



West Ham United Supporters' Trust

Board Meeting Minutes

Date of meeting: 12/04/2023

Location: Virtual by Zoom

Present: - Nick Drane, Richard Elliot, Kevin Hind, Mark Inskipp, Terry Reynolds
Rachel McFetridge, David Shaer, Sue Watson and Chris Wheel

Apologies: Anthony Knight

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 approved with exception to Item 3 which is to be approved at a later date.
SW thanked board members who made contributions to Trust fan engagement document. Information on club fan engagement plan (29/3/23 meeting with club) and initial steps will be shared under separate agenda item.

3. Member's meeting prep (MI)

An email has gone out to all members. No response so far has been received from members about what people might like to see on the agenda or any resolutions. The agenda needs to be agreed in two weeks' time. Discussion was had on who we might like to invite as a guest speaker. It was agreed to focus on Fan Engagement at West Ham United and see if Ashley from the FSA can speak at the meeting on this topic. Updates will be given about SAG. Any thoughts on agenda items should be sent prior to the deadline on April 24th. Share WHUST priorities for the coming year e.g. ticketing, safe standing, VAR,

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Responsibility

- Meeting on May 15th - prior to that a meeting will be held at 6.30 on April 25th to discuss and finalise the agenda and any other relevant member meeting issues.
- SW to ask Ashley to speak to the board about the impact of Fan Led Review and progress of white paper. ND to consider some questions to ask him.
- Board to generate questions to ask him in advance - deadline April 25th
- Finalise agenda items including inviting members to consider questions along with sending White Paper, Tracey Crouch report etc - deadline for members resolutions is April 24th
- SW to request data from Gareth FSA survey related to those who stated their club as WHUFC
- SW to send draft agenda items to RM

4. Intrepid Irons (RM)

Intrepid Irons had their inaugural meeting via Zoom in February. One of the items on the agenda was International Women's Day. A meeting was held with a representative of the club who informed us that WHUFC were planning on implementing a range of initiatives including items in the programme, special shirts for the team warming up, interviews at half time and by podcast. A meeting was held with FSA and WHUST chair SW about II becoming an associate member. We also had a meeting with ME from FSE about searches in Europe and issues faced by women at the match. RM has collated data to send back to FSE. Met Police Constable Andy Sheldon is arranging a meeting about Violence Against Women and Girls in football which we have been invited to attend. We have also been in discussion with Her Game Too ambassador about International Women's day.

Responsibility

- Arrange meeting with Jake/Sophie at the club to discuss our initiatives
- Next meeting April 19th via Zoom
- RM to email FSE re European concerns.

5. Fan Engagement Plan (SW)

Club meeting held on 29th March to share a slide presentation. Their focus included what values should be. Club proposed six values but asked participants to consider their own values and feedback at a later date. New fan advisory board will consist of ISC, Juniors Supporters Board rep, Women's Board rep and GEO Supporters Club rep. Less meetings would be held during the year. They discussed a co chair model but more clarity is needed on how this would be implemented. MOU and NFTs were discussed. WHUST to review our existing document on fan engagement and our principles then decide next steps.

Responsibility

- **CW to resend document about fan engagement**
- **All to respond to fan engagement document.**

6. NFT (SW)

Deal signed with NFT provider (who use bitcoins). FAQs have been sent to ISC for feedback. Concerns raised about lack of a way to regulate this. WHUST will expect fans communicated with full transparency by the club.

Responsibility

- **RE to review information from SW by Monday 17th April.**
- **CW to find FSA regulations related to this and write a summary. This to be shared with Board.**

7. Terrace Talk (DS)

SW and DS met with MIND in Havering, Barking and Dagenham who are supportive and keen to be involved and have set up a meeting with MIND in Washington in May where Terrace Talk has been positively received by football clubs.

Responsibility

- **DS to go back to Carpenters Estate about the availability of rooms.**
- **DS to liaise with Cath at Sunderland about next steps.**

8. Ticketing sub committee (CW)

Ticketing committee update

Ticketing manifesto was sent to Nicola Keye but after an initial positive response it had gone quiet. CW was urged to follow up and has done. Also to raise WHUST view that season ticket prices should not rise next season due to the cost of living crisis. To report widespread praise for the allocation of Gent away tickets using only points system - seen as the fairest way. To ask if the club has a method for removing season tickets from those who do not attend.

CW to write to new ISC ticketing subcommittee chair, Sara Page, to ask her to call a meeting and to urge more work be done on getting the club to agree ticket price bands in advance, as the ISC had requested.

CW to escalate query on season ticket renewals and buying extra seats near you or relocating to get an extra seat.

Next meeting is 2 May.

9. FSA Board member training (MI)

Nicola Cave from the FSA led a session on AGMs and elections. Meetings are to be run on the 1st four Thursdays in a month in a repeating cycle. MI highly recommended the sessions for board members to attend.

Responsibility

- **SW attending session 13/4/23.**
- **SW to feedback next meeting**

10. Media and Comms meeting (CW)

Agreed that CW will look at logistics to move this meeting.

Responsibility

- **CW to review dates**

11. AOB

No further business was discussed.

12. Date of next meeting

The next meetings will be held on 25th April to finalise the agendas for the members meeting then Monday 6th May 2023 at 6:30pm for board meeting.

Minute taker for this meeting was Rachel.

Meeting closed 20.18