



## MINUTES OF MEETING HELD ON 28<sup>th</sup> MARCH 2025

### Board of Directors attending

Nathan Littleton (NL) - Interim Chair  
Yvonne Emery (YE) - Interim Vice Chair  
Michelle Mills-Porter (MMP) – National President (joining meeting later)  
Alastair Greener (AG) – National Vice President  
Patrick Mercie (PM) - Commercial Director  
Leon Bamforth (LB) - Membership Director  
Phil Ingle (PI) – Finance Director  
Denise Fay (DF) - Marketing Director  
Mike Pagan (MP) – Foundation Director  
Olga Gaidane (OG) - Director of Regions

Jane Gunn (JG) – Ethics Officer

### GUEST

Felicity Wingrove (FW)

### Apologies

None Received

Notes	Actions
1. Nathan Littleton (Interim Chair) opened the meeting and welcomed everyone. Congratulations to everyone on a really positive EGM.	Missing Some board reports so will update when those are available
2. Apologies for Absence – There were no apologies	
3. Conflicts of Interest – None to be updated	
4. Minutes from Extra Board Meeting on 31 <sup>st</sup> January 2025 approved 5. Minutes from Extra Board Meeting on 13 <sup>th</sup> February 2025 approved	ALL to approve by email

<p><b>6. Minutes from 28<sup>th</sup> Feb 25 – to be approved over e-mail (redacted version to be published)</b></p>	
<p><b>7. AG – PSY (Professional Speaker of the Year) proposal for approval to be launched at IMPACT!</b></p> <p>Eligibility for entry – membership date to change to 1<sup>st</sup> May. Discussions around content for the talk not being a replication of previous material.</p> <p><b>VOTE to launch PSY at IMPACT carried</b></p>	<p><b>AG to add it to review in guidelines</b></p>
<p><b>8. Matters arising from the Minutes</b></p> <p><b>8.a.GSF payments</b></p> <p>We have claimed that this year we have 510 members. We are still within the top 3 countries within the GSF which gives us our seat on the steering committee too.</p> <p>With regards to hiatus in payment we've in quarterly and Phil has assured me we're okay with those payments so we've not got a hiatus on payment at the moment, but should we have any difficulties they will work with us and we're due to pay one about now.</p>	
<p><b>8.b.General Update Recruitment</b></p> <p><b>New Members Day – we need help with that</b></p> <p><b>Volunteers needed for Admin and the website</b></p> <p><b>Inclusion Officer – needs appointing</b></p> <p><b>L&amp;D and/or HR Director to be recruited</b></p> <p><b>NL- looking for Expert in Google Workspace</b></p> <p><b>Chair Recruitment</b> That has been a smooth process and Congratulations to YE who has been voted in by the board. It has gone out to ratification by the members and that closes Wednesday 2<sup>nd</sup> April.</p>	
<p><b>8.c.Next Steps Following the Crisis Team Report</b></p> <p>The Ethics process needs to be reviewed and for this purpose to be specific to this situation.</p> <p>Ethics committee to be recruited for this specific situation. Appeals committee similarly.</p> <p><b>LB Left the meeting</b></p>	

<p><b>8.d. Member Enquiries with Trello</b></p> <p>The historic Trello enquiries were reviewed, and Board members took responsibility for each.</p> <p>Derek Brown – YE to reach out. Jonathan Leach – YE to contact Kate Trafford – YE to contact Roger Harrop – PI to reply Roger Harrop – DF to pick up</p> <p><b>LB rejoined meeting</b></p> <p>The board made a commitment to follow up on Trello Board messages regularly</p> <p>Social Media Policy to be approved</p> <p>PM agreed to put a best practice for sales in place to increase membership.</p>	<p>Various members of the Board to respond to these members</p> <p>Check Trello board regularly and review monthly</p> <p><b>PM to put a best practice for sales to increase membership</b></p>
<p><b>9. LB</b></p> <p><b>9.a.and b.</b> Data issues have been identified and we are working on contacting members to get this sorted out.</p> <p>We need this all sorted out before we go to Sport80.</p> <p>We have authorized extra hours for SB and HP more generally, two hours each per week. As this is a cash generating project, we are looking at how many hours are needed to get this money in and we are looking at authorising hours as and when needed.</p> <p>Before we approach Sport80 we need to know if our house is in order.</p> <p><b>9.c.</b> How to join the PSA as a Professional Member</p> <p>Discussions took place about making things easier for Associates to upgrade to Professional and also for Members to join the Association directly as Professional Members.</p> <p>Agreement was reached to allow them to join without having to find 2 sponsors, and that they could provide a video to be verified.</p> <p><b>NL</b> So my suggestion would be to remove the requirement for sponsors altogether on the professional membership application and adjust the wording on the field that asks for a video in line with what we've just discussed.</p> <p>The video need not be an in person one. We can change the description on there that asks for a video so it doesn't insist on it</p>	<p><b>Webform to be changed and RP's to be informed.</b></p>

<p>being a live event or an event for a client. It can be a talking video and maybe even link to an example of that if we can find one.</p> <p><b>Board voted unanimously to accept this new approach</b></p> <p>Ed to change the online forms</p>	
<p><b>Member Forums discussion</b></p> <p>The Board discussed the need for a Member's Forum where they could have further debate and actually work through suggestions, help them to feel heard and to encourage further interaction.</p> <p>Time was posed as a blocker to this as we already have the All aBoard meetings.</p> <p>Proposal to try this out was agreed. YE to set up a date to be announced at IMPACT!</p> <p><b>11. Fellows update – Fellows reps did not attend the meeting.</b></p> <p><b>12. RP's – no RP's attended the meeting.</b></p> <p><b>13. Felicity Wingrove (FW) joined meeting</b></p> <p><b>MMP joined the meeting.</b></p> <p>NL Welcomed Felicity.</p> <p><b>FW</b> talked to the Board about Crisis Communication.</p> <p>It sounds like there's a strong recognition of the emotional nature of communication, especially in a crisis situation, and a desire to establish unity and consistency in messaging. The idea of a firebreak—repeating a universal truth for a period of time to create stability—makes a lot of sense in calming tensions and refocusing on moving forward.</p> <p>The suggestion of having designated spokespeople to ensure responses remain measured and aligned with the board's agreed message is a solid strategy. It could prevent misinterpretations or unnecessary escalation and allow the board to maintain a unified front. The challenge, of course, is ensuring those spokespeople reflect the values and tone you want to project.</p> <p>Would it be helpful to craft a few foundational message templates—ones that reinforce unity, deflect unnecessary personal engagement, and provide a calming presence?</p> <p>This is a summary of the full discussion. NL thanked Felicity for her input.</p>	

## ETHICS COMPLAINTS

**MMP:** We have received some ethics complaints, not from me but from other people. And I think that we need to listen to those, and we need to put something in place on social media that indicates our ethical stance on social media.

**MMP:** I still think that what happened on social media was extremely damaging to the PSA membership and I think that something needs to be put in place and I'm very happy to put my name to that and to take it forward.

**MMP – left the meeting**

## 10. FINANCE UPDATE

10.a Cashflow Forecast and Budget.

What I'm intending to do is give you a very brief indication of our current position and then take you through the cash flow forecast, which has got some updates from last month and then we'll review the budget.

There is about £14,000 in the main account, and there's £91,000 in a savings account.

£70,000 has been moved from the current account to earn a very little interest. Part of this is the Foundation funds.

The reason I'm putting a date in the file name here is that the document I'm sharing with you on screen now is what I call my working cash flow forecast because I tinker around with this and look at this in response to transactions and changes fairly frequently.

Green shaded boxes are actual numbers. Figures in red are indicative numbers.

We have difficulty reconciling some payments as we have different VAT treatments.

Highlights:

£8000 from January was from PayPal and should have gone to the Foundation. This has now been transferred.

Membership cashflow for 2024 is now known and the data is better than we were forecasting.

We have received money from IMPACT!

Regional event income was slightly lower in January than budgeted.

**NL:** We can adjust Google to be £215 instead of £449 as we've reduced our subscription. This is from April onwards.

PI to change Google amount

There's about £21,500, which is still ring fenced – SBS25.  
New line for recovered membership fees.  
Annual Budget has been updated.  
We have agreed extra expenses for IMPACT!25 – Around £4,000 extra including SB team and AV which weren't in the budget.

We also need to discuss the payments to WB and JL.

Some refunds have been made for SBS.

There should be a contribution made from IMPACT!.

We will have made a loss for the six months to December.  
Still forecasting just about breaking even for the six months to June. That may mean a loss for the year to June 2025.

Still forecasting a profit for 2026.

NL – please can Sarra document things as we go in case we need to change the book-keeper at any point.

PM – Questioned Euros amount – This is for Event fees in Ireland. At some point we need members to be able to pay in Euros.

**10.b. PI** - We will be changing the bank mandates soon.  
We will also look at the bank we are using as Metro Bank – it does what we need it to, but can we do better?

Currently only MO and myself can use the bank account. We need to add YE.

Reserves Policy needs to be set up – probably May or June 25. I want to be able to present this at the AGM.

#### **10.c. INVOICES from WB and JL**

As per previous board meetings – we are agreed that we would pay JL's invoices.

WB – there is a county court trial that is due to happen and we would prefer to settle out of court.

The amount we would owe would be around £6,500. Original invoices would have been £5,037. We have accrued interest on this daily. Plus the court fee of £455. So, £6,500 would be the amount we would fight in court.

Ideally WB wants this settled by 1<sup>st</sup> April 25.

PI to ask SD to document processes

<p>PI has a deadline to leave the meeting – discussions will go on after this, and a conclusion reached.</p> <p>NL – Vote on paying WB £4532.30 is the figure.</p> <p><b>VOTE carried in favour of paying WB £4,532.30 as a settlement figure.</b></p> <p><b>VOTE carried in favour of paying JL £2,808 for invoices.</b></p> <p><b>DF:</b> Okay I should put in a note that we are actually very disappointed that we have to pay the court fee. There is a certain level of unhappiness that like we have to pay a court fee for somebody who was a member and actually had to bring us to court.</p> <p><b>15. Update on impact.</b></p> <p><b>SB and team to provide support</b> <b>AV to be provided by the venue</b></p> <p>We are the PSA, which should be running an event that is of the standard that our members would expect.</p> <p>ESY semi-finals needs to be added to the agenda. Places are limited to 50 and 17 have been held back for competitors, team and judges.</p> <p><b>16. SBS25 Update</b></p> <p>There was no specific update on SBS25 at this time as we are days away from IMPACT!</p> <p><b>17. FOUNDATION</b></p> <p><b>MP</b> Articles are being agreed at the moment. We are setting up the bank account and a separate company.</p> <p>Resolution at <b>the AGM</b> that the Foundation Director won't sit on the PSA Board of Directors.</p> <p>The Foundation will have a Chair and a MD who will manage the auction and will be raising money.</p> <p>From January 2026 we will have a NED (Non-Exec Director) plus 3 previous Foundation Directors running the Foundation.</p> <p>Hopefully this will attract quite a few applications later this year for a new Chair of the Foundation when I (MP) step down from that role.</p>	<p>PI to make payment to WB of £4,532.30.</p> <p>PI to make payment to JL of £2,808.</p>
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<p>Foundation will pay for it's own admin going forward and this will be worked out with SB and her team.</p> <p>Foundation Chair won't sit on the Board of the PSA but will report in on a regular basis so that we can gauge where our members are at.</p> <p><b>18. AOB</b></p> <p><b>OG</b> Regarding coffee and chat conversations that Ricky Arundel took over from Steve Bastin during the lockdown. Could we make it an official part of the PSA. It is successfully running and it's managed by members.</p> <p>OG to have a conversation with Ricky to recommend this.</p> <p>Also available to us is Event Raptor organized by Jenny and Steve = can we offer this to members?</p> <p><b>LB</b> We need to engage with members to see how they are finding membership and helping them to become involved.  .....</p> <p><b>YE</b> I would like to take a couple of minutes just to say a very, very big thank you to you Nathan because this is your last board meeting so I wanted to recognise that and I just wanted to say that you know through all the crazy stormy waters that we've been through you have been a huge calming influence. You've been great to work with, you've been an amazing teammate and though I always say we hardly speak and yet it's seamless so you know that's been just amazing and I know that you've been there for all of us as whilst everything's been going on. I have learned a huge amount from you as well and for what you've done over the last six months I want to say a big thank you.</p>	<p>OG to speak to RA to make this official</p> <p>OG and PM to discuss making a deeper commercial partnership with Event Raptor.</p>
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The meeting closed at 5pm

Next Board Meeting will be held On Friday 25th April 2025 - 9.30 to 1.30