



West Ham United Supporters' Trust Board Meeting Minutes

Date of meeting: 11th March 2024

Location: Virtual by Zoom

Present: Andrew Byrne, Richard Elliott, Mark Inskipp, Gary Marling,
Rachel McFetridge, Terry Reynolds, Chris Wheal,

Apologies: Nick Drane, Kevin Hind

1. Secretary's welcome and apologies for absence

As this was a new board, the secretary opened the meeting and welcomed the new members.

2. Minutes of Last Meeting and matters arising

Minutes of 05/02/2024 agreed as a true record.

Actions: MI to record in minute book and publish on website

3. Election of Society Officers

Mark Inskipp has been proposed and seconded as Secretary
Richard Elliott has been proposed and seconded as Treasurer
The board thanked Kevin Hind for his work as treasurer.
Terry Reynolds has been proposed and seconded as Chair.

Actions: MI to update Register of Directors and website

4. Vacant Board position

The Society Board can consist of between 6 and 10 members. We currently have 9 members - do we wish to fill the vacant spot on the board? Having only just held an election should we look to co-opt additional members to the board.

There has been an expression of interest in joining the board from a couple of members.

It was agreed that we should co-opt them to the board if they provide additional skills and if those board members absent are in agreement.

Actions: MI will discuss with absent members and if in agreement will then invite personal statements and draft a resolution.

5. Training for board members

MI highlighted Community Benefit Society training offered by the FSA. There are 4 courses run across each month. The first 2 sessions –“Governance & your board” and “Planning and Purpose” would be relevant for us. If there is sufficient interest the FSA they could run a session specifically for us.

Actions: MI will share the link to sign up to the training.

6. Finance and compliance update

MI highlighted that the Society’s Annual Return and Financial Accounts had been sent to the FCA and subsequently published on the FCA website.

Will send accreditation to FSA by the end of the season.

Corporation Tax return due by 31st August 2024 will be sent to HMRC.

Actions: MI will ensure outstanding documents are sent in a timely manner.

7. ISC update

In KH absence he circulated a report on ISC matters and the discussions around the proposed FAB.

The board wishes to thank KH for the good work he has been doing with the ISC.

8. FSA Premier League Network meeting

Notes of the FSA PL Network meeting held on 26th February 2024 had been distributed to board members

Ticketing was a key item discussed especially Spurs and Arsenal

FSA to put out a survey on on problem areas within clubs: pricing, ticket-selling processes, and ID checks on away tickets.

Environmental sustainability needs to be kept on supporter organisations agendas.

9. Event update

TR gave a brief background of how the event came to be to overcome obstacles of being more inclusive to members from the south Asian community. Unmesh Desai has a room at City Hall for May.

Actions: Look for an ex player to join diversity event on the day. TR will contact Cat when she begins next week.

10. Ticketing

CW raised the issue from a member about the delay and timing of away tickets being on sale and subsequent ballot.

CW suggested all tickets for away games should be processed on the same day so those who are in the ballot find out sooner than they currently do.

Points raised:

- there could be an issue for those who wish to sit together but have a different number of points
- how would this work for disabled supporters who don't sit in actual disabled seats?
- how other clubs are managing this?

Following the FSA PL meeting notes about ID checks for away ticket holders and dud tickets for away games. Discussed issues with away tickets, the transferring of away tickets and the club potentially bringing in ID checks similar to that being see at other clubs.

Actions: It was agreed that CW will write a letter to Nicola Keye to propose suggestions about ticket sale timings and about the ballot Will also do further research about the transfer of away tickets.

11. Newham Stadium Safety Advisory Group

In the latest SAG minutes which are now published it was noticed that ABBA Voyage and Sadlers Wells now had representation but we do not. The council had been contacted on numerous occasions by numerous organisations but refused to allow supporter representation.

Actions: Continue to work with the ISC on this matter.

CW to draw up action plan including writing to new chair of SSAG to raise the issue of concern over fan safety issues. Letters about concerns should be written to local councillors and /or MPs.

12. Workstreams

MI shared workstream responsibilities with new board members.

Actions:

Add stewarding to workstreams

Working with the club to eliminate away fans in the home end – ticketing / stewarding

Rekindle relationship with the Foundation

Remind fans to use “Grass Line” to report away fans causing disturbance – it seems to work

13. Marketing

Brief run through for new members of current activities.

Newsletter needs to go out on a monthly basis. –

Website SEO – GM suggested setting up a Google Page.

Actions: MI has asked for board members to write newsletter contributions.

Google page – MI to liaise with GM

14 AOB

IWD not celebrated by the club for the second year in a row.

Action: RM to contact club about this.

15. Date of next meeting

Monday 8th April

The meeting ended at 8:15pm