constitution for safekeeping. RH/DG
- 6.2. Dave Green, Jon Darlington and Peter Lea attended a meeting with BW on 17th June, where BW eventually caved in over the last few points requiring concessions. Dave Green pointed out that we should make it clear to the membership why we had withdrawn without getting everything asked for in the petition - this was because the concessions were offered by BW as a package if NABO withdrew its petition. Without withdrawal, all the points would have to have been argued all over again with the Committee, and the results might not have been so good.
- 6.3 One member, via the questionnaire, suggests we should continue to object to the Bill, against the whole legislation. It was always felt that petitioning against specific points would be more effective.
- 6.4 NABO can continue to fight against standards, which could still be imposed without the Bill. It will be possible to fight for exemptions for classes of boats on the grounds that such boats are not reasonably capable of being modified. The possibility of doing research into justifications for standards was discussed - it might be possible to fund a student to do this. Jon Darlington to make inquiries to Birmingham University. Meanwhile, we can ask members to send us details of any accidents they know about. JD
- 6.5 Jon Darlington has been asked by BW to give them help getting the Bill through the Committee stage! He has been asked for a letter supporting

Schedule 1 of the Bill - to indicate that Schedule 1 with its amendments is better than the existing situation. The RBOA are also involved (houseboat clause). Jon Darlington is writing a letter, suggesting one further improvement. Roger Hancock suggested that it might be better to give evidence to the Committee personally, but Jon disagreed - we cannot be seen to be opposing the Bill now, and BW are hoping not to have to use the letter. There is an individual petitioner who may be able to raise further points for us.

6.6 The Committee consists of 4 MPs, of which the Chairman (with casting vote) and one other are Labour. Thus there is a Labour majority. They are concerned about houseboats. So far Clause 27 has been thrown out, as well as Clause 13 section 2 (changes to Schedule 1), which means that Schedule 1 is now fixed.

6.7 Consultation procedure. Jon Darlington has sent a copy of his consultation procedure to John McCormack, who may be able to bring the subject up with the Committee - the Chairman is sympathetic to consultation. Legislation could make the procedure effective. The MMC also have a copy, and they might pursue the ideas.

6.8 Neil Hutchinson suggested that we should send a Press Release about NABO's success with the Bill to anyone willing to display publicity material for NABO, e.g. those who have requested posters. For example "NABO beats the Billanother reason for joining." A discussion followed on whether we should try to make a list of people willing to display material, or send it to all members.

7. Boat standards

7.1 Harry Winter sent notification of a DoE meeting on Monday 5th July about the European standards. Harry is unable to attend, and wondered if Jon Darlington could go instead. Jon unable to go either, but to phone on Monday with apologies.

7.2 Points raised at last meeting concerning BMIF (item 7.1 last minutes) and the Old Gaffers Sailing Association (item 7.2) were to be followed up by Harry Winter. The progress of these is unknown, so Jon to chase up with Harry.

JD

8. Representation for Broads members

8.1 A search of the membership database has revealed no members with addresses in Norfolk and Suffolk. List of waterways where boats kept is incomplete.

8.2 There are undoubtedly many potential members on the Broads, and a discussion followed on how we could exploit these potential members, how we identify the problems on the Broads and how to attract members from other non-BW waters. It was agreed that we could contact the Broads Authority for a list of Boat Clubs.

DG

8.3 Neil Hutchinson suggested the power of radio advertising, as he had heard a SW boat owners association being publicised that way. The possibility of an open meeting in Norwich or Yarmouth was discussed, but the problem is getting people to come.

9. BW Customer Charter

9.1 BW have sent draft of new Customer Charter, together with summaries of the comments on the first draft. It is not an opportunity to make more detailed comments, but has been sent back to users because of Jon Darlington's

comments to Jim Kelly and an IWAAC Council member's comment that user groups should have an opportunity to comment.

- 9.2 Jon Darlington commented that it was a bland document now, with all the depths and distances taken out and now published in the regional standards documents. Jon had asked Jim Kelly for a copy of all the regional standards, but had not yet received them. Jon to chase up. JD
- 9.3 Penny Barber suggested that the standards relevant to each waterway should be readily available, and if necessary BW should charge a subscription for copies and updates. It should, of course, be free to National organisations.
- 9.4 Local user group meetings, as mentioned in the Charter, are not happening in some places. Penny Barber to write to Stuart Sims. PB
- 9.5 We have to respond to the new Charter by 12th July. It was suggested that Jon Darlington checks the new version against the original and NABO's comments. Everybody to read ^{the new version} ~~these~~ and comments to Dave Green as soon as possible. All
At least it is nice to have been sent the background and comments.

10. The 1993 NABO AGM

- 10.1 Melanie Darlington reported that Dr Johnson House was only available in the morning of 20th November, but could be booked for an afternoon meeting on 27th November. The cost is £83, plus £5 for the P.A. system. It was agreed to move the date to 27th November, 1993. Melanie to confirm booking and send deposit. MB
- 10.2 Relevant dates:
21 days before AGM: 6th November, 1993
42 days before AGM: 16th October, 1993
It was agreed to move the provisional date for the Council meeting after next from 25th September to 2nd October. Other provisional dates, including first meeting of new Council, remain the same.
- 10.3 An annual report, to contain a Chairman's report, accounts etc. was discussed. Nominations, resolutions etc for the meeting would be separate. It was decided to consider a Year Book, published on 1st January, produced mostly by this Council, but completed when the next Council has been elected; to be sent to all members, and given to new members during 1994. It would contain:
Chairman's report
List of Council members and their biographies
Accounts
Achievements
Future plans
Sales data
Membership graph
- 10.4 Dave Green to produce some slides for the AGM if possible. DG
11. Any other business
- 11.1 Another Canal & Riverboat article is due. Dave Green to write about the BW Bill, but to phone Norman Allborough first to discuss it. DG
- 11.2 Christine Potter showed her recent Licence renewal form to the Council. Christine is concerned that you have to sign to signify acceptance of the conditions. It was agreed that you have to agree to these conditions whether you sign or not. Dave Green thought we should ask for information concerning

the Customer Number which is allocated to everyone. Neil Hutchinson suggested that we challenge each data element on the form to find out why each piece of information is needed. It was agreed that Jon Darlington should ask Jim Kelly for a form, and then look at the details. JD

- 10.3 Jon Darlington had received a letter from Nick Grazebrook of Shakespeares solicitors, asking for money to help the people involved in the end-of-garden moorings case to pay the outstanding costs and expenses resulting from the case. Apparently they are £1500 short. It was agreed that it was a stange request, asking for funds in retrospect, and that had we been approached before the case went to court, or if they were asking for help with an appeal, NABO might have been willing to contribute.

The funds are to go to the Association of Private Moorees, and it was agreed that Jon Darlington should write to the Secretary, Mr D Bleasdale (with a copy to Nick Grazebrook) asking for more details of how the shortfall has arisen, which bills remain unpaid (BW costs or Shakespeares bill) and what would happen to any excess from an appeal. JD

- 10.4 Jon Darlington had received a letter from Hague Shaw Marketing about the C.A.R.E. scheme. Jon thought that if it is a useful, insured scheme, it would be helpful to boaters and NABO should publicise it, especially if a discount for members could be obtained. Jon to write back to find out about the insurance and developments in the company. JD

- 10.5 Peter Lea had pointed out an article in Waterways World concerning membership of the All Parties Waterways Group. It would cost £150 for NABO to be Associate members. It was suggested that as the IWA provide the secretariat for this group, the fees would pay for this. Dave Green thought it would be worth £150 for access to MPs (NABO were invited to speak to the Group about the BW Bill). It was agreed that Jon Darlington should write to ask about the benefits and entitlements of membership first. JD

- 10.6 Penny Barber asked if we could send minutes to John McCormack (RBOA). As he is a member, he is entitled to see them. NT

11. Date and venue of next meeting

The next meeting will be on Saturday 14th August, 1993, starting at 10a.m. at The Port 86, All Saints Street, Hockley, Birmingham.

93024

NATIONAL ASSOCIATION OF BOAT OWNERS

AGENDA

Agenda for a meeting of Council to be held at The Port 86 (Hockley Port), All Saints Street, Hockley, Birmingham, B18 7RL on Saturday, 3 July 1993 commencing at 10.00am

- | | Time |
|--|------|
| 1. To receive apologies for absence | 1000 |
| 2. To consider the accuracy of the Minutes of the meeting held on 5 June 1993 (93023) | |
| 3. To consider any matters arising from those Minutes not covered on this Agenda | 1010 |
| 4. To receive a report from the Treasurer | 1030 |
| 5. To receive reports from committee members responsible for the following areas of activity | 1045 |
| (a) Membership | |
| (b) The Boater | |
| (c) The Newsletter | |
| (d) Publicity and public relations | |
| (e) Regional representation | |
| 6. To receive a report on the situation re. BW Bill (document 93025) | 1130 |
| 7. To receive a report on boat standards | 1200 |
| 8. To further consider representation for NABO members with boats based on the Broads | 1215 |
| 9. To consider a publicity and PR strategy for NABO (requested by Nikki Timbrell) | 1400 |
| 10. To give further consideration to the 1993 NABO AGM | 1430 |
| 11. To consider any other business admitted by the Chairman | 1500 |
| 14. To confirm that the next meeting of Council will take place at The Port 86 on Saturday, 14 August. | |

DWG 18.06.93 File: adgjul93

Publicity Material for NABO

Purpose

To consider the publicity needs of NABO for its next period of expansion.

Introduction

As the membership numbers increase, there will be an increasing need to project a consistent and professional image to the members, Waterways Authorities and the public. ~~Unfortunately~~, in these days of cheap four-colour printing, every piece of print (including junk mail and newspapers) is becoming of higher and higher quality, and that is what people are coming to expect. Every successful business knows the importance of this. Although NABO is not a business (even if it does appear to be making money!), the same principles apply if we are to keep members, attract new members, and most importantly ~~to~~ successfully ^{to} convey to members the news and information which is the heart of NABO activities. However much print we produce, it is useless unless ~~people~~ ^{members} read it.

Components which require to be consistent

1. Colours

We seem to have settled on pale blue, with black on white as an alternative.

2. Typefaces

As far as possible, use Univers (like the Boater), Palatino (like the letterhead), or a combination (like the membership leaflet).

3. Presentation

This is not a problem, as nearly everyone has a word-processor!

4. Design

I can produce very simple, but consistent, designs which may be acceptable for the moment. However, we should consider using a professional designer for this in the future; I believe there is a member who might be able to help.

Publicity material

1. Letterheads/other stationery

Letterheads have already been dealt with. Should be consider any other items?

2. Membership application leaflets

OK for the moment. We can update the information if/when we reprint with a new address.

3. Membership renewal forms

Idea: we should produce a membership renewal form similar to the application leaflets (i.e. A4 sheet folded into three) which has the renewal reminder in the first column, the renewal form in the middle and a standing order form (if we introduce them) in the third column. It could then be folded up and if it had a sticky edge could be posted without an envelope. The address (preferably Freepost, see below) would be printed on the outside.

4. The Boater

This and the Newsletter are our only way of communicating with most of the members. I understand that Peter Lea received a few uncomplimentary comments at Rickmansworth.

We agreed that the Boater should have a redesigned cover, and some possible designs are attached. If you don't like any of these, how about some professional input?

I think the cover should be printed on Art paper (this has a slight gloss, but is not much heavier than ordinary paper) and could easily be collated with the rest.

The internal design could include more white space, and perhaps a reflection of the cover design in the titles of articles etc. Is it time to get some DTP software?

5. The Newsletter

Style should be parallel to the Boater.

6. An annual report

This could be printed for the AGM, sent to all members beforehand and given to all new members joining in the following year. Its design could be similar to

How about using credit cards for membership renewals?

magazines, journals

4

Henry
Lutter

that of the Boater, and contain a report on the year's activities and achievements as well as accounts etc.

7. Membership packs

I think we should revisit Peter Lea's idea of putting all the material sent to new members into a plastic folder for better presentation. Such packs could then be available to give to new members at shows for example.

8. Sweatshirts/car stickers

Should we redesign these to be consistent with everything else?

9. Advertising

Idea: we should consider an advertising campaign in all the Waterway activity and Canal Society magazines we can discover, e.g. WW C+R, Motorboats Monthly, 'The Butty' of the K&A Trust, GOBA News (Great Ouse), 'Waterwitch' of the Lancaster canal etc. We might find a lot of people who have never heard of us.

Production methods

One day, there will be too many members for Jon and Melanie Darlington to be able to print the Boater and Newsletter in their back bedroom. We should consider the possibilities of printing under three headings:

1. Quality

Printing is more precise than duplicating.

2. Cost

?

I'm finding out! Once over 1000 copies, printing should be competitive, esp with camera-ready copy.

3. Time to print

Flexibility is the main advantage of printing 'in house'. However, if we can find a good printer who will start the job as soon as the copy arrives, we should lose very little time.

Freepost

This costs £55 per year for a licence, and $\frac{1}{2}$ p on top of second class postage. An initial prepayment is required to cover the estimated first six weeks response, and thereafter costs are invoiced. If we use preprinted envelopes (or fold-up leaflets) we can add that no stamp is required, but sticking one on will save us money. It just might encourage replies, especially for membership renewals.

Jon was worried that freepost might be misused.