



# THE AUSTIN SEVEN CLUBS' ASSOCIATION



**President:** Bob Wyatt

Past Presidents: Donald Doughty, Stanley Edge, Bert Hadley and Freddie Henry

## MINUTES OF THE COMMITTEE MEETING

HELD IN THE W.I. HALL

Mill House, Mill Yard, Southam Rd, Dunchurch, Rugby CV22 6NW

SUNDAY 14th JANUARY 2018 11:00am

### Present

Chris Garner	Chairman; PWA7C
Bob Wyatt	President
Nick Turley	Vice-Chair; PWA7C
Howard Annett	Association Mag Distribution and Back Issues; A7OC
Phil Baildon	A7CA Archivist
David Cochrane	Pram Hood Register 1922 – 26
Arthur Davies	MA7C
Hugh Barnes	Secretary, Cambridge A7 & VCC
Gill Davis	750 MC; Cambridge A7 & VCC
Roger Brown	A7CA Registrar; A7OC; 750 MC
Janet Edroff	750MC
Les Gammon	Editor
Joy Gammon	Editorial Assistant
Chris Heeley	Treasurer A7CA; PWA7C
David Charles	Cornwall A7C; A7 Special Register; Norfolk A7C
John Williams	South Wales A7C
Roger Ballard	Dorset A7C
David Aylmore	Devon A7C
Alan Billington	OA7C
Stuart Phillips	SWA7C
Roy Goodrum	EA7C
John Fromant	EA7C
Terry Bonner	EA7C
Robert Leigh	CA7&VCC
Andy Lowe	MA7C
Paul Lawrence	CA7&VCC
Fenella Leigh	CA7&VCC
Bob Garrett	HA7C
Mick Ward	Tickford Register
Nick Beck	BA7C & SA7C

### Guests:

Emma Airey	RH/Hiscox
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Martin Groome

ERS

## 1. Apologies for Absence

Angie Smith

Solent Austin 7 Club

Paul Maulden

Norfolk Austin 7 Club

Mike Tebbet

Mulliner Register

Chris Charles

Webmaster A7CA

Ian Mason-Smith

Dorset A7C

Michael Ward

Hereford A7C

Timothy Payne

Ruairidh Dunford

Advertising A7CA

Roger Price

Online A7C

Steve Hogson

Worthing A7C

Malcom Watts

Cornwall A7C

## 2. Minutes of the previous Meeting

The Minutes of the meeting held on Sunday 9th October 2017 were deemed correct

Proposed: Phil Baildon, seconded, Gill Davis

## 3. Matters Arising

- 50th Anniversary of the Association

The Chairman reported that due consideration had been given to a celebration of this auspicious occasion and that the Association should arrange tea for the founder members of the Association in the Hotel where they first gathered

**Action: Chairman to arrange celebration tea for original A7CA group**

- Centenary celebrations Press Officer

The Chairman was pleased to announce that an approach had been made to Nick Salmon of the 750 Motor Club regarding this post who had accepted. Nick already carries out similar duties for the 750MC

## 4. Officers Reports

- Chairman

The last few months have been a very busy time, my covering a lot of ground in many areas.

I was part of a small team overseeing the restyling of the Magazine and would like to thank all those involved, especially Les G. our new Editor. Much energy has been expended and we hope you approve of the new look.

Another team has started to look at the reprint / rewrite of the Motor for the Million. The core comprises Stuart Ulph as researcher, Mick Hanna as editor and myself as writer. Already we have some good ideas and Stuart has made some good contacts. Allied to this, in discussion with Bob Wyatt, our President, and the VAR, I have negotiated the Association to take over the press cuttings compiled by the AMC in the period 1925 to 1939. My grateful thanks to both parties. These will further help our research into the evolution of the Seven and also for the new book. Bob has further

allowed us access to his remaining Seven literature which we will start digitising very soon. I would like to record a sincere vote of thanks to Bob for his continuing support.

As mentioned in my last report, material relating to Lou Kings and Boyd-Carpenter continues to be processed, with a “lost “ B-C surfacing in Italy.

All this is giving our Secretary a lot of work with the Club scanner. Thanks!

Displayed here are framed examples of the Austin posters we purchased for £1500 late last year. This purchase was an immediate executive decision as we recognised their value in historic terms, possibly unique, and their future commercial value to the Assn. Framing and digitising of these courtesy of Nick T.

With all that is happening at present and in the future it is vital that a budget for the coming year be drawn up. Enclosed are projections which hopefully will become a basis for discussions. My thanks to Chris H. for his inputs.

Our connections to the Antipodes continues, with ongoing support and further material from Russell Curtis, Steve Hainsworth and a new contact which could further extend our archive material.

Finally I would like to record my thanks to my fellow Officers for their work over the last quarter.

**David Charles:** Commented that the Bob Flockhart collection of Boyd Carpenter materials had been handed to the Special Register and that was now available on the Special Register Web site

- Secretary

The Secretary reported on a number of items:

He has taken responsibility for maintaining contact details for all Clubs, Associates, Registers and Overseas groups – both from an email perspective and, as a result of recent changes in the Magazine production process, contact details published in the Association Magazine. As many of these have been reviewed as possible but please do check and inform me of any changes required.

As a result of some apparent failures in communication for this meeting, when usual delegates were not informed of the meeting, the Secretary will contact all Member Clubs and request Association Reps details to add to the Contacts list he maintains. In future, as well as Club Secretaries, the reps will also be included in meeting invites.

The venue for this meeting was chosen as it gives opportunity for more people to attend meetings. Your feedback is encouraged as to its suitability as our venue for meetings is always kept under review.

The Secretary reminded the group that the next meeting would be the AGM where three Officers appointments would be dealt with – Editor, Registrar and Secretary. It was hoped that candidates for the Editor and Registrar positions had been found but, despite a number of appeals, as yet no candidate had been found for the position of Secretary. Under the terms of the Constitution, the current Secretary must stand down in April 2018, to which no exception can be made.

**Action: Secretary to create new contact list for Club A7CA reps**

- Treasurer

The Treasurer reported that he was currently handling all the Invoicing and that most bills had been paid, with only 4 or 5 outstanding. Invoices totalled in the region of £13.500. A couple of particular items to note were a payment to Hampshire County Council for further digitisation work (The Russell Curtis collection) and an awaited invoice for further work on the Jack French Garage project.

A current financial statement is attached to these minutes.

**Howard Annett** queried an apparent difference in Magazine distribution costs from one financial report to another of some £300. The Treasurer said he would look into the figures and provide an explanation at the next meeting.

**Action: Treasurer to check on imbalance in figures and report back**

*Subsequent note from the Treasurer:*

*The query was why there was a difference between the cost of magazine postage and the amount invoiced to clubs of around £300 in the Q3 accounts.*

*The explanation is that the overseas clubs get invoiced at the end of the year and so this is rectified in Nov or Dec when I get the chance to raise those invoices.*

*On the latest Q4 accounts, there is now a difference of only £18. This will be due to the UK clubs receiving their invoices with estimated quantities for C and D magazines (and hence postage) which is corrected in the following years invoice if the actuals vary.*

- Advertising Manager

The Advertising Manager sent his apologies and the Secretary read a written report:

Work in this area has been somewhat busy since the last meeting. Nick Turley secured an excellent deal with a design firm to offer a redesign service for those advertisers who wished to have an design that was more in keeping with the new-style Magazine.

I contacted all current advertisers to see if they wished to advertise in 2018 and also take up the redesign offer. One declined as he had retired. Eight advertisers chose to take up our redesign service, three provided their own redesign and one chose to keep their advert as it was. Two advertisers did not reply and one is still to come back with amendments they would like. Since the press date a further advertiser has been in touch and will be included again from 2018B.

The redesign process has been extremely well received, by those who took it up, and we hope that it really adds to the look of the Magazine. I have had several further enquiries for new advertising and will follow these up along similar lines to the above.

At the last meeting I raised the topic of advertising rates and if they should be reviewed – the budget statement was not available at that meeting so my question was unanswered. I do hope the meeting will consider this question again, in light of Chris' budget projections.

- Archivist

CHANGES BOOK 160 remain from 580 printed. A few minor typos and maybe more on wheel types for a second run in due course.

6 COLOUR SHOW BROCHURES REPROS still 2 boxes each except green fold-out. None to be reprinted now all are on line.

3 POSTERS none left of Longbridge bodies, 80 chummy on Fosse Way, 30 Specials. None to be reprinted. Later books have updated and corrected original info.

HANDBOOKS/PARTS LISTS 8 “new” originals now to hand to be scanned 352b 352d 352q 352r 1523a 353m 1281a 1598.

1316a parts list and Pitmans 4th, both grubby, surplus received, to add to sales box

NICHOLSON 4th kindly donated by Mrs Jean Fairhall near Derby, 92 years old couple, email and computer literate!

MIKE STEWART’s racing photos donated very neatly albumed a lot on slides or negative film, huge 12 kg box requires sorting.

BOB GLENISTER’s shoebox of photos of dealer sales cars from 50 years, unsorted, but after Dave Martin and I spread them out we have 66 cars and history that the current owners may like to have. Some have prewar photos and multiple shots “in resto”. All now in 1 ringbinder, decision do we simply scan one of each and put out there for current owners to spot. Perhaps a list in the greymag with a couple of examples?

GLAD DeHav Portuguese translations found from 11 years ago ...in her box, sent to HB for CC to add to website.

ORIGINAL maroon leathercloth drivers RP door panel donated by Mark Jagger pwa7c .

SHELVING, the racking has been unbolted and are-assembled now FLAT to the long wall for better use of the room thanks to Dave Martin for help.

BERT HADLEY overalls etc due back from Donington on expiry of loan via Geoff Roe pwa7c

FENELLA LEIGH has taken a large bundle of mostly AMCo drawings for sorting.

OTHER DONATIONS/ ITEMS BOUGHT others to report on these

Russell Curtis collection of literature . Original race posters and publicity posters.

Timothy Payne has bid and won two items.

Some possible film, racing albums/overalls etc being followed up.

Items & literature collection of the late Barrie Argent may soon become available via Adli Halabi.

The archivist is in email exchanges to Adli in Portugal.

OPEN DAY. The next Open Day for the Archive was being planned. Dates of April 22<sup>nd</sup> or 29<sup>th</sup> or May 13<sup>th</sup> or 20<sup>th</sup> were being considered

**Suggestions from the floor** included perhaps asking for a contribution to Archive funds from anyone requested photos from the Bob Glenister collection and that when searching for registration records, the web site CARTELL.IE was often helpful.

**Les Gammon** asked about the future home for the Archive. Phil replied that he hoped that a more suitable home could be found by 2022 and that this was always kept under review. Somewhere owned by the Association or with easier ready access would be sought

**Action: Archivist to ask for contributions when supplying photos of cars to owners**

**Archivist to confirm date of next Open Day asap to allow for appropriate publicity**

- Editor

I hope most of you have had a chance to see something of the new look magazine. We are delighted with it and hope that you and your members will enjoy it too. I look forward to any comments from you all, and also to articles and content ideas for future issues. Especially I must ask again, please, for regular newsletters from the two thirds of clubs that have still not sent these to me. I cannot use

any club news or event details unless you tell me, and I know you have had this request repeatedly. The Magazine is special, and, with your help, I intend to keep it that way.

Les reported that Members of the Bristol Club had already received their magazine copies and he had received a number of encouraging comments already by phone and email.

**Howard Annett** commented that numbers of required magazines had fallen of late and that we had a print run of 3850 copies – that gave 180 left over. We should look at the print run to reduce the spares to a more realistic level.. The Chairman will follow this up as a reduction in numbers will bring a financial benefit.

**Action: Chairman to review numbers of Magazines to be printed each quarter**

- Registrar

The last quarter has seen the previously reported slower rate of submissions continue. Perhaps the Register is approaching up on its limit. If adding your car or updating its record is something you meant to get around to one day, it's cold in the garage these days and now might be a good time to do it.

I have had no feedback on the amended download spreadsheets so must assume that either no one uses them or everyone is happy. I'd like to know which because they take an hour or so to prepare each month.

Finally, come this year's AGM I will have served three years as Registrar and therefore under our amended rules I must stand down

**Comments from the floor** confirmed that the amended form of downloadable spreadsheets were found particularly useful.

Roger's full report can be found in the Appendices.

- Web Master

The main A7CA website continues to tick over; comparing 2017 to 2016 we had a 5.8% increase in visitors, totalling 10,459. The top visiting country is the UK, followed by the US, Australia, France and Germany. We've seen a 20.82% increase in mobile visitors with the most popular page being the Chassis Register, with 7833 searches by registration and chassis number.

2018 brings a new events calendar; to date 5 clubs have come back to me with entries. With the calendar only being on the website it does mean it can be updated at any time so please continue to send me your club event details. Include a date, event title and email/web address of where to find more details . Please note this is only for your main club events and not monthly meetings.

The Online Archive has grown in the last quarter with the addition of 6 films and an interview with Ian Dunford. There are more releases in the pipeline which I'm sure will be covered in the Archivist report. The Archive site has drawn in 3,821 visitors in 2017, with 1,726 directly going to the website, and 1,408 using a search engine like Google. The Archive Newsletter has gone from strength to strength with 249 subscribers to date, 155 new subscribers in 2017. The most viewed collections are the Handbooks and Part Lists page (2,977 views) followed by the Show Brochures (2,789 views).

The peak time for visitors is between 7-8pm on a Wednesday, which happens to be the same time that Emmerdale and Coronation Street is on ITV... a coincidence ?!

The Facebook page following continues to grow now with 607 likes, 35 new likes since the last quarterly meeting. With increased engagement from around the world on this platform I am open to any ideas how we can increase our presence on social media, with photo competitions? Featured cars? Send your ideas my way.

**Action: All to consider new ways of publicising the work of the Association**

#### **4. A7CA vehicle Insurance scheme**

**Emma Airey, Hiscox**

Emma was welcomed to the meeting and gave an interesting, wide ranging talk on her personal involvement and interest in classic cars, Richardson Hoskins and the relationship with Hiscox, and the Association scheme in general. A fuller piece on her talk will be published in the next Association Magazine. Salient points of her talk were as follows:

RH was founded in the 70s specifically for owners of vintage and classic vehicles as a Brokerage. RH has circa 38,000 clients and is now owned by Hiscox. ERS (formerly known as Equity Red Star) are the underwriters who actually provide the Insurance and have worked consistently on the RH account since 1990.

The short-lived IT problems that were experienced on 24th August 2015 were rumoured to be due to the acquisition by Hiscox (date of acquisition was 4th August 2015) but were actually due to a system migration and upgrade by ERS. Hiscox worked with ERS to help solve the problems and by January 2016, record levels of customer calls were being handled within the required Service Level Agreements (SLA). Emma confirmed that ERS has continued to meet, or exceed, service levels since 2016.

Emma explained the difference in terms of Market Value and Agreed Value. Agreed value is a figure provided by an independent valuer from a Club or partner. That value is exactly what you will receive in the event of a total loss settlement. Market value is a figure your car would be expected to command (in the event of a total loss settlement) on the open market - in its current state - and not a penny more than the amount you have insured your vehicle for. The recommendation is that owners should, ideally, choose Agreed Value for their insurance and keep their declared values up to date as the same as Market Value, you will not receive a penny more than the amount of the Agreed Value. There is no difference in premium for either type. Owners should review their Agreed Value (or Market Value) figure at least every year on renewal.

A recent change to the terms of Agreed Value for members of A7CA clubs has seen the maximum figure for self certified valuations increase from £3,500 to £8000. Values above that will require independent valuation from a Club Valuer and 6 photos of the car. Premiums do not increase proportionally with the value of the car.

RH does not apply admin fees for changes in Policy details – either at point of new business, renewal or mid-term changes. RH offers clients the option to purchase Legal Protection Cover. This is a one off annual fee of £10.50 and covers one or multiple cars insured with RH.

For Category C and D (and new categories S and N) damaged vehicles, over 20 years of age, salvage is automatically returned to the owner. For Cat A and B damage (basically, destroyed beyond repair) salvage is not offered. Categories are determined by Insurance assessors in conjunction with the DVLA.

A major announcement was made at the meeting. After suggestions made by the Association and an internal review, it is now possible for young drivers to drive Austin 7s (subject to meeting RH's standard underwriting criteria drivers from the age of 18 holding a full driving licence, with no convictions,) they will be able to drive an Austin providing the RH Policyholder accompanies them free of charge. They may be subject to an increased excess. After 18 months to 2 years a young driver with a blemish free record can approach RH with a request for their own insurance under the scheme. They would need to have access to another 'everyday' (ie non-classic) vehicle thereby treating the Austin 7 as a true classic.

RH are also happy to insure modern cars and will offer to beat your current renewal premium by up to 10%. Salvage in the event of loss does not apply to modern cars (unless they're more than 20 years' old). For those people who use their car for wedding hire, this can be covered for £10.50 per wedding (upon request).

RH also will insure trailers and premiums start at £25 for £5000 cover. Any form of trailer is acceptable with no limit imposed on the length. Usual security precautions apply when the trailer is stored.

Finally, cover should be available to all drivers over the age of 30 to drive your Austins. If you wish to apply for 'any driver over 30' cover please email RH direct – [rh@ers.com](mailto:rh@ers.com).

## **5. Equity Red Star Breakdown Service**

**Martin Groom, ERS**

Martin was introduced to the meeting as the person who is responsible the Breakdown service provided by ERS. Martin joined ERS in February 2016 and was the first person to hold the post in the company. Martin explained that ERS do not run their own service but, like all other companies – AA, RAC, Green Flag etc, use a system of contractors. The more the contractors are paid by the Insurance company, the quicker the service offered. The agents in the UK are 'Call Assist' and in Europe, Inter Mutuelles Assistance (IMA).

As a result of discussion with the Association, Martin has analysed the problems experienced during the summer and a number of improvements in the system (either as a direct result or planned improvements generally) have been put in place.

There is now a new process in place to handle breakdown calls. Call Assist and IMA now use a common IT system, for example, so repatriation should run more smoothly. One of the major problems identified from issues raised was failure in communication and a failure to keep people informed as to what was happening. Improvements are being made in that area and to help, Martin has produced a flow chart which, when finalised, will be available for download from the Association web site. This can be printed of and carried in a car and can be used to guide a stranded driver through the call process and what they can expect.

Martin also explained the process for European repatriation. When a car is collected, it is transported to a central holding point (in mainland Europe) where it will wait until there are sufficient cars to warrant a transporter travelling to Britain. At that point, the transporter will travel round Britain dropping cars off. As a result of this process, cars may take up to 2 or 3 weeks to be repatriated.

Another problem experienced in the Summer was that of hire cars. With changes in regulations, it has become increasingly difficult for a hire car to cross national borders. The problems are increased when the car is hired as a result of 'corporate' arrangements from an Insurance company.



The advice now is that people should arrange their own rental as this is much more likely to result in a car being able to be used all the way back to an appropriate ferry port. Monetary limits on car hire costs have been reviewed and found to be way out of date. As a result, costs that can be reimbursed have been raised to £70 per day for hire cars (to a maximum of £800). Similar amounts have been put in place for accommodation.

Final claims for re-imbusement should go directly to Call Assist.

Currently, Martin is working on re-launching the Breakdown service in March 2018. This will have a rewritten policy document with much clearer wording.

Martin also highlighted other benefits of the scheme that are probably less well known.

The scheme has added “Locks cover” – probably more applicable to modern cars if you are locked out of a vehicle. Home start is also included (again, probably more applicable to moderns). Filling with the wrong fuel is also covered by the scheme.

It was also mentioned that anything being towed by the covered vehicle is also covered by breakdown Insurance. This would include a trailer (which can be insured through RH) or a caravan, horse box etc, (that they do not cover). Ie, the item being towed need not be insured, yet will still be covered for breakdown.

Martin’s report on performance of the Breakdown service is attached as Appendix 3 to these minutes. The draft ‘self help’ flow chart is circulated along with these minutes.

#### **A number of points were raised from the floor:**

- That there should be the provision for an ‘expert’ opinion to be provided at the point of the first call to say this car is not repairable and the process should bypass the sending of an engineer but should go directly to the sending of a recovery vehicle.
- Any recovery vehicle sent should be capable of handling an Austin Seven with a track of 3’4” (1.016 metres) This will often mean a flat bed truck of some description will be required
- It should be noted that (often in the case of a European breakdown) the owner will not be able to accept the vehicle at their chosen address until they return from the trip they are on. An ‘Earliest Date of Return’ should be allowed for in the repatriation process.
- As a general rule, Clubs organising events where multiple cars are touring should alert ERS (through Emma Airey at RH) so that Breakdown services can be made aware.
- On the occasion of a EuroTour, Martin should be invited to address the participants at a ‘Pre-Union’ to ensure familiarity of the process.
- It should be made clear to any participant in such an event that they should ensure mechanical standard of their car. Event organisers should take an active role in this.

**Action: Secretary to ensure ‘flow chart’ is refined and published on A7CA web site**

## **6. Charitable Trust status proposal**

Nick Beck was asked by the Chairman to introduce his proposal (which is attached as an appendix to these minutes).

Nick made the observation that as the Association was beginning to acquire items of considerable value, in the event of any collapse of the Organisation, for any reason, the future of those assets needs to be protected. He had come across this approach in other areas he has had some involvement in eg, Steam Locomotive restoration and operation.

Having gone through his proposal, the meeting was asked if they considered it a beneficial approach and, if so, to authorise the Officers to pursue the idea, with the intention to report back at the AGM with a firm proposal.

The meeting was unanimous that the idea should be pursued.

It was pointed out that legal advice would probably be required to put this in place and the Secretary asked that if any Club had a Solicitor as a Member who might be able to offer advice or be prepared to help, that they should be asked to get in touch.

Nick's original proposal is attached as Appendix 4 of these minutes.

**David Cochrane** offered to talk with the responsible person in the Lagonda Owners Club who had taken a similar approach to see if they could help

**Ian Mason Smith (via email prior to the Meeting)** had also suggested that a 'Charitable Incorporated Organisation' (CIO) might also be considered. The Secretary said he would take this suggestion into account during his researches. Information on the latter can be found at : [www.gov.uk/guidance/charity-type-how-to-choose-a-structure](http://www.gov.uk/guidance/charity-type-how-to-choose-a-structure)

**Action: David Cochrane to talk with the responsible person in the Lagonda Owners  
All to encourage anyone with appropriate knowledge to contact the Secretary**

## **7. Association Budget**

The Chairman introduced the draft budget figures for 2018 that he had produced in conjunction with the Treasurer. He pointed out that the Association was moving to a period when significant projects were being undertaken that would require funding and that a better grasp of our income and expenditure was required. Three specific projects were referred to:

1. The rewrite of the Motor for the Millions book.
2. The 2022 Centenary celebrations – that were likely to be more than just the Warwick Rally
3. The ongoing Archive Project that will continue to require funds both for acquisition and professional digitisation of materials where this cannot be handled by the Project Team

There are a limited number of ways that the Association can raise funds.

The main income stream is generated by the sale of the Association Magazine. It is believed that the cost of this has not risen for many years, possibly not since it started publication some 47 years ago. Allied to that is the costs to Advertisers who take space in the Magazine

The next income stream is derived from Membership fees of the Association. Again, these have not risen for many years

Finally, the Association can generate income from the sales of items it produces.

The whole concept of increasing various fees etc did generate some discussion with people taking quite polarised views. It was decided that each Club should be asked to consider a 50p increase in the cost of the quarterly magazine. It is requested that Clubs should respond with their views to the Secretary by the end of February at the latest, so they can be taken into account when a more formal consideration of the budget will be taken at the AGM.

Similarly, after canvassing the opinion of a Trader at the meeting, it is recommended that Advertisers costs should be raised by 20%

Discussion on Membership fees showed a resistance to any contributions from Registers as these were often run by individuals who paid these fees from their own pockets. Comment was made that an increase of Cub membership costs would not raise a significant amount. Any further decision on this was left for further consideration.

It is the intention of the Officers – and particularly those involved in the Archive Project, that some way of recouping the cost of the newly acquired posters (that were on display at the meeting) should be found. There a couple of ideas under consideration for reproducing posters in various ways and these are under investigation. It is hoped that more concrete proposals will be available at the AGM

The draft budget figures are attached as Appendix 5 of these minutes.

**Action :All Clubs to discuss their views of raising the cost of the quarterly magazine by 50 pence per edition and feed back to the Secretary by the end of February**

## **8. Any Other Business**

A number of topics were raised under AOB

- **Andy Lowe** reported that the Jack French garage was now erected at the Atwell-Wilson Motor Museum and that the roof was on and windows were in place. The next step was to lay the slabs for the internal floor and build the access ramp.
- **Howard Annett** raised the topic of the legality or otherwise with the use of LED bulbs in headlights - Legalities, dates and conclusions are very clearly defined in FBHVC Magazine 5, 2017 pages 7-8. <http://fbhvc.co.uk/members-pages/newsletter-archive/>
- **Janet Edroff** reported that the plaque recording Lord Austin's baptism at Little Missenden church had taken place with the plaque being unveiled by Ken Cooke and Howard Annett representing the 750MC and A7 Owners Club.
- Finally, **Andy Lowe** mentioned that the Jamieson Twin Cam car would be in action at the Chateau Impney Hill climb over the weekend of 7<sup>th</sup>/8<sup>th</sup> July

## **9. Date of Next Meeting**

The next meeting, will be held at 11.00 am on Sunday April 8th 2018 venue to be confirmed. This will be the Annual General Meeting followed by the quarterly business meeting

Chairman: .....

January 2018

Secretary: .....



<b>Austin 7 Clubs' Association</b>					
<b>Financial Report 1 January to 31 December 2017</b>		£	£		
Balance 1 January 2017			36,169.01		
<b><u>Receipts January-December 2017</u></b>					
Magazine sales		14,462.00			
Sale of back numbers		54.72			
Subscriptions for 2016/7		395.00			
Magazine distribution recharged to clubs		1,018.50			
Receipts Identifying Austins Booklet		10.00			
Receipts Warwick DVD		0.00			
Advertising		2,309.19			
Interest received		19.14			
Receipts for Jack French Garage Project		20.00			
Sale of binders		144.00			
Insurance Payouts		0.00			
Archive sales		108.00			
Digital Archive Receipts		0.00			
Other miscellaneous income		0.00			
Production Changes Book		1,321.50			
Index Booklet Receipts		0.00			
<b><u>Total receipts</u></b>		<b><u>19,862.05</u></b>			
<b><u>Payments January-December 2017</u></b>					
Printing magazines		7,869.00			
Magazine distribution (postage)		1,100.66			
Identifying Austins Booklet Costs		0.00			
Subscriptions (ie FBHVC)		30.00			
Hiscox ads rebates to clubs		411.00			
Room hire for meetings		159.00			
Binders Costs		0.00			
Insurance		2,169.60			
Archive costs		4,171.25			
Archive purchase		2,179.90			
Digitisation of Archives Project		4,060.24			
Website cost		177.94			
Officers expenses		2,770.03			
Production Changes Book		1,915.05			
Index Booklet Costs		0.00			
A7CA contribution to Jack French Garage project		0.00			
JFG Costs		335.15			
<b><u>Total payments</u></b>		<b><u>27,348.82</u></b>			
Balance December 2017			28,682.24		
<b><u>Analysis of Account balances at the end of December 2017</u></b>					
Lloyds: A7CA Funds		7,308.66			
Lloyds: Jack French Garage project fund		1,396.75			
Scottish Widows		<u>19,976.83</u>			
		<b><u>28,682.24</u></b>			
<b><u>Payments Oct-Dec</u></b>					
Expenses Chris Garner		305.08			
Expenses JFG CJP		49.08			
Expenses Editor		374.63			
Expenses Editor		300.75			

## Appendix 2 - A7CA Registrar's Report 2017-18 October - December

Activity in the last nine months is summarised in these tables, and this report will be attached to the Committee Meeting minutes. The stream of information from members, clubs and model seems to have slowed when compared to last year. Maybe we are approaching the limit of what might be done, but if anyone has a car not yet on the Register I would be pleased to hear from them, or to correct or add details for cars that are already there.

Submissions Apr – Dec 2017-18 (2016-17)	
eform	email
212 (227)	102 (167)

In the interest of security the Register does not hold contact or location details. Club and model registers are recorded if the details are offered, and this is the only way owners might be contacted. Some owners do not want their cars included, so I don't personally check Austin 7s that I come across and add them regardless.

I try to respond to submissions within a week, but not all result in a change to the Register. It is *your* data which I accept at face value unless there is an obvious problem, for example with the format of chassis or engine numbers. Also, your submission may suggest that a vehicle no longer exists, and it is a register of *surviving* cars. Sometimes I am right, sometimes wrong. Accuracy is my aim and no offence is intended when I seek clarification.

I am happy to report that the spreadsheets downloadable from the Association web site should now be updated each month. The downloadable sheets are formatted so that users of spreadsheet viewers can see all the data.

As noted in my last report since July the spreadsheets have changed sort orders which I believe they are now more logical and easier to use. Please be aware that these sort orders cannot be easily reproduced using Excel. I have not received any comments, good or bad, since the change, but if there are problems please let me know and I will try to find a solution.

Register entries, especially new entries these days, often omit club or model register details. If the A7CA record of your car has no club or model register information, it would be helpful to add it. I also ask club and model registrars to check their records against the Association Register, appropriately sorted spreadsheets are available to download. Please let me know what needs to be added or changed. I believe the information held by club and model registrars is the best record since they should be in regular contact with their members. Maybe club chairmen can from time to time check that their end is working as intended? The on-line submission form makes it easy to submit a few records, but if there are a large number of please get in touch to agree a better way.

A7CA all marques Register 2017-18 (2016-17)			
	all	new	change
<b>Apr</b>	38 (31)	5 (12)	33 (19)
<b>May</b>	25 (20)	8 (10)	17 (10)
<b>Jun</b>	24 (28)	12 (15)	12 (13)
<b>Jul</b>	48 (83)	11 (18)	37 (65)
<b>Aug</b>	28 (62)	17 (15)	11 (47)
<b>Sep</b>	18 (14)	8 (04)	10 (10)
<b>Oct</b>	15 (21)	4 (18)	11 (03)
<b>Nov</b>	20 (40)	10 (11)	10 (29)
<b>Dec</b>	18 (14)	6 (05)	12 (09)
<b>Jan</b>	(27)	(07)	(20)
<b>Feb</b>	(15)	(05)	(10)
<b>Mar</b>	(12)	(06)	(06)
<b>year</b>	234 (367)	81 (126)	154 (241)

R G Brown - A7CA Registrar - 01.01.2018

## Austin Seven Clubs’ Association Eurotour 2017 Breakdown Complaints

**UPDATE to REPORT – Eurotour 2017 – Austin Seven issued October 2017**

### BACKGROUND

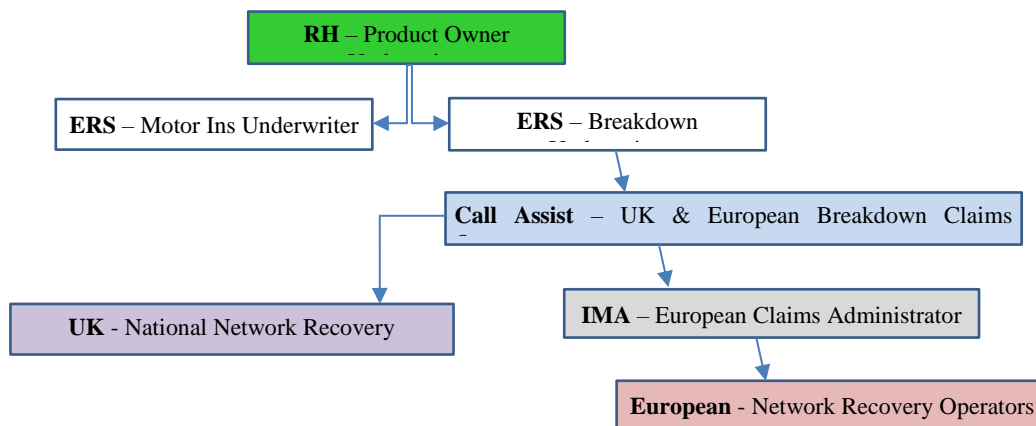
My interim report (issued in October 2017 - [sell below](#)) related to the issues experienced by the Austin 7 Association members from breakdown incidents in Europe during the Eurotour 2017 event in June 2017 and focussed on the common factors of the complaints received from the members and the interim resolutions implemented to address these factors.

However, further activity was still to be undertaken by Call Assist with IMA (Inter Mutuelles Assistance) around the communication and processes by the two organisation to further streamline and improve the quality of service and expectations of RH customers. Also my team at ERS needed to review the current documentation provided to members especially around the expectation of the UK and European claims process.

This update provides confirmation of the additional activity taken in recent months by ERS, Call Assist and IMA.

### ORGANISATIONAL PLAN

The chart below details the organisational connection between RH, ERS, Call Assist and IMA



### ACTIONS TAKEN

From the last report, various measures had at that time been taken to improve communication and service around certain elements of the claims process, these being:-

- Priority and timely customer contact updates (taxi bookings, hire car, repairs, etc)
- Strengthening of the European claims team at Call Assist
- An improved Hire Car authorisation process
- Call answering SLA of 80% call within 20 seconds both inside and outside the UK

Since that report, Call Assist and IMA have developed the capability of their joint online claims intranet system which now provides real time updates enabling either organisation to have an up to date status of each claim, including the location of the subject vehicle being known at all times (e.g. awaiting and recovery operator or during repatriation to the UK). The system has been further enhanced to produce alerts to either or both organisations to update the customer when an update is due or previously arranged, or when the status or information of the claim changes.

In addition, Call Assist has restructured and further increased the size of its European Claims team, this trebling in size since September 2017. This action has strengthened its capability to ensure incoming claims calls are handled within the agreed SLA during the normal, peak and surge periods during the year. This strengthening has also enabled quicker authorisation of hire



car, accommodation, taxi and repatriation request and costs, an area of delay highlighted from the recent complaints.

The breakdown wording contained within the RH Motor Policy has been updated to provide much clearer information of the cover and benefits provided as a result of claims in the UK and Europe. The new wording is expected to be rolled in March 2018 together the claims process factsheet, especially produced for the Austin 7 Assoc members.

## **SUMMARY**

From the service issue failures and subsequent complaints as a result of the Eurotour event last year, ERS and its service partners have embraced the issues and causes identified and have carried out an end to end review of all processes, making revisions and improvement where necessary to ensure the service provided to all breakdown customers meets their expectations and any information or update provided is timely, accurate and clear.

I would welcome any further feedback from the Austin 7 Assoc members around their experiences as we are constantly looking to improve our service handling capabilities.

**Martin Groom**  
**Breakdown Product Manager**  
**ERS**

**10<sup>th</sup> January 2018**

## **INCIDENT REPORT – Eurotour 2017 – Austin Seven**

### **BACKGROUND**

Four of the association's members' vehicles broken down in Europe during the Eurotour 2017 event in June 2017 and the members requested breakdown assistance from the RH supplier.

Unfortunately, the experience received by Mr A Harcourt, Mr Lawson, Dr Smith, & Mr Algier around the level of assistance provided fell well short of that expected.

I have listed below the common key areas of complaint from the four member: -

- Delays in arranging & supplying a hire car – 2-3 days
- Delay in fault diagnosing being received
- Lack of information provided around the repatriation procedure – this can take up to a week
- Delay in response from IMA UK & IMA Europe
- Phone calls not returned
- Timely updates of current status of the vehicle diagnosis
- Lack of communication from IMA to the Hire car company – Hire car not booked
- Incorrect details around the date of delivery of vehicle to the UK address

### **CLAIMS PROCESS**

From my review of the information from the four cases, it is clear the members, as a minimum, do not have a clear understanding of the European Claims process including: -

- the daily and total hire car monetary limit,
- when alternative accommodation is provided (as opposed to a hire car), the eligible period and again the monetary limit per day and in total
- the process for repatriation of a vehicle from Europe and the expected timescales
- the latest European restrictions for the provision of hire cars across countries (e.g. France, Spain,

Germany, etc)

this has potentially resulted in an over expectation of the benefits under the policy.

#### **ACTIONS TAKEN by CALL ASSIST**

ERS uses a third party claims handler to manage breakdown assistance cases in the UK and Europe, this being Call Assist.

The details of all four cases were discussed in detail with Call Assist and as a result Call Assist also undertook a RCA (root cause analysis) review of its processes in managing the four cases in question and also European claims in general.

As a consequence, various measures have been taken to improve the service provided, these being:-

- Diary actions to contact the customer to provide an update were not carried out in a timely fashion and resulted in the customer needing to contact Call Assist and/or IMA.
  - the Call Assist system has been improved to distinguish all routine customer update requests, as such, adequate priority was not given to such actions. To prevent this from reoccurring, a new type of “action” will be created by Call Assist to ensure priority cases where customers are waiting for important updates are carried out in a timely fashion.
- IMA should at all times have a log within its system of where the vehicle is currently situated and that it should be checking locations and deliveries with the actual garages prior to providing information to customers. This matter has been discussed with IMA and an update on potential issues is awaited.
- Call Assist has made changes in its personnel for the management of claims outside the UK to strengthen the process and remove any delays in authorisation of accommodation, public transport hire car approval, and vehicle repatriation.
- Call Assist will be conducting a full audit of IMA in November to further identify any additional improvements which can be made to the claims handling process.
- Call Assist will be reviewing procedures to authorise car hire costs in advance to reduce anxiety levels for customers who are unable to plan their holidays as a result. Also, the process to assist the customer in arranging hire cars if touring in various countries is being reviewed, (this may mean a different hire cars in each country).
- Call Assist will be investigating the cause of the delays in answering calls from the customer to IMA with a view to ensuring our SLA of 80% of calls being answered within 20 seconds is both adequate and being met.

#### **INTERIM SUMMARY**

Further resolution of the outstanding items between Call Assist and IMA are expected soon, so I will provide a further update. However, the activities taken so far along and plus the suggested European claims process fact sheet should go a long way to improving the assistance provided plus also setting the expectations of the customer.

I have also discussed with Call Assist the potential to remove the mandatory fault diagnosis for the Austin Seven policies unless the customer expressly requests. As we discussed, unless the cause is a minor fault, the probability being the vehicle would require repatriation, so any delay in confirming a diagnosis only further delays the customer in continuing their holiday.

**Martin Groom**  
**Breakdown Product Manager**  
**ERS**

**6<sup>th</sup> October 2017**

## Appendix 4 – Proposal to Register the Austin Seven Clubs Association to a Charitable Trust

### Activities of the A7CA

1. Provides a link to the Austin Seven clubs by issuing the quarterly magazine.
2. Provides archive data, now available on line.
3. Organises celebrations/ rallies on appropriate anniversaries.

### Current Issues

1. In its' present form the A7CA is not a corporate body so that an individual could be held responsible for any action that he/she takes on behalf of the Association.
2. The A7CA assets have increased significantly with the digitisation of the archive material and the availability of the data on line.

### Benefits of changing to a charitable trust.

The A7CA could become a company limited by guarantee, as are some clubs, but many organisations supporting heritage transport are trusts. As a trust, the organisation becomes a corporate body. As a trust the benefits are that there could be tax advantages and some projects may possibly get grant assistance. In the event of the A7CA ceasing to function the assets (importantly the archive) would be taken over by the charities commission and made available to the public.

The current organisation of the A7CA fits well with a charity that has no paid trustees and has voting members that are incorporated bodies or not incorporated bodies.

### Note

I am not an expert on registering organisations as a charity and the above information has been by talking to people who have been involved and by reference to the Charities Commission web site, (which has an awful lot in it).

Nick Beck

October 2017

## Appendix 5 - A7CA Budget projections for 2018.

Balance towards end of 2017.	35,800
11 off Poster purchaes 31.10.17	- 1,500
Balance	34,300

### Income

#### Magazine sales

3700 (E) per quarter x £1.00 x 4                      14,800                      Notes:

Subscriptions 18 clubs x 20                      360

Advertisements                      1000

Bank interest                      20

Production change book ( E )                      500

Profit from sales of archive reprints. (E)                      1000                      2.

.....  
17,680

### Expenditure

Mag. print 1784 x 4                      7136

Mag. distribution                      220                      1.

Artwork 300 x 4                      1200

Subs ( FBHVC )                      30

Room hire – comm. meetings (E)                      120

Insurance                      2200                      3.

Acquisitions (E)                      1000

Motor for Millions rewrite – expenses (E)	500	5.
Archive costs (E)	250	6.
Website	190	
Rent - Lubenham	3360	4.
Rent - Safehold	576	
Officer's expenses (E)	1000	5.
	.....	
	17,782	

E = Estimate

Notes:

1. Magazine distribution costs restricted to overseas only.
2. Maximise purchase costs of certain archive items in the way of sales of reprints, posters, signs etc.
3. Expenditure on insurance unavoidable.
4. Rents amount to £3936. This represents 21% of total projected expenditure and possibly requires a rethink.
5. Officer's expenses mainly composed of travel, both on Archive & book reprint business.
6. Digitising expenditure.

Suggestions as to how to increase revenue.

1. Increase magazine price to member Clubs.
2. Increase Club subs. On sliding scale perhaps, dependant on number of members per Club?
3. Increase advertising revenue.
4. See note 2. above.
5. Reduction in rents – see note 4. above.

The two large expenditure items for the future will be the rewrite of “ The Motor for the Million “ and the Centenary celebrations...both in 2022.