



We Own Our Football Club

Exeter City AFC Supporters Society Ltd

Trust Board Meeting Minutes Part A

Meeting held in the RGB Legends Lounge.

Date: 12 December 2022

Trustees present: Nick Hawker, Will Barrett, Julen Beer, Steven Chown, Mark Cordell, Nick Edwards, Pete Ferlie, Doug Gillard, Clive Harrison, Richard Knight, Jamie Pelmear, Kayleigh Jade West

Apologies: None

Officers present: Steve Chudley (Finance Officer), Phil Burden (Secretary), Pete Cordwell (Minutes Taker)

Apologies. Celia Lowman (Membership Secretary)

Members Present Spike Sussex, Quinn George Elliott, Alistair Yates, Paul Condick, Jonathan Hart, William Cassidy, Thomas White, Peter Coombes

Part B Summary

Under Part B of the Trust Board meeting, the Trust Board:

1. Were informed of the manager's contract offers for next season.
2. Heard about the three and five year plans for the Club
3. Discussed a code of conduct for meetings
4. Were informed that issues with new supporter software VeryConnect were very close to being ironed out and launch would probably be in January

Approval of minutes from November Meeting

Corrections. Jonathan Hart, not Tipper, was present.

Under AOB, feedback from "2022", not 2021 election.

P8 "Why the club would NOT allow," replaces "would allow" local CAMRA branch

Approval of Part A minutes proposed by Mark Cordell , seconded by Julen Beer

Approved. 2 Abstentions.

Matters Arising

VeryConnect. Awaiting final codes. Should be launched mid January.

Standing orders. To be replaced by Direct Debits.

Renewal of membership. Q. Could we give advance notice of renewal date? A. All have two months' grace.

Results of post code analysis. We are 1% below the average attendance for the league which means we must have greater numbers from outside the city.

Are we still using Election Runner? Yes. But this might be the last year.

The Big Step Campaign

Presentation from James Grimes.

The Big Step campaigns for the removal of Gambling Ads from football.

James gave a moving and informative presentation about the dangers of gambling. He had been addicted from the age of 16, had lost twelve years of his life, been homeless and suicidal. It is now 4 years since he had a bet.

There are 400+ gambling related deaths a year.

55,000 11 – 16 year olds are addicted to gambling.

For more information, visit <https://the-bigstep.com>

The meeting agreed to fully debate and to consider joining The Big Step at a future meeting.

Update of Part A matters from Chair.

Trust 20 Year Strategy

As Executive Chair of the Club I must complete and present a three-year plan for the club at an away day in January. It's important that this plan aligns with the ethos and strategy of the Trust, but also its purpose and aspiration(s).

In our 20th year the Trust Board should be stating our intentions clearly. I'd like to ask that all group leads prepare a strategy document, by the end of January, together with an overview of planned activities through our anniversary year that will support and demonstrate their strategy. I'm happy to attend working group meetings in January to support or provide further clarity. This is an opportunity for us to refocus on the role of the Trust in 2023, and to reflect on the relationship between Trust and Club and how our ownership model contributes to success and growth.

University of Exeter – School

I have been invited to speak with students on the challenges of co-operatives and community benefit organisations. The Supporters' Trust have done this before (in its early days) so we have the opportunity to update on our story!

Club AGM

The Club AGM will now be held on 15th December at mid-day. It was moved from the 8th to ensure delivery of the relevant papers to shareholders as we feared the impact of postal strikes might cause notifications not to be delivered on time.

Membership Software Implementation

This project continues to make progress. The standing order import from banks is currently being worked on and for the first time, Junior Grecians and Trust members will share the same membership platform. We haven't scheduled a 'live date' yet but hope to soon. In the meantime, we are continuing to reconcile Trust priority status levels on the club's ticketing system manually.

RK. Infographics for supporters on the Year End finances will be presented at a Forum in January

Trust member AY is doing a comparative analysis with other League 1 clubs. AY offered to present to Trust Board.

Any Other Part A business

Update of Trust Strategy. Working Group Leads should have their responses ready by the end of January

2023 Trust Board Meeting Dates.

Provisionally agreed. Revert to first Monday in month. Dates will be published on the Trust Website.

Working Group Terms of Reference. Hope to be rewritten before next meeting. Have been very difficult to find. NH still looking. Perhaps group leads could do the thinking whilst he continues his search.

Supporter Cost of Living Support. (See November Minutes)

Member Thomas White outlined his plan and took the meeting through his proposed paperwork.

Chair thanked Thomas for his hard work, thought and effort. He said the Club and Trust wanted to achieve the same thing as Thomas.

Chair would put the proposal to the Executive meeting the next day and find out how many tickets were available.

It was also agreed that returned season tickets could be used to achieve these aims.

Working Group Updates

Finance and Governance Group

Haven't yet had a meeting this month. Annual Trust returns for FCA have been done

Ownership and Membership Group

Minutes not yet received but will come out with next pack.

New member drive further postponed until new year. Concerned they have one opportunity to get it right. Club met today to discuss marketing materials and programme. New tab on the website "Join Our Club" which takes you direct to the Trust sign-up page. One Club is moving away from a "save the Club" membership drive to a "you are a supporter why not be a Club member?"

Trust Match Day Window in the Ticket Booth. Rota issued to Trustees and Officers who are not directly involved in match day activities. Thanks to the Trust Office/Ticket Booth team for their efforts this year (both seasons). On Saturday Nick Edwards took a £40 renewal and 2 new memberships. First two matches covered by Mark Cordell. Third by Nick Edwards. Not overly busy but concerns envisaged have not been experienced and overall a good location. One renewal and 5 queries satisfied on Saturday.

Survey lead feature now published? Mark arranging a small zoom meeting to feed back further more detailed information.

Elaine and David Treharne are working on an events programme for 20th anniversary of ownership. I have raised a slight nervousness that the first board contained prominently Ian Huxham. But despite this their spadework laying our foundations should be appreciated like anyone elses.

Final of the ECFC Quiz was held. Over the three nights £1200 raised for KOtC.

Seniors Party was held and has received widespread praise. Nearly £300 raised for KOtC which has now exceeded its target. Auction was a success for KOtC.

Mark Cordell is deep in conversation with The Terrace over 20th year anniversary produce.

3865 members. 677 of which were JGs. Voting membership was 3188.

Hope to go out with 11 top achievements under Trust ownership. Comms group need to consider as an engagement exercise how members can vote for their top 3?

Terms of Reference for OMWG went to Phil, Secretary.

Next Meeting of OMWG 11 January.

Community Working Group

Met last Thursday. Discussed the continuing relationship with ECI; the Trust anniversary and Respect festival.

Disabled Supporter Association: Andrew Barge has agreed to take over as Chair.

Level Playing Field game will be on 25th February against Cambridge. Hoping for an input from Pierce Sweeney.

Communication and Engagement Group

Minutes were contained in the meeting pack.

Comment from the Trust Board meeting. Disapproval of using social media (eg WhatsApp) to communicate was expressed.

Any Other Business

MC is still exchanging emails with The Terrace.

Phil Burden, Trust Secretary, is stepping down at the end of the season.

Disabled Supporters' Association asked for £200 to support wheelchairs; missing chairs and acquire waterproofs. Envisaged split 3 ways between CCT, DSA and the Trust. Community Working Group might be able to finance.

Increase in smoking around the stadium. Will be raised at Executive meeting the following day.

AY. Merchandise. Please remember Harrier, Newton Abbot.

Brian McDermott. Can't now do January. Can I book a room at the Club at own cost?

Post Meeting Note: On 19th November the Trust Secretary had confirmed to AY that the Trust did not wish to partner with him on An Evening with Brian McDermott. This has been repeated with a further email on 21st December.

NLM Will the Club AGM be streamed? There are no plans to stream it. Who will represent the Trust at the event?

Question from member SS about The Terrace. Will we be directing Trust members to the Terrace website from our own? This would be unnecessary competition. The Terrace doesn't pay much commission. Could we not sell Trust merchandise through the Club Shop?

A. The Trust Board's proposal to order from The Terrace was approved at the last meeting. We would avoid carrying lots of stock and making a large outlay.

Date of next meeting: Monday 9th January 18.00.