Exeter City AFC Supporters Society Ltd

Trust Board Meeting Minutes Part A

Meeting held in Boardroom and on Zoom

Date: Monday 12 August 2024

Trustees present: Nick Hawker, Will Barrett, Julen Beer, Steve Chown, Doug Gillard, Debra Noble, Nick Edwards, Pete Ferlie, Clive Harrison, Richard Knight, Jamie Pelmear**,**

On Zoom. Neil Le Milliere,

Apologies: None

Officers Present: Dean Matthews (Secretary), Pete Cordwell (Minutes Taker), Steve Chudley (Finance Officer),

Apologies: Ryan Ilott (Membership Secretary),

Trust members present. George Hunter, Steve Dart, Kevin Glenn, David Tucker

No conflicts of interest were declared

Matters of Accuracy

The names of two Trust members were omitted from those present. Steve Dart, George Hunter

Approval of minutes from July meeting

Approval of Part A minutes for July, proposed by DG, seconded by NE.

The minutes were approved with two abstentions.

Matters Arising

SD felt voting should open only after a Fans' Forum has taken place as members required the whole picture.
NH could see both sides, pointing out that fans don't have to vote early. He also said that sometimes "you don't know what you don't know".

It was agreed that the Trust Board would make a decision at a future meeting

Chair's Update (Part A)

Membership (as of 4th August 2024)

Total Number of valid Trust Members: 4,373 (Including Corporate Members)
Made up of:
Corporate Members: 45
Members in Grace Period: 278
Fully Paid Up: 4,095

Newsletter

The August Trust newsletter has been despatched.

OTR (Exeter) Limited
This transaction continues to make progress. We are awaiting a final matter on due diligence and have met with lawyers and finance experts to consider the most beneficial manner of ownership.

Trust Strategy 2024
In progress.

Exeter City Women's Football Club Limited

The Board has been appointed and is comprised of:
Jen Dixon – Director & Executive Chair
Steve Exley – Director
Jane Attwood – Director
Jamie Vittles – Director
Nick Edwards (Trust) – Director
John Street – Company Secretary
The Board held their inaugural meeting on Thursday 1st August 2024 and a season launch event on Friday 2nd August.
I have also been introducing the Board to ECFC terms of reference (in relation to FGG and ARC), to which they are committed.

VeryConnect (Impact of new ticketing system)

This process is making progress and at present is achieving circa 50% success rate.

Club Board

At present I'm arranging meetings with all Directors to monitor progress against our targets as we commence a new season.

Fan Engagement Index – 2024

It is excellent news that we have once again come out with top marks for this award and is a testament to the hard work put in by Richard, Clive, and the Club's Media team.

https://fanengagement.net/fan-engagement-index-awards-released/

Well done to all concerned.

Jeremy Tipper (CEO). You may well have heard of Jeremy Tipper's resignation. Jeremy will leave at the end of August, by which time we will have hoped to have appointed a replacement.

Trust Policies

It's been some while since we reviewed our policies, or even considered if we are any missing! This evening, we will hopefully adopt a new/updated crop of policies that reflect our ethos and constitution. Once adopted they will go to the Football Supporters' Association for audit and verification against the existing constitution to ensure consistency, etc.
Trustees have suggested changes.
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NLM had some brief last minute comments on Election policy

"The FSA now says best practice is that existing or retiring Trustees should not nominate candidates.

19 How many words are we stipulating as an upper limit for statements?

*25 Add "nor the Trust Board**, collectively or individually,** may provide".*

Voting & Result 27 makes no sense as above at 11 it says 11 "The election will take place prior to the Trust AGM and results announced at the Trust's AGM." So voting can't take place at the AGM."

Also. Could we add Twitter and Facebook addresses to Members' Handbook?"

Proposal to adopt new and amended policies as included in the meeting pack (subject to NLM's amendments)

Passed unanimously.

Trust Board Trustee Elections

It was confirmed that Pete Ferlie, Nick Edwards, and Julen Beer would be standing down at next election. All could stand for re-election.
Four trustees were needed to stand down. Jamie Pelmear offered also to stand down. He was keen to continue on the Finance and Governance Committee.

The date of the AGM was confirmed as 9th November (pre-Charlton Athletic game)
Dean Matthews to contact FSA. It was agreed that the membership be consulted for someone to manage the election.

Clive and Richard have submitted an excellent fan engagement plan, which is now with the EFL.

https://www.exetercityfc.co.uk/club-fan-engagement-plan

Finally, we had an excellent start to the season with a stunning attendance of 7,500 at holiday time. We budget for 6,750. And an excellent result.

NH.

Update from Supporter Experience Committee

For clarity, there is no UK video streaming service. The only (authorised) way to watch games in the UK & IRE is via Sky or through Now TV. Only audio commentary is available in the UK & IRE.

Grecian+ is the best way to follow Exeter when you are unable to get to the game. The service, which replaces iFollow, will provide live audio commentary of City's Sky Bet League One, Carabao Cup, Bristol Street Motors Trophy and Emirates FA Cup games.

For supporters in the UK and Ireland, this season there are no live video streams of City matches. You can subscribe to a monthly audio subscription which costs just £6, with the best value coming from an annual pass at just £45. This package also

includes match highlights, extended highlights, full match replays, behind-the-scenes content and archive footage!

Supporters from outside the UK and Ireland can either subscribe to an audio subscription, for the same price as above, or get all the above including live video stream of the games.

This is available now for the equivalent of £20 per month in your local currency, or £140 for an annual pass.

George,Trust member in USA, was reassured that commentary would be provided with live stream. Saturday's lack of commentary was a one off which all games suffered.There was a contract with Radio Devon. It was reported that everyone in UK lost the last 5 minutes of the game.

On Saturday there were reports of queues and till issues. There were a lot of new staff and it is hoped these issues will be ironed out.
No update on fan zone cover. Still awaiting planning permission.
Supporter app has been delayed by developers.
Grecian Travel is now in Club's hands.

SD, Trust member, suggested that, to help FECRACE staff and supporters, the window by the FECRACE bar could be opened, along with the one to the right of the bar. NLM agreed. NH would suggest this.

Working Group Updates

Trust Finance & Governance

Trust Accounts

July 2024

Opening balance		442,875.22
Receipts		
	Subscriptions	25,338.64
	Tournament fees	525.00
	Very Connect reimbursement	450.00
	PayPal transfer	250.00
	Total	26,563.64
Payments		
		150,000.00
	Payment towards OTR	
	Payment to club	8,333.00
	Wages/Tax/Expenses	3,549.86

Transfer to Canopy Fund (tournament fees)	1,200.00
ECI donation	1,000.00
Women's donation	950.00
Central Youth donation	250.00
Badges	240.00
Auditor letter	120.00
Membership refunds	74.00
Bank charges	51.90
Zoom	31.18
Fasthosts	6.60
Total	165,806.54

Deposit account	415,611.93
PayPal	125.71
Total	719,369.96

Note. The payment to OTR has been taken out this month because there is an upper limit on withdrawals so others can follow.

Proposal to accept the Sumer Audit Standard Terms of Business

Passed unanimously.

NH. There was a presentation to our 6 charities 2023/2024 of £20,000
Thanks to Clive for the £6,000 raised from Party at the Park. And to Will for money raised from Exeter City Marathon Team. Thanks to drinking supporters for donating deposit on plastic glasses.
As a result of our donations, two of our charities have admitted to changing their views on football, its image and its supporters from the start of the season to its end.

Ownership and Membership Working Group

There has been no meeting as meeting cycle is 6 weeks.
A lot of time has been spent transferring details from Spextrix to VeryConnect.
Ryan, membership secretary, is now available on matchdays in old Trust Office.

Communications Working group

Will be meeting on Monday to discuss new strategy.

The new Trust sign, which includes names of all members, has been installed at bottom of Big Bank.
Working group minutes now in separate section on website.
Clarification for SD that “pending” means “will be added”
SD still concerned that replies on VeryConnect are not always forthcoming. Could he be emailed, please?

Community Working Group

White Ribbon Day.
Devon Rape Crisis is interested in working with the Trust/ Club on Safer Devon 16 days of action against violence against women and White Ribbon Campaign raising awareness about preventing gender based violence. 16 days of action is late November/ early December. White Ribbon Day this year is Monday 25th November. Nearest home fixture for men’s team is Tuesday 3rd December v Wycombe. Nearest women’s fixture is v Lewes FC Sunday 15th December.

Trust strategy was discussed at our last meeting. Diversity and the community is one of the issues. Perhaps a visit to Mosque for Trustees could be arranged.

As community is such an important part of the Club objectives could all Trustees send comments on the community to Steve Chown by Monday 19 August.

DG is organising hospitality with charity partners at EFL trophy games.

NH reported on matters at Torquay. Nick Broderick of TUST is now on Club Board. We have given as much help as possible to Torquay.

After the play ENG-ER-LAND had made a big impression at the FSA AGM, NH asked WB with CCT to look at ways in which we could make our away end more friendly and appealing to diverse groups of fans.
https://hannahkumari.com/eng-er-land/

NH. Comms meeting on Monday will look at ways to increase awareness of our charities and co-ordinate with ECCT.

Any Other Business

SD. Some Rotherham fans in Nevada stand had their view obstructed by a steward.
SD. How do we select members’ questions for Election hustings? NH will look at this. The election will now be independently run.

GH thanked Richard Knight for his response to questions about streaming issues.
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Date of next Meeting: Monday 9 September

Future meetings

14 October

11 November

9 December