

West Ham United Supporters' Trust

Steering Committee Minutes

Date of meeting: 21stSeptember 2022

Location: Virtual by Zoom

Present: Nick Drane, Kevin Hind, Mark Inskipp, Rachel McFetridge,
Terry Reynolds, Sue Watson, Chris Wheal

Apologies: Richard Elliot, Anthony Knight, David Shaer

1. Chair's welcome and apologies for absence

Chair opened the meeting and welcomed all present.
The Chair asked that attendees use the Raise Hand function when they want to talk.

2. Minutes of Last Meeting and matters arising

The Minutes of 01/09/2022 were agreed as a true record.

Matters: AK, MI, SW, KH met to discuss Atmosphere and next steps
Intrepid Irons – been contacted from the club about this initiative
ISC/Club Minutes – waiting on club to sign them off

3. Member Communication

Will include FSE survey details

Actions:RM - Also promote survey via Intrepid Irons

4 Current workstream update

4.1 Fan Led Review. Nick talked about progressing London trust group.
Need to chase up other trusts and involve FSA.

4.2 Independent Supporters Committee

Minutes of August still not signed off by the club. Will provide link when approved.

Priorities agreed for ISC to work on:

- Safe Standing / Atmosphere
- Bridge 1 – atmosphere / street vendors / fan zone
- Stewards / stewarding / SLOs / security / training
- History, Heritage, Identity, Culture

An action plan will be developed and shared

Process for Communicating between Club and ISC

Discussing around club's proposal for communicating with supporter issues and the ISC.

Concern expressed re the proposal– we should not accept this as is. It was felt we should be determining how they should be dealing with the supporter groups.

Club should have customer service standards. We should suggest a better model of communication as a way forward.

Anything of general concern can go through ISC, but specific issues should come from individual groups.

Should be a timescale for expecting response from the club.

Potential conflict between SW as chair of WHUST and as interim chair of ISC. MI should send any communication on behalf of the trust.

CW to draft response within a week.

- 4.3 Community Event.** Support from Supporter Services raised. Now probably looking at January/February timescale
- 4.4 Independent Advisory Group (Metropolitan Police).** SW attended recent meeting and waiting on copy of football PowerPoint that was presented.
- 4.5 Ticketing.** FSE requested feedback on prices that are charged at all away UEFA club matches.
- 4.6 Matchday Experience.** Waiting on ISC meeting
- 4.7 Woman at the Match.** RM is networking with various people and groups to set up Zoom meeting and form committee. SW to follow up with Her Game Too
- 4.8 Broadcasting.** FSA will be scheduling another meeting with the Premier League. Yesterday's FSA Premier League network meeting, some attendees expressed concern with TicketMaster.

The tender process for next domestic broadcasting rights will be prepared at this time next year. Supporters need to ensure what we want to see on constraints on scheduling are specified in the tender document that gets specified in subsequent broadcasting rights.

CW needs to write article for Blowing Bubbles by tomorrow. Suggesting that article should be broadcasting and explain some of the selection process. CW to liaise with MI for content.

5 New Membership Strategy

As RE not at this meeting, reschedule discussion when he is available.

Action: Set up a committee to move this forward that can start off in RE's absence. AK, MI, ND, RE, SW to meet.

6 Board Policies

CW distributed proposals for tidying up rules and policies. Some are administrative and can just be changed. Should we be more specific about the Area.

Directors – number of and term of office. Currently 10 directors that serve for 2 years with half to stand down each year. Should we move to 12 directors with a third stand down each year?

Should we co-opt extra members on to committees?

Voting at AGM and member meetings. CW met with MiVoice to discuss various methods of voting to ensure as many as possible can participate through various means. See whether FSA might sponsor/fund voting system.

Action: CW to update document and distribute. Everyone needs to read and prepare to discuss at a future meeting.

7 Communications and Media

CW still chasing university that have only just started new term.

CW to schedule subcommittee meeting with those that wish to participate

8 AOB

Actions: Sue to talk with Andrew about involvement with the trust

9 Date of next meeting

11th October- papers to Mark by close 4thOctober but only if any updates

The meeting ended at 8:01pm