

The Caravan and Motorhome Club Suffolk Centre

Minutes of Committee Meeting via Teams

Tuesday 7th July 2026

Meeting Start : 07:33pm

Attendees:

- Paul Fitch
- Will James
- Ron King
- Julian Fincham-Jacques
- John Meyrick

Item 1: Apologies for Absence:

- Martin Coombes

Item 2: Corrections from Previous Minutes

- None

Item 3: Signing of Previous Meeting Minutes

- Signed by Paul Fitch

Item 4: Matters Arising from Previous Minutes

- Still need to decide type of equipment we should look into for the club insurance.
- John Emailed all the 2nd quarter marshals and got the figures and will do the same for 3rd Quarter.
- Do we have the figure of those that have the hard copy have rallied this year? (Not yet see Secretary report)
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Item 5: Chairmans Report

Rallies Attended:

- Since the last meeting, I have chaired Return To Swann's Rally at Bromeswell. It was a scorching hot weekend and a good turn out was seen at the rally. The marshals laid on loads of refreshments throughout the weekend and also organised a walk to the Wilford Bridge put and also game of horseshoes on Saturday afternoon with a cream tea too. Thanks for all their hard work running the rally and we hope it will run again next year as it is a lovely venue. We had more first ralliers and the return of two of the earlier first ralliers in the year which means they obviously are enjoying centre activities.

Other Items:

- Diane went through the equipment boxes and plaques and sold all the old log books at the rally along with other equipment with a good sales pitch. We have purchased (at our expense) a small amount of items we intend to sell on the rally fields with a view to profits from sales (after outlay) being put into the chairmans charity. We will trial this and see if this works and will report back to the committee in our September meeting.
- Have collected the carpet bowls mat from Trevor and it is currently being stored at our house.
- More investigations ongoing for my health and I may need help chairing some rallies if appointments or treatments dictate the need to.

Item 6: Treasurer Report

- 2026 Rally processing up-to-date (Weeley, Bromeswell):

RALLY	INCOME				EXPENDITURE				GAIN/ (LOSS) EXCL VAT before Admin £2
	GROSS	less VAT deducted	DONATION	TOTAL EXCL VAT	TOTAL COST	less VAT recovered	Plus PLAQUE COSTS (Excl VAT)	TOTAL EXCL VAT	
Saxtead - 1st Rally of the year	82.00	13.67		68.33	70.00	11.67	7.20	65.53	£ 2.80
Burns Supper Hallowtree	2,727.80	454.63		2,273.17	2,192.20	27.37	30.60	2,195.43	£ 77.74
Winter Warmer Hallowtree	1,205.20	200.87		1,004.33	939.48	2.18	19.80	957.10	£ 47.23
Easter Trinity	7,773.00	1,295.50		6,477.50	7,218.89	1,004.59	58.50	6,272.80	£ 204.70
Beside the Seaside Peewit	718.40	119.73		598.67	680.00	113.33	14.40	581.07	£ 17.60
Anglia Divn & Suffolk Punch Trust	0.00	0.00		0.00	0.00		0.00	0.00	£ 0.00
Relax at Manor Farm {cancelled}	0.00	0.00		0.00	0.00		0.00	0.00	£ 0.00
Bank Holiday at Garnhams Field	748.80	124.80		624.00	582.00		27.00	609.00	£ 15.00
Apple Pie & Cider Weeley	690.00	115.00		575.00	643.43	93.69	16.20	565.94	£ 9.06
Swanns Nurseries Bromswell	660.20	110.03	10.60	560.77	583.40	81.00	18.90	521.30	£ 39.47
Abbey Rally Leiston	0.00	0.00		0.00	0.00		0.00	0.00	£ 0.00
Relax at Clare Priory	0.00	0.00		0.00	0.00		0.00	0.00	£ 0.00
Shotley Rose Pub Rally Shotley	0.00	0.00		0.00	0.00		0.00	0.00	£ 0.00
Rowley Mile Newmarket	0.00	0.00		0.00	0.00		0.00	0.00	£ 0.00
Thorpeness 2026	0.00	0.00		0.00	0.00		0.00	0.00	£ 0.00
Star Inn Lessingham	0.00	0.00		0.00	0.00		0.00	0.00	£ 0.00
Henham Steam Fair	0.00	0.00		0.00	0.00		0.00	0.00	£ 0.00
AGM & Rally Hallowtree	0.00	0.00		0.00	0.00		0.00	0.00	£ 0.00
TOTAL	14,605.40	2,434.23	10.60	12,181.77	12,909.40	1,333.83	192.60	11,768.17	£ 413.60

- Few more Thorpeness payments and refund requests. Currently 75.5 booked in (0.5 staying part of week).
- Q2 VAT return submitted
- HSBC, new current account set-up with the correct CAMC parent company in progress (Paul, Diane and myself have submitted required info). Action with HSBC who are reviewing what they've received. Last update 02/06/26 ("Application Review in Progress"), chased 06/07/26.
- I went to **East Grinstead last week for In-Person Workshop for Divisions & Centres Website** (see Governance email 12 June 2026 17:02 and June Suffolk Committee). *I've written up my notes from the workshops given the importance, sorry for the length of my report!*

Not all 56 Centres and Divisions represented – challenge will be engaging with those who couldn't make it. Rob Rice, North Essex Centre went on Thursday and Alan

Stewart, North Essex Centre Treasurer on Friday. Alan and I will update Anglia Treasurers soon.

Good collaborative sessions (in a hot room), I'll forward slides when they come through.

CAMC IT, Governance & Finance have been working on improvements for 3 years or so. Intention is to support Centres, enable Members who are not aware to get involved/attend rallies, improve 'member experience'*, reduce cyber and other risks, reduce audit fees, reduce manual keying & manual checking of member lists etc, make handover to successor easier. * For example, make it easier to identify a rally if travelling to another area.

I said perception was that CAMC HQ was more interested in Club sites, insurance, Clubfest etc and not upset if a Centre folded. This was strongly refuted – Centres and local rallies best CAMC be kept secret. Need to provide easy to use systems to make it easier to attract and retain volunteers (Committee & Rally Officers/Marshalls). Intention is to sustain local Centres.

Rebecca (IT, Facilitator) showed strong awareness of Digital Market Bill, GDPR, Cyber risks (CAMC has ISO, complies with PCI DSS compliance standards etc.), rules re under 18s, use of photographs etc.

Initiative has been running since 2023. They learnt from 2024 Cyber incident. Proposals have gone through various business cases. At this stage they have lots of ideas but haven't negotiated with software vendors or decided on structure (e.g. 56 semi-independent 'branches' or one instance).

Plan is to run pilots with 3 different sized Centres and roll out for all for 2028. See below, scope is an integrated suite of systems (book & pay on new centre websites with info flowing into new accounting package).

Thursday, 2 July: *A deep dive into Centre operations, understanding challenges of governance, administration and event management in order to inform future website discussions and design.*

The scope is wider than Julian and I envisaged. Not just hosting all Centre websites but also showing all Rallies (enabling Members to search if they are planning a trip) and booking/payment.

Current 'madness' covered: e.g. extracting member details, use of Box (might disappear), manually spotting changes in membership lists, difficulty is checking details of rallies from another Centre, running Rallies, items stored on local PCs, information retained for too long, paperchase, boxes of old records passed onto incoming Committee Member, producing periodic returns (Q VAT or Rally attendees, y/e Accounts, AGM papers), hard for Members to renew Centre membership, hard for Members to find out about Centres, GDPR risk, hard to answer a Subject Access Request etc).

Likely to provide a database to contain Centre members (linked to CAMC data in SAP, so if someone moves house or changes email address etc it should flow through and be 'once and

done'). A Customer Relationship Membership (CRM) package where Rallies could be booked, with payment engine and link to accounting package. Design needed to see if there are 56 sub-systems or one – affects usability e.g. booking a rally hosted by another Centre. There was more detail around making it easier for Secretaries, I didn't take thorough notes (as mentioned I'll forward slides and other material when they come through).

I raised pre session queries from Julian:

- Existing URLs would be used if 'sensible'. Centre site could be customised (e.g. logo) but would have common booking/payment methodology.
- CAMC HQ would be in control but Centres would be able to add user profiles, logos, Rallies etc.
- 2024 CAMC Cyber incident has resulted in thorough controls. IT appear to be knowledgeable.
- Cost of new solutions – would be free to Centres in Year 1. A charge would then be made (to be determined but would be reasonable – intention is to negotiate hard reflecting combined size/profile).
- Roll out would include training and Champions in each Division. Would be 24/7 critical incident support with minor issues dealt with next working day.

I mentioned the importance of change management (aka winning hearts and minds).

Rebecca and others there from IT, Governance and Finance seemed to get it: joint working from early days rather than a 'must do' CAMC edict. {Once 'certain', need to ensure existing web hosting isn't renewed beyond Go Live]

Friday, 3 July: *Shaping the future of our financial packages (Xero).*

Plan is to buy and set-up a financial package, probably Xero: a cloud-based accounting software package which automates day-to-day financial tasks like bank reconciliation and VAT. It would be linked to the CRM (see Thursday) meaning Rally bookings and associated payments 'flow' into Xero.

Jacqui Chaplin Treasurer of Yorkshire Dales Centre used Xero for the Centre for a few years. She gave an overview of how it worked for the Centre. She and others (including myself) are joining a working party to get into the detail (requirements).

We identified a lot of things which need to be considered (e.g. memorabilia sales and stock valuation). Governance seemed to think Centres took a deposit for a Rally with payment of balance (possibly in cash) received on the day (i.e. same a CAMC Club site £5 bookings). It was explained that there is a myriad of practices (BACS or payment link of whole amount in advance, cash on day etc).

Very clear that Centres do things in very different ways (Rally detail, method of booking, payments, refunds/'fines'). I emphasised the effort needed to communicate changes and agree how to standardise processes.

Re reduce Audit Fees (see intro), seems some Centre Treasurers take a long time to submit figures. Some 'dump' info with Auditors and get them to clean-up and draft accounts – one fee was £4,000! (Big contrast to what I've achieved: all done including draft Accounts by 02/01/26 and ready for signatures by 23/01/26).

Other points which came up:

- WhatsApp offer a pay by link (a Business API for larger businesses including CAMC: automatically send customised dynamic payment links—such as order details and a "Pay Now" button directly embedded in the chat. <https://www.whatsapp.com/payments/in>
- If Ralliers are paying on the field and there's no signal, it's possible to use off line and transmit when there is Wi-Fi.

- Some run a WhatsApp group for a Rally (detail of exact location, time of pub visit etc).
- Some Centres give Rally vouchers to new people who sign up for the Centre (£10 off 1st Rally or book 3 rallies and get 4th free).
- Rally Officers/Marshalls address shouldn't be in handbook.
- Deposits with CAMC centre aren't used for developing new sites (urban myth). They reckon they can pay more interest than banks and will reimburse Centres within 24 hours if cash is needed. They are going to send details to all Centres, many of whom have £ thousands in current accounts (situation in Suffolk before I took over, we now make >£300pa from interest).

Item 7: Secretary's Report

7.1. Membership

- As of 3rd July 2026 we had 931 Members.
- A total of 60 members did not renew to centre this week. This is usual and numbers come back up over the next few weeks.
- I have asked people to let me know if they attended Clubfest but little response so I can only record those I am aware of.

7.2. Correspondence received:

- Had notification of a former club member passing, Malcolm Wilkinson. Paul to find out their address so we can send a sympathy card.
- Nothing else of note from head office

7.3. Attendance

- Attendance lists that I have received have been entered for Swann's Rally.

7.4 Other

- Requests by new members to join Facebook is happening most weeks now which is also positive.
- I have reviewed all Facebook members and removed ones that are no longer Suffolk members after informing them why. Some members then renewed to Suffolk to remain active.
- Reviewed the list of members who received paper copies of rally books and marked the ones that I can say for sure have attended rallies this year. There are a lot that have not but I need time to be able to complete the check but it is time consuming. I will try and complete by the next meeting. Suggest at the AGM we state that unless people that receive paper rally books attend rallies during the year the next year they will receive an electronic version. Want to discourage paper copies for people who are not rallying during the year and also support CAMC move to go digital as much as possible.
- Had a few entries for the newsletter which is also positive and people seem to enjoy the content.

- Managed to sell some old equipment stock over the past couple of rallies. Will wait until I have enough sales to send it over to Will as it is not worth sending a couple of pounds here and there.
- Had new First Rally and Visitor plaques produced (not many) simply because some looked faded or have seen there best.

Item 8: Rally Secretary Report

- Very little to report this month.
- The tourist tax return has gone in, 1 rally cancelled, 500 van nights this was 61% of the nights offered.
- I have had no comments on the document I circulated last month.
- No additional rallies added in a TBC state, none of the rallies that I have dates for have sent the details yet.
- Had prices for this year's AGM hall £330 for weekend for 2026 year, pitch £11/night and electric £6/night. 50% contribution by centre toward costs as we use it for AGM. VAT chargeable on the whole amount. Entertainment to be discussed and advertised.
- Had a Zoom meeting for rally secretaries and I have sent notes on these previously.
- North Essex say their book is finalised and they want to know the invites to be inserted into their book. I think he is the only one in that position.
- Will be shortly be sending advert requests to the people concerned do we have any more to add to the list. Prices agreed by committee to remain the same as £150 for whole page and £75 for half page.
- John is out of the country for most of September so requests the committee meeting brought forward to 25th August. Committee agreed.

Item 9: Centre Equipment Report

- I have just finished doing an inspection and update on what equipment that is held for Suffolk Centre.
- The Coleman Event Shelters have been made good, but the centre now have only three that are serviceable for rallies and events.
Canopy No. 2 (YELLOW BANDED) which had one of the securing straps broken and only having two side curtains was used to make good the other three canopies. All the three serviceable event shelters have had all the corner hooks replaced and been weatherproofed. Also the one of the good canopy bags that was damaged, was also replaced with the good bag from canopy 2.
- The centre holds equipment and aids that has not seen the light of day on events and rallies for many years. I have gone through what is held and suggest that it be moved on, either as scrap on to another use somewhere else. A list has been compiled of items not used recently. Some have been agreed to throw away due to condition or safety. Others will be reviewed and streamlined and some kept for centre history. Need to find a person to store some of the items. Julian has agreed to store some of them. Paul to review what we have and keep 1 of each item if appropriate.
- I have updated the SUFFOLK CENTRE CARAVAN CLUB EQUIPMENT to reflect the proposed changes. The remainder of the equipment held by the Equipment Officer, still has a purpose and can be used on rallies and events.

Item 10: Webmaster Report

- Found an issue that anyone is using a btinternet email address the alias is no longer working. It is blocking the alias email addresses to forward to email addresses. It will only affect the rally marshals. BT have installed an anti-spam email that is causing issues.

Item 11: Other Discussion Topics

- Price for next years adverts – Find out what current costs are for next meeting (£150 and £75)?
- Need to encourage more committee members. With Pauls health issues this may impact his and my role availability. We need to try and get a few more on committee to help cover if required and share the workload
- Suggest that old pointers that are over 5 years old are removed from stock. Diane will post if anyone requires any older ones to reach out.

AGM rally location next year – Paul to speak to Nigel and Kim Berry about their plans for Ocktoberfest as we could share the venue. John to check availability of the weeks around AGM time. Need to have our AGM before Division.

- Rally envelopes breakdown of the rally costs was discussed and this will be discussed when next divisional report.
- Mid Anglia are advertising on the Friend of Suffolk Centre page about running a rally. Paul has spoken to various people about this issue and later that day the adverts were removed and was also contacted by Jasmine Kent and Lee Allgood.

Item 12: Regional Meeting / Division Updates

- I have heard nothing from the division since our last report.

Meeting closed 21.04 pm

Next Meeting: Tuesday 25th August 2026 7.30pm @ Chairmans house. (Sept meeting to be held end of Aug as John away and we need AGM prep)