

Summary of Trustee observations, following membership feedback made on the OSS strategy for 2013-2018, *Choosing Direction*

1. We note that there were occasional disparate views on whether we should concentrate resources variously on paths, commons, greens or other open spaces. Our strength stems from our effort to protect and enhance *rights* in *all* these cases. This unified approach remains central to our ethos, and enhances our reputation.
2. We need to establish partnerships wherever possible, working with like-minded organisations to promote the aims and values of the OSS.
3. We need to ensure that our international work is modest and proportionate, undertaken only where there is real benefit in terms of credibility and expertise, thus helping and not eroding our core mission in England and Wales.
4. Consultation on the strategy provides further demonstration of the demand for a members' forum, which we have agreed we will initiate and review in 2014.
5. More use needs to be made of the website as our principle interface with members, and exchange information.
6. We need a process to identify the major, high profile campaign to be pursued each year.
7. Whilst ensuring that we *manage* casework levels, we need to recognise that such work contributes to the society's reputation, and provides an understanding of current trends and concerns.
8. We should ensure that people are better aware of the quality of legal or other expert advice that we provide. We need to limit free advice, and seek ways to generate income where advice is provided beyond this level.
9. We need to make maximal use of our 150th anniversary to generate attention and membership, whilst being cautious of wallowing in our glorious past, and ensuring our ongoing relevance to current generations.
10. We note that there is good, but not universal, support for establishing a demographic profile of members, identifying a range of income streams, and considering different types of membership.
11. Our work must remain rooted in our strategic aims and niche, placing emphasis on those areas where we are uniquely placed to make real achievements.