

West Ham United Supporters' Trust Board Meeting Minutes

Date of meeting: 9 January 2024

Location: Virtual by Zoom

Present: Nick Drane, Richard Elliott, Kevin Hind, Mark Inskipp, Rachel McFetridge,
Terry Reynolds, Chris Wheal,

Apologies: None

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 last meeting were agreed as a true record.

CW confirmed he would share a timeline for the AGM with the Board.

Contributions for the Annual Report, including on Broadcasting from MI and on Diversity from TR plus those from all others need to go to CW.

Twitter/X contributions to MI for posting.

Action: All. Annual Report contributions to CW by Sunday 21 January.

Action: CW to circulate AGM timeline to Board.

Action: All. Topical news stories, moments of the match and other items to MI via Telegram Media Group for posting on Twitter/X in as near real-time as possible.

Action: MI to share with RM details to enable her to also post to Twitter/X.

3. Membership Update

MI explained that he was continuing to explore an optimal technical solution to direct mailing from larger databases. The Board welcomed new members and asked MI to continue with his work on wider direct marketing.

Action: MI to report progress on a preferred technical solution to the need for larger direct marketing initiatives.

4. AGM Process

The Board noted the need for an Independent Election Committee to run Elections for vacancy Board posts. MI explained the relevant Trust governance and processes. The Board welcomed his advice, acknowledging the requirement for an independent Chair and for others to be involved. The Board agreed to look outside the Club and the Trust membership for Chair and members for a potential Election Committee.

Action: MI to explore with colleagues at FSA, Exeter, Brentford and Tottenham.

Action: KH to explore with colleagues at Chelsea.

Action: RM/KH to explore with IAG colleagues.

5. Offers of Help

MI was following up an enquiry from a member asking for information about serving on the Trust Board. He was also following-up an offer of help from a member on Trust IT/technical matters.

CW would refresh contact with members who volunteered to help.

Action: MI

Action: CW

6. IAG Meeting Feedback

RM feedback from the recent IAG meeting. The IAG had recorded thanks to the ex-IAG chair, noting regret at her resignation and that they would, in due course, be seeking a new Chair.

RM offered to draft an article focusing on safety at matches which would be shared with the Board and Trust membership.

Action: RM

7. Diversity Meeting

TR shared progress with the Board. Our approach for support from the Premier League Fan's Fund couldn't be pursued. Applications for this fund must be made by Clubs. West Ham did not feel able to support our initiative because they didn't have sufficient time to consider the detail before Fan Fund submissions needed to be made. They also said our approach didn't align with their own approach to Diversity, Equality and Inclusion. TR has responded to Jake, but not yet heard any more from the Club.

The Board were surprised and disappointed. They nonetheless agreed TR should revise the plan for an event to better understand barriers to inclusivity, reducing costs but otherwise press ahead with the event as planned.

In view of this, and other disappointments, the Board discussed how the Trust might best

work with the Club. It was agreed that the interim Chair would write on this theme to Lady Brady. It was also agreed it could be helpful to explore informal feedback on the same theme from Jake with the intent of being best prepared for effective fan-led relations with the new Head of Supporter Services.

Action: TR to circulate to Board a draft letter to Lady Brady.

Action: CW to contact Jake.

8. AOB

KH feedback from ISC discussions about proposed arrangements for a West Ham FAB. Nothing was yet agreed. He would circulate the latest proposed version for FAB arrangements. He was maintaining the Board's agreed position in relation to minutes/records of FAB meetings, that they should be sufficiently detailed to enable readers to understand who decided what and why. And published promptly – within 7 days.

9. Date of next meeting

23 January @ 18.30

The meeting ended at 19.56