



BSS Advisory Committee – Confirmed Notes

BSSAC #81, 11 SEPTEMBER 2012, CRT OFFICES, HATTON

Present:

Chair
TBA
IMarEST
CRT
YDSA
RBOA
IWA
RYA2 Yacht Clubs and Users
AWCC
ABSE
NABO
Broads Authority (member)
AINA
RYA1 Executive Interests

Co-opted & Others:

BSS Manager
BSS Quality & Technical Manager
BMF Observer

Apologies:

BMF3 - Canal-based Comm. Interests
IIMS
BMF2 – River-based Comm Interests
EA

Not Present

BSSTC Chair
BMF1

81.1 Apologies – Apologies were noted as listed above.

Members welcomed new members from the Broads Authority, CRT and the RYA (Executive Interests).

Also welcomed was a BMF observer and it was noted that the existing BSSAC BMF1 representative is now the Marine Trade Representative on BSSMC.

81.2 Accuracy of the notes of BSSAC meeting #80 – Accuracy was accepted, with one exception picked up under Matters Arising.

80.10.3, last bullet - The RBOA rep requested that the BSS Office information on petrol storage risks should be widened out to include petrol for petrol generators.

81.2.1 Matters arising from the notes of BSSAC meeting #80 [Not covered on the agenda] –

80.2.1 – ‘hard to reach’ boaters – the RBOA rep said that no meeting had yet taken place between the RBOA rep, CRT and the BSS Manager to explore channels to effectively communicate with ‘hard to reach’ boaters. The Chair mandated the RBOA rep to contact CRT’s Head of Boating to move the meeting forward.

RBOA rep

81.2.2 80.4.3 – Examination Checking Procedures (ECP) changes - It was suggested that CRT’s website should have been used to promote the facility for the public to comment on the proposals for changing the ECP for privately owned and privately managed boats.

81.2.3 80.4.3 – ECP changes- The NABO rep stressed the importance of clear communication with boat owners concerning the impacts of the ECP changes. The BSS Manager agreed and said that the communications protocol was drafted and would be agreed at the forthcoming BSSMC meeting. The TBA rep stressed the importance of the role of BSS examiners in getting the message across, again the BSS Manager agreed and said this was incorporated in the communications protocol.

81.2.4 80.10.3 – In respect of deliberate fire setting as referred to in the BSS quarterly incident report, the NABO rep said that the BSS’s position on the storage of petrol and diesel on open deck appeared to conflict with desire to limit arson events.

81.2.5 *BSS Contact telephone number* – The NABO rep asked whether the BSS 0300 number offered value for money. The BSS Manager was requested to report the benefits in the notes. Post meeting information - The cost of dialling an 0333 number is the same as calling a normal phone number. If calls on landline or mobile packages are free, then calls to 0333 numbers will be free. Revenue sharing is specifically disallowed on 0300 numbers as they are designated for use only by public bodies and non-profit organisations.

81.2.6 *Carbon monoxide (CO) leaflets* – it was confirmed that the BSS CO leaflet was now available to examiners to order online and for members to request by the box (400 leaflets). Initial take up is good with fire and rescue services receiving the bulk of the leaflets shipped so far. A media release supporting the leaflet is imminent.

81.3 To note actions arising from the BSSMC meeting reports -

81.3.1 *Supporting Document, précis document [Doc I1, BSSAC #81]*

81.3.2 Members noted that the BSSMC reports for the first time included BSS financial information. The BSS Quality and Technical Manager confirmed that ‘total resources’ meant income over expenditure relevant up to the end of the period covered. It was also confirmed that ‘total controllable costs’ in effect meant all costs relevant up to the end of the period covered.

81.4 BSS website (public) - fitness for purpose

81.4.1 *Supporting Documents: [No paper – visit and assess <http://www.boatsafetyscheme.org>]*

81.4.2 *Context – The BSS public facing website has been reviewed and amended to ensure that it incorporates all of the planned improvements concerning clarity of purpose, openness and transparency.*

81.4.3 The Chair addressed user, practitioner, navigation authority and trade groupings in turn and invited comments from members on the BSS website. The general reaction was that the site was functional, clean and clear. Members were generally comfortable with the site. The following improvement suggestions were recorded:

a) The link to the 2002 guide must be repaired – done, see the links in the penultimate paragraph on this page - <http://www.boatsafetyscheme.org/boat-examination>

b) An ‘upfront’ reference to committee governance is required on the BSS public website home page – done, see bottom left quadrant of the home page, section entitled ‘The BSS as an organisation’ - <http://www.boatsafetyscheme.org/>

c) A more equal reference to BSSTC is required in the committee section done - see improvements to the ‘Governance through the BSS Management Committee and the BSS Committees’ landing page - <http://www.boatsafetyscheme.org/about-us/governing-the-bss> and additions to a BSSTC webpage - <http://www.boatsafetyscheme.org/about-us/governing-the-bss/bss-technical-committee>.

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(all done)

81.4.4 The BSS Manager reported that the architecture of the public website is to be further improved to facilitate easier updating and to allow video presentations. It was agreed that at this time the site text will be proof-read to ensure typos are removed and clarity of message.

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Comms Mgr

81.5. BSSAC committee efficiency improvements

81.5.1 *Support papers*

· *Discussion paper - The continued effectiveness and efficiency of the BSSAC [Doc C1, BSSAC #81]*

81.5.2 *Context – ensuring the continued effectiveness of BSSAC through the proposed use of a web-based tool to support committee members, a reduction of the number of meetings to two 'in-room' meetings per year; the enhanced use of BSSAC sub-groups to help develop recommendations and a review of the BSSAC Terms of Reference to support these changes.*

81.5.3 The Chair introduced the item and said that he had met with the BSS Manager to look at means of improving efficiency through the use of technology and a possible reduction in meetings from four to two per year. It is envisaged that members would have constant access to BSS reports and the status of initiatives coming through the committees.

He referred to *Doc C1* that sets out the potential benefits and the reasons for improving efficiency and he asked for comments from members. Members expressed general support and some had mixed feelings and the following comments were recorded:

- there was some reluctance for any shift towards the use of sub-groups and the Chair explained that he saw no greater use of sub-groups than is in use now and he felt that one future subject for a sub-group could be the review of BSS hire boat requirements;
- there was a need to be sure that any web-based tool did not take up more time for the secretariat and members and did not involve hundreds of email exchanges. The Chair said that the devil is in the detail but he would ensure this did not happen and it may mean moderating debate or members maintaining a discipline set out in revised terms of reference. One member supported the benefit that the facility could improve consensus concerning those members who may not otherwise be heard;
- one member commented that the web-based facility could lead to a polarisation of member's views, but it was pointed out that recommendations move forward by consensus and that this principle was not going to change;
- some members did not want to lose the face-to-face involvement that is part of committee effectiveness, this was accepted as was the counter-argument that meetings for the sake of meetings are not efficient. The Chair said that the right balance needed to be achieved;
- it was recognised that other organisations employ a web-based work area to manage change and exchange views and documents, it was thought that some are successful and some aren't. The BSS Manager said that the facility would evolve over time but would start simple and would only move forward with the support of the Chair and members;
- the Chair explained that there would be a need to change the committee terms of reference to reflect the new ways of working.

81.5.4 It was agreed that the number of BSSAC meetings in 2013 should be reduced from four to three, with the next meeting taking place in February 2013.

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It was also agreed that the meeting scheduled for Tuesday 27 November will be cancelled in view of the fact that in the interim no new items are anticipated to appear.

81.6 Report from BSSTC Chair

81.6.1 *Support paper – Report from BSSTC Chair for BSSAC [Doc D1, BSSAC #81]*

81.6.2 *Context – standing item – a report of BSSTC*

81.6.3 The acting BSSTC Chair, the BSS Quality & Technical Manager, reported that the appointment of the new BSSTC Chair was to be considered by the BSSMC at their forthcoming meeting on 2nd October.

The BSS Quality & Technical Manager introduced *Doc D1*. He said that he considered that the weed-hatch appeal on a small passenger boat was textbook example of committee process achieving a robust consensus through email exchange and with the support of an independent expert.

81.7 Quarterly update on the progress of the BSS IT project

81.7.1 *Support paper - Update on Stage 2 IT [Doc F1, BSSAC #81]*

- 81.7.2 *Context – standing item – a routine quarterly report by the BSS Quality and Technical Manager and an update on Stage 2 of the IT project. Stage 2 involves boat risk information being recorded online by examiners and changes to BSS documentation.*
- 81.7.3 The BSS Quality & Technical Manager introduced quarterly report *Doc F1*. The following comments were recorded:
- The RBOA requested re-wording of the penultimate paragraph concerning the removal of the previously freely available paperwork. The changed words should reflect the fact that this challenge was a challenge specific to BSS examiners.
 - The RBOA rep referring to para 4c) concerning data sharing between CRT and the BSS, said CRT say they can't check if a boat has a BSS Certificate. The BSS Quality & Technical Manager said that CRT have several staff members with access to BSS examination database. The CRT rep said that the vast majority of licence applications are licensed the same day and so this factor may not be significant.
- 81.7.4 The BSS Quality & Technical Manager informed members that the implementation date of IT2 is to be 1st April 2013, subject to BSSMC approval. He went on to say that this amended date will allow separation for BSS examiners, of the IT2 project from the implementation of the changes to the private boat BSS Examination Checking Procedures and will ensure plenty of time for examiners to familiarise themselves with changed examination reporting in the Salesforce 'sandbox' facility.
- He reported that there is a BSS cost implication for delaying implementation of IT2 because of the added printing, storage and distribution of BSS Certificates and BSS examination documentation for examiners; however this added cost can be incorporated in the existing budget forecast.
- 81.7.5 There was a short debate about confirming the extent of the planned changes for examiners concerning reporting on Salesforce and changes to examination documentation and changes to the documents to be provided to boat owners. The BSS Manager emphasised that for examiners the changes presented opportunities to use alternative ways of communicating with customers that may add to their customer service portfolio.
- 81.8 Quarterly BSS quality management report**
- 81.8.1 *Support paper –*
- *Quarterly quality management report [Doc G1, BSSAC #81]*
 - *Risk Management Process Improvement Document [Doc G2, BSSAC #81]*
- 81.8.2 *Context – quarterly report is a standing item. BSS core processes are crucial to ensure that the BSS is effective at meeting its purpose and can be used to better support BSSAC in assessing BSS performance.*
- 81.8.3 The BSS Quality & Technical Manager introduced *Doc G1* and drew attention to the planned increase in the cost of attending the initial BSS Examiner Training Course from £2100 to £2300, from October 2013. The following comments of *Doc G1* were recorded.
- Commenting on the planned use of e-learning modules at the initial training courses the YDSA rep commented that he did not want the practical element of training lost. The BSS Manager said that the use of pre-learning is intended to ensure that the practical element of the initial training course for examiners is maintained and enhanced.
 - In response to a question, the BSS Quality & Technical Manager reported that around 80 people are currently on the waiting list to attend the initial BSS Examiner Training Course and that 20 generally qualify each year, although not all go on the register.
- 81.8.4 The BSS Manager referred to *Doc G2* which sets out the current version of the BSS Risk Management Process (a 'core' BSS process) used to ensure that real and accepted boat-related risks are identified and that risk management recommendations coming through the committees are appropriate, balanced and timely. No specific comments were received on this document although a degree of cynicism about it was detected.

81.9 Report from the BSS Manager

81.9.1 *Supporting Document - Quarterly report of incidents and accidents recorded, inferences drawn and planned BSS risk-activity for 2012 [Doc H1, BSSAC #81]*

81.9.2 *Context – standing item*

81.9.3 No specific comments were recorded concerning *Doc H1*.

The Chair referred to the plan to review BSS hire boat requirements and the BSS Manager reported a planned AINA meeting on 11th October at which the subject of introducing the Hire Boat Code as a navigation authority licensing condition is to be discussed.

A general debate took place about the importance of supplying hirers with pre-information and/or videos and of the quality of handover itself. Also debated was the apparent lack of BSS scope to address these personal safety aspects of hire boat safety and a perception that the BSS should only focus on the boat systems.

The Chair said that he would ask BSSMC how far they saw the BSS moving into hire boater safety or whether the BSS focus should only be of the fitness for purpose of the hire boat.

The Chair said he would seek an invitation to attend the AINA meeting.

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81.10 Items for BSSMC

81.10.1 The Chair will ask for a BSSMC view concerning any anticipated role of the BSS in respect of the personal safety of hirers.

Chair

81.11.2 Dates of the confirmed BSSAC meetings

81.11.1 Post meeting information

The BSSAC meeting scheduled for Tuesday 27 November 2012 is cancelled.

The next meeting is confirmed as:

- Tuesday 26 February 2013

Two further meetings have been provisionally booked:

- Tuesday 25 June 2013
- Tuesday 26 November 2013

Both provisional dates are subject to confirmation at the February meeting.

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81.12 Any other business [AOB]

81.12.1 It was confirmed that the annual review of BSSAC membership and membership types will take place in the first meeting in the new year. Discussion on this led to user representatives saying they felt that membership of BSSAC is already on the large size, with users under-represented compared with practitioners, and that no additional members should be added unless an existing one was removed.