



Exeter City AFC Supporters Society Ltd

Communications and Engagement Working Group Meeting Agenda

Meeting held on Microsoft Teams

Date: Tuesday, 18th March 2025

Invited: Will Barrett, Julen Beer Ayo, Latoyah Egerton, Clive Harrison, Dean Matthews,

Apologies: Jed Penberthy, Nick Hawker.

1. Matters Arising

- ↯ Spektrix/SO updates: NH not at the meeting, but progress being made towards switching everyone over from the old payment system to VeryConnect.
- ↯ DM confirmed the FSA have been sent all the info for the audit, 2 weeks for an update, the interim deadline is 9th May for 6 month audit.

2. Content Update

- ↯ IWD Video was created and well received.
- ↯ Facebook is being updated again, JP is responsible for managing this.
- ↯ Kit vote: JBA asked if the TB have to approve the kit? CH confirmed no, only if red and white stripes change is approval needed. Vote will be going live on socials ASAP. Process is already delayed and 3 months late. Nick H will speak to Joe Gorman to confirm CTA. CH will send the proposed kits to the club and Trust Boards, currently waiting on Pro Directs images. LE will set up the vote and Socials and manage.
- ↯ Vote closes Monday 24th March to avoid membership queries on Sunday.
- ↯ JBA asked if standing orders been reconciled. People know that vote is happening and issues on VeryConnect mean they can't vote.
- ↯ Potentially only NH that can update it? Not been done since he has been away.
- ↯ JBA can someone else do it while he is away?
- ↯ LE, when does Sarah (membership secretary) work? Not known which specific days, but only 2 days a week.
- ↯ LE will email Sarah and make sure that any outstanding queries are forwarded to ensure the process is as smooth as possible. CH to assist.



3. VeryConnect Update

- Everyone still OK to manage VeryConnect as per the rota. LE sent out the latest rota to everyone.

4. Website Update (Latoyah)

- A few small changes have been made. Further updates to come after meeting with Michael Heath.
- JBA: Micheal (Heath) said he had a plan with how he was going to make Trust ownership more prominent on club website, what is this? LE will be working with Michael directly to ensure that this is done. Meetings have been set up.
- LE Asked if anyone can help contribute to the content which is added to the main club website. Lots can be duplicated from current Trust website.

5. Comms Plan for Upcoming Membership Changes

- JBA: Have we engaged call centre to help with the transfer of members to the new system? Unknown. There is a quick way to switch from Spektrix and document to explain this has screenshots, we need that replicated for the website. JBA to chase up to make sure Sarah has this.
- CH warned membership secretary that they may get more queries.
- LE to ask Nick H about updates.

6. Disability Day Insert- Julien

- Trust is sponsoring Devon Ability Counts tournament, need to create insert for the event. Jed created it last time, LE chase up with Jed. Previous company used to print can do it within 3 days.
- LE to follow up with Jed to get previous artwork.
- JBA to do the ordering of the leaflets.
- WB to send our Trust side of the leaflet.
- Event is on the 6th

7. AoB

- JBA- Suspended Trust member mentioned on social media that they have not heard back from Trust.
- DM said he is waiting on further update from NH to confirm.
- LE requested that DM sends at least a holding email so that the suspended member is advised of this, as it is important to ensure that we are transparent with communication.
- JBA- Fans still want to see presentation on proposed rebrand, can they record one? NH will have an update on this in the coming days.



- ↖ Intention is to try and get back on track.
- ↖ Are there any lessons to learn? LE suggested forums like this should be filmed every time/ or managed in an online format so someone has control of it.

Date of next meeting: TBC

Trust Finance Group Meeting Minutes



Date: Tuesday 25th March 2025 @ 17.30

Location: Box 1, SJP/Teams

Attendees: Nick Edwards, Steve Chudley, Nigel Banks
Jamie Pelmeur (via Teams) and Richard Knight

Guests: Laura Taborn

Apologies: Pete Holding

♦ Apologies (NE)

Pete Holding

♦ Interim CFO Presentation (LT)

NE introduced LT to the group and explained the purpose of the group and the relationship with the club. NE also explained some of the frustrations that TFG had had but also that they understood the situation that had existed with staffing at the club.

LT stressed the importance of MACC's and has diarised MACC production as it needs to be a regular routine. LT also stated that reforecast/budget papers etc need to be presented to club and Trust boards in November and January.

NB inquired about the next budget. SC stated that the 1st draft should go to club board w/c 31.03.2025.

Overall that presentation from LT was cautiously positive.

♦ Approval of minutes from 16/01/2025 (NE)

Agreed previously.

♦ Matters arising (NE/All)

- **Solar panels at CHTG;** this had been raised at a previous meeting however because of 'outside' funding the project came in under 50k therefore TB did not need to vote.
- **LED advertising boards;** the business has been shared for discussion however more financial details were needed for a decision to be made.

♦ Club updates (All)

i. MACCs discussion (All)

The latest MACCs were scrutinised and it was noted that debtors had gone up but these were within the process guidelines.

It was noted that MACC's showed a positive result because of transfer activity.

The training trip to La Manga was briefly discussed and it was not clear where the 46k had come from although it had been mentioned that it was from recent FA Cup run. As yet the TB have not been updated.

ii. Reforecast (All)

The latest forecast was not yet available however this was covered in CFO's introduction and there is an element of reforecasting within the latest MACC's.

- iii SC** reported that the 3g pitch at CHTG needed repairs, the year end figures show a £260k profit and a supporters report is being prepared.

- iv SC** reported that there was a paper to the club board with proposals for season Tickets and on the day tickets. It is proposed that prices remain as per this season. It was noted that this does reflect growth ambitions nor NI/minimum wage increase. There were other initiatives re: ticketing proposed.

✦ **Trust updates (SC/NE)**

i. Group strategy (SC)

No progress to date.

ii. VAT strategy (SC)

SC stated that he had made initial contact with our accountant and would further update TFG when more information was available.

iii Trust policies (NE)

NE advised that the two remaining policies had now been signed off by the TB although the disciplinary policy was subject to amendment and sat with NH

iv Loan agreements (NE/SC)

NE advised that NH had informed him that the loan agreements were still to be signed. TFG noted.

v Rebranding (NE)

NE advised that a proposed rebranding exercise was being considered but ultimately the decision sits with the TB and Trust members.

✦ **Date of next meeting (NE)**

TBC by email

✦ **AOB**

None

Author: Julen Beer Ayo

Date: 28th March 2025

Subject: Community Sub-Committee Report

Key Points:

- 1. Progress on Club's Community and Charitable Aims**
- 2. Next Steps**
- 3. Further Group Actions**
- 4. Next Meeting**

1. Progress on Club's Community and Charitable Aims

- a. Focus has been narrowed down from the original seven Core Subjects identified within ISO 26000. This will:
 - i. Allow for easier implementation and success measurement.
 - ii. Ensure the committee remains within the Terms of Reference.
- b. Consideration for how other Core Subjects may be implemented to take place upon future reviews of Community and Charitable Aims.
- c. Discussions were held at the last meeting on possible accreditation and/or aligning with accreditations the Club might seek.
 - i. Feedback to be sought from executive team for further guidance.

2. Next Steps

- a. These remain unchanged:
 - i. Feedback will be sought from relevant stakeholders across the Club.
 - ii. Presentation to Club Board and feedback.
 - iii. Presentation to Trust Board and feedback.
 - iv. Potentially: Presentation to Supporters Round Table.

3. Further Group Actions

- a. SLA with ECCT.

4. Next Meeting: 23rd April