Minutes of LUCS Committee Meeting - 30.05.26

Date & Time: 30th April 2026 @13:00

Location: Mel Gray Centre

Committee attendees:

Andy Eaglesfield (Chair), Karen Clayton, Ian Gray, Mike Smith and Doug Scott

Apologies noted from Graeme Simpson, Peter Lewis.

Non-Committee attendees:

Douglas Robertson (Minutes)

Davy Morrow IT (part meeting)

Maureen O'Donnell (part meeting)

David Shirres (part meeting)

1. Chair's welcome and apologies

The Chair welcomed those present and noted the apologies received. It was agreed that outstanding actions would be addressed throughout the meeting rather than being dealt with separately.

2. Previous minutes and actions

The previous minutes were referenced, and the Chair noted that a stronger approach was needed to managing actions from earlier meetings. It was also noted that printed copies of the minutes were available for anyone who wanted them. Previous minutes were agreed and that the draft AGM minutes from January could be published on the member website.
Action: Continue reviewing and closing outstanding actions as part of future meetings. AE.

3. Society management

The committee agreed that the next meetings should be held on **Saturday 27 June then 18 July 2026**. The directors' identity verification status remained unresolved, as Peter had intended to check this, and the OSCR notifications status report was also deferred. There was some discussion about the value of giving more people access to meetings and keeping committee business open and well informed.
Decision: The next meeting will take place on 27 June 2026.

Action: Peter to confirm the directors' identity verification status and report back. PL
Action: Follow up the OSCR notifications status report before the next meeting. PL

4. Treasurer's report

The Treasurer reported that the society's bank balance was around **£62,000, similar to last months committee meeting**, with discussion focused on the balance between the current account and PayPal/Stripe holdings.
It was noted that the figures for April showed around **£20,000** in Paypal and just over **£2,000** in Stripe, indicating that online payments were coming through more regularly.
The committee also discussed whether some reserve funds should be moved into an interest-bearing account, since substantial sums were sitting idle in the current account.
Decision: Investigate an interest-bearing account for reserve funds.
Action: Treasurer - Peter to review the financial reports and explore suitable banking options.
Action: Confirm how much should be retained in PayPal/Stripe for refunds and operational use. PL

5. Events

The committee discussed the forthcoming events programme, including Marches Week, Fun Day, and the SWFA meeting connected with the Millennium Link Flotilla. For Fun Day, there was agreement that early organisation was needed, particularly around who should be invited to open the event and what entertainment might be appropriate.
Action: Progress planning for Fun Day and identify a suitable "opener". Peter is the Fun Day organiser.
Action: Continue planning for the Flotilla and related summer events. AE/KC

6. Boats

The discussion covered the status of the boats, including St Michael, Victoria, and related compliance and maintenance matters. St Michael's fire suppression work was mentioned, along with the need for a winter refurb after the Santa Cruises
Victoria's report was also discussed, including charging arrangements and ongoing operational issues. The committee noted that new small boat passenger regulations may have implications for future work.
Action: Continue work on St Michael fire suppression and winter refurbishment planning. GS / AM
Action: Monitor Victoria-related operational and charging issues. AE
Action: Keep new passenger vessel regulations under review.AE /GS

7. Premises

The committee noted that premises matters included a landlord inspection, asbestos report, electrical inspection, and render/chimney repairs. These were identified as important ongoing maintenance items.

There was no indication that these items were complete, and they remained part of the society’s wider estates management responsibilities.
Action: Obtain the landlord inspection, asbestos, and electrical reports. AE
Action: Develop a plan for the chimney/render repair work.AE/AM

8. Membership

The new induction form was confirmed as being in use, and the membership handbook was discussed as a document still needing final release.
The committee also reviewed how membership reminders were being handled through the new system. There was concern that reminders might feel too frequent or too forceful, but it was also recognised that automated reminders help members avoid missing renewal dates.
The meeting also covered how new members joining late in the year were treated, with the established practice being that anyone joining after New Year would effectively receive a longer first membership period.
Decision: Life members (292) will receive a message requesting a voluntary donation during the renewal period. DS.
Action: Finalise the membership handbook and ensure the guidance is clear and current. DS
Action: Review and confirm the wording and timing of renewal reminders.DS

9. Bookings

A substantial part of the meeting focused on the booking system, especially the move from PayPal to Stripe, the handling of finance, and the need to make booking information clearer for staff and customers.
The committee agreed that payment should generally be made at the time of booking, and that the option to pay later should be removed or heavily discouraged where possible.
There was also discussion about payment descriptions, so that when money arrives it is clear what it relates to, particularly for charters and similar bookings.
The committee recognised that reception and tea-room volunteers need clearer guidance on how to use the system and how to identify what payments are for.
Decision: Strengthen the booking process so that payment is made at the point of booking wherever possible. To be discussed PL./MO’D
Action: Update the wording on booking pages and customer communications to match the website. MO
Action: Review payment labels, workflow, and finance-handling instructions for volunteers. PL/MO/DS
Action: Improve the guidance so that staff can identify what each payment relates to.

Action: Discuss improved BML allocation for Charters AE/MO/Willie

10. Fundraising

The committee noted that fundraising needs to be more proactive, especially in relation to anticipated repair and maintenance costs. A list of items suitable for fundraising support was discussed as a useful next step.
There was agreement that fundraising should be linked to clear, practical priorities rather than being open-ended.
Action: Prepare a list of fundraising priorities and potential repair items. IG / AE
Action: Victoria Commissioning Event to be planned IG / AE

11. Marketing

The meeting noted the usefulness of the booking and membership systems for communication, including group emails and volunteer categories.
It was agreed that more concise explanatory guidance would help members and volunteers understand how the communication features work.
The committee also recognised the value of promoting events and sharing useful information more widely, including through posters and the next Basin Banter (noted that only 39% of the ~900 recipients open Basin Banter).
Action: Plan the next Basin Banter and poster campaign. KC

12. IT

The IT discussion covered the booking system, website, membership integration, server stability, and various access issues. The booking system was described as broadly working, but with some remaining faults and occasional crashes.
Webcam has been replaced. Headsets for boats procured.
The committee also discussed the need for a single source of truth for volunteers, and the value of producing a clear list of volunteer categories for operational use.
Action: Continue to monitor the server and booking system stability. DM
Action: Circulate the volunteer list and keep it updated as a working reference. DS
Action: Clarify how the system's automatic membership and communication features should be used. DS

Action: Resolve Email address committee 2026 to include Chair. DM in the meantime copy Chair@lucs.org.uk into any committee2026 emails DM

Action: iZettle login to be resolved – currently PeterL only DM

Action: An alternative to the current phone arrangement in the tearoom – not currently clear voice. DM

13. Health and safety

The committee noted no significant accidents or incidents during the month. The HSE plan revamp was still underway, and the workshop safety and child protection areas remained active priorities.
Life jacket use was discussed in connection with boat operations, and the meeting agreed this should be reinforced as a clear expectation.
Decision: Life jackets to be worn by volunteers while driving / crewing. AE to communicate this.
Action: Finalise the revised HSE plan and workshop safety documentation. GS
Action: Update and circulate child protection and safety guidance where needed. AE

14. Any other business

The dog policy was discussed, with a view to clarifying that dogs may be accepted on some short trips only where all passengers agree, while assistance dogs remain exempt.
The committee also discussed data protection, and it was suggested that an FAQ page would help reduce repeated questions from members and the public.
Decision: Clarify the dog policy and publish the agreed wording. AE
Action: Update the data protection policy. KC
Action: Create an FAQ page for the website to answer common queries. Current list could include Opening hours; Dog policy; Access/Mobility; Children on town trips/longer cruises; Parking; Concessions