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BSS EXAMINER NEWS

Dear Examiner,

In this edition of BSS Examiner News there's just two subjects, the BSS business plan, implications and benefits. Secondly there's a new technical briefing covering water tank filler hose in steel gas lockers.

A new BSS four-year business and investment plan including increases in certification and registration fees

The Boat Safety Scheme Management Committee has agreed the new four-year business plan to resource its work to 2022 not least so the Scheme can continue its investment in activities beneficial to all BSS Examiners.

Of course, nothing is for free and inflation takes its toll, so predictably in 2018, the proposals also include the first price rise in certification charges for eight years and a partial move away from the discounted Examiner annual registration fee.

The new price is to be £36 (excluding VAT) for each boat certification, which is a £7 rise. This will apply from 1 April 2018 and we intend holding it for at least the whole of the four-year business plan period, not least to be fair to all your customers for the lifespan of their certifications. When people consider our track record in managing costs and freezing the Certification price for eight years, we believe we can deliver on that plan.

We also need to recover some of the discount Examiners saw in their registration fees applied from 2014. Hence the annual registration will rise from £105 including VAT to £137.50 including VAT, but that is still below the £152 charged in 2013.

We are keen to explain what this investment may mean for you. It includes the resourcing of a new junior member of the BSS office team in a new support role; an element of outsourcing of communications tasks and complaints handling and an investment in our Salesforce platform will support planned activities and upgrading our online training facilities so examiners can keep their skills honed, but with less travel.

Here's a bit more detail on those headlines on the planned improvements and activities directly affecting Examiners:

- The Examiner Support Website and office staff resource is to be enhanced to ensure more effective communication, technical support and engagement with Examiners.
- The BSS Essential Guide is to be re-launched to encourage boat owners to maintain their boats to the requirements and to present them for examination better prepared. For Examiners, it will mean a useful resource that can be referenced in any communication with customers, underpinning compliance decisions.
- Examiner training will be improved to incorporate blended learning and will be where possible online learning. Allied to this, and towards the end of the four-year business plan period it is

planned that examiner training and development will sit on the Salesforce platform and examiners will be free to access this at a time and on a platform to suit themselves, and to carry out the training within a new culture of examiner development self-management.

- We intend increased monitoring of examiner performance in order that we can intervene at an early stage to support Examiners do a great job. Monitoring will be through a combination of automated and manual Salesforce interventions.
- Increased investment will also improve how we look at an individual examiner's behaviour or actions, maybe following an internal concern raised by a fellow examiner or a formal complaint from a member of the public. We plan more resource to ensure the highest standards of handling of complaints about examiner performance.
- During the business-plan period we intend to increase the deployment Field Assessment 'one-to-one' improvement opportunities and in the second half of the plan to introduce a second Field Assessor to allow more engagements to take place.

In addition, throughout the four-year period we will continue to invest in boater safety and this is very likely to impact on the BSS Examination Checking Procedures and the wider safety role that examiners will play. For example, the following factors may all influence the role of Examiners looking forward:

- new propulsion and appliance technology;
- further research into CO on boats;
- wider environmental pressures and the impact of societal intolerance to poor air quality;
- the trend towards boats being used as 'affordable housing' and for rent;
- allied to the above, the review of the BSS requirements covering commercial classes of vessel – only hire boat requirements have been reviewed so far.

What is certain is that BSS Examiners will continue to play an essential role in keeping boaters safe.

A media release has been distributed and statements posted on the BSS public website [\[Link\]](#)

Water filler hoses in LPG cylinder lockers

Have you ever encountered a water tank filling hose in a gas locker like the one in the picture? Did it cause you to scratch your head?

Recently the BSS office and a few Examiners have been conversing as to the acceptability of water tank filling hoses very occasionally found in the LPG cylinder lockers of narrowboats.

We have drawn up a Technical Briefing for Examiners with provisional guidance on the correct approach should you find such an arrangement during a BSS examination.

It is provisional as the BSS Technical Committee will be considering these arrangements within the next eight weeks.

If you lose the attachment, we have published TB18-01 on the Technical Q&A web page [\[Link\]](#).

Best regards,



Graham Watts, **BSS Manager**

