



Coventry City London Supporters Club (CCLSC) – AGM minutes

Saturday 30th June 2018, 11am – Calthorpe Arms, London

1. Apologies for absence

2. Approval of the Minutes of the 2017 AGM

3. Matters arising

4. Chairman's Report

4.1 - CCLSC participation in "supporter consultation" organisation with CCFC

4.2 – Discussion regarding Wembley tickets purchasing process

5. Committee member reports

5.1 - Treasurer's report – Charles Tomkins/Colin Henderson

5.2 Secretary's report – Jay MacDonald/Rob Parker

5.3 Travel report – Adrian Hawthorne

5.4 Match Ticketing report – Barry Chattaway

5.5 Sky Blues International (SBI), communications and pubs report – Ian Davidson

5.6 Website & social media report – Rob Stevens/Chris Webb /Rob Parker

5.7 Affiliations report – Martin Garrett

5.8 Competitions report – Robin Ogleby

5.9 Social report – Kevin Mofid/Rob Parker

5.10 Player of the Season report – Barry Chattaway

6. Aims and objectives of CCLSC

7. Election of Committee for 2018/19

8. Any Other Business

9. Date of forthcoming meetings

1. Apologies for absence

Attending: Colin Henderson, Ian Davidson, Martin Garrett, John Bryant, Charles Tomkins, Rob Parker, Rob Stevens, Adrian Hawthorne, Robin Parsons, Nick Harrington, Robin Morden, Rod Williams, Kevin Randle, Robin Ogleby, Phil Smith, Eric Whiting, Mick Furnival-Adams, Barry Chattaway, Matt Chattaway, John Baines

Apologies: Kevin Mofid, Chris Webb, Jay MacDonald, Anthony Genower, Paul King, Alastair Laurie, Rod Dean, Christian Cation, Paul King, Simon Roberts, Pete Burgess, Jim McEwan, Mark Neale, Devash Menash, Jon Slade, Rob Stevens.

2. Approval of the Minutes of the 2017 AGM

Three copies of the 2017 minutes, signed by the Chairman, were made available; these were approved by consensus. Colin reminded members to review the committee meeting minutes which will be published online; Rob P to ensure that all committee meeting and AGM documents are promptly published for members to review.

3. Matters Arising

There are several matters arising which the AGM agreed to deal with in the respective committee member report sections. These were:

- 1) Closure of Lloyds bank account (dealt with in the treasurer's report)
- 2) Q&A event with Mark Robins and/or David Boddy (social report)
- 3) CCFC Patron (secretary's report)
- 4) Managing refunds for unusable train tickets (travel report)
- 5) Membership drive via social media campaign (secretary's report)
- 6) CCFC football for prize-winner Peter Dipple (chairman's report)

4. Chairman's Report

Can I firstly thank everyone for attending today's AGM. Once again it's great to see some of our long distance members here today. As usual, today's meeting has a full agenda with a number of items to debate and make decisions on. As in previous years I would like to manage the discussion time carefully to give everyone the chance to contribute to agenda items as they are presented, so please do not be offended if I interrupt you in order to keep us on time. There will be a break for lunch around 1pm. We are aiming to conclude all matters for this AGM between 3pm-3.30pm.

When I started to think about what I might say in my report this year, the main thing I reflected on was what a great year it was. We played some very exciting football at times, defended very well at the start of the season, scored plenty of goals and most importantly we secured promotion to League One at the first attempt following an amazing game at Wembley Stadium. I firmly believe that the promotion under Mark Robins could be the start of our climb back-up the league ladder and hopefully back to the Premier League in the not so distant future (I prefer to remain optimistic). The owners finally appear to be backing the management team and seven signings for 2018/19 before the end of June is very positive.

Wembley ticketing - before I move on, I must cover an issue that we will be discussing next on the agenda. As Chairman of CCLSC I am ultimately responsible for all actions /activities carried out by committee members on behalf of the members. One such activity was the recent purchase of tickets for the play-off final at Wembley which I believe put CCLSC's finances at serious risk, and raised serious questions about the governance arrangements of CCLSC. I do not personally hold any one individual responsible for the actions that took place before and during the purchasing process but the actions and results gave me serious concerns as Chairman.

As a result, I asked Rob Parker to carry out a full investigation into these events and to make a number of recommendations on how we can avoid this situation happening again.

Special thanks - I would like to put on record my personal thanks to all the members who have served on the committee this year and who have supported me admirably during the year in my role as Chairman. I would like to single out two committee members for special recognition:

Adrian Hawthorne - as you all know Adrian took over the travel secretary's role at the start of the season from Simon Fahy. Adrian has worked tirelessly over the course of the year to secure the best train ticket prices for us to get to matches. He has also done a fabulous job of securing refunds from the train operators for delays and cancellations over the year.

Barry Chattaway - Barry has once again provided an amazing ticketing service to members this season culminating in the task of purchasing well over 100 tickets for our trip to Wembley (with significant help from his son Matt on that particular occasion). Barry once again has gone above and beyond the call of duty on numerous occasions during the season to ensure everyone got their match tickets. Barry has also continued to run the Player of the Season nominations over the season. This culminated in the presentation of an excellent trophy to the Player of the Season Michael Doyle. The POTS presentation was well organised by everyone involved.

New Supporters Group - so far, I have managed to attend one of the new group's two meetings, which are currently chaired by Dave Boddy. The meeting I attended focused on the group's membership, terms of reference and future Chair of the meetings. I think the group could perform a useful function if it focuses on issues that directly impact supporters both home and away and avoids discussions that the group cannot impact on such as the club ownership/dispute with the council/Wasps. My feeling was the group were fully supportive of this approach and the terms of reference discussed were trying to achieve this. We will need to decide whether CCLSC should continue to have representation at this type of group with the football club. I would be happy to continue to attend meetings next year if the decision is yes.

Peter Dipple lost football update – CCFC have not thus far provided a replacement for the 40th Anniversary Dinner Raffle Prize which was lost in the post. Colin will see if Simon Fahy will provide his signed football as a replacement; if not, Colin pursue a replacement with Dave Boddy and David Buust.

4.1 - Discussion & vote on participation with CCFC fans forum group – agreed that we would continue to participate in this group during the coming season. Proposed by Barry, seconded by Kevin.

4.2 – Report on Wembley ticket ordering process and recommendations (Rob Parker)

Overview - during the run-up to the League Two Play-Off final, it became clear that CCLSC had paid for a substantial surplus of tickets in excess of the number required by its members, creating a significant potential financial liability if individual purchasers could not be found to buy these tickets from us. In the event, we did manage to sell the vast majority of these tickets but we are conscious that we do not want a repeat of such circumstances. Colin therefore asked me to investigate what had happened and to suggest ideas regarding what we should do differently in the future to avoid a repeat of these circumstances. As well as the risk of a big financial hit, this episode raised a number of concerns:

Stress on those members responsible for ticketing – without a clear view of who wanted tickets and a plan of how to get rid of dozens of spares, it was at times onerous on committee members in trying to assign our allocated tickets, find potential purchasers outside CCLSC and make payment/collection arrangements with these people;

Terms of purchase – the terms and conditions of purchasing tickets stipulate that we cannot sell/give tickets to third parties; tickets have to be used by the purchaser or someone known to the purchaser (i.e. CCLSC members), meaning that we were in technical breach of these terms when we sold our surplus tickets to non-CCLSC members. In the event that the authorities called us up on this, it might cause problems for CCLSC ordering tickets for future matches;

The good name of CCLSC: in selling tickets purchased through CCLSC to strangers, we were in danger of jeopardising the good name of our club if anyone holding a ticket with our name on had got into trouble e.g. pitch invasion, fighting, drinking in the stands, etc. We stressed the need for good behaviour to everyone to whom we sold the tickets and thankfully this was observed, but it nonetheless represented a risk which could have had implications for our relationship with CCFC and our ability to buy tickets for future matches;

Terms of use of debit card – it may have been a technical breach of our policy with the bank that the CCLSC debit card was used by someone other than the cardholder – the potential risk is unknown and the chances that this could become a problem are rather small, but nonetheless this should be taken into account; and

Potential for unplanned overdraft – during the process of purchasing the tickets, the treasurer had no oversight of how much money was being spent, meaning we could not have been 100% confident we had enough cash in the account to either pay for all the tickets or to avoid going into overdraft (and the potential for a penalty / fine for doing so).

I arranged one-to-one telephone conversations with Barry Chattaway (ticketing), Charles Tomkins (treasurer) and Rob Stevens (website) to find out more from them what had happened and to get their ideas about how to handle similar situations in future. I made clear to all three that the nature of the conversation was very much “how to we do this better next time and how do we learn from this occasion?” rather than any implication of fault or blame-placing. All three accepted this and participated in the calls in the spirit intended.

What happened - on the evening of the Notts County play-off away leg, several committee members (not including the chairman, secretary or treasurer) met after the game and discussed what to do regarding ordering tickets for Wembley; the consensus amongst those members was to use the Checkatrade final from the previous season as a guideline in assessing likely demand, and then ordering accordingly. For that game vs Oxford, we had sold very nearly 200 tickets. It was agreed amongst those committee members present after the Notts County game use our list of Season Ticket holders to order as many tickets in a single seating block as possible; without a list of members requesting tickets, it was decided to buy only full price adult tickets due to uncertainty on how many junior/senior tickets would be needed. This took place on the assumption that our list would give us about 150 tickets, significantly less than sold for Oxford in 2017, and thus it wouldn't be an issue finding buyers for these within our membership. It was clear in the hours after the win at Notts County that we would have to move fast to communicate with our members, leading the members present to come up with an action plan for communication and ordering. It must be said that, without this proactive attitude, CCLSC would have struggled to fulfil ticket requests from members and that the decision was agreed by those present in good faith and with the best of intentions for our membership, for which they should be commended.

Unfortunately the precedent of the Oxford game in assessing potential demand for tickets turned out to be a misleadingly optimistic approach, due to several factors;

1. the overall lower attendance by CCFC supporters at the match (37k, down from 43k in 2017) which, by itself, would probably have diminished demand for tickets via CCLSC;
2. the very short timeframe; for the Oxford game there was a window of more than a month between the confirmation of the game and the date of the game itself, during which there was a long delay between the tickets going on priority sale to ST holders (during which CCLSC would acquire tickets) and going on general sale. For the Exeter game, tickets went on general sale within a day or two of them being on priority sale, which meant many people who would otherwise have booked through CCLSC were able to organise their own tickets and not feel the need to go through CCLSC, thus reducing the number required of CCLSC;
3. those people wanting junior or senior tickets could acquire these easily by going to CCFC directly rather than paying a higher price to CCLSC for an adult ticket for their concession requirement; and
4. due to the short timeframes, we could only offer collection at the pre-match pub rather than postal delivery which, given the hassle factor for fans not otherwise keen on meeting at the Feathers pub near Victoria station, may have put some potential purchasers off.

As a result of these factors, we had a surplus of purchased tickets amounting to nearly £1,000, which is more than the annual income of CCLSC – this would have been a dire financial hit for our club to take.

In the event, the committee leapt into action to advertise our surplus tickets as best as we could via means such as Facebook, Sky Blues Talk, Twitter and so on, which meant that only three adult tickets went unsold in the event, a net liability of around £100. As mentioned above, the week preceding the game was taken up with desperate attempts to find buyers for the remaining 30+ tickets and making arrangements on the day for collection/payment by non-CCLSC members which meant that the build-up to our big day wasn't as relaxed and enjoyable as it should have been, at a time when we should have been anticipating a huge game in the history of our club.

Recommendation - all three committee members I spoke with agreed that the best way forward would be to ensure we order tickets according to a list of those CCLSC members declaring in advance that they would buy tickets from us; clearly, in a game like this one with a short timeframe between the confirmation of the game taking place (i.e. us beating Notts County away, in this case) and the ticket going on sale, we might have insufficient time to get an email out to all members for responses in time for us to start making orders.

We should therefore email members before the date and details of the game in question are confirmed (e.g. before the Notts County games, in this example) stating that although we can't confirm prices, we expect these to be in line with usual football/Wembley pricing and to let us know how many tickets they would buy through CCLSC – we would expect them to follow through and buy these from us in the event that the game is confirmed; even if not everybody does so, this would give us a reasonable list to from when buying tickets (including juniors/seniors) and would be less likely to have such a significant surplus/potential liability. In addition, the tickets should be ordered with a confirmation from the treasurer that sufficient liquidity is available in the bank account to ensure no issues about going into overdraft etc, and that ideally the named cardholder is the person placing the orders via the debit card. We would thus avoid any risk associated with providing tickets to non-CCLSC members and ensure a smoother ticket allocation process for committee members.

The AGM agreed as follows: CCLSC will send out a communication well in advance if the prospect of such a game arises in the future; we will require members to confirm how many tickets would like, on the basis that if the big game is confirmed then we will buy these tickets on their behalf and will expect members to pay for tickets they have pre-ordered.

5.1 - Treasurer's report – Charles Tomkins

The treasurer was not present and had not provided an update for the AGM – the AGM agreed with the chairman's view that this was not acceptable. John Bryant, assistant treasurer, and Colin will ensure that by the next committee meetings we have confirmed financials for both previous seasons available (2017 AGM figures have not been confirmed at the time of writing).

Colin was able to confirm that the balance at the end of May was £4,867.88 (HSBC account); we were unable to compare this with the previous year's balance but believe this is a similar figure. Amounts owing are:

- * £80 to Ian Davidson
- * £120 to Adrian Hawthorne
- * £115 to Phil Smith.

We also believe, based on a conversation with Rob Parker, that £1,000 is owed to Charles Tomkins which Colin will need to approve (this was provided by Charles as a balance for the account during the Wembley ticket purchasing process).

The AGM agreed that membership fees will remain the same for the coming season; this was proposed by Ian Davidson, seconded by Martin Garrett, and accepted unanimously.

Colin informed the AGM that the Lloyds bank account has not been closed nor has the residual amount been transferred to the HSBC account; this will be an objective for Charles and John this season which Colin will pursue.

Clin proposed a 6-weekly meeting of himself, Charles, John, Adrian and Barry to reconcile accounts; John B to convene this.

5.2 – Secretary’s report – Rob Parker on behalf of Jay MacDonald

Message from Jay: “Firstly, apologies for not being able to attend the AGM today; it is my birthday today and I’m celebrating with relatives in Norfolk during a long weekend away. There’s not much for me to report on secretarial matters for the 2017/18 season; family and work commitment along with a generally busy year have meant that I (again) haven’t been able to dedicate as much time to the role as I would have liked to have done. Rob Parker has done an outstanding job in standing when I have been unable to attend committee meeting. On that note, I propose that Rob P should be appointed CCLSC Secretary in my place. I would still like to be involved in CCLSC committee matters and would therefore like to propose that I deputise for Rob when required. I have spoken to Rob and Colin about this and they are both in agreement with this proposal, but, of course, formal confirmation from the AGM must be sought. I appreciate it’s not one the most time-consuming roles on the committee but I struggle to make it to matches these days, let alone committee meetings, let alone the AGM. Thanks to Rob for his support to me and I think you’ll all agree he’s done a fantastic job. Thanks also to all of the committee for their hard work and commitment to CCLSC over the course of the last season. Looking forward to catching up at some games next season in our quest for successive promotions. All the best, Jay.”

Rob confirmed that he would be happy to take on this role if elected today. “I would like to thank Jay personally for his recommendation to Colin that I take this responsibility on, and I am sure that everyone at the AGM will join me in thanking Jay for the time he has freely given to committee matters over the course of many years.”

This season the management of the committee continued much the same as in previous seasons, with Jay and Rob continuing to coordinate and organise the committee and support Colin in ensuring committee members fulfilled their objectives.

Committee meetings held 2017-18

We held three committee meetings over the course of the season; these were in October, January and April (at the Calthorpe Arms). The procedure of generating and distributing the agenda, then finalising and circulating the minutes amongst committee members, continues to improve; in particular we need to ensure all documents are posted online promptly.

CCLSC patron

Since the sad death of Jimmy Hill in 2015, CCLSC has been without a patron; this is a largely honorary position and represents an opportunity for us to appoint a relatively high-profile individual to represent us in fulfilling the criteria we outline for the role. The committee discussed various questions relating to the requirements of this role, and it was agreed that the CCLSC patron ought to be:

- actively aware of our work;
- able to use some influence on our behalf if needed;
- someone of a more recent generation than Jimmy Hill (prominently involved in the club within the last 30 years);
- ideally an ex-player or manager who is still well known;
- willing to participate in our events; and
- happy to publicise/promote CCLSC.

The committee made various suggestions on this basis and developed a two-man shortlist comprising of Steve Ogrizovic and Bobby Gould; we invite the AGM to vote on which of these we should prioritise in terms of contacting with a view to appointing them as CCLSC patron. The idea is appoint someone on a time-limited basis e.g. 3 years, as a way of making it easy for both sides to politely part ways if the relationship isn’t working.

The AGM voted and there was a unanimous view that we should seek the agreement of Steve Ogrizovic in the first instance.

5.3 – Travel report – Adrian Hawthorne

It was a mixed first year / baptism for me in my role as Travel Secretary. After an early pre-season flurry in ordering tickets to take advantage of sale ticket prices, a settled pattern of ordering travel to games on a weekly basis seem to prevail.

There were 39 games for which travel was booked, with an average of 7.7 people travelling per game. There were 31 people who used the travel service, with 11 people travelling on just one occasion. The top four travellers were Adrian, Rob S, Ian and Charles, with 37, 35, 33 and 31 journeys respectively. Four others were in the twenties for travel; they were Colin, John Bryant, Robin and George.

I have to reiterate Simon's concern from last season's minutes where he identified that he would lose control of reconciliation for travel now that bookings and supporter payments would be made direct to the CCLSC account rather than the secretary's personal account. Before the travel secretary's debit card was activated in December I was able to ensure that for all bookings made, I received members' reimbursements. I am not able to confirm with the same certainty for the CCLSC account.

From my own account, up until November 2017, there were 32 separate train ticket bookings made, which includes several instances of more than one booking per game, due to numbers i.e. more than nine, or as a favour to individuals i.e. where a late request might have been made. The total cost was £2,671.70.

From the CCLSC account, from November onwards, there were 29 travel bookings made. Thus the alert among you will have seen that there were 61 bookings made in total. Total cost of bookings was £3,516.45. Overall cost of bookings was over £6k.

On the negative side, there were a few hiccups in bookings. These included booking travel for the Lincoln home game which was cancelled and duplicate tickets purchased for the Barnet home game.

On the positive side, I complained to GWR about being overcharged for Exeter and managed to get a refund of £35; I also managed to get a full refund eventually, for Lincoln, as coincidentally our normal train was also cancelled and I persuaded Virgin that we would have missed our onward train to the Ricoh Arena, so they refunded both the outward and return journeys. I have also, just this week, after much correspondence, managed to get a refund for the advance tickets purchased for Barnet, as 'a gesture of goodwill.'

For the coming season I am going to explore buying e-tickets and see how viable it is and the process and practicality of sending such tickets direct to members' smartphones.

As a final note it will be interesting to see if we get an uptake in members travelling now that we are in a higher division and the possibility of maintaining the final flourish to last season.

Agreed that for Virgin West Coast trains for home games we can get e-tickets and send these to everyone on their smartphones. Also print the copies initially as a failsafe until this is seen to be working reliably.

Discussion points

- How should we manage refunds for unusable train tickets? – the AGM agreed that, where there is no (or minimal) cost differential, Adrian will book a return to the Coventry Arena (Ricoch) train station for home games, in order that we get the option of using the return leg ticket to get back to Coventry rather than the taxi option.
- The AGM discussed the issue of what refunds should be made to members who pre-order train tickets only for the date of the game to be moved, thus meaning no refund available from the train

company. The AGM confirmed that CCLSC will not refund the ticket money where the game is postponed through no fault of train company or when there is no refund due from the train company.

- A vote of thanks to Adrian was made by all present at the AGM.

5.4 Match Ticketing report – Barry Chattaway

League Two gave us a hard time this season with the away ticket allocations being small on some occasions which proved especially challenging due to our number of requests being larger than in recent seasons, partly due to us visiting a few new grounds and members being keen to cross these off their '92' To-Do list, not to mention the team's good form through the season having a positive effect on demand for tickets.

As in previous seasons we managed to fulfil all members' ticket requests, but not without a few occasions where we had to pull out all the stops and use the help of Shelagh at the ticket office and the influence of Colin Henderson using his contacts with CCFC. Forest Green Rovers and Exeter City were both limited ticket allocations which, along with reduced season ticket allocation, did cause us problems.

Over the regular season, the biggest away attendances were:

- 1) MK Dons FA Cup game where 69 tickets were bought,
- 2) Brighton FA Cup game (48)
- 3) Notts County (league game in April) (44)
- 4) Cheltenham (39); and
- 5) Barnet & Accrington (both 38)

Over the whole season's league and cup away games, we had an average of 22 members going per game; the average on previous seasons had been 16 – so we could say it was a well-supported season!

Then we had the Notts County play-off away game where we took 57 members; for Wembley we sold 150 (including several to non-members, as we have heard).

The FA Cup games at MK Dons & Brighton also caused us an issue with the large number of requests from our members; again we were in the hands of the ticket office for with a reduced season ticket allocation and match ticket allocation. This issue occurred again with us finishing in a playoff place - again the demand for tickets was high and again there was a reduced allocation.

For the second time in 13 months we had another Wembley visit, tickets for this event were on sale immediately after the playoff game, this was harder to administer than the previous visit last April. We did manage to get all who wanted tickets for Wembley; this was done with a team of members and committee members over a 9-day period, finalising and distributing tickets on the day of the game in the Feathers pub and later at various collecting points at Wembley for those who were unable to meet us at the pre-match pub. I must thank Ian Davidson, Rob Stevens, Matt Chattaway, Charles Tomkins & Rob Parker plus a few members who assisted in obtaining tickets on our behalf.

Despite the football, the high demand means it has been a tough season but this was made a little easier with some much-needed help from time to time; one instance was when I was away for three weeks when we had the very capable Kevin Randall step in to assist me so I would like to thank him for his help. I would like to ask the committee to consider rewarding him on this occasion in some way. Also, would like to thank Matt Chattaway for the work on the Wembley ticket organising front, with a brilliant ticket spreadsheet plotter he did for us. If re-elected, I would like to stand again in the coming season.

The AGM discussed what we should do in order to prioritise some members vs others when we cannot fulfil the full list of ticket requests i.e. what is the priority system? Barry and Ian confirmed that the policy will be communicated so everyone is clear when making requests; this is based on the number of games attended by members over the course of the current season plus the previous season (i.e. when away tickets ordered via CCLSC, rather than in a personal capacity). We will also communicate how this affects members whose CCLSC membership is part of a family membership. SBI members would be in the queue behind CCLSC paid-up

members but we will still aim to accommodate them. We expect Wimbledon away, the first game of the season, is the likeliest game to bring this problem. The AGM made a vote of thanks for Barry especially on behalf of non-ST holders; this was proposed by Carl Lawton and seconded by Rob Parker. The website has been updated in the last couple of days to require members to log in to the website in order to make requests – Ian to notify members via email.

5.5 Sky Blues International (SBI), communications and pubs report – Ian Davidson

In the last 12 months CCLSC, but probably more specifically SBI, received more focus from the media. BBC Coventry and Warwickshire (CWR) and the Coventry Telegraph ran stories about SBI members and their trips to Wembley, and the Telegraph published a story about the Player of the Season award. Ian D and Per Modem spoke on CWR before the Wembley play-off final.

We continue using the MailChimp email system for our communications. A total of 115 emails were sent out during the season. These included the monthly newsletter, travel and ticketing emails and the popular Pub and Directions email. Additional emails were issued to get members to enter the Forecasting Competition, AGM notification, the Player of the Season award, a Wembley special and, perhaps optimistically, when it was announced Carl Baker had re-signed, the re-issue of the May 2013 Newsletter with pictures of Baker being presented with the CCLSC Player of the Season award. On a sadder note, emails were also issued following the deaths of Don Chalk and Cyrille Regis. This season, for the first time, we also used the MailChimp email to notify individuals of match ticket purchases, payment details and collection. We had experienced some email issues when sending out multiply emails from CCLSC emails, when not using MailChimp.

The newsletters continued to be opened by around 50-60% and the ticketing and pub emails see significantly different opening levels depending on the match in question. Not surprisingly, the two emails with the highest opening figures were the ones sent to members only regarding Wembley tickets. As in previous years, SBI members only received the monthly newsletter and the occasional “special” email. Last season these included details on IFollow, advising when the Sky Blues were on TV and the Don Chalk RIP email.

At the start of the season, emails were sent to 313 people in the UK and to 249 SBI members. By the end of the season we were sending emails to 355 people in the UK and 251 internationally. We gained several new SBI members throughout the year but lost touch with others. I would like to once again thank Barry, Adrian and Robin for their regular contributions to the newsletter throughout last season and to Colin for proof-reading and final approval.

GDPR - the General Data Protection Regulation (GDPR) became law in the UK on 25 May 2018. GDPR gives EU citizens (this includes UK citizens as GDPR will still be UK law after Brexit) more control over how their personal data is used. The reason that all clubs, including voluntary clubs like CCLSC, need to comply with the new legislation is that such clubs collect data about its members – name, address, email address, telephone number and additional data may be collected such as data of birth (for age related tickets) gender, etc.

There was considerable discussion and debate within the committee regarding how CCLSC should respond to GDPR. We developed a privacy policy and appointed a Data Protection Officer, John Bryant. For administrative ease, rather than any legal requirement, we emailed all members and those individuals who had previously requested emails and newsletters were sent to them, about our Privacy Policy and asked for their consent to keep their personal data and continue to contact them. Whilst this was not legally required, MailChimp had produced templates that automatically added and removed individuals from the mailing list depending on the individual’s response. We are required under GDPR to confirm to anyone whose personal data we held, and who asked to unsubscribe, that we had deleted their records. The 19 June email met this requirement for those who hadn’t responded. Using MailChimp and asking for consent, from 25 May 2018 going forward, provided us with an administratively easy solution, and record tracking process.

We outlined a number of reasons to stay touch:

Member only benefits (currently £10 per season)

1. Group Travel - advance booking arrangements to take account of discounted fares on rail travel from London to home and away games;
2. Match tickets – away ticket ordering and collection to enable members to sit/stand together at away games; and
3. Monthly newsletter, socials events, Q&As with Club Officials, and travel and pub information for away matches.

Even **if you do not join as a paid up member**, by opting in you will continue to receive the monthly newsletter and pub information by email. The CCLSC privacy policy was sent to 331 emails in the UK and 251 emails internationally to SBI members. Individuals were asked to give consent for CCLSC to hold their personal data. Several prominent members hadn't responded and a reminder was sent out to coincide with the Wembley play-off final, hoping individuals would read this and respond. A final reminder was sent out on the 19 June confirming that we were sorry they were leaving us and that we would delete all their personal data. It gave individuals a final opportunity to consent. As this report is written we have 204 subscribers in the UK and 116 SBI.

Individuals who didn't respond and give consent will no longer receive information from CCLSC and their personal data has been deleted from committee members' spreadsheets.

Pubs - our policy of going to real ale pubs away from the ground again proved popular last season and will be continued for the coming season. Recommended pubs are being presented at the AGM.

Last season we visited a number of excellent pubs. Prior notification meant that we were welcomed, pubs opened early where needed, often had an area sectioned off for us, and, where food wasn't normally available, pre-ordered food was provided.

Some of the highlights were the upstairs room at Willy's in Cleethorpes prior to the Grimsby game, where we watched the police pile into the pub next door after the local fans were fighting amongst themselves; this was followed shortly afterwards by a Lancaster bomber flypast. Excellent new pubs last season were the Howard Arms (Carlisle) which we shared with the 5 or 6 Carlisle London Supporters, the Ale House (Forest Green), the pre ordered food at Chequers (MK Dons), the Railway Inn (Mansfield) and the specially prepared curry at the Kemble Brewery Inn (Cheltenham). We sometimes got the numbers wrong (although the landlords didn't seem to mind) as experienced at the Chequers, the Brighton Beer Dispensary and the Feathers, before Wembley.

We are fortunate that two of the three clubs promoted with us have pubs we would wish to return to. Hopefully, we will be welcomed back to the Peel Park Hotel (Accrington) despite the landlady's son getting the message wrong and providing additional bar staff for the few Luton fans the week before our visit. Actually, the landlady and her one colleague performed wonders to keep the beer and food coming, given the numbers that turned up. We will insist on speaking directly this season.

The other promoted team, Luton, proved a pub challenge last season. Pubs in central Luton were designated home fans only (other than the Spoons) and we were very fortunate to "find" the out-of-the-way Black Horse. The landlord said he didn't open until 2pm on a Saturday and didn't do food. Given the numbers anticipated, he opened the doors at noon, still in his PJs, and proceeded to eat his cornflakes on the bar as we all piled in. The young barmaid worked her socks off serving beers and the landlord's wife served up their special menu - of chicken (or BBQ chicken) and chips. A couple of Luton fans turned up at 2pm and were overheard asking where "this lot" had come from. They had never seen anyone in the pub on a Saturday at 2 pm beforehand. The landlord, offhandedly said "they wanted food and beer so I opened early". The third promoted team, Wycombe, doesn't have much choice of pubs for evening games, so we returned to the Hour Glass. Beers were returned as undrinkable before the landlord put on a new barrel. Unfortunately, we return on New Year's Day so we may not have much choice but to return.

The return last season to some of our favourite pubs, the Derby Tup (Chesterfield), the Borough Arms (Crewe), the Victoria (Colchester) and the Glue Pot (Swindon) will of course be missed, but perhaps the grounds and

teams will not be! The policy adopted a couple of years ago, of going to a pub near the ground for evening games also met with some success last season (apart from Wycombe). For the coming season, Blackpool, Fleetwood and Bradford City are evening away games before Christmas and we have been to all three pubs recommended. They are all close to the ground.

Many of the grounds we will be visiting this season will not be new (for many) but our last visit in some cases will have been several seasons ago. Pubs for all away games have been investigated and, where appropriate, contact made with the local branch of CAMRA for recommendations. These of course, will be subject to contacting the landlord, just prior to the game, to ensure we are welcomed.

Away days this coming season will include a return to the Three Fishes (Shrewsbury), Black Country Arms (Walsall), the Will Adams (Gillingham) and the White Swan (Charlton). The anticipated return to the Corner Pin (Doncaster) for the very large Yorkshire might be put on hold as the game, being the last of the season, is likely to be moved to Saturday midday kick-off. For the trips to Bristol Rovers, Plymouth and Sunderland we will be using pubs we have not visited before. If the effort, quality and commitment of the team is carried forward to the coming season, with the selection of pubs, CCLSC away days are looking good!

The AGM agreed that Ian would investigate the feasibility of a voting system for “Pub of the Year” and will report to the committee on this matter.

5.6 Website report – Rob Stevens

Overall, the website has continued with its slow, steady development. Although there have been a few hiccups – mainly to do with my work commitments getting in the way! – most of the issues have been identified and solutions are either in place or on their way in preparation for the new season.

Membership - our first year of having our membership run entirely via the website has been a general success. The ability for committee members to access the member database has been useful. However, with the introduction of GDPR legislation and to improve the system overall, there are a number of changes to make (see below for GDPR & MailChimp).

The membership form now includes a Date of Birth field which will allow member data to be kept for bookings rather than requested each time. This also applies to season ticket/membership numbers. All member areas are now restricted and forms for Match Tickets, Travel, and Man of the Match will auto-complete with member data.

Points for discussion:

- How we integrate GDPR to the membership sign-up process? – the AGM agreed that members should accept the data protection policy during the online sign-up process;
- Future AGM dates. We are caught in limbo between the end of the season, the fixture release date(s) and the membership renewal post-AGM. The AGM agreed to move the date of future AGMs to 2nd the Saturday in June.

Man of the match - there were a number of problems with availability of up-to-date forms for voting. The issue is down to whether we allow members to access to all matches for voting or add them as they take place. During the season, the matches available were added week-by-week but due to the way some devices stored previously accessed pages, members had problems when the page was updated. To solve this, all matches have been added to the form in advance and only fixture changes (e.g. cup fixtures) will need to be updated. I've streamlined the part of the site that creates the form so this will be easier to update too.

Match tickets - this generally worked well until we were faced with the last-minute Wembley sale! If we are in this situation again, we'll add a pre-booking option prior to final notification of sales to allow us to gauge demand more accurately than Ian and myself trying to work out who would want tickets at 11pm on a Friday night in a Nottingham Wetherspoons.

Travel tickets - this has worked really well and I've had the chance to add a multiple booking option to allow members to book more than one trip at a time.

Point for discussion:

- A form for multiple travel bookings within a single request/form submission could be added to the Match Tickets page too. This was agreed by unanimous consent.

MailChimp & GDPR - this was a particular headache as Ian and I had to update the mailing lists for newsletters etc and will have to do it again with new membership. However, I will be integrating the website membership database with our MailChimp database so that updates will occur automatically going forward. This will make Ian very happy.

Other developments - It's been on hold for a while but a gallery of CCLSC pictures is in the pipeline after the website is upgraded to provide secure HTTP (HTTPS) access. Office365 is ready to be deployed and this will take place in the coming weeks as the relevant committee members are available. I'd like to thank all of the committee members and the wider membership for their help and feedback over the past year. I'd particularly like to thank Ian, Barry, Adrian & Charles for their efforts.

Social Media points for discussion (discussed as part of the website section as Chris Webb not present):

Many people have tried to join CCLSC in since I (Chris) was given Admin rights to FB page; from this, there are various discussion points for the AGM:

1) Should anyone who asks to join be accepted or should it be paid up members only? AGM agreed that anyone should be accepted.

2) If non-CCLSC members are allowed how much checking on their "social" character should take place (some have had fairly strong right-leaning views)? The AGM agreed that no advance checking would be needed but we can reserve the right to kick out anyone who posts anything which is obviously contrary to the constitution which states that nobody is allowed to bring the name of CCLSC into disrepute.

3) Facebook offers an option to ask questions of people requesting membership about why they wish to join, would CCLSC consider this a good idea? No – the AGM agreed that we should not ask this; we do not request this for membership of CCLSC, so should not do so for joiners of the Facebook group.

4) If non-members are accepted, should the group include key info on tickets/pubs/travel? The AGM agreed that we should not share this information on Facebook but provide links to the website so that members can view this information and non-members can sign up and access this information.

5) Ultimately having a Facebook page to promote ourselves will depend on the above answers and if we want a wider reach then to promote would require paid for target advertising on FB. If this is considered worthwhile I can explore but we need to be aware of the attentions this could bring on CCLSC. The AGM agreed that Chris should find out how much this would cost – but generally this was a “no”.

Chris apologised for slow progress over the last 12 months which has been due to a busy work schedule; he has been trying to look at options and how the group works presently, so some observation time has been required.

I wish to continue in 2018/2019 should CCLSC deem this worthwhile. Colin commented that Chris W needs to take this on actively but he was thanked for his honesty and his thoughts.

5.7 Affiliations report – Martin Garrett

Football Supporters' Federation

The Federation's campaigns remain essentially the same i.e. "Away Fans Matter", "Fans For Diversity", "Safe Standing" and "Watching Football Is Not A Crime", though it's pleasing to note the steady (if slow) progress of the third of these, with the views of the political establishment seemingly softening with regard to trialling; this very week, the government announced an official review into the idea of introducing safe standing. This year's AGM is due to be held at The Royal National Hotel, Bedford Way, London WC1 on Saturday 28th July (14.30 - 17.00 appx.) where one item on the agenda is a possible merger with Supporters Direct to create a single national supporters' organisation, whilst quarterly meetings of the Southern branch continue to be held at various venues around the region on Sundays (this year's being hosted by Reading, Millwall and Woking, with the AGM at Leyton Orient) and I'd be pleased to hear from any members who might be interested in attending on behalf of the club if a meeting was in their locality.

Association of Provincial Football Supporters Clubs in London (APFSCIL)

Regular meetings are held on the first Monday of each month (Bank Holidays and July excepted) at "The Horseshoe", 24 Clerkenwell Close, London EC1 (nearest stations: Farringdon/Angel) "Kick Off" 19.30, and all members are welcome to attend. It would be good to see a few new faces from time to time. The main topics for discussion continue to be travel arrangements and matchday experiences (policing, stewarding etc.) with 'informal discussions' continued in the bar after the close of formal business. The major social event this year was an APFSCIL group trip to Non-League Finals Day at Wembley with 135 fans displaying their colours in the neutral zone (after long running negotiations with the FA) to advertise the organisation. It was an excellent day all round and I'd thoroughly recommend it for next year. I am pleased to report meanwhile that having been edged out by Middlesbrough in 2015 and by Barrow in 2016, it proved third time lucky for the club in 2017 as we picked up the APFSCIL Newsletter of the Year award for Ian's excellent offering. 2018's award is due to be announced at the August meeting. On the sporting front, our challenge for the APFSCIL Darts Cup (the Terry Potts Trophy) did last into April this time round, however I have to confess that, having received a bye in the preliminary round, this was only due to it taking four months to fix a date for our first tie, against Leicester (the Foxes running out 6-3 winners).

As ever, for detailed information, I'd point you towards the organisation's websites as under:

www.fsf.org.uk

www.apfscil.org.uk

The AGM noted that we should ensure we include both of the above links on our website

5.8 Competitions report – Robin Ogleby

Last year was a record year for entries to the Forecasting Competition – 87 in all. 86 of these people, however, need not have bothered because there was only ever going to be one winner – Mrs Christine Davidson led the field virtually from beginning to end, despite claims from husband Ian midway through the season to the effect that *"if she wins with what she has forecast we are bound to be relegated!"*

Christine picked up eight maximum 6 pointers during the competition and in fact correctly predicted the results of 25 out of the 46 games played. She ended up a clear 13 points ahead of 2nd placed Rob Stevens who also had eight 6 pointers. His challenge though fizzled out during the final month.

Steve Smith, who temporarily replaced Christine at the top of the table for one month only, ended up just one point below Rob S. His 2nd half of the season did not quite match up the strength of his first.

A copy of the final placings and also an entry form for next season's competition is attached overleaf.

Robin will ensure all winnings are paid and Ian D will confirm that Christine has been paid. Robin to work with Ian to ensure only paid up members or SBI members are allowed to enter the forecasting competition.

Position	Name	Points	Position	Name	Points
1 (1)	Christine Davidson	120	45 (34)	George Ogleby	85
2 (3)	Rob Stevens	107	46 (50)	David Sykes	84
3 (2)	Steve Smith	106	47 (44)	Jim McIlwaine	84
4 (25)	Alastair Laurie	105	48 (48)	Jim Douglas	84
5 (8)	John Bryant	102	49 (38)	Michael Neal	83
6 (11)	Barry Chattaway	102	50 (43)	Jorg Nannestad	83
7 (5)	Jesper Boss	100	51 (29)	Simon Fahy	83
8 (4)	Cornelia Kehl	100	52 (70)	Kevan Ridgway	82
9 (7)	Stephen Harris	100	53 (56)	Brian Sharp	82
10 (15)	Hannu Solanne	100	54 (54)	Chris Lambert	82
11 (21)	Geoff Moore	99	55 (61)	Dan Smith	81
12 (6)	Joshua Cation	98	56 (69)	John Bains	81
13 (33)	Philip Vernau	97	57 (65)	Jim McLuskey	80
14 (60)	Steve James	96	58 (39)	Scott Harbertson	80
15 (12)	Rod Williams	96	59 (67)	Gareth Williams	80
16 (10)	Mark Kingston	96	60 (55)	Jon Slade	80
17 (28)	Jane Davies	96	61 (51)	Mick Furnival-Adams	79
18 (16)	Matt Chattaway	96	62 (46)	Baljit Heer	79
19 (32)	Michael May	95	63 (42)	Julian Foster	79
20 (9)	Allen Veasey	94	64 (79)	Martin Garrett	79
21 (14)	Shane Hookey	93	65 (64)	James Bowler	79
22 (13)	Eric Whiting	93	66 (59)	Julie Curtis	78
23 (23)	Chris Webb	92	67 (68)	Rod Dean	78
24 (20)	Michael Sykes	92	68 (58)	Roy Ebbesen	77
25 (18)	Ray Bennett	92	69 (66)	Rob Parker	76
26 (19)	Adrian Hawthorne	92	70 (62)	Robert Gauci	75
27 (41)	Nicola Ellis	91	71 (63)	Mark Davidson	74
28 (27)	George Flynn	91	72 (72)	Craig Walker	74
29 (40)	Kevin Randall	91	73 (77)	Andrea Mozer	73
30 (17)	Colin Henderson	90	74 (73)	Jim McEwan	73
31 (22)	Mark Styles	90	75 (82)	Carl Lawton	73
32 (35)	Chris Kakoulli	90	76 (76)	Phil Smith	72
33 (31)	Joey Crone	89	77 (71)	Alan Plumb	72
34 (53)	Janet Chamberlain	88	78 (78)	Peter Dipple	71
35 (37)	Martin Hall	88	79 (80)	Mick Barlow	71
36 (26)	Mary Ison	88	80 (75)	Albi Mozer	70
37 (49)	Robin Morden	88	81 (74)	Charles Tomkins	70
38 (36)	Mark Neale	87	82 (84)	Bob Mankin	69
39 (47)	Ian Davidson	87	83 (83)	Steve Pittam	69
40 (45)	Tony Bowes	86	84 (81)	Steve Woodfield	69
41 (52)	Scott Pittam	86	85 (87)	Tom O'Donoghue	68
42 (24)	Liam Crotty	85	86 (86)	Valdis Pauzers	66
43= (57)	Christian Cation	85	87 (85)	Barry Ashby	64
43= (30)	Christian Mullen	85			

5.9 Social report – Kevin Mofid

It was a quiet year on the social front with only the Player of the Season presentation and a small group trip last July to Sandown Park to note. I hope a strong start to the 2018/19 season will mean that CCFC sees fit to allow us to host a Q&A with the management before Christmas. In my absence today I have suggested dates for a curry to take place on the 17th, 18th or 19th of July. The AGM agreed to ask Kevin to set up an online poll to find the most suitable date for a CCLSC curry night.

During the recent trip to Cheltenham, a CCLSC ladies'/partners day for a game next season was suggested with some members being enthusiastic and others pouring scorn on the idea of such an initiative. I'd be keen to

canvas views from the AGM attendees. The AGM discussed this and there was a general consensus of arranging a Ladies' Day for a home game in the summer months.

As social secretary I plan to be more social this season and it is hoped that ideas for socials flow on train travel to games both home and away. Finally, please accept my apologies for not attending today; I would very much like to be at the AGM, but you can't always get what you want; I am in Germany seeing the Rolling Stones.

We continue to progress with Dave Boddy who has acknowledged to Colin that this needs to be pursued – Colin will suggest the Friday night in advance of the Charlton away game.

Discussion point - Ideas for socials:

- Golf day – look into a close season Saturday in a version which is easy to play i.e. pitch and putt in order to cater to all levels of ability.
- Horse racing – Stratford or Warwick could be tied up with a home game
- Promotion celebration curry – Kevin to conduct a poll of members to find the most suitable date.

5.10 Player of the Season report – Barry Chattaway

The 2017/18 presentation was well supported and went off very well; Kevin Randall had the privilege of presenting Michael Doyle with our Player of the Season trophy along with the engraved salver. Thanks go to Kevin Mofid and Tynan Scope for making this event possible and for enabling me to be able to drop off the trophies on the Friday before the event (I was in the US on holiday on the day itself). Again, this season the trophies looked great - I think they did CCLSC proud.

Voting for the Player of the Season was a big improvement on previous seasons; we played 47 league and cup games and the total votes for this season was 6,292; for context, we only managed just over 4,000 votes last season.

The competition for Player of the Season was interesting; Jodi Jones was leading and in the top six even after he was injured at Stevenage away in November, which put him out for the season. Jodi was overtaken in December by Michael Doyle who remained the frontrunner for the rest of the season; Jodi remained in second place right up until March where he was finally knocked into third place by the impressive Marc McNulty.

Young Tom Bayliss finally managed to get into the top six in April with some commendable performances; let's hope, unlike in previous years, we can retain all these players for the coming season. I would like to thank all members for the votes. I am willing to stand again next season if re-elected.

10.Aims and objectives of CCLSC

As per the most recent revision of the CCLSC constitution, the aims of the club are:

- 1) To support and encourage Coventry City Football Club;
- 2) to promote the interests of Coventry City supporters primarily in London and the South East (and through the association known as Sky Blue International ("SBI"), supporters outside the UK);
- 3) to foster sportsmanship and to promote social intercourse amongst the membership;
- 4) to encourage friendly relations with supporters of other clubs;
- 5) to provide services to members as established by the Club via its Annual General Meeting ("AGM") or otherwise in accordance with the Constitution; and
- 6) to foster and encourage good relations with Coventry City supporters and other Coventry City supporter groups in the UK and internationally.

These were re-approved by unanimous consent.

11.Election of Committee for 2018/19

The AGM confirmed Rob Parker as secretary with Jay as his deputy and that Rod's role on the committee will be discussed at the next committee meeting. Ian Davison was voted in as Deputy Chairman unanimously. The AGM confirmed a 'Treasury team' of Charles, John and Colin, and that John is formally the Data Protection Officer. All other positions we re-confirmed.

12.Any Other Business

Barry suggested free membership for one year for Kevin Randle in light of his efforts on ticketing when Barry was away, but Kevin declined this and said he would prefer to pay. Kev was granted a round of applause for his efforts for travel efforts.

Robin Morden asked about how we can find seats where the view will not be obscured by fans in front standing up. Colin encouraged fans affected to ask the ground staff to assist e.g. getting stewards to tell people to sit down or to find alternative seats for people who cannot stand. Colin will discuss this matter with Dave Boddy to see if anything could be done.

For Wimbledon we ask people to request their ticket by next Friday as deadline so we have a confirmed number of tickets to shoot for.

13.Date of forthcoming meetings

2nd Saturday June if the Calthorpe can fit it in. RWP to book in committee meetings with the Calthorpe Arms.

Meeting closed 3.30pm.