



We Own Our Football Club

Exeter City AFC Supporters Society Ltd

Trust Board Meeting Minutes Part A

Meeting held in the Trust Suite and on Zoom

Date: 14 March 2021

Trustees present: Nick Hawker, Will Barrett, Julen Beer, Mark Cordell, Elaine Davis, Nick Edwards, Doug Gillard, Clive Harrison, Richard Knight, Neil Le Milliere, Kayleigh-Jade West.

Apologies: Pete Ferlie

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

Apologies. None

Part B Summary

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

1. Received an update on issues concerning the Clifford Hill Training Ground Redevelopment
2. Heard reports from a Club Board “away day”, particularly concerning staffing
3. Were given details of improvements in communication between club staff groups

Approval of Minutes from March Meeting

Approval of Part A minutes proposed by Will Barrett, seconded by Nick Edwards

The February minutes were approved. Three abstentions

Matters Arising

Update from JQ about behaviour. Nothing from Bristol train. There seems to have been an improvement in behaviour.

NLM. Hasn't received email on supporter survey from University. Has been told it's going out tomorrow.

Remove word “none” after Finance and Governance group minutes.

FECRACE. Nothing heard yet from CAMRA about an actual award, if there is to be one.

Sign needed above their bar to explain what FECRACE stands for.

Update of Part A matters from Chair.

Website, Social-Media

I'm delighted to welcome Jed Penberthy to our team until the end of season. Jed is looking after our comms effort during the temporary absence of Julen.

There is general e-mail account that is monitored by the comms team which is: communications@ecfcst.org.uk. If you have articles, information, or snippets of interest please, send them to this address.

Membership Management

This is turning into something of a marathon. Celia and Nick are currently trying to recover many lost memberships and, together, with the help of Denis, we have created a work-flow to make the whole operation smoother – I hope! We are sending out hundreds of reminders, many of which we are being responded to, with a view to completing the tidy-up before any Trustee election effort.

Trust Survey

Glad to see this is now in-service, Seen-in-Design have once again printed the paper documents for free and the University business school are kindly managing the process, including the inputting of paper submissions. Please encourage any supporter you know to complete the questionnaire.

Club Board Chairmanship

Last week I held a 'Club Board Away Day', at which ECCT, the Academy, the back-office staff, and Matt Taylor/Marcus Flitcroft, all presented to the board, mostly on their aspirations (ECCT presented on the volume of work they had engaged in and the risk management of that work). My aim was to help people understand the wide breadth of our operation.

Exeter's Voluntary, Community and Social Enterprise (VCSE) sector

On Thursday Nick is giving a short address to open a celebration event around the above. Having been a volunteer in various roles over the years it's a real privilege for him! Nick acknowledged Doug Gillard's (leader of Community Working Group) role in this... the growing 'friendship' with ECI is demonstrating our desire to help the local community as a 'Community Benefit organisation. The event is being held in the Grecian Centre.

Thanks to Doug for all the work with Exeter Community Initiative. I would like to see a Memorandum of Understanding to recognise that we are working together on various projects.

Ticketing. We are talking to other companies. The two month period of grace within our rules for trust members not paying before ceasing membership is causing problems. Clive Bawden is doing a lot of work around systems and finding a solution.

Answers to Questions for Chair

There is a lot of dissatisfaction with the Club shop. Nick, in the shop, is seeing a Shopify developer to identify ways to improve and, in particular, to fix a 10% discount for Trust members buying online.

Any Other Part A business

None

Working Group Updates

Finance and Governance Group

The loan repayment has been refunded to the club

Steve will be emailing group leads for their budget expectations

The real living wage has increased from £9.50 to £9.90. It was decided that a vote to agree such increases would not be needed, as the commitment to increase the living wage has already been established.

Ownership and Membership Group

Next meeting of the Ownership & Membership Group is on 16 March 2022. The strategy objective to be reviewed is increasing member donations. Trust Membership is up from 3868 to 3896 since last meeting.

Annual Carabao Cup Final ticket draw had created a great deal of interest. Tickets issued and some very positive responses received. Thanks given to Neil Le Milliere.

Trust survey was released to members and supporters generally at the Salford match 12 March. Hard copies would be available from Club shop and Trust Office. Copies would also be available on match days against Crawley and Stevenage. In order to make the survey unique there had been a delay with the issue of email invitations to participate in the survey. Closing date 31 March. Hard copies to be returned to the Club shop.

Ask The Trust was launched last Wednesday. First monthly zoom meeting of a three month trial.

Extra Time Hub had not started 11 March as planned. Creating Connection have sessions running but there needs to be publicity of how members can engage. EFL grant of £2500 currently sits with Creating Connections (CCT) for post Covid return to support.

Fans' Forum with Matt Taylor, Offrande Zanzala and Kieran Phillips took place. Nick Hawker answered Trust member and supporter questions in the second half. The evening was co hosted by Craig Bratt. This could be viewed on Youtube next day. Raffle made £60 and there were some donations.

Questions

Could we ask people to collect survey booklets from Trust Office?

Could Ask The Trust have an agenda for, say, Part A and an open Part B?

Community Working Group

Relationship with ECI has been discussed. They are getting a new comms team with whom we will be keen to work. They are very grateful for the season tickets from the El Paso trust members.

ECI networking event to held at SJP on Thursday.

Exeter City Disabled Association spoke highly of Level Playing Field event at last game. We'll be meeting them on Thursday.

Congratulations on working with TUST for Women's final.

Communication and Engagement Group

Jed outlined what the group is trying to achieve.

Hoping to get original material onto Twitter feeds and not simply repeating other feeds. Content to include more Trust material.

Need to get more information to Trust Members, explaining how their subscriptions are spent. SC will try to produce something monthly from Finance Group. Hoping for monthly info from the various working groups.

NH. The group is only as good as what they receive. Please email as much material as possible to communications@ecfcst.org.uk

Trust Mission and Vision

This went to the Club Board on Thursday. Thanks were given to NE, ED and WB for helping to create such a good document.

Any Other Business

Places at Trust table for end of season awards dinner were agreed

Watt bikes (Cliff Hill Training Ground and SJP dressing room). Hoping to get them as early as next week.

Might be worth exploring, for our membership software, "Cardshipper" (?) app, which is used by Swedish FA.

New scoreboard/ screen well received. "Added time" not "extra time". Font for team line ups is to be changed.

Maidenhead have a lot of birthday bookings outside matchdays. Is this something we could look at? Sunderland has deceased members branch of their Supporters' Trust. Could we use the idea?

Date of next meeting:

Monday 11th April at 18.00