



28 September 2017

Dear BSSMC member,

Combined Reports in Lieu of meeting BSSMC #92 [Doc A1, BSSMC #92]

A series of PDF documents contain reports in lieu of meeting #92 of BSSMC.

This BSS Manager's report [Doc B1] highlights/identifies for members the significant initiatives, issues or outcomes that have arisen since the last BSSMC meeting.

Activity Reports

In general, those areas of activity covered in the attached reports are left to stand-alone. The following activity reports are attached:

- A1 Reports in lieu of meeting BSSMC #92**
- B1 BSS Manager's Report**
- C1 Report from BSSAC Chair**
- G1 Annual and quarterly finance reports**
- H1 Report from the BSSTC Chair**

BSS Secretariat

28 September 2017



Dear BSSMC member,

BSS Manager's Report [Doc B1, BSSMC #92]

Members are invited to comment on any intended actions associated with this report

i. BSS staffing shortfall

BSS Business and Technical Manager, ***** left on 7 July to take up a position with a local boat builder. During her 15 months with us she made a significant contribution and her influence will continue within the draft 2018-22 BSS Strategy document currently being developed; particularly concerning her work on the Examiner Development Strategy.

The recruitment process to take on her replacement has started in early July and an initial batch of interviews took place on 18 August. Unfortunately, the post had to be re-advertised and only two applications have been received. Both are to be interviewed on 3 October.

The impact on the BSS Team of ***** leaving has been significant and it is predicted that the impact will continue well into next year to cover the envisaged period for induction of any new member of the team.

***** Technical Quality Manager, rather than retire at the end of July, agreed to continue with us until the end of this year on a three day a week contract basis.

The focus has been on sustaining the BSS operation whilst continuing to plan to achieve the activity planned for this year. See Item 2 in *Doc G1, Annual and quarterly finance reports*.

ii. Significant escalation in formal complaints about BSS Examiner performance

The depletion of staff resources coincided with an unforeseen and significant escalation in the number of formal complaints against BSS Examiners. The number of complaints is up from an average of 12 annually to 24 for the year to date, by the third week of September.

Of the 24, 13 of these are examiner on examiner complaints.

Of the 24, 9 are concluded (3 involved formal cautions from the BSS Manager and concerning 6 no action was taken).

Of the 24, 7 (involving 4 examiners) are to be considered by the BSS Management Committee Executive Panel in early October.

Of the 24, 9 remain open, and all but two of these have come in since July.

One consequence of the increase in complaints is the acceptance that BSS complaints administration has not been up to standard in that they have generally not been concluded in a reasonable timescale.

It is also concluded that the increase in 'examiner-on-examiner' complaints is driven by a small number of conscientious examiners who are intent on helping ensure a level playing field upon which to operate.

It is envisaged that this increase in complaints is not likely to diminish and accordingly the next 4-year plan seeks to manage complaints handling more effectively using more external contractors.

The experience of these complaints also highlights the essential need for effective quality assurance measures including increased monitoring.

iii. Examiner Development Strategy (EDS)

This update is intended to inform you of achievements made since March in respect of the BSS Examiner Development Strategy.

a) Examiner Recruitment – the situation as regards expressions of interest to attend initial BSS Examiner training remains as previously reported. ***** is currently managing the list of persons waiting to be trained and we are up to date with contacting these.

Since the new experience/qualification criteria came in (November 2016) we have had 43 applicants, 6 whom we are waiting more info from, 24 we have accepted and 13 we have rejected. The majority of rejections are on lack of formal qualifications or experience criteria.

Pending the introduction of the improved training early next year, we will continue to monitor numbers of candidates reaching required criteria to ensure that the Scheme will not be left vulnerable by reducing examiner coverage per geographic region due to the criteria being too stringent.

b) Information gathering from the existing examiner population – as previously reported, in order to truly measure the success of some of the changes proposed throughout the EDS, and aid with justification for future improvements, we need to have clarity on the ranges of skills, employment status circumstances and a broad-brush age demographic held by the current examiners.

This activity will be moved forward during the autumn/winter

c) Training course improvement – as previously reported the course is changing to introduce the optimum blend of pre-learning using E-learning and attended training (delivering practical training and instilling the 'field craft' and other behavioural traits).

Albeit there has been slippage, the development work has started concerning Part 6 (fire protection) and Part 7 (LPG installations) and with contractor Jigsaw employing a dedicated Moodle platform. BSS resources are being used to supply materials and identify where existing examiners are struggling to deliver consistency. Once these two Parts have been concluded other modules will be developed.

Extra training management support resource is being sought to ensure the project completion date of early New Year does not slip.

d) Field Assessment Process

Minor improvements to the Field Assessment process have been introduced ready for the coming round commencing with three Scottish examiners in October. Salesforce support in the form of 'in the field' recording facility for Field Assessments has moved forward and is nearing delivery.

No movement forward has occurred concerning updating Quality Control Assessor qualifications.

e) Examiner Desktop Monitoring

Proactive Monitoring - there has not been significant movement forward in view of the staff changes previous referred to and the extent reactive monitoring has been required. All examiners undergoing Field Assessments will have their Salesforce reporting and recording records analysed in advance of the assessment.

Reactive monitoring – there has been significant reactive monitoring in support of the escalation of formal complaints

d) Effectiveness of BSS Office Support for Examiners

Mission Control task management software has been introduced but will take a while to bed in.

Additional technical support has been commissioned to ensure technical support remains in place at the time of staff holidays.

The 'Enhanced Technical Support for Examiners' element reported in the previous report, has not been significantly moved forward, in view of the staff changes previous referred to. The 'Cases' element of Salesforce to enable live capture of queries and be able to assign them to a specific team member is delayed but still planned for this FY.

e) BSS Examination Documentation Review

The current BSS examination documentation has been refined and will be delivered to all examiners in the next two weeks. The improvements were largely driven by examiner and boat user influence.

BSS Essential Guide review update is put on hold for this financial year in view of the priority task to improve the BSS examiner training course.

The new BSS Hire Boat requirements were introduced in April and implementation has been monitored and a six-month review will take place shortly. The review will lead to the formal adoption of the supporting Examination Checking Procedures which will be then printed in durable waterproof materials for incorporation in the manuals.

ECP's update – The suggested technical and editorial changes presented by BSSTC are in the process of being qualified and weighted in terms of risk to better help us understand the extent of any potential updates. The limited number of suggestions for change of the electrical checks will be moved forward at a BSSTC sub-group meeting in October.

f) Salesforce boat data - there has not been significant movement forward in view of the staff changes previously referred to.

g) Examiner Support Website Enhancements - Contractor Jigsaw have developed a detailed and supportable framework to improve both the public facing and examiner sites. Further development leading towards implementation is dependent on three factors, a) any budget headroom towards the end of this FY, b) the new BSS member of staff being in place to set up a working group to support the agreed version and including c), a review of the BSS resource that will need to be dedicated to this in order to ensure its effectiveness and relevance.

4-year Plan -

Hire Boat Code –

Incidents and accidents since the last BSSMC meeting –

BSS Manager

28 September 2017



27 October 2017

Dear BSSMC member,

Report from BSSAC Chair for BSSMC [Doc D1, BSSMC #92]

A meeting of BSSAC was held on 6 June. This report covers and updates the main agenda items.

a) BSS hire boat requirements ratification – for an update see BSSTC Chairs detailed report, as members had a similar update.

b) BSS hire boat requirements and shared ownership boats - Under this agenda item, a letter from British Marine was considered at the last meeting concerning the inclusion of third-party managed shared ownership vessels within the scope of BSS hire boat checks. The view of the BM1 rep was that this inclusion was unlawful in the context of Merchant Shipping Regs definition of hire boat and as such the application of BSS hire boat requirements to 'shared-ownership' boats should be removed.

The view of the BSS Office was that risk-review had determined the application as appropriate in the circumstances where any form of third-party managed shared-use arrangement (including timeshare or shared ownership), because, like hirers, such owners may not be deemed in control of any risks. The BSS Office don't see a conflict in principle because in order for the owners to be 'in control' of the risk and so for the boat to be a private boat for the purposes of the BSS examination, the management company would simply ask the owners to review and acknowledge the maintenance schedule and any associated worklist, and as such the joint owners would be managing the risks.

The BSS Office position is that the approach was in the BSS Hire Boat Requirements consultation doc and reflects the Hirer Safety Review outcome.

Further assessment of this issue is required, including:

1. Legal advice concerning the legality of the BSS position based upon i) risk review, any associated duty of care the navigation authorities have in this respect and ii) the wider regulatory environment (including the Merchant Shipping Acts) and whether it limits the ability of BSS to apply risk-review outcomes.
2. British Marine to be asked to clarify the type(s) of commercially managed shared ownership arrangement(s) which they believe should be classified as 'private use'. In particular the following circumstances:
 - I. 'timeshare' arrangements where 'owners' purchase time rather than an interest in the vessel.
 - II. A contract with the 'owners' which requires the exclusive use of a managing agent to maintain the vessel
 - III. Any situation where the managing agent retains or acquires ownership of any share of the vessel e.g. unsold shares, buy-back schemes.

Once these two aspects have been moved forward a paper can be drawn up for sharing at BSSMC.

c) Hire Boat Code development - for an update see BSSTC Chairs detailed report, as members had a similar update.

d) Examiner 'Trusted Messenger' project update -

Reviewing BSS requirements for the non-private classes of boats that are not hire boats [Verbal Update]

BSS Hazardous Boat Notification procedure review [Verbal Update]

Examiner Body Rep vacancy on BSSMC [Verbal Update]

To note actions arising from previous BSSMC meeting #91 [Doc J1, BSSAC to follow] – BSSAC Chair

The reaction to the MAIB report on LOVE FOR LYDIA [MAIB report expected imminently]

BSS Strategic Plan 2018-22 – introduction [Verbal report] – BSSAC Chair/AB

BSS Examiner Development Strategy – project update [Doc C1, BSSAC #96, to follow] – AB

Examiner profiling survey [Doc C2, BSSAC #96, to follow] – AB

Replacement CE marked engines and BSS examinations [Letter from British Marine, Doc E1, BSSAC #96, attached]

Report from BSSTC Chair [Doc F1, BSSAC #96, to follow]

BSS Risk Management Process – continuous improvements [Verbal Update]

Quarterly BSS Quality Management Activity Report – [Doc G1, BSSAC #96, to follow]

Report from the BSS Manager

Quarterly report of incidents and accidents recorded, and inferences drawn [Doc H1, BSSAC #96 to follow]

Items for BSSMC – BSSAC Chair

Drafted by BSS Manager on behalf BSSAC Chair

27 October 2017



20 September 2017

Dear BSSMC member,

BSS Financial Report for BSSMC [Doc G1, BSSMC #92]

A BSSTC meeting was held on 22 March 2016, the following items were moved forward.

An update is provided where appropriate:

Item 1 – results for last FY 2016/17

Profit and loss accounts	Plan	Actual
External Income	480000	485076.16
Payroll Costs	240423.92	239620.17
Staff Related Costs	18834.65	19750.44
People Costs	1463.87	2211.75
Materials & Contract	1348.64	45.2
Other Utilities	2664.68	2664.68
Mobile Phones	1800	1870.65
Meeting Costs	2559.54	4779.31
Stationery & Printing	15000	11484.56
Postage	6000	4687.44
Subscriptions	840.56	1617.22
Computer Costs	18000	17692.2
Professional Fees	147196.2	156564.38
Non-Operational Costs	706.24	1000.28
Other Costs	760.23	1644.7
Controllable Costs	457598.53	462124.48
Total	22401.47	22951.68

Notes

Income exceeded target - The number of Certificate sales is impossible to predict, but this income is within the normal sales cycle

Staff related costs - This total included a one-off figure for recruitment fees

Professional Fees - Slight overspend due to bringing forward projects.

Stationary printing and postage - Underspent due to delay in producing the revised examiner documentation.

Controllable costs - Within acceptable limits of business activity.

Conclusion - This is another year that the Scheme was self-sufficient and managed to meet most of its planned activity with planned operational performance levels.

Item 2 - Budget plan for 2017/18

Profit and loss accounts	Plan
External Income	483519
Payroll Costs	224270.42
Staff Related Costs	19115
People Costs	2267.93
Materials & Contract	2402
Other Utilities	2922
Mobile Phones	1800
Meeting Costs	6000
Stationery & Printing	15000
Postage	6000
Subscriptions	220.48
Computer Costs	12000
Professional Fees	168000
Non-Operational Costs	25.91
Other Costs	2522.14
Controllable Costs	462545.91
Total	20973.09

Professional fees are in the main allocated to the following new projects and initiatives. These have been agreed with BSSMC Exec.

- Development of LPG update training for all examiners – Spring 2018
- New-intake Examiner training course development – Autumn 2017 – Spring 2018 and continuing into future FYs
- BSS CO monitoring project involving 15 Examiners with four-gas analysers – Winter 2017 – Winter 2019
- CO modelling project to establish nature of any 3rd party risk – in response to MAIB recommendation Autumn/Winter 2017
- Naval architect services to help assess BSS hire boat down-flooding height requirements as a possible alternative approach to the Hire Boat Code’s current stability and freeboard requirements; concerning ‘low-risk’ boats

In addition to the above the contractor spend also covers annual commitments such as Salesforce support, BSS Examiner Field Assessments, and technical support for the training course development and other initiatives.

Item 2 - Published results for period 1-4 FY 2017-18

Profit and loss accounts	Plan	Actual
External Income	170000	181000
Payroll Costs	79600	79600
Staff Related Costs	5500	5000
Premises and Office Costs	13900	14500
Professional Fees	44500	11000
Finance & Other Costs	4100	1900
Total controllable costs	147600	112000
Total reserves	22400	69000

BSS Manager

20 September 2017



27 October 2017

Dear BSSMC member,

Report from BSSTC Chair for BSSMC [Doc H1, BSSMC #92]

A BSSTC meeting was held on 25 April 2017, the following items were moved forward. An update is provided where appropriate.

Note that the workload is high at present and issues are being prioritised to a) to support activity as agreed at BSSMC and b) on the basis of risk priority. This level of activity will continue through 2018.

a) AINA/BM/MCA Hire Boat Code update - Members were provided a report of the outcome of a AINA/BM/MCA meeting on this subject on 13 April. perhaps the most significant outcome was the intention/proposal to address the stability risk for the perceived low-risk hire boats (such as FRP cruisers and narrowboats over 10m length), using a slightly amended 10.7.3 check

Update - *A Risk Review and Assessment Process (RRAP) is now being undertaken commencing with the commissioning of a suitable naval architect to help review whether their existing BSS hire boat downflooding height requirements at 10.7.3 can be considered a suitable alternative to the navigation authorities enforcing comprehensive post-construction stability and freeboard requirements on 'low-risk' inland waterway hire boats. An update concerning the naval architect involvement will be provided at the forthcoming BSSTC meeting in late November.*

b) BSS Hire Boat Requirement Examination Checking Procedures (ECPs)

i) ECP Ratification - Members agreed a plan whereby the hire boat ECPs currently published and being used by examiners, will be ratified and issued as a controlled document; once any comments have been received. Significant comments, in terms of numbers or content, are not anticipated.

Update - *monitoring of a) Salesforce examination data inputs, including any written comments added, b) Examiner telephone and email enquiries to the BSS Office has been undertaken. Across the 41 examiners who have examined a hire boat since April there were no significant errors by way of apparent misunderstanding of the ECP.*

The described monitoring activity is being augmented by desk-top assessments for individual examiners including review checklists, reports to hire operators (where this was not done using Salesforce), Warning Notices, etc, for specific hire boats.

Combining the Salesforce and examiner's personal records desk-top monitoring, will enable a reasonably thorough and meaningful assessment. An update of the monitoring will be provided at the forthcoming BSSTC meeting. It is anticipated that at the meeting, members

will ratify the ECPs for issue as a controlled document and for re-issue to relevant BSS Examiners as laminated pages for insertion into their ECP folder.

ii) Outstanding Broads traditional hired yacht implementation and other issues - are being handled separately.

The handhold check at 10.1.2 is also being looked at concerning those circumstances where there maybe gaps in handhold coverage. The review is to ensure appropriate risk control and examiner consistency, taking account of the relevant ISO.

Updates - *An update will be provided at the forthcoming BSSTC meeting, including concerning the outcome of a joint Broads Authority/BSS meeting with the association of Broads yacht hire operators.*

A paper on the proposed way forward concerning 10.1.2 should be anticipated in advance of the forthcoming BSSTC meeting.

iii) Process shortfall 10.7.3 - The process followed to introduce hire boat check 10.7.3 was agreed as falling slightly short of the process followed for the rest of the hire boat requirements changes. This was due to an expectation that the subject of downflooding heights of above-waterline hull openings would be covered exclusively under the Hire Boat Code auspices. This expectation was not changed until late in the BSS hire boat requirements development process and so the full risk review process was not undertaken. It is argued that there is no change from the 2002 requirements. It is also clear from item a) above that 10.7.3 will now go through a risk review process in the light of the decision at AINA/BM/MCA.

c) CO safety on boats – Members noted that the MAIB report on the Love for Lydia fatalities in June 2016, was imminent (*Update – published 11 May 2017*). The opportunity was taken to list those factors associated with the known circumstances and that may influence the revised Risk Review and Assessment Process (RRAP). For example, the fact that there were no apparent faults on the boat concerned and the boat was seemingly not being used in an inappropriate manor. The detailed risk review can now begin; now publication of the MAIB report has occurred. It was agreed in principle that some environmental testing would help BSSTC members assess whether others, i.e. those in the vicinity of any CO source, are at risk from those potential sources; such as petrol generators or solid fuel stove flue gases.

Update – *it has been problematic identifying a credible organisation to support the environmental testing. A verbal report will be provided at the forthcoming meeting and as things stand it will be BRE undertaking practical testing involving ‘real-world’ scenarios as a first step approach.*

d) BSS Risk Management Process (RMP), planned improvements – The Sub-group helping improve the RMP met on 9 May and reviewed a draft revised document developed by the RoSPA consultant. This draft was further refined by RoSPA after the meeting.

Update – *BSSTC members will review the Sub-group draft revised RMP at the forthcoming meeting.*

e) Hire boat Residual Current Device (RCDs) assessment project report - The consultant’s report was generally well received by members. It was hoped that the outcome would confirm that RCDs in hire craft offer appropriate protection for hirers from the risk of electric shock in the event of a live-to-earth fault. Confirmation would allow examiners to continue to apply a simple check for an installed consumer unit. The outcome is clear that for inverters having neutral-earth linking these were invariably properly installed to ensure effective RCD operation. For those hire operators using ‘floating earth’ inverters, these can’t be assessed by RCD test units and so the level of protection remains unsure. The report is to be provided to the BSS’s electrical consultant for any comment.

In the meantime, hire operators are recommended to only fit inverters which employ neutral-earth linking to ensure effective RCD operation and that the boat has a correctly configured hull to main earth terminal / consumer Unit conductor.

Update – *the consultant's comments and a verbal update will be provided at the forthcoming BSSTC meeting.*

f) Two technical appeals - Both appeals concern LPG gas locker hatches on a Sagar narrowboat; there is no connection between the owners. The arrangements differ from previous appeals on this subject in that the underside of the LPG locker is accessible for inspection. Members are to receive a report of the outcome of testing of the water-tightness of both lockers, for consideration.

Update – *the report was considered by members and all but one member supported allowing the appeal. The allowance is on case by case basis and in place solely because the two boats are configured and constructed in such a way that it is possible to see first-hand the underside of the cylinder locker base plate and the hatches and conduct testing.*

g) Annual report of incidents and accidents and top-ten BSS ECP fail points - Members reviewed the incident report and welcomed the top ten BSS failures list. It was reported that a group of experts would further consider the solid fuel stove risks; in view of stove fires being at the top of the league table of boat fire causes and despite previous measures including the development of a BSI standard guiding boat installations and the development of awareness information. Any recommendations will come to BSSTC for consideration.

Update – *the initiative has not progressed beyond identifying the group of experts.*

h) Any other business – Members heard of an assertion that the BSS was acting as a barrier to free trade in respect of an LPG outboard product new to the market. Members also received an assurance from the BSS Manager that the BSS was not acting as a barrier to trade, but was delayed in its liaison with the importer. The BSS liaison is in the context of assessing any need to amend BSS requirements concerning LPG propelled boats. The urgency of the situation was recognised, and the matter is to be expedited by the BSS office.

Further updates

i) BSS Examiner Monitoring project - a monitoring project has commenced measure the environment presented to BSS Examiners in order to help assess whether it presents any hazards from exposure to gas hazards during site visits

Fifteen volunteer BSS Examiners are shortly to be trained to use a belt-mounted gas detector; the focus is partially aligned with CO risk review but, oxygen depletion, carbon dioxide and flammable vapours will also be detected by the equipment. BSSTC members will receive reports at meetings for the following two years.

j) Comparative LPG tightness testing project – as an outcome from the project, proposed changes to the BSS LPG tightness test procedures for manometers and bubble testers have been developed and currently with industry representative for validation. BSSTC members will receive an update at the forthcoming meeting.

k) LPG propelled boats, supporting standard – the BSS Office has commissioned a review and comparison of UKLPG CoP 18:2003 and BS EN 15609:2012. The conclusion is that there are very few differences or inconsistencies between the standards and where they occur are minor details. It follows that the report recommends BS EN 15609:2012 can be used as the primary document in the BSS ECPs for LPG fuelled propulsion engines. Assessment against the relevant BSS checks should be by BSS Examiners specifically

trained to apply BS EN 15609. The report will be on the agenda at the forthcoming BSSTC meeting.

l) BSSTC Electrical Issues Sub-group – a meeting of the Sub-group was held on 19 October and a list of proposals developed concerning all of the outstanding electrical issues relevant to the published BSS ECPs. Where relevant, draft ECP change proposals are being worked up. The report of the meeting and draft ECP changes will be made available to committee members in advance of the forthcoming meeting.

m) BSSTC interim review of the 2015 BSS Examination Checking Procedures (ECPs) – at the last BSSTC meeting members confirmed those 2015 ECP items that, in their view, were in need of review. Thirty-nine items were either:

- i) comment/suggestion is already work in progress by the BSS office/BSSTC, or
- ii) where it is agreed that a new review is appropriate, the comment/suggestion has been priority-rated against:
 - o Risk (the risk to third-party waterway users),
 - o Consistency (Examiners ability to apply the relevant Check consistently), and
 - o Compliance (the level of divergence between the current BSS requirement and industry standards combined with any disadvantage the current BSS requirement may potentially impose on boat owners).

For each comment/suggestion, each of these criteria has been scored: 1 – Major; 2 – Minor; 3 - Insignificant.

The nine electrical items have been fully assessed as described at l) above. Other items are being assessed in priority order.

BSS Secretariat

27 October 2017