



REFERENCE 1806

A Charitable Incorporated Organisation Registered with the Charity Commission
Registered Number: 1169995

**Minutes of the Management Committee held on 16th June 2018
At The Somers Town Coffee House, 60 Chalton Street, London NW1 1HS
Commencing at 13.45 hrs**

PRESENT

BA	Brian Arman	(President)	
WGD	Gordon Davies	(Chairman)	
WRG	Bob Green	(Secretary)	
ARW	Reg Wood	(Treasurer)	
ILR	Irene Rabbits	(Branch Liaison Secretary)	
MSR	Mike Robinson	(Managing Editor – “The Railway Observer”)	
DPG	David Goddard	(Membership)	
APD	Andy Davies	(Library & Archive)	
DJ	David Jackman	(Web)	
JR	John Redgate	(Committee Member – Co-opted)	
DB	David Bird	(Chair – Publications Sub-Committee)	] To be co-opted
PC	Paul Chancellor	(Chair – Development Sub-Committee)	] within the meeting

1806.01 OPENING REMARKS BY PRESIDENT & CHAIRMAN

President: In opening the meeting President Brian Arman repeated what he said at the Officers' Conference, namely that the Society should be portraying itself as a unified organisation. Divided comments are to be seen emanating from the Branches, Regional Meetings and especially at the AGM. Being a member of the Society is very much a privilege as there are many pleasing aspects to be found within its environment. However potential conflicts between Trustees and Management Committee members should, and must not, be divisive as all need to work closely together in moving the Society forwards to its Centenary anniversary. Social Media will play an important part in the future advancement of the Society and the technology requires to be warmly embraced and maximised. The projected introduction of time limited committee appointments needs to be carefully considered as in these modern day times there is a more limited number to those who are prepared to volunteer. Due compliments were paid to the quality of “The Railway Observer” which, like “The Times” newspaper, is a well-recognised and respected record of happenings throughout the world of railways.

Chairman: WGD welcomed both Paul Chancellor (PC) and David Bird (DB) to the Management Committee as Chairmen of the Development and Publications Sub-Committees respectively. For DB this is his second calling to the MC.

1806.02 APOLOGIES

All members of the Management Committee attended the meeting.

1806.03 TO CONFIRM THE MINUTES OF 1801

All agreed that the minutes were a true reflection of the meeting.

APD moved that they be approved and DPG seconded the move. All members were in favour and the Chairman duly signed them off.

The agreed minutes will now be put onto the website in accordance with minute 1801.08.02 which confirmed that the MC agreed to them being published once they had been cleared.

1806.04 MATTERS ARISING/ACTION POINTS FROM 1801

All actions arising from meeting 1801 have either been actioned or form part of this meeting's (1806) agenda with the exception of –

- 1709.10.01: Review of RO Advertising Policy (outstanding from September 2017) has not yet been carried out. MSR and Geoff Brockett to liaise in putting the proposals together.

Action: MSR/GB

- There were no matters arising from the meeting.

1806.05 MANAGEMENT COMMITTEE MATTERS

.01 Co-options to MC: Three co-options were put to the meeting.

- i. John Redgate – Proposed by WGD – Seconded by MSR.
- ii. Paul Chancellor – Proposed by WGD – Seconded by ILR.
- iii. David Bird – Proposed by WGD – Seconded by MSR.

The co-options were unanimously confirmed by the Committee members.

.02 Resignations: For health reasons TAJ has stood down as both a member of the MC and as a Trustee. The search for a suitable replacement is now underway.

A notice will be put into the RO and a search of the member experience database will be undertaken should this become necessary.

.03 Deputy Chairman: Last year's search for a Deputy Chairman was never finalised as no one volunteered to take-up this role. A second attempt is now being initiated and opened to all members of the Management Committee. Anyone interested in the appointment should contact WGD by email or telephone.

.04 LNWR Society: This similarly minded society made contact with WGD with a view to the RCTS taking part in a survey by various societies to establish common issues and concerns thereby enabling all partaking societies to learn from and help each other. It became apparent that the LNWR Society is very good at raising finance which may well be a useful addition to the '3 Societies Forum'. Any information relating to the methodology associated with generating funds for the Archive might very well prove beneficial. WGD will further the contact.

.05 Honorary Life Membership:



.06 GDPR/Privacy Policy: Since the last meeting this has been rigorously pursued by ILR and Newsletter 158 was circulated in April to all Officers as a guidance to the implementation of the new GDPR regulation and informing them of the need to contact all of their branch members.

The given guidance details are explained in Appendix 1(a) and the Society's Privacy Policy as of April 2018 is shown in Appendix 1(b).

.07 Papers to MC/Trustee Meetings: The presentation of formal papers to the Trustee and Management Committees is currently set as 10 days for the former and 5 days for the latter. To equalise proceedings it was agreed that both should be set at 5 working days.

1806.06 DEVELOPMENT SUB-COMMITTEE

.01 Meeting Report: Eric Palmer has stood down from the committee.

- John Cashen has authored an article which will appear in "Rail" describing Railway and Society Activities in the North West.
- The expected booklet style of publication for the RO detailing and illustrating the activities of the Class 90 Locomotives as part of the recognition of the 90th year of the RCTS is in the course of preparation and will be published as a supplement later this year.
- PC commented that continued contact with the Railway Press is both necessary and essential but in order to continually keep pace with this somebody has to take up the responsibility. Nominees are required. Perhaps this should be a job for the Publicity Officer when issuing press releases.
- The Sub-Committee took the view that non-renewals require to be investigated. DG is attempting to contact a small number of those who have not renewed seeking further information of their reasoning. The usual annual analysis following the 2018 renewals process was undertaken by WGD and is presented within minute 1806.13 and the details are shown in Appendix 6.
- By looking at other Societies the DSC is of the view that the Society should formulate its own vision but the guides and targets must be set by the MC. The DSC has requested that the MC formulates a broad vision of what the Society should look like to members including guides and targets.
- It was suggested that in following through with the free membership offer that application forms be issued with the RO at an estimated cost of £140. As an incentive to encourage members to help in the recruitment drive their names be included on the returned form. At the end of the process all the successful "recruiters" will be entered into a prize draw with the winner also being given free membership for a year.
- Volunteers are required to assist with the RCTS stand at the Crewe DRS open day.

.02 Membership & Recruitment Paper: This was circulated to the members of the Management Committee, from the DSC, ahead of the meeting and presented by PC. The paper is to be seen in Appendix 2. Basically the paper seeks to fund monies from within the 2018/19 Budget in the effort to increase membership uptake to a target of 300 p.a. by paying attention to -

- a) Improve activity at exhibitions by concentrating more effectively on recruitment. It is estimated this will incur an incremental budgeted increase in expenditure of £500.
- b) Explore the avenues of Social Media. It was suggested by the DSC that BlueGreen be used as the main driver as they have experience in this field. This would cost in the region of [REDACTED] for a six month media campaign. [REDACTED]

However, it was the view of DJ that those recruited via this medium would be very much computer literate and would thus find the current website as somewhat underwhelming. Hence, until such time that the new and updated website is on stream this approach should be put on hold. The MC believes that the Society should make more proactive use of social media.

- c) Advertise more widely in the railway press with an outlay of [REDACTED] to be taken from next year's budget. ARW was asked to analyse next year's budget and comment at the next meeting. However ARW was of the opinion that targets should be set to justify the expenditures. Noting that the Society 5 Year Plan is to increase membership by 5% year on year this monetary issue will be further discussed at the next MC meeting.

Action: ARW

.03 RCTS Railtour 80th Anniversary: Arrangements have been made by WRG with the NRM for photographs to be taken of the Stirling Single on the centrepiece turntable bearing the original RCTS headboard.

On the week of the Anniversary (11th September) the headboard will be on the engine for that week.

1806.07 CONSTITUTION MATTERS

Although ascribed as an MC Agenda item discussion covering the Constitution section was largely undertaken within the meeting of the Trustees. The following minutes which are designated with an asterisk are extracts from that meeting and its minutes. They are recorded here in order to maintain synchronisation between the two bodies and their minutes.

- ★ AGM Report: WGD commented that The Welcome Centre, as in previous years, once again served the Society well with no issues. Various members remarked that the refreshments were up to their usual high quality standard.

- ★ It became very clear at the AGM that the “Letters to the Editor” which have been appearing in recent editions of the RO do not have the support of the membership who consider that it is very likely to damage the image of the Society in the eyes of the “outside world”. Frequently the true facts have failed to be given and furthermore does no favours for either the Editor or the Management Committee. Members should not be made aware of conflicts within the MC. It was suggested that “Letters to the Editor” be disbanded or alternatively redirected to the Chairman or Secretary. JR did not favour this approach suggesting that future debate should not be stifled but any such contentious issues that might warrant a letter in the RO should, before publication, be forwarded to the MC thereby enabling a right of reply to be printed alongside. In matters of this nature, rather than abandoning “Letters to the Editor” JR continued saying the Editor has to be trusted to inform either the MC or any implicated member of the issue under debate and seek their response. The Editor agreed that he would adhere to the proposal described by JR.

Action: MSR

- ★ The omission of a section from the Chairman’s Report in the Supplement to the AGM was deemed to be out of order. Before being excluded from the Supplement the Editor should have cleared this with the Chairman as his report sought to clarify matters relating to Leatherhead, Web4 and the upsizing of the RO. WGD demonstrated to the meeting that he had phoned and emailed MSR regarding his report after being informed by WRG that MSR was unhappy with the contents of the Chairman’s report. MSR did not respond to either form of communication.

Via the Minutes of the AGM the omissions have now been fully reported to the members and will be published within the minutes of the AGM.

- ★ In putting together the AGM, which was the first as a Charitable Organisation, the Trustees recognised that some mistakes had become apparent. The experience however should be regarded as part of the learning curve. Resulting from this is the need for some formalised training of the key Officers either individually or collectively. This might possibly be organised somewhere around the date of the September MC meeting.

Action: WGD

- ★ David Walker, who was made an Honorary Life Member, has written to the Chairman to express his thanks for the honour that has been accorded to him.

- ★ AGM Minutes: After previously circulating the minutes of the AGM to the Trustees and MC members all agreed that they were a true reflection of the meeting and were cleared for publication in the RO and on the website.

- ★ Annual Honorary List (AHL): The current position is that the ideas presented at the AGM were generally accepted whereby those members considered worthy of AHL be rewarded by a reduction in their Society subscription. The meeting proposed within minute 1801.05.02 that MSR/TAJ/ARW meet to consider the interlinking and financial consideration plus the equalising of the benefit between paper and digitised RO’s has yet to take place. Following the resignation of TAJ the meeting now needs to be undertaken by ARW and MSR.

Action: ARW/MSR

In order to move matters forward MSR was asked to present his final recommendations to the September MC and/or Trustee's meetings where hopefully they can be approved for presentation at the October Officers' Conference.

Action: MSR

- ★ Strategic/Procedural Review: The first meeting of the Review Committee has now taken place and an interim report has been issued which is attached to these minutes as Appendix 3.

ILR reported that in order to broaden the scope of the Review two younger members are to be invited onto the Committee. Both are computer literate which is most helpful.

It needs to be noted that ideas detailed in the report are not to be seen as formal proposals and at this stage nothing is definitive. It was requested that the words 'Recommended', as used in the tabled preliminary report relating to the ideas under debate, be removed. The attached Appendix reflects the unanimous agreement of the meeting.

In commenting on the report thus far the suggestion that "The Railway Observer", whilst an entity in its own right, might be considered a publication to possibly come under the banner of the Publications Committee. This created some comment and should be discussed, along with the rest of the report, at a future MC meeting.

Any further comments regarding the interim report should be addressed to ILR.

A review of the Rules is also currently underway which clearly interlinks with the Review. A first meeting attended by WGD/TAJ and Callum MacLeod in December formulated a first draft of the changes which has been circulated to all MC members and Trustees for their comments.

Action: ALL

- ★ Rule Change (Proposed): MSR made it very clear in on-going correspondence that he and his supporters did not wish for the subject to be discussed by either the Trustees or the MC ahead of the AGM. When asked the reasoning behind this no answer was forthcoming despite heavy pressure from the meeting's members. It was however noted by JR that had the proposed changes been put to the AGM this would have resulted in a clear and confrontational split within the MC becoming obvious in front of the membership. JR further commented that it was odd that some of the co-signatories of the proposed rule change were not in attendance at the AGM. Matters of this nature should, and must be, fully discussed and resolved within the MC before being put to the membership at an AGM. MSR insisted that there is no constitutional requirement that proposals such as these necessitates discussion at either the MC or Trustees meetings before the closing date for Rule Change Submissions. ARW emphasised that whilst it may not be a constitutional requirement to discuss any such proposals at Trustee or MC meetings it needs to be understood and appreciated that we are all colleagues who should be working together.

In the end the motion was never put to the membership at the AGM as the proposal, according to the Rules, should have been announced in the March RO which did not happen.

To avoid any repeat, and to ensure discussions take place on significant AGM matters, the date of the pre-AGM MC meeting should be timed accordingly.

1806.08 ARCHIVE/LIBRARY

- Current Status: At this current time the lease has not yet been signed but as advised by TAJ the Society is protected as the Early Access Letter legally covers this matter.

On this basis the shelving has been ordered by APD and delivery is imminent.

This now enables the transfer of books from Uxbridge to Leatherhead to begin. Peter King is now deeply involved in the setting up of the new facility.

The opening of the new Library has been set as 6th October and an opening event is to take place on that date. As space is rather limited attendance will be STRICTLY invitation only.

A first meeting of the reformed Library committee has been arranged for 14th July. ARW is to approach Uxbridge library landlord in order to define what will be required in respect of dilapidation expenditures once the premises have been vacated. **Action: ARW.**

In order to establish the extent and size of the Library database APD met with Terry Silcock at the end of February. Their discussions and findings are illustrated as Appendix 4.

- Photographic Sub-Committee: Within the recent past (October 2017) a meeting of a Photographic Sub-Committee took place and reported within the minutes as 1712.09.03. Those in attendance under the leadership of David Pick were DK, MSR, DJ, PC, Geoff Corner and John Broughton. The meeting was called in order to move forward with the Zenfolio development and to secure the continued help of John Broughton. This was sorted. However the reporting line of the committee has not been established or agreed. The photographic material collection is clearly defined as part of the Archive but none of its committee members were in attendance. Their reporting structure, feedback to the MC, and meeting minutes requires to be defined once the main Library is up and away.

1806.09 FINANCE

- **.01 Budget**: The latest figures as at the end of Q2 are shown in Appendix 5.

The numbers indicate the percentage of each budget that has been consumed thus far.

At this stage the forecast indicates a year end surplus of c.£9,000 although at the moment the numbers are rather flattering.

Capital expenditures lie currently below that expected due to the late running of the Library project which will correct itself as the main body of the equipment has recently been purchased.

- **.02 Banking (RCTS Cheques)**: The Treasurer reported that Lloyds Bank had stopped accepting cheques bearing our well used abbreviated name "RCTS" rather than our name in full. The Bank seeks a waiver to indemnify them for any losses they might incur through accepting the abbreviated name. The risk of loss is considered extremely low and it was agreed to accept their request. The formal minute as agreed by the Management Committee reads as follows:-

"The Treasurer explained to the meeting the arrangements which had been made with the Society's bankers, Lloyds Bank plc, whereby the Bank be instructed to collect and credit to any account of the Society credits of whatever nature payable to the payee RCTS. A draft of the indemnity to the Bank was produced to the meeting and approved. The Chairman and Secretary certified on the indemnity that the foregoing resolution has been duly entered in the minute book of the Society and in accordance with the Constitution and Rules of the Society.

Action: ARW

1806.10 BRANCH LIAISON

- Regional Meetings – Summary: No discussion took place due to time limitations. The minute will be left over for the September meeting when all the minutes will have been submitted and reviewed by ILR. **Action: ILR**
- Officers' Directory: All of the information has been sent to MSR who is now putting the document together. It will be circulated with the July RO. **Action: MSR**
- Officers' Handbook: ILR reported that work is about to start. No discussion followed.

1806.11 WEB

- Current Website: Continues to operate. DJ thanked Jack Knights for all the work he does in keeping the site operational.

- Photographic Portfolio – Zenfolio: The photographic portfolio has now been converted into an automatic system devised by Zenfolio which is more suitable to the needs of the photographic collection. It is a simpler product to use through which orders are automatically administered. John Broughton continues to support the process by scanning and transferring images onto the system and dealing with enquiry and copyright issues. Following the changes the price of standard prints has been raised to £2. Commercial copies have been priced at £12.50 for monochrome and colour at £25.
- Web4: Little to report although work continues. Completion is expected early next year.

1806.12 “THE RAILWAY OBSERVER”

- General: The AGM minutes are to be published in the July RO. John Cashen has composed an article relating to the “Last Days of Steam” which will be printed in the August RO. Significantly this is the 50th Anniversary of the end of steam.
- Letters to the Editor: Recorded within the AGM review report, see minute 1806.07 of these minutes. The item was also debated within the meeting of the Trustees.
- Class 90 Supplement: This is progressing but as yet the photographs have to be sorted (see 1806.06.01).

1806.13 MEMBERSHIP

- Renewals Overview: The 2018 renewals process has resulted in 36 members resigning from the Society compared to the 66 resignations 12 months ago. Sadly, 25 passed away whilst non-renewals amounted to 103. Very interestingly only 2 Officers who were previously entitled to AHL status did not renew their memberships.
- Resignations: The detail defining the reasons for resignation of some members has been analysed by WGD and can be seen in Appendix 6. As usual nothing of any significance stands out as the majority of those resigning gave no specific reason for doing so.
- Membership Statistics: Appendix 7(a) and 7(b) give the latest information on the current number of members and their disposition.
- Recruitment Numbers: Alan Cooke reports the free membership 90th Anniversary offer has had a significant and positive impact on the number of new members taking up membership. Up to the date of the meeting the numbers of those recruited are given in Appendix 8.
- On cessation of the free membership offer in October it is proposed that the recruitment initiative reverts to the standard 15 months for £20, which requires the approval of the MC.

1806.14 PUBLICATIONS

- The LMS Pacifics books continue to sell well. Of the initial 1500 that were printed only 300 remain on the shelf.
- Good progress is being made with the book centring on the Patriots which will be ready for printing in the near future. However due to problems with the manufacture of the boiler for “The Unknown Warrior” it is almost certain that the initial steaming will not now coincide with the publication of the book.
- Beyond the Patriots the Royal Scots is up next and the possibility remains that the 8F’s might still become a live project thus keeping the LMS series moving towards a conclusion.
- The Standard books also are selling well and stocks of Volume 3 are now quite low. Of the extra 250 reprints of Volume 4 100 have already been sold.
- Armstrong-Whitworth is now virtually sold out.

- Progress continues to be made with the Michael Mensing coffee table style of book.
- Discussions continue with Roger Harris regarding the take-up of his copyright on his BR fleet record series of books.

1806.15 ANY OTHER BUSINESS

Following the fire at The Somers Town Coffee House the date of the next meeting has yet to be formally confirmed. As soon as this is known the information will be circulated.

No other business matters were raised.

The meeting closed at 17.20hrs.

W R Green
Secretary
July 2018

Appendices attached to these Minutes

- 1a General Data Protection Regulation
- 1b Privacy Policy
- 2 DSC Membership & Recruitment Paper
- 3 *Strategic & Procedural Review (redacted)*
- 4 Archive/Library Meeting with Terry Silcock
- 5 *Finance (redacted)*
- 6 Resignation Statistics
- 7a Membership Statistics
- 7b Membership Breakdown
- 8 Recruitment Numbers

GENERAL DATA PROTECTION REGULATION (GDPR) 25 May 2018
Guidance for RCTS branches

This comes into force on 25 May 2018 and will replace and update the current Data Protection Act (DPA). Most of the principles are much the same as those in the current DPA so if you comply properly with the current law then most of your approach will remain valid under GDPR and will be a good starting point to work from. However, there are stronger requirements on obtaining and retaining an individual's data, particularly personal data, and considerably greater fines for non-compliance.

Important - the regulation will apply to the RCTS and all individual branches.

What is clear is that you should check and keep a proper record of what personal data is held, where it came from, who it is shared with and what you intend to do with it.

Individuals' Rights

Each branch must check their procedures to ensure they cover all the rights individuals have, including how you would delete personal data or provide data electronically and in a commonly used format. The GDPR includes the following rights for individuals:

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

Generally the rights of individuals under the GDPR are the same as those under the DPA but with some significant enhancements. This means that if you are already complying with the current legislation, changing to the GDPR should be relatively easy. It is a good time to check your current procedures and work out what to do if someone asks about having their personal data deleted for example.

The right to data portability is new. It only applies as follows:

- to personal data an individual has provided to a controller;
- where the processing is based on the individual's consent for the performance of a contract (eg providing standard RCTS membership services); and
- when processing is carried out by automated means.

Each branch should review how they seek, record and manage consent and whether any change is required such as refreshing existing consents in good time before the GDPR comes into force if

Appendix 1a **(page 2)**

they do not currently meet the new standard. Consent must be freely given, specific, informed and unambiguous and there must be a positive opt-in as consent cannot be inferred from silence, pre-ticked boxes or inactivity. In other words it must be clear why you have asked for the information and what you intend to do with it, and there must be a clear and simple way to withdraw consent ie opt-out. It is also important that the consent must be properly recorded.

In Practical Terms

In practical terms most branches will only hold limited information for members and selected others which is likely to consist of names, addresses, contact telephone numbers and email addresses. This information should only be held for the purposes of providing information about branch meetings, visits and other branch activities eg exhibitions, and other information of railway interest as per the aims and objectives of the RCTS. If you hold other personal details ask yourself if this is really necessary and delete the information if it is not essential. You cannot use contact details for anything else and you cannot share them with a third party without asking and receiving specific consent to do so.

It is good practice as well as a requirement, that any group emails should have the email addresses included in the 'bcc' address box and NOT the 'To' address box of the email so that all recipients do not have access to everyone else's contact details as this would be sharing personal information more widely than is necessary and so not acceptable.

If you do not already have records of consent it would be wise to ask for this now explaining why it is being requested – mention GDPR, and advising that you will not be able to continue to contact them by email after 24 May 2018 if they do not give consent. The opportunity to opt-out must be included in every such email. Note when and how consent is given and keep a record of this.

Finally, please make sure that any data you hold is stored securely and is not left open for any unauthorised person to access.

Useful Further Reading

There is a lot of information easily accessible and available online using any regular internet search engine, and recommended reading includes:

Preparing for the General Data Protection Regulation (GDPR) – 12 steps to take now
(from the Information Commissioner's Office - ICO)

Guide to the General Data Protection Regulation (GDPR)
(also from the Information Commissioner's Office)

Success Guide – Successfully managing privacy and data regulations in small museums
(from the Association of Independent Museums - AIM)

2016/679/EU General Data Protection Regulation
(the full EU GDPR document)

There is a lot more but these will serve as an introduction.

Examples**Wording that can be used on emails asking recipients to opt- in:**

Due to new laws being introduced about data protection, we need to make sure we hold current information for all our members and friends and that you are happy that we store and use this information. Please contact us by email at XXXXXXXXXX (preferably an official branch rcts email address) or by telephoning XXXXXXXXXX (preferably branch secretary or other specifically designated committee member).

By confirming your details, you consent to your information being stored by XXXX Branch of the RCTS. If you supply your email address, you will be sent email updates about XXXX Branch meetings, other branch activities including visits and exhibitions, information about the RCTS generally and other information of railway interest as per the aims and objectives of the RCTS. You can unsubscribe from receiving XXXX Branch emails at any time by letting us know by email or telephone as above. We will only use your home address to provide information that we cannot send to you electronically.

NB - if you do not give consent we will no longer be able to contact you by email after 24 May 2018 and you will no longer be sent XXXX Branch email updates.

Opting Out

Wording that can be used once consent has been given in order to make it easy for recipients to opt-out can be as simple as:

If you no longer wish to receive messages from RCTS XXXX Branch, please let us know by email (replying to this email) or telephone (insert designated number).

Privacy Policy

The Society's updated Privacy Policy is available on request and it is intended that this will be available on the website in due course.

Remember

Keep it simple, keep it clear and respect individual privacy.

GDPR Guidance
April 2018

RCTS Privacy Policy – April 2018

About the RCTS

The Railway Correspondence and Travel Society (RCTS) is Britain's leading organisation for people interested in all aspects of railways past and present and is highly respected by both professional railway people and enthusiasts, a position it has held since its formation in 1928. Run entirely by volunteers, nearly 2500 members enjoy a range of services that give them a greater understanding of the railways of today, and an insight into the railways of times past. There are 30 branches covering the geographical area of England, Scotland and Wales and membership gives access to all the branches and their activities, and overseas membership is available. The RCTS is sometimes referred to in this document as the Society. You can find out more about what we do on the RCTS website rcts.org.uk.

The RCTS is a Charitable Incorporated Organisation (CIO) and has the charity registration number 1169995.

What data do we collect?

We collect a minimum amount of personal data from you in order to provide membership services. To become a member we ask for your name, address, telephone number and email address if you have one. If you wish to pay your membership fee by direct debit then you will need to complete a direct debit form that will give sufficient details of your bank account to enable payment to be made. We may need to ask for your date of birth but only in the event that you have applied for a life membership as there is a minimum age limit for this benefit, or if you are under 18. We do NOT routinely collect any other personal information from you. If we ask for any other personal information from you at any time, we will explain why we need it.

We may, for reasons of health and safety, occasionally ask about health and mobility issues for example when arranging outside visits to a railway installation to make sure that it is safe for you to access, and we may ask about special dietary requirements to ensure that meals included in an event are suitable for your needs. This additional information is held separately with the event details and is not matched with your membership details. You do **NOT** have to provide this additional information but you would need to take personal responsibility for any issues that arise as a result of not providing it.

What do we do with the data?

We use your data to provide you with membership services such as providing the Society's monthly magazine The Railway Observer (RO) which is included in your subscription; access to the Society's website including exclusive members' pages; and access to branch activities and major Society events such as the AGM, the Members' Weekend and all the other benefits provided by membership of the Society.

We only share a limited amount of your data with a third party specifically in order to be able to post out hard copy ROs and to post out any Society publications where these are purchased from the RCTS website rather than at a branch meeting or at an exhibition. Electronic ROs can be accessed via the members' pages of the RCTS website. We may need to share limited information about you with a third party as detailed above with regards to mobility issues or special dietary requirements for outside events. You do **NOT** have to provide this additional information but you would need to take personal responsibility for any issues that arise as a result of not

Appendix 1b **(page 2)**

providing it. It is only shared with a third party with your permission and where it is strictly necessary to ensure your safety and the safety of others.

You will be allocated to a branch covering your local area and they will have your details in order to provide you with branch services such as details of branch meetings, branch newsletters, outside visits and other information of railway interest. The branches will **NOT** share your information with any third party unless you agree to this.

We do **NOT** sell or rent out your data and we do **NOT** carry out any sort of profiling.

How do we collect your data?

We ask you to complete a membership application form when you join the RCTS. If the Society has arranged a major special event or meeting, you may need to complete an application form to enable you to participate. In this case you will be asked to provide relevant information about any special needs eg mobility and special dietary requirements as already explained. You will only be asked for this sort of information if it is strictly necessary to ensure your safety and the safety of others.

How do we protect your data?

We protect your data by limiting who has access to the information which is only provided to specific people within the Society on a 'need to know' basis so that we can provide you with membership services. Any additional data from participation in specific events is kept separately from other membership information. Where information is held electronically, it is protected by appropriate software.

Retention of Data

The Society retains a limited amount of data of past members. If you decide not to remain as a member and you do not want us to retain your data, please let us know when you leave.

What are your rights with regards to the data that we hold?

You have the right to ask what information that we hold about you and you have the right to check and correct any mistakes in that data. You have the right to ask us to remove any data that we hold on you but it should be understood that a minimal amount of personal data is required to provide membership services as detailed above. In the first instance please contact the membership secretary if you have any queries about your personal data that we hold at membership@rcts.org.uk.

General information

We may need to change the data that we hold from time to time and the way that we process it. If we plan to make any changes we will let you know.

This policy will be reviewed regularly and may be updated from time to time. Please check on the Society website for any updates www.rcts.org.uk.

April 2018

RCTS Management Committee Discussion Paper- MEMBERSHIP & RECRUITMENT.

For a number of years membership of the RCTS has been in decline despite a stated objective that we wish to grow the membership by at least 5% per year. If the Society does not arrest the decline it is probable that we shall enter the spiral of membership fees rising faster than inflation with numbers falling due, in part, to a perceived high cost of membership.

There are two elements to the problem

- a) What we offer the members
- b) How we recruit new members.

This paper does not seek to address the former at this time.

To recruit new members the DSC suggests that there are seven main tools at our disposal:-

- The branches/individual members signing up enthusiasts at meetings and at railway locations
- At exhibitions/shows/events
- Raising the Society profile via articles/press releases etc in the media
- Advertising
- Use of Social Media
- Book Publishing
- Website.

The website and book publishing are not discussed here as these are not within the remit of the DSC.

Recruitment to the society has averaged around 170 for the last five years, whilst the loss of members has been at the rate of around 10% per annum so in recent times in the order of 220. It is not proposed to discuss why we lose members here but there would appear to be three possible reasons:-

- Members passing away or unfit
- Members being unable to afford the renewal
- What we offer is not what the member wants.

Because many people simply do not renew we do not have any detailed information on what percentage of non-renewals applies in each category.

The DSC believes that we need to recruit 300 members annually to reverse the present situation- a number not achieved in at least the last twenty years, our best figure being 205 in 2015 and 187 in 2017.

Turning then to the ways of recruiting new members we start with the branches which again are outside of the DSC remit. However the DSC believes that the success of branches with recruitment is an area that needs to be addressed. In the 12 months from March 2017 to February 2018 forty three members are known to have been registered by branches. However some of their recruits may have registered themselves via the website but at present we do not have any information on where those joining on line heard about the Society. This branch figure was just 21% of all new members recruited in the twelve month period.

Exhibitions etc:- In recent years, attendance at exhibitions has been a joint activity between the branches and centrally funded activities with £1000 allocated for expenditure via the Exhibitions officer. Branch activity varies considerably and appears focused on sales of books etc rather than having an emphasis on recruitment. This may be explained by the fact that branches have to pay

Appendix 2 (page 2)

the exhibition attendance costs and thus seek to recover these via book & photo sales, but also these sales boost branch funds generally. Consideration should perhaps be given to some way of making it beneficial for branches to both attend exhibitions and sign up new members there.

The central exhibitions fund was originally prescriptive as to which exhibitions should be attended. However the law of diminishing returns applies here as if a stand appears at the same exhibition year after year the number of potential new recruits is likely to diminish as those attending tend to be 'regulars'. Thus the DSC took the decision for 2017 to attend alternative events such as the Old Oak open day and a modern traction gala at a heritage railway, specifically for the purpose of recruitment. Old Oak certainly produced some recruits but all events were marred by the inability to attract members from the branches to help with stand staffing. 2018 will hopefully see us attending at least two heritage line modern traction galas and an open day at Crewe but again branch support is essential with stand staffing. Attendances this year will be within the £1000 budget. However the DSC believes that, subject to finding volunteers, we should expand our attendance at events in the year 2018/9 and thus **request a budget of £1500 to do this.**

No funding should however be required to improve the profile of the society to get our name known to more enthusiasts. We currently have a no-cost column in The Railway Magazine and also hopefully shortly in Rail. These two have come about due to personal contact with magazine editors and it is recommended that major efforts are made to build relationships with these individuals and that this should be the responsibility of a nominated officer. This is important in respect of getting editors to use our press releases. We now have a publicity officer in place who will try to generate press releases around any society happening or event, but he cannot influence their use.

This leaves us with advertising and social media as the two main areas over which we can exercise some control. We have never effectively used social media. As part of an exercise to try to 'buy in' marketing expertise following our failure to find anyone to do this within the society, Bluegreen were approached. Whilst it is unclear if they could provide the marketing expertise that we seek, they did submit a quotation for providing a social media campaign for six months to promote our free membership offer. This totals [REDACTED]. As we have no experience with the use of social media it is impossible to say if this would be a good use of society funds. Of course much of what Bluegreen proposed to do could be done by volunteers but a rough calculation would suggest that it would require an input of 200 man hours over six months or an hour per day. Serious consideration needs to be given to approval of a budget to run a social media trial for 2018/9.

Without an investment in social media that leaves just advertising to promote the society with this route needing to attract around 200 new members annually. Whilst the Society has invested in advertising for its publications there has never been, as far as we are aware, a concerted membership advertising campaign in the railway press. There was no advertising at all from May 2016 until September 2017. Recruitment in that period averaged just 12 members per month, less than half of that required to meet our target of 300. In September 2017 two adverts appeared (total spend £500) which coincided with our visit to Old Oak resulting in 70 new members for September and October. For 2017/8 the DSC requested £3500 for advertising to promote our free membership offer. This was reduced by the MC to £2000. As this money is to be spent from June to September we cannot say at this time how effective it will be but it will allow ten adverts to be placed over five magazines.

There are around eight railway titles where we can advertise with the average cost of an advert being around £200. Given that we have never even approached a recruitment rate of 300 the DSC considers that an ongoing advertising campaign across all the railway titles is required. In addition website adverts have never been used by the Society but some of the magazines now offer this facility but at quite a high monthly cost for a 'click thru' advert.

The DSC recommends that for 2018/9 **bimonthly adverts should appear in each of the eight titles which would require some [REDACTED]**.

The DSC very much appreciates that the budget requests for 2018/9 far exceed anything that the Society has spent in the past, but as we have seen, previous levels of spending have left us woefully short of the required recruitment numbers. If we do not invest we certainly will not stop the ongoing decline in membership.

Paul Chancellor
DSC Chair

Terry Silcock (TMBS) Meeting Notes 24th February 2018
At [REDACTED], Pinner

Library Database

One intent of this visit was to discuss the current library database and obtain a copy. TMBS has given me a copy of the database and various reports (many duplicated) and indices, some in the database format and some in Word, Excel and/or text format. A total folder size of 1.07GB.

TMBS explained how the database worked and provided various explanatory screen shots and a hard copy manual.

The database uses Windows 7 (compatibility with Windows 8 or 10 is not known) and DOS based database software under the control of DOSBOX, which is a DOS emulator for windows. It is possible to export the files to a more recent database version e.g. Dbase III and then import it into Microsoft Access.

Library catalogues and various other RCTS material are on TMBS's personal laptop in Pinner and now on my PC in Addlestone. Both locations also have a backup on external hard disc. The database has continued to be updated, since TMBS's retirement, at the request of Peter King.

There is currently 7000+ items in the current book database and separate databases for Working Timetables, Carriage Working Notices and Magazines.

Notes on the database codes

The database has dta (main file) htr (layout) inx (index) file extensions.

The classification system in the database is based on Otley but as he doesn't have overseas books, TMBS has extended the system

- F – Freigh
- L- Locomotives
- H- History
- G – General.

TMBS has a spreadsheet of these classifications.

Location = Branch that has borrowed it.

Shelf = Uxbridge library shelf.

Review = magazine details for a review of the book.

The magazine database is sometimes cloned. Record will have "n" in it (top right) to show this.

Magazine database has:

- bn = number of bound issues: bn = years
- Ws = wanted stock i.e. magazines we don't have.

Library Book Policy

Technical and detail books, detailed histories etc are welcome in the library. Coffee table books, picture books are sold off.

This sounds similar to my experience selling books on behalf of Surrey Branch. If I could sell a book at an exhibition it would probably be welcome in the library. Books I consider difficult to sell would be probably be unwelcome.

Simplistic, maybe, but could be useful guidance.

Appendix 4 **(page 2)**

Library Boxes

Terry Silcock has regularly supplied Library Loan Boxes to:

- Cheltenham Branch (Steve Wilson) – This box has not changed since TMBS retired as Librarian.
- South Essex Branch (Rodger Green) – This box has not changed since TMBS retired as Librarian.
- Watford Branch - This box changes occasionally by TMBS and is active.

The Battenon Railway Acts Abstracts.

This is a manuscript detailing the various acts relating to railways.

TMBS had various volunteers typing the manuscript, it is not finished but is presentable (Typed out in PDF Format). The project could be completed and sold via the website but there is unlikely to be a big market.

Bill Bateston left books etc and the manuscript to the library. Money from these sales is earmarked for the completing the document (TMBS has around a couple of hundred pounds from the sales).

Digital RO

ROs were professionally scanned, sold at £16 - £20 each, 25 sales covered the production cost.

Remaining sales stock went via the MC to book sellers and TMBS has heard nothing since. No CDs remain available for sale although TMBS has the master CD copies of those that were scanned.

Apparently there was disagreement between DK and TMBS over scanning the ROs, so the process stopped.

TMBS may still have the contacts if we wish to resume scanning of old ROs for sale.

Other Issues

Some scanned files may be in the files section of the yahoo group. I have downloaded those that I think are useful.

Great Eastern Railway Society files emporium has some useful documents.

Archive items such as all-time events lists, Officers lists are available. These will need updating from the time TMBS retired from the MC.

Digitising of magazine indices is an ongoing project which TMBS can do at home.

The library / archive should have a stock of society publications for sale.

Andy Davies 25th February 2018

Appendix 6

Resignation Statistics

	Reason	2012	2013	2014	2015	2016	2017	2018	2019
1	No specific reason.	20	22	24	21	14	26	15	
2	Finance – Redundancy, tightening the belt, cannot afford it	11	7	5	5	1	6	1	
3	Health – Mobility, eyesight, stroke, fall etc	8	11	11	8	6	11	7	
4	Other interests	2	8	1	1	1			
5	RO excellent but I prefer a magazine with more local news	2							
6	Finance and to many 'Society officers' photos in RO	1							
7	No interest in RO	1	1	1		1	8	4	
8	Loss interest in UK railways. Prefer USA	1							
9	Museum closed (Tyseley) Membership ceased	1							
10	Everything on the Internet	1		1					
11	Cannot get to meetings, RO not for me.	1						1	
12	Too much info in the RO, Info on the Internet	1							
13	High subscription, want a digital RO	1							
14	Lost interest in railways	1	4	3	3	2	4	1	
15	Lost interest in railways, RO of no value	1	1	1		1	1		
16	Lost interest in railways, prefer light rail and European	1							
17	Lost interest in railways, prefer modelling.	1		2					
18	Cannot get to meetings	1	2	4	5	4	1		
19	RO always a month late.	1							
20	Personal circumstances	1	2	6	1	1	2		
21	Going to live abroad		1						
22	Library closure		1						
23	Living abroad, seldom visit the UK		1						
24	Not used the RCTS as the member thought he would		1						
25	Management attitude. Malcolm Riley Affair. HSBT		1	1					
26	Disillusioned with RO. Little interest in modern railway scene.			1	3	2			
27	RCTS not for me.			3	3	2		2	
28	RCTS heading like other societies. High fees.			1					
29	RO duplicates info from other sources.			1					
30	No time to read RO				1		1	1	
31	No PDF version of electronic RO				1				
32	RO and the MC are a bunch of communists				1				
33	Lost interest in modern scene, prefer preservation activity					1			
34	Living on a boat, cannot get my mail to receive my RO					1			
35	Branch committee attitude, no welcome at meeting						1		
36	Differential between digital and printed RO high								
37	Publications discount not big enough, cheaper elsewhere								
38	Digital RO needs Adobe Flash Player								
39	Letters in the RO							1	
40	Photographic Sales							1	
Grand Total		60	62	67	52	37	66	34	

Issue B – WGD 18/06/2018

Appendix 7a
Membership Statistics
15 June 2018

	UK	Overseas	Total	
Standard Members				
Printed RO	1,334	14	1,348	61%
Printed RO+DD	545	4	549	25%
eRO	216	5	221	10%
eRO+DD	106	2	108	5%
Total Standard Members	2,201	25	2,226	
PLM	207	7	214	
HLM	26	0	26	
Total Society Members	2,434	32	2,466	

Appendix 7b

Membership Breakdown 15 June 2018

Branch	Members	HLM	PLM	2018	2018 DD	2018 eRO	2018 eRO DD
BTL	120		9	73	29	7	2
CBR	29		2	10	9	6	2
CHM	73		7	42	15	6	3
CHR	43		2	24	8	4	5
CSL	93		10	52	18	8	5
EMD	117	1	15	69	16	13	3
ESX	103	1	5	58	24	11	4
FLL	30		3	20	4	3	
HSD	33		1	25	6	1	
HTC	88	2	6	44	25	10	1
IPS	93	2	6	49	19	12	5
LNW	103		9	63	24	5	2
MCN	120	2	10	72	27	7	2
MHD	61	1	4	26	15	9	6
MIS	3		1		2		
MKY	48	1	2	23	11	8	3
NEA	86	2	6	37	20	15	6
NHN	81		4	49	19	5	4
OSE	17		3	7	3	3	1
OSS	15		4	7	1	2	1
PBR	39	1	2	18	12	4	2
SCT	97	2	7	51	17	14	6
SEA	93	2	7	37	34	5	8
SFD	49		4	28	15	2	
SOE	81		7	49	18	5	2
SRY	92	1	11	43	21	9	7
SSX	36	1	5	20	8	2	
SWL	71		3	45	15	5	3
TVY	77		10	41	17	6	3
WEN	91	1	13	45	18	8	6
WFD	85	2	11	45	17	3	7
WMD	143	2	12	86	35	7	1
WRD	156	2	13	90	27	16	8
Total	2466	26	214	1348	549	221	108

Appendix 8

RECRUITMENT NUMBERS BY MONTH - up to 22.30 on 13th

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
2013	26	24	19	7	9	7	4	11	5	12	9	17	150
2014	25	14	7	11	10	10	8	3	14	12	29	16	159
2015	18	22	19	20	6	10	6	5	24	37	20	18	205
2016	24	17	18	10	15	2	4	2	18	21	16	13	160
2017	14	10	17	9	14	8	5	4	41	29	20	16	187
2018	23	9	10	7	49	121							219

SOURCES OF NEW MEMBERS BY

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	####	Jun-18	Totals
ONLINE via PAYPA	2	3	24	16	11	12	15	4	5	5	13	116	226
Via BRANCHES	1		5	7	7	2	5	4	2		32		65
POSTAL			12	6	2	2	3	1	3		1	5	35
LATE RENEWAL	2	1								1	2		6
DSC - EXHIBITION										1	1		2
													0
	5	4	41	29	20	16	23	9	10	7	49	121	334

COMMENTS AND ISSUES.

- Nearly all the free members are applying online which makes forwarding them to the relevant Branch Secretary relatively fast and easy. Three have printed the form from the website and sent it in by post. Two have removed the printed ad, and sent that in with their name and address.
- Forwarding to Branch Secretaries is straightforward in all cases except for West Midlands. Vron is currently printing the forms and sending in the post to Derek. An email contact in the West Midlands Branch would be of help during this period.
- Three applications are from abroad; USA, Germany and Ukraine. One of those is