



NEWPORT COUNTY AFC SUPPORTERS TRUST

BOARD MEETING AUGUST 2, 2018, 6.30PM

KEY POINTS FOR PUBLICATION

ATTENDEES: Mark Crook (MC), Colin Faulkner (CF), Bob Herrin (BH), Gavin Foxall (acting chair), Peter Madigan (PM), Kevin Ward (KW), Mike Everett (ME)

APOLOGIES: Shaun Johnson (SJ), Ryan Courtney (RC)

ALSO IN ATTENDANCE: Guy Price (GP)

1. WRU UPDATE

- 1.1 PM provided an update of the ongoing negotiations with the Welsh Rugby Union and the Dragons on a number of Rodney Parade issues.
- 1.2 Positive progress is being made on a number of issues. The Trust cannot communicate further on these matters as to do so could be a business risk to the Club.
- 1.3 The Board formally recorded its thanks to PM and SJ for their continuing efforts with these issues.

2. TICKETING

- 2.1 Ticketing solutions were now in place thanks to some good work from our IT providers Red Drum and the purchase of some new kit. There were some minor glitches for the Stoke match but fixes are now in place. These will be tested ahead of the Crewe match by setting up a dummy match on the system, printing a set of tickets and testing them through the scanners.
- 2.2 The old ticket office will be working on Crewe match day as it was for the Stoke friendly.
- 2.3 Season tickets will be delivered to us on August 3. Bar codes have been successfully tested but will be tested again ahead of distribution of tickets.
- 2.4 Supporters can collect their season tickets at the club shop in Kingsway from next Monday during opening hours and the club office at Spytty will also be open for collections on two evenings next week. Postal deliveries will go out by recorded delivery on Monday. Supporters who cannot collect in advance of the Crewe match are being asked to contact the club so arrangements can be made.
- 2.5 Hayley is arranging for players to deliver season tickets to some young fans, as we did last year.



- 2.6 A small number of people took the Zebra finance option without filling in a season ticket application form and there is a small issue with Seat Advisor data. This affects about 20 people. GP is handling.
- 2.7 We have a reduced number of 350 tickets for the Exeter away match on August 18.

3. FINANCE & BUDGET

- 3.1 The management accounts for the 2017/18 financial year were received. Prior to audit, these show a £199.7k profit. Without the FA Cup run, the club would have recorded a £541.3k loss.
- 3.2 Going forward, PM stated we need a rebudgeting exercise for 2018/19 to reflect changes to the cost and revenue bases.
- 3.3 GP to set up a small working group to deliver this.
- 3.4 PM raised concerns over the failure of the Academy to achieve its budgeted revenues for the financial year to date.
- 3.5 Following a lengthy discussion, it was agreed GP to drill down into Academy budget revenues and make recommendations for a way forward.
- 3.6 The new club shop in Kingsway was proving popular and bringing in excellent revenues for the Club, and increased footfall to the shopping centre.
- 3.7 It was agreed we should look to extend the agreement for the shop to stay in Kingsway beyond the current seven-week lease. ME to speak to Kingsway.
- 3.8 KW to ascertain the average rent for similar units in Kingsway.
- 3.9 ME raised issue of staffing given that volunteers are now working six days a week in the shop. ME and LA/PR to review suitability of people on volunteers' list for shop. GP to also look at viability of employing shop staff.

4. CHIEF OPERATING OFFICER UPDATE

- 4.1 GF formally welcomed GP to the club.
- 4.2 GP said he had enjoyed his first two weeks with the club and had been focusing on decision-making and accountability.
- 4.3 GP felt the club needed to be more systematic in its approach rather than constantly firefighting.
- 4.4 GP gave an update on the players' bonus scheme, which was now agreed and ready to be lodged with the EFL.

5. FOOTBALL UPDATE

- 5.1 GF said a goalkeeper signing would be complete ahead of the Mansfield match.



5.2 A brief discussion followed about overall team morale which was felt to be good. Team bonding activities such as the family barbecue had helped to integrate new members of the squad quickly.

6. EQUALITY & DIVERSITY

6.1 CF reported no issues at the moment.

6.2 CF had made contact with Rainbow Newport.

6.3 CF said he felt all club volunteers should take the online EFL equality training session, as Board members had done.

7. SAFEGUARDING

7.1 ME declared an interest.

7.2 BH reported we were lagging way behind the recommendations laid out in the report commissioned from Lisa Savage.

7.3 A discussion followed around the lack of a reporting structure, the expiration of the club's chaperone license, and volunteers aged under 16.

7.4 GP said he felt an action plan for safeguarding needed to be put in place. BH said a recommended action plan was contained in the LS report.

7.5 It was agreed that a working group be set up to set up and implement a safeguarding policy. KW mentioned such a policy was included on the club's website and it was agreed to take this as a starting point. GP to take ownership of this with BH.

8. ANY OTHER BUSINESS

8.1 **Ivy Bush pub.** ME reported that a revised draft agreement had been sent to the owner and we were waiting for a reply.

8.2 RC should be able to have keys soon to get on with work that needs to be done with volunteers.

8.3 The intention is to have the pub open for the Crewe home match on August 11.

8.4 With the Ivy Bush licence suspended to October, the Trust will be using temporary licences (10 can be applied for) to open on home match days initially.

8.5 A bar manager will be appointed if the Trust proceeds to a full licence.



- 8.6 The Board formally recorded its thanks to Rob Santrwis for his work on this project and for his offer to remain involved with it.
- 8.7 **Supporters' survey.** CF confirmed around 75% of the 750 respondents were in favour of a 'hybrid' ownership model. Work is continuing on proposals to be presented at the supporters' meeting on September 20.
- 8.8 CF proposed a permanent Trust chair be appointed. This to be on the agenda of the next full Board meeting.
- 8.9 CF said membership data was being investigated at the moment. PM suggested membership data should sit in the overall CRM system to ensure data was in one place and GDPR compliant.
- 8.10 CF said a working group was being set up to determine ways to promote and encourage use of Easyfundraising.
- 8.11 CF reported there were currently 1,400 active Trust members.
- 8.12 **Board resignations.** The Board formally recorded its thanks to Rob Santrwis for the positive impact he had made and work he had done during his time on the Board. Thanks were recorded to Simon Sadler and Neil Collier at the July Board meeting. It was agreed that unity was now vital to ensure the Trust and the Club move in the right direction.

Next meeting: Thursday, September 6