



West Ham United Supporters' Trust

Steering Committee Minutes

Date of meeting: 22/3/2023

Location: Virtual by Zoom

Present - Kevin Hind (Treasurer), Mark Inskipp (Company Secretary),
Sue Watson (Chair),

Working party - Chris Wheal, Rachel McFetridge, Terry Reynolds, Nick Drane, David Shaer

Apologies - Richard Elliot,

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 6/3/2023 agreed as a true record of said meeting with amendment to Ticketing work stream section – CS changed to CW.

Matters arising: ND gave feedback re the FSA work around the White Paper and next steps, including passing through Parliament and the APPG meeting of Monday 20/3/23. ND thanked WHUST colleagues for the feedback. Discussion followed around WHUST views on fan engagement.

DFO Q&A session to be picked up by Media and Comms committee.

3. Trust Membership of the Independent Supporters' Committee (ISC).

A background to the formation of the ISC and MOU (relevant documentation) was given.

As stated in the Trust Annual Report – for a range of reasons, the ISC has not worked as well as it was envisaged. For this the ISC groups as well as the club have to reflect on the reasons and change. These were discussed in detail with each board member sharing their thoughts on confidentiality, transparency, openness, role of Trust as ISC member, Trust approach -robust and assertive, publicity, and communication from the club with the ISC.

Discussions around 'red lines' and what the change could look like followed. Input from the ISC groups discussed here. These ideas to improve and professionalise the ISC, were discussed against the background of the White Paper and knowledge of an upcoming meeting of the ISC with the Club on 29th March to discuss fan engagement. Agreed that any developments need to have clear measurements and timescales.

It was recognised a 'political' calculation re continued membership need to be considered.

KH initially put forward the following resolution:- The WHUST Board resolves that the Trust will remain a member of the ISC and any future construct.

There were objections to the final part, with agreement we would only continue to be a member of a body that met our requirements for supporter engagement. KH modified his proposal to:

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This was seconded by ND.

This resolution was agreed unanimously by all present at the meeting.

CW proposed: WHUST should draw up a document explaining the fan engagement standards it expects to see including how the club and fan groups should behave and work together to achieve consensus. It should recognise that protest is always legitimate but does form part of this fan engagement process. The fan engagement standards should be open, transparent, professional, engaged, collaborative, proactive, inclusive, progressive, prepared to compromise and seek consensus. We must set deadlines by which time we want to see the improvements happen and state how we will measure them and consider our actions if there is no improvement. This should then be shared with other groups on the ISC.

This was agreed. SW asked for the text to be emailed for the minutes.

There was a discussion about whether or not the trust could agree its wish list ahead of the 29 April ISC meeting with the club. It was agreed we should get it right, not rushed.

Responsibility

- **Trust views of supporter engagement to be drawn up. ND to start discussion. All to contribute. Views to be available for 29/3/23 meeting.**
- **Feedback on 29th meeting to be given to Board – SW**
- **Board response to 29/3/23 meeting to be garnered- SW**

4. Members Meeting Preparation

Discussion around generation of agenda items considered as was methods for member input. Methods for enabling our members to engage with us discussed. Other suggestions for content included Intrepid Irons, fan engagement at WHUFC, Terrace Talk. Breakout 'rooms' may be part of the members meeting to enable in depth discussion.

A guest speaker would add to the meeting.

To ensure a quality members meeting it was agreed to move this meeting to 15/5/2023. It will be on line.

Responsibility

- **Members email to be drawn up for distribution –CW (21/3/23)**
- **Members email to be sent –MI**
- **Guest Speaker to be approached- SW**
- **Members meeting to be on next meeting agenda - MI**

5. AOB

- Date for ticketing meeting agreed 4/4/23
- Date for media and comms meeting to be agreed.
- Intrepid Irons emails not getting through to RMc. Issue raised by Her Game Too ambassador briefly discussed.
- FSA training- MI and SW have signed up for sessions.
- Club £9000 donation to Conservative party raised.
- A further social gathering agreed.

Responsibility

- **Agenda/minutes for upcoming ticketing meeting to be distributed- CW**
- **Doodle poll to be sent to media and comms subcommittee members-CW**
- **Intrepid Irons email issue to be followed up – MI/RMc**
- **HGT issue to be followed up with the club- RMc/SW**
- **Feedback on FSA training to be given – MI/SW**
- **Relevant local MP to be contacted re £9000 donation-DS**
- **Date for social gathering to be agreed.**

6. Date of next meeting

The next meeting will be held on 12th April 2023 6:30 pm.

Meeting closed 20.19pm