



West Ham United Supporters' Trust

Steering Committee Minutes

Date of meeting: 6th March 2023

Location: Virtual by Zoom

Present: Richard Elliott, Kevin Hind, Mark Inskipp, Anthony Knight,
Rachel McFetridge, Terry Reynolds, Sue Watson, Chris Wheal

Apologies:, Nick Drane, David Shaer

1. Chair's welcome and apologies for absence

Chair opened the meeting and welcomed all present

2. Minutes of Last Meeting and matters arising

Minutes of 8th February 2023 agreed as a true record.

Action log was reviewed briefly and outstanding actions rolled forward.

Mission Statement still to be done.

Museum working group inactive, but now working directly with Max Portman

Minutes Rota. SW will create draft rota and send out. SW will do next meeting.

3. Work Streams

ISC

Met with the Club on 21st February. Still waiting for club to approve minutes so can't yet be shared. History and Heritage - Club looking at locations for memorabilia, online exhibition, a history film.

SW is informing next internal ISC meeting on 15th March that WHUST is working on Intrepid Irons and TerraceTalk

TerraceTalk.

SW met with head of Mind for Havering and keen to partner together. Mind need to focus on accessing greater number of men between 18 and 35, so see working as positive. May be able to get volunteers from them to help publicise. Summer fete with well-being area that WHUST could have a space at.

When DS back in UK will follow-up with further meeting.

Ticketing

CW resent ticketing manifesto to Nicola Keye

4. FSA PL Networking meeting

Minutes have been shared. No comments
MI is participating in FSA Broadcasting committee next week.

5. Fan Led Review

Update sent from ND on work he is doing with FSA. Next process in white paper is feedback from groups including the FSA.
We should collate our feedback to send to the FSA.
We need time to read through Nick's write-up
Concern that it is weak on fan engagement
TR – white paper compares regulator to utilities and financial services as model. Doesn't feel any confidence if that's going to be the model.
RE – Needs independent football head and not a career politician. There isn't an existing model that is applicable to base upon.
KH – disappointing that regulator been specified without fan input. People who use services should be on the body – needs meaningful fan-led representation – not a politician who is a football supporters.
CW - Most other regulators are set-up to regulate competition that is fair and equal to bring benefits to consumers. Football fans don't tend to shop around to see which is best to follow.
SW – significant concerns around section on supporter engagement. Nick De Marco in article says how weak this section is. Examples of club not fully engaging with ISC.

Actions: Feedback to ND on his document by Wednesday. Provide bullet points on our response to the White Paper, especially section 8. Send to SW to collate.

6. Collective Responsibility

KH - Existing Board Membership and Conduct Policy, mentions collective responsibility but doesn't define it.
All board members should speak with one voice, make themselves of agree position whether minuted or verbally.
Anything said is never "off the record"
What about decisions that due to time constraints have not been able to be agreed by the whole group?
Discussion on what constitutes majority and quorum for decisions. Should collective responsibility apply only when there is a majority of total board members, not a majority of attendees. Always strive for unanimous decisions. If officers make a decision then should not publically criticise, but wait and discuss and meeting.
A decision made in an emergency should be discussed.
People can change their minds, so need to allow people to raise issues again or if new information is available then decision can be discussed again.

Need to see KH proposals and circulate them for future discussion.
Discussion on trusts position on certain issues and whether formal decisions have been made. If decision has not been formally made by vote then how can we have collective responsibility if someone voices a different personal opinion.

Due to time constraints need to discuss at next meeting and to agree our position on range of issues as appropriate. Need to understand what is best in positioning for the Trust.

7. Newsletter

Newsletter will not repeat anything that is in the Annual Report.
Will be emailed out in 2 days' time (Wednesday 8th March).
Any comments on draft by tomorrow.

8. AGM

All items covered and resolutions passed.
Date for members meeting – 25th April 2023 is suggestion and should be included in the newsletter.
Discuss agenda at next meeting

9. AOB

Intrepid Irons (RK)

International Women's Day. SW and RK met with Sophie from the club with a few actions to follow-up on, including providing piece for the matchday program.
Also talked with Charlotte from Her Game Too.
Want to do a Q&A with Andy Sheldon who has confirmed. RK needs some help – CW offered.

RE - Email to supporter groups. Completed, but data needs cleaning.

Need next Media and Comms meeting date

10. Date of next meeting

Could we avoid Mondays and Tuesdays
29th March 2023 – subsequently changed to 22nd March 2023

The meeting ended at 8:10pm