

# Linlithgow Union Canal Society

## Annual Report 2020 - 2021



Linlithgow Union Canal Society, Manse Road Basin, Linlithgow, EH49 6AJ

Registered in Scotland as a Company Limited by Guarantee. Company No. 71328

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# 1. Interim Chair's Report

I assumed the role of interim Chairman in March 21 following an approach from a member of the committee, in a circumstance where it became apparent there was not a long queue of candidates. In fact there didn't seem to be any candidates ! But having been a member since the mid nineties when I was shown how to drive Victoria by the late George Aitkenhead, I have existed on the fringes and decided I had a bit of moral obligation to give it a shot. So here I am.

I don't want to major on the management of the boats (albeit a sizeable undertaking given we now have 5 vessels requiring full servicing and credit as ever to those who rise to the challenge) Instead I would like to simply highlight how the Society and its camaraderie can improve our feeling of wellbeing and satisfaction in this mad (I think you will agree) world we now live in.

If everyone can just reflect on something they've been involved in at LUCS this year and can see more positive than negative, then our job is done.

A lot of thought is being applied to the issue of mentoring and inclusivity of new members. We recently offered a new members cruise and I also wrote to all such folk to try and seek whether they feel included. If any member, new or old, has felt overlooked in this regard, please email me at [chair@lucs.org.uk](mailto:chair@lucs.org.uk) or on 07542 654918 or just approach me without fear nor favour. I want to encourage members from all social and demographic groups and am particularly pleased what we offer the Sorted Project in Edinburgh in relation to peoples mental health.

The Covid thing has not gone away (and will not go away), so it's important we maintain our Covid Group and try and keep everyone safe. On that subject , the same applies to everything we do in a potentially hazardous environment on and around the water - please have a rolling safe behaviour discussion with yourself and offer advice to colleagues if you think it necessary.

2022 marks the 200th anniversary of the Union Canal and will be marked by Scottish Canals and ourselves. As we try and enter a new normal let's enjoy the facilities we are so lucky to have on our doorstep.

Slainte

Chris Matheson Dear

## 2. Covid Report

This is the second year we have had to report on the effects of Covid-19 on the Society' which we had hoped wouldn't be necessary at the last AGM.

The Committee started meeting via Zoom back in 2020. This turned out to be a positive move and has been carried on throughout this year - so no scraping ice off the windscreen on cold February evenings!

At the start of this year, we decided that we were determined to open to the public this season 2021. Bearing in mind the restrictions placed on the Society by the Covid Regulations we set up a specialised 'Covid Sub Group' to manage this process. It was a challenge keeping up with the shifting sands of Government decisions, but we put a robust system in place that would allow the Society to safely operate the Basin over the course of the season. The key change was controlling access to the Basin via a 'Receptionist'. It seemed to work well and gave us the opportunity to engage with the public as they came down and importantly sell boat tickets via the new Cashless payment system. We also introduced hygiene stations, signage and screens all in accordance with the Regulations. As things changed over the course of the year it became more feasible to extend our activities and we opened up the Basin operations pretty much as normal during the summer holidays, seven afternoons per week until the schools went back. This seemed to go well and we generally had as much activity down at the basin as we would expect in a 'Normal Season' and despite us limiting the number of people who could book each cruise. We achieved this by limiting the number of tables available per cruise and allowing people to book per table.

The restrictions continue with no sign of them being lifted until possibly Spring next year. But the Society is confident that we now have systems of operation that will allow us to Open next season in a safe manner, whilst complying with any residual Restrictions that might still remain.

So the key message is – we had a pretty good season considering how restricted we were; and we are hoping for an even better season next year.

Andy Eaglesfield



### 3. Boat Report – St Michael

With the decision to run a limited season the early part of the year was spent installing signage and sanitizer to allow restricted number boat trips.

Having not run for a year the boat was serviced and a couple of short trips undertaken to check all was operating as normal. Following the in-water inspection by the MCA a passenger certificate was awarded running to October.

The strange result of the inspection was the failure of both horns which after hours of testing inspecting and replacing relays ended in both horns having to be replaced. During operations a rattle was detected in the engine bay which was found to be a loose exhaust pipe which led to a repair and upgrade of the system.

The MCA inspection in October had to include a visit to Ratho dry dock for an out of water hull inspection. This identified four anodes missing which had to be replaced and flaking coating on the hull under the waterline. These areas were scraped , primed and the whole hull given two coats of blacking. The engine compartment was also cleaned and given a protective coat of blacking.

The out of water inspection also identified the need to replace the cutlass bearing and possibly the propeller at the next inspection in two years.

It is hoped that during the off season a better water trap on the deck hatch will prevent rainwater getting into the engine compartment.

Allister Mackie



St Michael in Ratho dry dock 27.09.21

## 4. Boat Report – St Magdalene

A quiet year for St Magdalene, until drydocking in October for her annual, plus a 5 year MCA inspection, this included the removal of the prop shaft and cutlass bearing for wear inspection, a professional Ultrasound scan of the entire hull, an inspection of all tanks, and a printed report on condition of the on board electrical systems.

Getting her into the drydock backwards was the first challenge, being a “V” hull her skeg often catches on the gate going in, but with a few bodies on the bow and some heavy equipment she went in smoothly, the next challenge was to get the support blocks in place under the hull, this was to be done as the water level dropped sufficiently to wade in as the keel settled, with the waders fitted, one of the Seagull Trust guys Allister and myself started to raise the blocks into place, which was ok till Allister’s waders let in when he bent over too far, after that he just resigned himself to a full soaking and went for it full on.

Once the dock was fully drained, the hull was pressure washed, then two coats of “Blacking”. Due to Covid restrictions we did not have the usual toilet and kitchen facilities at the centre, and as all tanks had to be emptied, “Colin G” toilet had to be brought on board.

Many thanks and well done again to all who volunteered at the Dry Dock, and to the Seagull Trust volunteers for assisting in the transition of the boats in and out, hopefully next year will be a bit easier.

And many thanks to the skippers and crews delivering and returning the boats to and from Linlithgow to Dry dock and back.

Ronnie Reis



St Magdalene in Ratho dry dock 9.10.21

## 5. Boat Report – Victoria

Victoria has had a major internal make over during the past year. The following is not and extensive list (apologies to anyone I have missed)

The rear panels on the port and starboard sides where removed and replaced by Les.

They were painted by Les, Gordon, Allister, Doug, Peter, Ronnie (and others)

Craig, Les and Gordon made new LUCS logo boards that where then attached by Doug and Peter

Les made the rear panel and new rear doors at home and then fitted them at the centre as we started to open up again. Painted by Alistair, Gordon, Les, Peter, Doug, (and others)

The leaking roof was investigated by Ronnie and Les with Les replacing several of the roof bars. Alistair also repaired the Fibre glass roof and painted it to stop water ingress into the rear Cabin. Once it was fixed then Les replaced the rotten wood and panels in the rear cabin

Les and Craig spent several weeks locating the flooring for the rear cabin in the yard and then after replacing the rotten sections Les remade the flooring in the rear Cabin. Peter then painned it Les also replaced several of the floor panels in the main cabin and then it was sanded and painned by Peter

The front seats had been removed at the end of the last season and Craig identified any seat planks that needed replaced. All existing and new seat struts where then varnished by Craig. The metal struts were painned by Peter.

Craig and Peter (with Gordons supervision) then spent several weeks putting the jig saw back together and the seats where re-installed for the start of the passenger season

Craig has also sanded and revarnished all the wood around the side of the boat as well as buffing all the brass work on the funnel area.

Colin has replaced all the navigation lights and Ronnie has replaced the temperature gauge Alistair, Gordon, Cass and Ken have started painting Victoria hull taking it back to metal in places and putting on primer and white undercoat and hopefully we will have it fully completed by the start of next season

Weekly servicing has been done by Peter on a Wednesday morning as well as Ronnie and Alistair checking the boat on a Saturday during the season.

Mike / Ronnie / Alistair and others fixed the fuel flow problem that occurred early in the season and thankfully has not reoccurred since

I look forward to taking on Responsibility for Victoria next season but be aware the questions will not stop coming to all the rest of the black handers as we move into 2022.

Peter Lewis

## 6. Boat Report – Leamington

At the end of the 2020 season we investigated the extent of rain ingress which was affecting the sink area in the main cabin and the toilet. The rot discovered resulted in complete removal of the sink unit and associated wall linings and removal of the exterior wall linings in the toilet. We also discovered deterioration to the toilet outlet pipe and macerator pump, both of which were replaced. After locating and sealing all the places where the rain had been finding it's way in the linings were replaced and a new sink unit constructed and fitted by Les.

After the second rebuild, the engine was recommissioned ready for the new season and this time we installed temperature and oil pressure gauges to ensure that we could adequately monitor engine performance.

The engine performed well throughout the season until it went into self-destruct mode without warning, near the end.

During the summer we discovered a leak in the stern tube where the non-ferrous sleeve joins the final steel section at the point of the swim. Due to the difficulty of access, a permanent solution is not an option while the boat is in the water. Meantime, we have successfully 'bandaged' it with SOS Repair Tape and jubilee clips.

Finally, during the season we discovered deterioration in the main cabin floor in addition to that known about in the fore cabin. After the new engine has been installed, we hope there will be enough of the closed season remaining for us (i.e., Les) to effect satisfactory repairs.

Ian Walker



## 7. Tearoom

After a year of being closed there was a mixture of excitement and trepidation for the reopening of the tearoom. Adapting to the changes brought in by covid regulations meant changes to the way of working. But the willingness of the tearoom volunteers to adapt to change and the commitment and energy they brought, meant that we need not have worried. The general feeling was “ it’s great to be back.”

We had a great season, customers mainly using outdoor seating because of the unusually sunny summer. A new way of working with compostable cups and cutlery and a new payment system meant we could operate safely and quickly. Customers were responsive and positive to the changes we made and customers numbers were very much on track compared to previous years.

We were excited to welcome three new members this year and thank them for taking everything on board so easily. Also thanks to Nuala for providing and arranging all the flowers this year and to Betty for doing the most number of shifts.

We intend to review all the benefits we captured this year with a view to taking them forward next season in what we hope will be a more ‘normal’ season.

So a special thanks to all the volunteers who deserve to be personally mentioned this year. They are:

Anne Mackie  
Lynne Nelson  
Lorraine Ronalson  
Nuala Lonie  
Elizabeth Wood  
Margaret Gunstone  
Val Withnell  
Sandra Purves  
Maureen Wilson  
Betty Reis

New volunteers

Norma Ritchie  
Karen Henderson  
Sally Ibbotson

Santa weekend next !

Anne Mackie & Lynne Nelson - Tearoom Organisers

## 8. Buildings and Premises

Following last years roof damage and water ingress in the MGC the whole interior has been repainted in shades of grey and red.

A lot of the start of the season was spent ensuring that the public areas were Covid compliant to allow us to open for a limited season. Screens were installed, two way intercom in the tearoom and multiple hand sanitizer points through the buildings and boats. A number of chairs were removed from the tearoom and a signed one way system posted. A public welcome and track and trace point was established at the entrance to the chalet. The entrance to the museum was chained to restrict public access.

The start of the season was marred by an attempted break in of the tearoom and chalet. Fortunately nothing was stolen but damage was done to doors, shutters and a window. Our newly installed CCTV provided the police with a very clear image of the two intruders but to date no one has been arrested.

The biggest change to operations was the decision to limit access to the buildings for the members to reduce infection spread. Fortunately the good summer has meant the normal Wednesday and Saturday groups have managed to work, eat and drink outside. One of the sad losses has been the famous black handers Saturday lunch.

The problems with leaks in the tearoom roof have continued exacerbated by the difficulty of getting a roofer to advise on repairs. Fortunately this has just been progressed and hopefully in the new year repairs can be started.

Other projects have been the making, painting and fitting of doors on the wood store, replacing rotten timbers on the main gate and refurbishing the giant plaque on the main gate. Thanks as always to Les for his immaculate woodwork and Barbara for her art work. The museum has also seen an upgrade to its lighting system replacing ageing spot lights with more modern LEDs.

Finally thanks once again goes to the gardening team of Maureen, Stewart and Tom for the hundreds of hours keeping the site clean, bright and inviting for our visitors.

Allister Mackie



## 9. Booking Secretary's Report

This report should be entitled the former Booking Secretary's report as Doug Scott has recently taken over this job. I'm sure all in LUCS wishes him well for his work in this vital role. However it falls to me to write this as the items in this report happened under my tenure.

### Cruises

- 122 tables for Aqueduct trips were sold by our online booking system with 30 tables sold at the basin when there were spare places. To keep "bubbles" together tables at £15 were sold for these cruises rather than selling individual tickets.
- Two Falkirk Wheel cruises were run. Due to the cost of the bus these only earned £36 this year, however they did honour cancelled bookings made last year. The first was for those with vouchers for their cancelled cruise. On the out and back cruises, there were five tables for such individuals with a further four tables sold. The other Falkirk Wheel cruise was a one-way trip for the Cumbernauld Village Lunch Club who had bought 24 tickets on one of last year's cancelled Falkirk Wheel trips
- A special Harvest Festival cruise to the Narrowboat Farm ran in September for which 9 tables were sold.
- The Pumpkin cruises (which went on sale in the 20/21 financial year) sold out within 36 hours. At total of 46 tables at £35 each were sold on the eight cruises which operated during the two weekends before Halloween.

Leamington - There were 45 bookings for Leamington which earned £5840. Unfortunately, Leamington's engine failure in August resulted in 16 bookings totalling £2,400 being cancelled. However it was only necessary to refund bookings to the value of £680 as customers accepted vouchers in lieu of the cancelled cruise. Three customers also accepted a 3-hour St Magdalene charter in lieu of their Leamington hire.

Boat Charters – As Covid prevented the operation of charters for large groups up to the end of August. Hence, it was decided to offer half-price charters for groups of less than 18. There were 8 such charters plus a further 5 Victoria charters.

In August LUCS launched its new booking system. This is a more user-friendly future-proofed version of the previous booking system. The cost of this booking system was covered by a £16,632 grant from Museum Galleries Scotland, the first part of which was received in January. Since then, Stuart Rennie, John Aitken and myself worked with contractors, Blue2, to develop, commission and test the system. We think that it is a significant improvement on the previous system but would be glad to receive any comments on how it can be improved.

Finally, it would be wrong for me not to mention Willie Irvine who does an excellent job of ensuring that LUCS volunteers are available for all the various bookings, many of which he does himself. So the next time you receive a request from Willie for a boat driver, Leamington despatcher or whatever, please do volunteer if you can!

David Shirres

## 10. Treasurer's Report

The LUCS accounts for 2020/21 reflects how LUCS is managing its recovery from the Covid pandemic. The Society did not start operations until the end of May and operated reduced services. Yet at the end of the financial year on 30<sup>th</sup> September its balance was £49,970, which is only £1,013 less than the start of the financial year.

During the year LUCS received three grants. These were a special grant from Scottish Canals for £2,814 and two grants from Museum Galleries Scotland comprising of £16,917 for the development of a new booking system and £5,426 for Covid adaptation measures.

Expenditure for this last grant was on screens, notices, hand sanitiser dispensers etc plus the card reader, iPad and printers that comprise the iZettle cashless payments system used by the receptionists and tearoom.

The iZettle system seems to have been well received by those using it and significantly reduces the work involved in cashing up, although cash was 18% of value of payments received.

It also provides detailed information about items sold. Hence, I can report that during the season 983 town trip tickets were sold (551 adult; 213 concession and 214 child) and that the five most popular sales items in the Tea Room were 513 coffees, 465 teas, 347 ice creams, 272 cold drinks and 256 scones. A small number of museum sales items totalling £63 were also sold in the Tea Room.

Including pre-booked aqueduct trips, sold online, the average figures for weekend (36 days total) and weekdays (33 days total) were:

	Aqueduct	Town Trips	Tea Room	Total
<b>Average weekend takings</b>	£70	£64	£92	£226
<b>Average weekday takings</b>	N/A	£59	£40	£99
<b>Average weekend numbers</b>	4.6 tables	14.6	31.3	N/A
<b>Average weekday numbers</b>	N/A	13.9	14.0	N/A

My summary financial report is shown overleaf has been reviewed by our accountant, Philip Bald. Section 17 of this report is the Unaudited Accounts for 2020/21 (excluding notes to the accounts in pages 11 to 19). Philip examined this summary report, and other LUCS financial records and confirmed that no matter has come to his attention that gives him reasonable cause to believe that the requirements of relevant accounting legislation has not been met.

# 10. Treasurer's Report

## LUCS Income and Expenditure 2020/21

	1-Oct-20	30-Sep-21
Bank	£48,866	£48,742
Paypal	£1,933	£1,093
Cash	£184	£135
	<b>£50,983</b>	<b>£49,970</b>
Increase since 1/10/20		<b>-£1,013</b>

Category	Expense	Income	Net
Boats Expenses:Battery Boats	£49		-£49
Boats Expenses:Colin G	£204		-£204
Boats Expenses:Fuel	£891		-£891
Boats Expenses:General	£3,684		-£3,684
Boats Expenses:Leamington other	£1,509		-£1,509
Boats Expenses:MCA BML certification	£753		-£753
Boats Expenses:St Magdalene	£4,026		-£4,026
Boats Expenses:St Michael	£3,860		-£3,860
Boats Expenses:Victoria	£1,057		-£1,057
Boats Expenses:Workshop	£194		-£194
<b>Subtotal</b>	<b>£16,227</b>		<b>-£16,227</b>
Boats Income:40-seat boat Aqueduct trip	£30	£2,475	£2,445
Boats Income:40-seat boat: Charter		£1,285	£1,285
Boats Income:40-seat boat Falkirk Wheel	£329	£365	£36
Boats Income:40-seat boat Spcial Cruise	£35	£1,765	£1,730
Boats Income:Leamington Hire	£1,430	£7,655	£6,225
Boats Income:Members cruise		£25	£25
Boats Income:Town Trips		£4,296	£4,296
Boats Income:Victoria Charter	£105	£670	£565
<b>Subtotal</b>	<b>£1,929</b>	<b>£18,536</b>	<b>£16,606</b>
Fund raising	£400	£399	-£1
Other Expenses:Booking System Development	£17,087	£16,917	-£170
Other Expenses:Community Events e.g Marches Xmas	£175		-£175
Other Expenses:Company Management	£1,590		-£1,590
Other Expenses:Covid requirements	£5,859	£5,426	-£433
Other Expenses: Fund raising for others	£400	£399	-£1
Other Expenses: Premises & General	£2,300		-£2,300
Other Expenses:IT equipment and software	£378		-£378
Other Expenses:Marketing	£320		-£320
Other Expenses:Paypal booking fees	£359		-£359
<b>Subtotal</b>	<b>£28,468</b>	<b>£22,742</b>	<b>-£5,726</b>
Other Income:Donations other		£629	£629
Other Income:Grants		£2,814	£2,814
Other Income:Membership		£1,434	£1,434
Other Income:Pump Outs		£95	£95
Other Income:Sales and Museum		£79	£79
Other Income:Scrap		£47	£47
<b>Subtotal</b>		<b>£5,099</b>	<b>£5,099</b>
Premises:Bills	£1,609	£691	-£918
Premises:Enhancement	£220		-£220
Premises:Gardening	£179		-£179
Premises:Maintenance	£518		-£518
Premises:Other	£41		-£41
Premises:Telecomms Internet Provision	£1,316		-£1,316
<b>Subtotal</b>	<b>£3,884</b>	<b>£691</b>	<b>-£3,193</b>
Tea Room	£2,451	£4,879	£2,427
<b>GRAND TOTAL</b>	<b>£53,360</b>	<b>£52,345</b>	<b>-£1,014</b>

## 11. Membership Report

It is great to be able to report that the Membership at LUCS has been maintained at a healthy level in this year despite us only gradually being able to re-open the Basin, due to the ever changing 'Regulations' regarding Covid. Our total membership numbers now sit at 484 down one over the year. What is particularly pleasing to be able to report is that we have 19 new members to thank for joining the Society.

We have more unpaid subs this year than last and we are trying to encourage existing members to maintain their contact with the Society until they feel in a position to rekindle their interest.

Whilst it could hardly be considered a 'Normal' season it has been good to see a number of our members able to take the opportunity to get down to the Basin and have an active part in the Society. We have had a 'Members Weekend' to start the Season and a 'New members Cruise' to close the season both of which helped get members involved in the Society.

One point worthy of mention is that over this season several members have expressed the need for us to have a better system of engaging with new and prospective new members. Something we have been considering. As a consequence, we will be introducing a system of 'Mentoring' for all new members going forward. This will enable any New members to have a helpful point of contact in LUCS who can make them feel at home and introduce them to the Key people who manage the main areas of our volunteering.

Importantly we have a steadily increasing number of members with email addresses, making communication easier, particularly when we cannot meet down at the Basin in big numbers even now, due to Corona Virus restrictions. Every member with an email address should receive our Regular Newsletter Basin Banter to keep them in touch with what is happening in the Society.

Despite the 'Covid' restrictions the Members/Volunteers – Receptionists, Blackhanders, Drivers and crew, Tea room staff and all (too many to mention here) have continued to support LUCS with hard work to keep the organisation going and in robust good health.

Financially our members have contributed £1308 in Subscriptions and Donations over the last year – a magnificent effort.

Finally thanks to all our members for their support and understanding over the last year.

*Andy Eaglesfield*  
*Membership Secretary*

## 11. Membership Report

Membership Cat.	2021	2020	Variance
Junior / Associate	3	2	+1
Ordinary	26	24	+2
Senior	63	67	-4
Family	63	64	-1
Life	322	321	+1
Corporate	2	2	-
Multi User	2	2	-
Honorary	3	3	-
Total	484	485	-1



22.5.21 Practice opening weekend – first cruises for 20 months

## 12. Gardening Group

We received lots of customer compliments this year for our flower displays on the drive, hanging baskets and planters. Many remarking how colourful and well tended they were and how they contributed so much to the attractiveness of the basin. More so, the canal basin was one of the points of interest for the judges of the keep Scotland Beautiful competition entered by Burgh Beautiful and the wonderful news was that Linlithgow received a gold award.

Many congratulations to them and to our gardeners Stuart Liddell, Maureen Wilson and Tom Findlay for all their hard work, dedication and achievement throughout this season.

Lynne Nelson



## 13. Museum

Well yet another near non year thanks to our friend Covid.

Thanks to the Museums and Galleries Scotland LUCS received grants to allow us to open the museum along with all the other basin activities of Tearoom and Boat Trips. Although in a limited fashion.

The museum was not staffed instead the basin was staffed by a receptionist which as one doing that post on occasions I felt worked well, also there was a basin marshal. This as well as helping keep the basin a safe covid area allowed visitors to be greeted and chatted to maybe something we look at for the future.

The down side of this as far as the museum went was that as boat tickets were sold by the reception and not in the usual practice of in the museum that the number of visitors to the museum dramatically declined although the museum was open for the visitors.

The measures put in place for Covid did keep the basin a safe busy place with some days large number of visitors just wanting to get out and do something.

One personal regret for me was not hosting Santa's Grotto and I could not be Santa's Elf. I look forward to this task this coming Christmas.

Danny Callaghan  
Museum Convenor



## 14. IT

The big implementation since the last year is without doubt the new booking system, operative from September, taking over the old system now retired under all the honours. The project, commissioned to Blue2, is the child (they cuddle it for almost 9 months) of the combined efforts of Stuart, David, and John, offering a secure payment system and a control over bookings and availabilities. In the past months I started to maintain the system, planning backup services and schedule updates to keep it safe and working. In the meanwhile, Blue2 is polishing the last bits and doing some snagging before the final handover. The booking system is available at <https://bookings.lucs.org.uk/>

### Webcam on YouTube

After last year experiments, the webcam now has a live streaming on YouTube, temporarily on my old channel account, to avoid restrictions applied by most YouTube users since the changes on the streaming policies.

In addition, not published but available on request, the web camera keeps night records from 9pm till 7am. To give you some numbers, from the 24th of February 2021, at the time of this writing:

- We are streaming nonstop for 258 days.
- We reached a total of 9324 views.
- We have an average of 550 daily views.
- 20% of these views are from the LUCS website.
- 37% of these views are from the mylinlithgow website.
- 39% of these views are from the webcamtaxi website.

With Douglas and David, we are close to open a LUCS no profit YouTube site, so LUCS will have an official charity page on YouTube to give us more visibly and more tools to share material on dedicated channel.

This will allow for more project, for example a channel dedicate to boat maintenance tutorial, to be used for training purposes or to reach a specific audience. Another channel could be used to make a playlist of videos to be played at the museum or as a virtual tour of your museum. In addition, the no-profit site allows to create fundraising events or live event spotlights, like during the Marches.

The webcam video is available at: <https://www.lucs.org.uk/linlithgow-canal-centre/webcam-3-2/>

### Moving to a business broadband

At the end of August was planned the migration of LUCS broadband to TalkTalk Business, with a cheaper deal, same speed, a dedicated customers service and a static Ip address to simplify the remote management of the camera and the smart systems.

Unfortunately, has been stopped three times by TalkTalk Home User division, for not specified reason. We are working for a solution, hoping to complete the migration by the start of next year.

### Virtual phone system

I have experimented a virtual line system, so if requested, a person who wants assistance during the booking system can phone a virtual number, that will ring from a pool of mobile phones on duty at that time, without sharing the volunteer's number. The service in use in our trial is a pay as you go with Number People, but I am still searching for other options that could satisfy LUCS needing.

## 15. Marketing

Marketing activity was again very limited this year, as we were still in “pandemic” mode, and as a Society, we did not wish to incur our normal promotional & printing costs on an ever changing market place, and reduced passenger capacities. Earlier in the year, we really didn’t know where we were going !!!

Our brochure distributors however did put out our existing supplies of our previous tri-fold leaflets with an explanatory 2021 sticker. This leaflet also included our membership application form, and we have received a very welcome number of new members this year. It will obviously be necessary to reprint our general leaflet and poster once details are confirmed for next year which we all hope will be returning to some form of normality.

So our main form of promotion during the year was our ever growing Social Media presence. The number of “followers” continues to grow, and Facebook in particular is becoming one of the normal places for customers to contact us with all sorts of questions about availability, and recurring questions like “can I bring my dog on board ?”

Another new aspect of our Social Media activity was liaison and visitations to the basin by Social Media “Influencers”, and we benefited from considerable exposure after we had entertained two separate such articles, explaining what LUCS did, and the facilities we can offer.

Basin Banter continues to be a major contributor to our communication with not only our members, but the wider market of the canal fraternity and this will continue next year. One new aspect however is the introduction of a facility on our new booking system where parties making a booking, can “sign up” to receive Basin Banter, or alternatively click a “tick box” to be advised of future cruises, events, and promotions. Although the new booking system is in its infancy, there has already been a strong uptake from the general public wishing to know more about LUCS in the future.

Finally, I am delighted to announce that going forward, the marketing team is being supplemented by Cass McArdle helping out with all aspects of our marketing, communication and promotions. Cass has lots of helpful ideas to keep us moving forward and I am sure her input will be extremely important, and we can all hopefully look forward to a buoyant 2022. But we’ve always space for more on the team, so if you would like to get involved in marketing and promotion, please do get in touch.

**Stuart Rennie**

**Marketing Coordinator**

## 16. Webmaster and Minute Secretary

Obviously, it's still been a strange year, but lots of improvements over last year and maybe, just maybe we can hope for normality next season.

That might be true, but, looking back on the minutes over the last year it is a tribute to our volunteers as to how many "actions" were actioned, despite all the difficulties we've had. A lot of hard work has been put in, and not all of it COVID related.

For me, personally, the season's highlights were (other than taking committee minutes and updating the website...) doing some reception duties (one of which was trying to restart the wifi, after the roof leak soaked the wifi extender in the tearoom), driving St Michael after a year and a half – which felt like driving her for the first time again, and a very pleasant Victoria charter to the aqueduct. I must admit that I have not got used to seeing Thistledown's berth at the basin without her there, but I guess life moves on.

Please bear in mind that members have access to the "Member's Pages" section on the website, where lots of interesting documents can be found, such as :

- Covid briefing
- Info on boat drivers and crew.
- Special offers for members.
- Forms (get your expenses in!)
- Rotas
- Reference documents such as key facts, annual reports, committee roles, financial statements and committee minutes.
- Boatmaster Drivers Logs

If you need help accessing the members pages (which are private and require a log in) please email [secretary@lucs.org.uk](mailto:secretary@lucs.org.uk).

Douglas Robertson



**Birthday party charter 11.09.21**

## 17. Trustees Report and Unaudited Accounts

Linlithgow Union Canal Society

Charity No. SC011100

Company No. SC071328

Trustees' Report and Unaudited Accounts

30 September 2021

**Linlithgow Union Canal Society**  
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**Linlithgow Union Canal Society**  
**Trustees Annual Report**

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 30 September 2021.

The financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Company No. SC071328**

**Charity No. SC011100**

**Principal Office**

The Basin  
Manse Road  
Linlithgow  
West Lothian  
EH49 6AJ

**Registered Office**

The Basin  
Manse Road  
Linlithgow  
West Lothian  
EH49 6AJ

**Directors and Trustees**

The Directors of the charitable company are its Trustees for the purposes of charity law.

The following Directors and Trustees served during the year:

M. Dougan	(Resigned 3 December 2020)
A. Eaglesfield	
C.G. Matheson-Dear (Interim Chairman)	(effective 11 May 2021)
L. Nelson	
R. Reis	
D. Robertson	
D. Shirres (Treasurer and Company Secretary)	
M. Smith (Vice Chair)	

**Accountants**

Philip Bald Accountancy  
3B Ormiston Terrace  
Edinburgh  
EH12 7SJ

**Linlithgow Union Canal Society**  
**Trustees Annual Report**

**Bankers**

Bank of Scotland  
Regent Centre  
Linlithgow  
EH49 7HU

**Solicitors**

Thorntons Law LLP  
Citypoint  
3rd Floor 65 Haymarket Terrace  
Edinburgh  
EH12 5HD

**OBJECTIVES AND ACTIVITIES**

The objectives of the charitable company are:

- To promote, encourage and assist the restoration and use of canals in Scotland as an amenity;
- To acquire, preserve and restore to original condition wherever possible, boats, barges and other vessels;
- To display and exhibit such items to the public and to demonstrate to the public their working; and
- To encourage the retention and preservation of any such items and to promote and further the study of and research into canals, their vessels, buildings and equipment.

**ACHIEVEMENTS AND PERFORMANCE**

Having been closed since March 20 owing to the pandemic, the Society was able to resume public boat trips and tearoom activity at the end of May 21 with full cognisance of social distancing and hence reduced numbers. The fleet of 5 boats (St Michael, St Magdalene, Leamington, Victoria and Colin G) have been maintained fully with only Leamington succumbing to terminal engine failure and for which a new one is being procured. The cash reserves of the society have been maintained at £50k aided by the receipt of grants from Museum Scotland for a new booking system and Covid adaptation and also from Scottish Canals. The Society has managed to run public trips to the Falkirk Wheel and for the Harvest Festival as well as participating in the Marches greetings, opening the Museum for Doors Open Day and facilitating an electric boat rally for the first time. Pumpkin cruises have been run since the financial year end and Santa Cruises are proposed in line with existing constraints. The new booking system for all boat trips is now in an advanced stage of implementation.

Governance of the Society has been maintained by monthly Committee and Covid Group zoom meetings with frequent additional interaction both electronically and down at the Basin.

The intention would be to resume a full programme of activities from Easter 2022 on terms consistent with Scottish Government advice and to mark the 200th anniversary of the Union Canal.

## **FINANCIAL REVIEW**

At the start of the year it was anticipated that the Society might not be able to maintain its minimum reserve of £40,000 due to uncertainties of how it could operate in 2021 due to the Covid emergency.

However with the easing of Covid restrictions it was possible to resume operations from the end of May albeit with a limited service due to Covid precautions. With the resultant income and a grant of £2,814 from Scottish Canals, the funds available at the end of the 20/21 financial year were £49,970 which represents a loss of £1,013 during the financial year.

Hence the Society is in a strong financial position at the start of the 2021/22 financial year when it is hoped that it will be operate without restrictions in summer 2022. Nevertheless due to the requirement to provide Learnington with a new engine, likely repairs to the Tearoom roof and normal winter maintenance the Society may not be able to maintain its reserve policy of ensuring that funds do not fall below its minimum £40,000 reserve.

The reserves policy of the charitable company is to maintain a minimum reserve of £40,000. This provides sufficient funds to cover management, administrative and support costs should there be adverse weather or other unforeseen events which could affect the ability to run the boats. Unrestricted funds are maintained at this level throughout the year.

## **PLANS FOR FUTURE PERIODS**

Plans for next year, will be set at the first Management Committee meeting following the AGM at the start of December.

The strategy of the Society is to continue to afford as wide an access as possible of the Union Canal for members and visitors alike, by the maintenance of the current fleet of boats, the museum, the tearoom and the Mel Gray Education Centre. To enhance the feeling of well being of all those utilising the facilities and to contribute to the local community by partaking in local civic events such as the Marches and the Gala Day. To be inclusive and to engage with the membership safely, by availing voluntary activities wherever possible. A large charity's report should explain the trustees perspective of the future direction of the charity...

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The charity operates as a company limited by guarantee, having been incorporated on 30th April 1980. The company has been registered as a charity since the 1st January 1992, under the Office of the Scottish Charity Register (OSCR). The charitable company is established under a constitution, which established the objectives and powers of the charitable company. The trustees of the charitable company for the purposes of charity law, as listed on page 1, also form the Management Committee of the charitable company. The Management Committee is made up of up to thirteen members consisting of a Chair, Vice-Chair, Treasurer, Secretary and 9 committee members, who are appointed at the Annual General Meeting, or as when required to fill any vacancies that may arise during the year.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

**Linlithgow Union Canal Society  
Trustees Annual Report**

Signed on behalf of the board

A handwritten signature in dark ink, appearing to read 'C.G. Matheson-Dear'.

C.G. Matheson-Dear (Interim Chairman)

Trustee

04 December 2021

**Linlithgow Union Canal Society**  
**Independent Examiners Report**

**Independent Examiner's Report to the trustees of Linlithgow Union Canal Society**

I report on the accounts of Linlithgow Union Canal Society for the year ended 30 September 2021 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet, the Statement of Cash Flows and the related notes.

**Respective responsibilities of trustees and examiner**

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. The trustees consider that an audit is not required for this year under the Regulation 10(1) (a) to (c) of the 2006 Accounts Regulations.

As examiner it is my responsibility to:

- examine the accounts under s.44(1) (c) of the Charities and Trustee Investment (Scotland) Act 2005;
- to state whether particular matters have come to my attention.

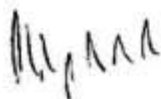
**Basis of independent examiner's report**

My examination was carried out in accordance with Regulation 11 of the 2006 Accounts Regulations. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

**Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
  - to keep accounting records in accordance with section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations
  - to prepare accounts which accord with the accounting records and comply with Regulation 8 of the 2006 Accounts Regulationshave not been met: or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Philip Bald  
FCCA  
Philip Bald Accountancy  
3B Ormiston Terrace  
Edinburgh  
EH12 7SJ  
04 December 2021

**Linlithgow Union Canal Society**  
**Summary Income and Expenditure Account**  
**for the year ended 30 September 2021**

	2021 £	2020 £
Income	49,042	21,227
<b>Gross income for the year</b>	<u>49,042</u>	<u>21,227</u>
Expenditure	49,886	32,899
<b>Total expenditure for the year</b>	<u>49,886</u>	<u>32,899</u>
Net expenditure before tax for the year	(844)	(11,672)
<b>Net expenditure for the year</b>	<u>(844)</u>	<u>(11,672)</u>

**Linlithgow Union Canal Society**  
**Balance Sheet**

**at 30 September 2021**

<b>Company No.</b>	<b>SC071328</b>	<b>Notes</b>	<b>2021 £</b>	<b>2020 £</b>
<b>Current assets</b>				
Stocks	13		2,000	2,000
Debtors	14		4,715	4,588
Cash at bank and in hand			49,987	51,000
			<u>56,702</u>	<u>57,588</u>
<b>Creditors: Amount falling due within one year</b>	15		43	(858)
<b>Net current assets</b>			56,745	56,730
<b>Total assets less current liabilities</b>			56,745	56,730
<b>Creditors: Amounts falling due after more than one year</b>	16		(859)	-
<b>Net assets excluding pension asset or liability</b>			55,886	56,730
<b>Total net assets</b>			<u>55,886</u>	<u>56,730</u>
<b>The funds of the charity</b>				
<b>Restricted funds</b>	17			
<b>Unrestricted funds</b>	17			
General funds			55,886	56,730
			<u>55,886</u>	<u>56,730</u>
<b>Reserves</b>	17			
<b>Total funds</b>			<u>55,886</u>	<u>56,730</u>

The trustees have prepared the accounts in accordance with section 44 of the Charities and Trustee Investment (Scotland) Act 2005 and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 30 September 2021 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 04 December 2021

And signed on its behalf by:



D. Shirres (Treasurer and Company Secretary)

Trustee

04 December 2021

**Linlithgow Union Canal Society**  
**Statement of Cash flows**  
**for the year ended 30 September 2021**

	2021 £	2020 £
Cash flows from operating activities		
Net expenditure per Statement of Financial Activities	(844)	(11,672)
Adjustments for:		
Dividends, interest and rents from investments	(26,306)	(12,974)
(Increase)/Decrease in trade and other receivables	(127)	408
(Decrease)/Increase in trade and other payables	(42)	25
Net cash used in operating activities	<u>(27,319)</u>	<u>(24,213)</u>
Cash flows from investing activities		
Dividends, interest and rents from investments	26,306	12,974
Net cash from investing activities	<u>26,306</u>	<u>12,974</u>
Net cash from financing activities	<u>-</u>	<u>-</u>
Net decrease in cash and cash equivalents	(1,013)	(11,239)
Cash and cash equivalents at the beginning of the year	51,000	62,239
Cash and cash equivalents at the end of the year	<u>49,987</u>	<u>51,000</u>
Components of cash and cash equivalents		
Cash and bank balances	49,987	51,000
	<u>49,987</u>	<u>51,000</u>



Linlithgow Union Canal Society, Manse Road Basin, Linlithgow, EH49 6AJ

Registered in Scotland as a Company Limited by Guarantee. Company No. 71328

Registered Charity No. SC011100