



West Ham United Supporters' Trust Steering Committee Minutes

Date of meeting: 11th October 2022

Location: Virtual by Zoom

Present: Nick Drane, Richard Elliot, Kevin Hind, Mark Inskipp, Rachel McFetridge,
David Shaer, Sue Watson, Chris Wheal

Apologies: Terry Reynolds

1. Chair's welcome and apologies for absence

Chair opened the meeting and welcomed all present

2. Minutes of Last Meeting and matters arising

The minutes of the last meeting were agreed as a true record.

Actions: None

3. Annual General Meeting

Mark Inskipp (MI) outlined the tasks that need to be completed before the first Annual General Meeting of WHUST. The main tasks are:

- Formation of an election committee to oversee the board elections;
- Publication of the annual accounts ahead of the AGM itself;
- Production of an annual report.

The AGM must be held by 28th February but it was noted that our fixture schedule is quite busy in the early part of 2023 so as to coincide with a matchday.

Actions:

- MI to publish a timeline of actions needed before the AGM.
- MI to liaise with KH and RE on producing the annual accounts.

4. Communication and Media Strategy

CW circulated a document outlining how he felt a communication and media strategy should work.

It was agreed that our media strategy should be an internal document not for public distribution.

Actions:

- Contact Michael Brunskill at the FSA - Head of Communications.
- Subcommittee meeting on 26th October at 6:30pm.
- MI will create a database on Google Drive to host information about other football supporters' trusts.

5. ISC Strategic Discussion

SW laid out the reasons why she feels that WHUST should remain a member of the ISC. While there was a consensus for improving the ISC, there was not a consensus for leaving.

It was agreed that SW would take six recommendations for improving the ISC to the other ISC members. The six recommendations are:

- The chair and vice-chair should be neutral and work toward compromise and representing the consensus or democratic decisions of the ISC. Therefore, whichever organisation holds the position of chair and vice-chair of the ISC need to have a second person who represents their organisation. The chair and vice-chair will not have voting rights. When there is no majority among other members then motions will fail. No organisation will have more than one vote.
- Each member organisation can propose a different person for each ISC sub-committee. It does not need to be (but may be) the same person who is on the main ISC. This already happens in practice and should be incorporated into the rules.
- A code of conduct covering all aspects of behaviour of ISC members should be agreed and it should apply equally to those representing the club as well as those representing fan-led ISC member organisations.
- The ISC should agree timescales for responses and resolution of problems with the Club.
- The club must consult in advance of all major announcements, decisions and changes, allowing reasonable time for the ISC and members groups to discuss, and feedback.
- The club should facilitate face-to-face meetings with relevant club officials and their fan-led representatives, such as covering ticketing, catering, broadcasting etc. These should happen at least twice per season (Covid permitting).

Actions:

- SW will raise the six recommendations with members of the ISC.
- KH will redraft the proposed ISC Code of Conduct to include representatives of the Club within its ambit.

6. New membership strategy

Actions:

RE will contact MI, SW, AK and ND to agree a date for a meeting to discuss the membership strategy.

7. Specific progress on workstreams

Community Event

There was a meeting between SW, TR, and Jackie Ferdinand (Head of Safeguarding at WHU).

Terrace Talk

The Club has facilitated an introduction with James's Place, a charity working to prevent suicide amongst men.

8. Date of next meeting

31st October 2022

The meeting ended at 8:08 pm