



West Ham United Supporters' Trust

Board Meeting Minutes

Date of meeting: 19/09/2023

Location: Virtual by Zoom

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

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 the 30th August Board Meeting were approved.
ISC 2nd motion was passed.
Joint meeting with HU - CW to follow-up on
New co-opted members to Board - Apu Vyas and Robina Ahmed have accepted to join

3. EDI

TR sent out a proposed event agenda to EDI group for discussion.
TR sending out details to Board for items for sending to membership for diversity - could people give feedback before EDI meeting on 3rd October
Need to discuss event and social media campaign for EDI group (or should be picked up as part of Media committee)
Discussed notes from meeting that SW had with Unmesh
Unmesh Desai is happy to provide room at County Hall on a midweek day for the event.
Should check with Unmesh about London clubs response to his report. Might be too late to follow-up now.
If we are asking these personal details then we need to ensure that we are GDPR compliant. MI has a checklist and details of personal data held. Needs updating and policy formulated and ratifying by board.

Responsibility

- **GDPR compliance (MI)**

4. Newsletter

Ideas:

Away tickets/points

Away match logistics? Do we have enough data to do this regularly? Get info from other trusts. Should also have our own version for our home matches for distribution to other trusts.

Big Brother (facial recognition - not the news series starting soon)

Can we have a newsletter schedule? Perhaps continuous submissions and when we have decent articles then send them out.

FAB. ND will do write up on our view

FSE meeting re Olympiacos

Newsletter should be sent to club and ISC

[As an aside - noted that motorcycle stolen near stadium on matchday]

Responsibility

- **Away information from other trusts (SW)**
- **Content - everyone**

5. Ticketing / Media & Comms

Need dates for these meetings. Need to move ticketing as now clashed with Lincoln away

Media and Comms meeting should be priority

Responsibility

- **CW Will send out Doodle polls for both**

6. Membership

RE - Need to arrange a meeting.

No real feedback from international supporter groups

Blowing Bubbles has QR Code link to membership page on website - could create something like business cards including this.

Need to discuss strategy going forward. Ethos and values, audience

MUST manifesto as example

Responsibility

- **SW/KH Look at MUST manifesto and summarise**

7. Fan Engagement Plan

Club has put out their plan. No real further updates as meeting to discuss next steps due end Sept but not yet organised.
No feedback received from the rest of ISC about our comments. Offered ND and KH expertise to rest of ISC
FAB proposal by club is not what we expect - need consultation. ISC needs to go in as one voice saying that we don't accept the proposal and specify what we expect. Need to push for change otherwise we will get what we are given.

Responsibility

8. AOB

Olympiacos - Schedule meeting with FSE re both matches
Membership administration - KH performed audit.
FSA Affiliation submitted
HMRC - MI Tax Returns completed, issues with FCA regulation of Companies House
Blowing Bubbles next articles - away points
Physical meet-up. Xmas drinks - agenda item for next meeting?

Responsibility

- **FSE meeting - SW**
- **Membership anomalies letter. RE to work with CW/MI/KH**
- **Xmas drinks - agenda item for next meeting MI**

9. Date of next meeting

The next meeting will be on Wednesday 11th October 2023 at 6:30pm.
Minute taker – RM (CW backup)
Meeting closed 19:45pm