

# AGENDA

## CTC Devon Committee Meeting

### Wednesday 21<sup>st</sup> January 2015

To be held at 7.30pm  
at 10 Courtenay Road, Newton Abbot. TQ12 1HP

1. Apologies for absence
2. Minutes of previous committee meeting on 1<sup>st</sup> October. Matters Arising.
3. Matters arising from AGM
4. Secretary's report
5. Treasurer's report
6. Publicity
  - Events Leaflet
  - Proposed Flyers – Plymouth, Torbay and Exeter
  - Exeter Runs List – see attached Appendix A
7. Changes at National Office – see attached Appendix B
8. Matters arising from Nominated Roles -
  - Events Secretary
  - Membership
  - Highwayman Editorial Team
9. Group Reports
10. Any other business

## **Appendix A**

### **Proposed change to Exeter CTC Runs List**

Methods of publicising the Runs List were discussed at Exeter CTC Committee meetings on 29<sup>th</sup> July, 2<sup>nd</sup> September, 1<sup>st</sup> November 2014 and 8<sup>th</sup> January 2015. Currently rides are published on both the website and the printed runs list which is distributed with the Highwayman magazine.

Rides on the website can be readily amended, but the printed runs list is less flexible, requiring publication of details up to 2 months ahead. This has been problematic with many leaders unwilling to commit beyond a few weeks ahead.

It was suggested that most members use the website to find out about rides and we need only publish rides one month ahead. However it is unknown if some members rely upon the printed runs list so the following compromise was agreed to gauge demand for the printed list:

*It is proposed to publish rides for the next month on the printed runs list and add the following note:*

*“For details of later rides please consult our website or phone Marilyn Spurr on 01392 204079”*

Marilyn to record how many members request details of runs omitted from printed list, for discussion at the next committee meeting.

Roy Russell  
Secretary CTC Exeter

## Appendix B

### Email correspondance about changes at CTC National Office

#### Email from Angela Byrne and David Wood 5<sup>th</sup> January 2015

Hello to all CTC Group Secretaries,

Please can you pass this onto all your membership.

If they feel as we do, then we would like them to complain to CTC HQ and to their local Councillor so that they know the membership is not happy with the changes as summarised below.

As the Councillors have a meeting scheduled on **17th January** with CTC Executives, it would help if any response from the membership was received before that date.

Make your voice heard.

Angela Byrne and David Wood

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# CTC is Changing

The focus of CTC has changed dramatically with the elimination of vital member benefits. This has been progressing over a number of years, culminating in December 2014 with CTC making redundant positions that provided technical and touring support (Chris Juden, Andy Hawes).

After the February issue of Cycle, there will be no more of the comprehensive, well researched reviews and technical articles supplied by Chris Juden, which (he says) take longer to produce than can be justified by the fees paid by 'Cycle' magazine for freelance journalism. By ceasing to engage directly with cyclists on technical matters and making this role redundant, CTC loses the ability to identify issues, and discards its competence to address such issues, as unsafe mudguards and the reform of lighting regulations.

CTC seems almost ashamed of 'the T-word' nowadays. Its campaigns have an overwhelmingly urban focus: energetically tackling the 'problem' of sharing bus-lanes in London with motorbikes, whilst failing to say much about the lethal lack of good quality cycle tracks by rural main roads, that create cycling no-go areas for tourists and rural commuters alike. For whilst most cycling is surely for transport in towns, what inspires the daily grind for most CTC members and keeps them doing that, is the anticipation of riding somewhere more pleasant sometime! CTC has done little or nothing at a national level to promote cycle-touring for several years, whilst gradually withdrawing resources from the gathering, updating and dissemination of touring information. Gathering and updating virtually ceased three years ago, when CTC neglected to replace Mark Waters upon his retirement. Having now made this role is redundant, CTC's National Office appears to have left it to someone else - Sustrans perhaps - to do for cycling what the Ramblers Association does for walking.

Furthermore, our elected Councillors have been sidelined from CTC business. National Office has cancelled meetings with our Councillors, citing a lack of agenda items; and only the three

cabinet members (out of 18 Councillors) are being advised of and thus are in a position to object to these strategic CTC changes.

When the CTC changed to a charity the CTC Council gave assurances that:

*"Therefore no change in benefits to members is planned as a result of these proposals."*

Extra support for local groups may be welcome (depending upon what form that support may take), but the overwhelming majority of cyclists prefer to tour alone or with family and/or informal groups of friends. These independent members need the support of a national touring organisation even more than those who are also part of a local group. But we are organised, so it's up to us to challenge these changes: changes that clearly result in CTC no longer serving its membership as it assured us it would. Contact your Councillor and the CTC Executive. They need to know how much you value good technical advice and support for touring, be that local leisure rides, all-day or weekend trips, or longer holidays and adventures not only in the UK but also abroad.

**SAVE OUR CTC !!!**

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## Email from Paul Tuohy, CTC Chief Executive 5<sup>th</sup> January 2015

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Dear CTC Group Secretaries,

Following David Woods round robin email we feel it necessary to clarify the position of the CTC as much of Mr Woods email to you is factually incorrect, therefore please do not send it on to members. Matt Mallinder shared the message below identifying the background to recent changes in his team to increase our support for Groups, we will be doing the same to the full membership in Cycle magazine. To reiterate;

With leisure and recreational cycling increasing significantly in the UK, the first change that we've made is to create a **team dedicated to supporting CTC member groups**, campaign groups and other cycling groups. Julie will be joined by Mark Slater and Ben Rowley.

In order to help us all reach out to these new cyclists the team, over the next few months will be talking with you and be putting together a programme to support and facilitate the diversity of CTC events, rides and member activities. We plan to provide you with additional marketing support and training and we'll also be looking at specific IT tools to help you maximize your own promotion and social media reach to these new cyclists.

Another change is the creation of a new **Communications Manager and marketing support** which allows us to publicize the wider achievements of CTC's groups, through all of our comms channels- *Cycle*, website and social media.

To be able to make these changes we've had to look at the limited resources that CTC has and how we can best support our 67,000 members. With every greater access to online information and with demand significantly decreasing, we've decided to cease a dedicated technical/info helpline.

Members will continue to enjoy Technical and Touring features, Q&As and reviews in *Cycle* magazine, on CTC website and by dipping into the breadth of CTC members' experience via the CTC forum.

We will also looking at how we can increase participation in CTC's various Touring competitions and 'reasons to cycle' such as the British Cycle Quest. The IT team are already making improvements with individual pages dedicated to your group on the CTC website so visitors can easily find out about you and a search box for group rides and events directly on the homepage.

It is unfortunate that a small minority of people feel unable to support these changes but with so few people actually using technical and touring telephone support we felt justified in redirecting our limited resources for greater member benefits outlined above. These are tough economic times and we need to make choices about how we use our resources to support all our members but clearly we can't keep everyone content.

Best wishes

Paul Tuohy

**Paul Tuohy**  
**Chief Executive**

**CTC, the national cycling charity** Email: [paul.tuohy@ctc.org.uk](mailto:paul.tuohy@ctc.org.uk)

**Email from Roy Russell to Stephen Coe, 5<sup>th</sup> January 2015**

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Stephen

I've just received the attached from David Wood. Do you have any views, particularly about the allegation of lack of consultation with Councillors?

regards

Roy

Secretary CTC Devon  
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**Email from Stephen Coe, Regional CTC Councillor 6<sup>th</sup> January 2015**

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Hi Roy  
Happy New Year

Broadly speaking I am happy with consultation both via the channels or with me directly. We should all remember that Councillors/Trustees are the equivalent of non-exec directors. We have to let the executive manage within the policy we set.

Occasionally something could be done better and perhaps this is one of those times.

One small point ..... I have never heard of the people kicking up the hullabaloo standing for office!!!!

P>S> do you still have banners in safe keeping. No probs , just to know if needed.

**Kind regards**

**Stephen**

Stephen Coe

tel: 01823-253835

mob: 07767-892166

email: [stephen.coe@ctc.org.uk](mailto:stephen.coe@ctc.org.uk)

or

[sjcoe@aol.com](mailto:sjcoe@aol.com)

website: [www.ctc.org.uk](http://www.ctc.org.uk)

## Email from CTC South West London: 12<sup>th</sup> January 2015

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Dear Angela & David,

At SW London CTC we share your concerns and would be happy to endorse them to our National Councillors and Paul Tuohy..

We deeply regret Chris Juden's redundancy, and the announcement that CTC's technical advice service has been discontinued, 'to fund a new Communications Manager and marketing support and training'. Chris was a national expert in his field, and cannot be replaced by technical forums of varying quality, or by advice from the equipment suppliers which is naturally biased. His contributions to Cycle were always well researched and far more authoritative than anything else available. Behind the scenes he was also a national authority on cycle standards and regulation. Who in CTC can now replicate his contribution? CTC has made a big mistake here in squandering a vital member resource. Its national voice of technical authority has been silenced.

Interestingly we were addressed by Paul Tuohy at our member group AGM in November. He spoke about his intention to change the staffing structure to facilitate better communication and specifically to find out more from members about what they do and about their expectations. Presumably he could not be more specific at our meeting in view of the staff issues involved, but did possibly give us a hint of what was to come when he described how disappointed he was with the content of Cycle, mentioning in particular their recent coverage of cycle lighting. He did not mention CJ by name, but his masterly researched article was prominent in the then current issue.

Apart from the loss of CJ input, I can very much relate to the complaint that the CTC focus is becoming less touring focused (except on a mountain bike, strangely). CTC as a national organisation should be about getting people on their bikes wherever they may be and wherever they want to travel, and Cycle should be a showcase for the attractions of this, and a source of knowledge and practical experience which the experienced touring cyclist can provide.

We hope that Paul Tuohy is listening to the membership. In particular we need to emphasise that the support for MG's which is being promised (and has been funded according to Matt Mallinder's announcement by CJ's departure) has to be helpful to us members, not just a channel for CTC HQ to boss us about. As an expanding Member Group we are unsure what benefit we will get from 'additional marketing support and training', though we will surely miss the technical advice and impartial guidance we formerly received.

We would be keen to coordinate our response with other groups looking for a positive outcome from the present unhappy situation. It would be helpful if you could share with us the responses you have received. Additionally, are you intending to attend the meeting of National Councillors on 17 Jan; please let us know if you are and we will try to be there too.

I am happy for you to circulate this to the other MGs on your circulation list.

Kind regards

Dave Vine (Chairman, CTC South West London)

Tim Court (Secretary)

Simon Lambourn (Treasurer)

Jeff Tolleran (Committee member)

Brian Greenwood (Rides Secretary)

Harry Cole (Committee member)

Mike Morley (Committee member)

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**Email from David Wood 12<sup>th</sup> January 2015**

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## **Save Our "Cycle Touring Club"**

Hello Member Group Secretaries and Council Members.

We were surprised to see Paul Tuohy's reply to the Group Secretaries suggesting that the sole benefit provided by the Technical and Touring support teams was limited to "**telephone support**". We all know that is not right, so we called Chris Juden and asked what he did. His detailed answer (below) is in 3 parts:

- 1) Membership Service - not reduced but changed focus
- 2) Technical Editor and Leading Technical Contributor to the CTC magazine
- 3) Representing CTC on technical matters when working with external bodies and organizations

The last, part (3), is perhaps the least well known but is a vital service that no other organisation can fill. The example given, working with the DfT on the '**Red Tape Challenge**', is an ongoing exercise for which CTC can no longer supply an expert.

We hope that whoever reads this will reflect upon what we have lost by casting aside (on bare minimum redundancy terms) such a highly qualified, articulate, well-known and respected, extremely long-serving (31 years) and hitherto loyal member of staff.

Please take the time to read the article below.

Mark Waters also wrote about his Touring Officer role on his [facebook](#) page which is also [here](#).

David Wood and Angela Byrne

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### **Chris Juden's Role as Technical Officer ref Paul Tuohy's email**

Here is what Paul Tuohy sent to our member group Secretaries. The full text is [here](#).

*It is unfortunate that a small minority of people feel unable to support these changes but with so few people actually using technical and touring **telephone support** we felt justified in redirecting our limited resources for greater member benefits outlined above.*

Paul Tuohy suggests that the Touring and Technical Support staff only answered telephone inquiries from members. He should know, and we would like everyone to know, that there was a lot more to the CTC Technical Officer role. This role had three main components, all of which were (eventually) acknowledged and addressed in a final redundancy letter from his manager, Matt Mallinder:

### 1) Membership Service - not reduced but changed focus

Firstly, the telephone inquiries had reduced but email inquiries increased, though overall there was a drop. Once Mark Waters left, Chris also answered an increasing number of touring inquiries. As the burden of correspondence eased, he spent more time improving the quality of information available on the CTC Forum and website.

Note:

- Most of the top twenty destination pages on the website were written and maintained by Chris.
- Chris's pages are also the most linked-to pages from other websites. (CTC have stats showing this)
- Whilst working on the Red-Tape Challenge (referred to below) the representative of the Metropolitan Police volunteered that when anyone asks about lights on bikes they refer to Chris's CTC page on Lighting Regulations!

### 2) Technical Editor and Leading Technical Contributor to the CTC magazine

This aspect of Chris's role was partly acknowledged in his redundancy notice with the assertion that CTC will, in future, buy those contributions externally at the market rate. This is too cheap for Chris, given the eagerness of less qualified 'experts' to write about bikes.

Within a couple of years of Chris's appointment at CTC he had doubled the proportion of members who rated technical articles one of the top three items in the magazine, a position they have continued to hold ever since. Many of his correspondents tell him that his articles are the only, or main, reason they joined or remain a member of CTC! That's because his writing is informed not only by engineering knowledge and experience of bike manufacture, but also by daily contact and correspondence with the problems and questions of people just like themselves, who use bikes for practical transport and touring purposes, rather than mainly for sport.

### 3) Representing CTC on technical matters when working with external bodies and organizations

This is a very important part of the Senior Technical Officer's role which was shockingly omitted from the case for Chris's redundancy !

To fulfill this role Chris responded to inquiries from the cycle trade and industry, from academic and press researchers, other cycling organisations, worked with British and international standards bodies and took part in consultations with the Department of Transport, plus innumerable other persons and organisations.

Within CTC Chris was uniquely able to do this to a level of competence that has earned the respect of these external contacts, thanks to the following:

- A Cambridge university degree-level knowledge of Engineering Science
- Five-years experience of applying this knowledge to the manufacture of bicycles and components at Raleigh, Sturmey-Archer and Mistral Rims
- Experience of what practical cyclists want in the way of equipment (which isn't quite the same as what sporting cyclists want)

- Being a very active member of CTC since 1972
- Answering the entire gamut of members' (and non-members') technical inquiries since 1983.  
(He was the only current member of staff with such a strong commitment to CTC prior to getting paid for it)

By these means Chris helped ensure the availability of equipment that is safe and useful for the practical purpose of cycling as a means of travel and transport, and provided CTC's thought leadership in this field.

CTC management asserted that this activity would **CEASE**, with this comment from his manager Matt Mallinder:

*CTC will no longer provide External technical advice via a full time employee. If a consultation does arise whereby CTC feels it needs to provide a view then CTC may consider using a consultant to provide the expert opinion.*

However, without the regular contact with cyclists who use bicycles for practical travel and transport purposes, which is uniquely provided by the first component of the CTC Technical Officer's role, this external consultant will not really be able to give a CTC view. Thus we lose something that only CTC can do, which is to represent the practical travel and transport side of cycling, which is needed all the more at this time, with sport all the rage.

The '**Red Tape Challenge**' is an example of what Chris did in this capacity as shown by the following two documents:

- [Chris's response to the government's 'Red Tape Challenge' as applied to the simplification of cycle regulations](#)  
You will see that a deep knowledge not only of cycles but also the technical standards and regulations applicable to them is required to produce such a report. You should also note several ways in which the interests of those who cycle differ from those who *sell* cycles, and how the priorities of those who cycle primarily for transport differ from those of a sporting cyclist. These differences are sufficiently important that we do not think one can safely leave it to any other organisation, or an external expert, to respond on behalf of CTC and it's members.
- [The concluding report from TRL](#)  
DfT delegated to TRL the task of gathering responses and drawing conclusions on this matter. Chris was most gratified to see how much of his CTC material they had adopted and referred to.

## **Email from David Wood 12<sup>th</sup> January 2015**

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Hello Group secretaries

A number of you have asked about the next Council meeting. All members are entitled to attend. Here are the details:-

- Contact CTC HQ Sue Cherry who will arrange for you to have access to the building
- Meeting is Saturday 17th January 10:30 to 12:45 next to Euston station.
- The Charity Centre, 24 Stevphenson Way London, NW1 2DP

Please pass this information to your Committee.

We will also be considering a motion for the CTC 2015 AGM to require that the following is communicated to Group Secretaries AND shared on the CTC web pages one week before the meeting:

Meeting dates/time/place so that members can attend.  
Agenda for the meeting

AND that within 2 weeks of the Council Meeting that the Minutes are sent to Group Secretaries and shared on the CTC web pages.

David Wood and Angela Byrne

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