



## **Supporter Advisory Board meeting minutes**

**Date:** Thursday 12<sup>th</sup> July 2018

**Time:** 6.00pm – 8.00pm

**Location:** Stadium Store, London Stadium

### **Key personnel:**

- Karren Brady, Vice-chairman, West Ham United
- Tara Warren, Executive Director of Marketing and Communications, West Ham United
- Philippa Cartwright, Project and Stadium Director, West Ham United
- Nicola Keye, Head of Ticketing, West Ham United
- Julie Pidgeon, Disability Access Officer, West Ham United
- Ben Illingworth, Head of Matchday Operations, West Ham United
- Jake Heath, Supporter Services Manager, West Ham United
- Kerry Patterson, Head of Retail, West Ham United
- PC Robert Glozier, Metropolitan Police
- Graham Harris, Deputy Safety Officer, LS185

### **SAB members present:**

- David Baker (Representing West Stand)
- Sean Whetstone (Claret and Hugh)
- Steve Applebee (Nominated to represent Bondholders)
- Don Adams (Representing over 65 supporters)
- Cecilia O'Herlihy (Representing East Stand)
- Lee Vehit (Representing Bobby Moore Lower, member of WHU Deaf Supporters Group)
- Sue Watson (Representing West Ham United Independent Supporters Association)
- Alastair Holmes (Representing Pride of Irons)
- Brian Gale (Representing Restaurants)
- Jose Sanchez (Representing Club London Bars)
- Trevor Bright (Representing wheelchair using disabled supporters; co-founder of the DSAB)

### **Apologies:**

- Sunil Karir (Representing families)
- Thomas Hickey (North Stand)
- Anthony Rosenthal (Representing Away Season Ticket holders)
- Alexander Middleton (Scandinavian Hammers – International Supporters Club)
- Aaron Watkins (South Stand)
- Bev Cornell (Claret and Blue Bubble Social Media Platform)
- Joshua Dodd (Representing Under 25s)
- Cathy Bayford (Representing ambulant disabled supporters; co-founder of DSAB)
- Colin James (1966 Season Ticket Holders)
- Donna Heuerman (Hammers Supporters Club)
- Jodie Crane (Women)

## **AGENDA**

1. Welcome and purpose of the meeting
2. Your feedback and Expert Working Group guidance
3. Aims and objectives of the new consultation structure
4. Proposed format, structure and process
5. Proposed Terms of Reference and Memorandum of Understanding
6. Looking to the 2018/19 season – Questions from Group
7. AOB
8. Meeting closed

### **1. Welcome and Opening Address**

Karren Brady (KB) opened the meeting and thanked everyone for attending the final meeting of the Supporter Advisory Board in its current form. KB said that following fan feedback about reconstituting the Club's supporter consultation process, the future structure of the SAB would be discussed tonight. KB thanked the SAB for their feedback to help with the proposed way forward, their suggestions were appreciated and hoped we could reach a positive outcome together.

KB stated that it was very important and extremely valuable that this Board is the focal point and only official forum with regards to the relationship between the Club and the supporters. KB stressed that the Club wanted to make joining the 'new' SAB a more democratic process so that it was representative across a whole host of sections of the fanbase. KB explained that JH and his team have carried out a great deal of research and consulted third party organisations such as FSF, Supporters Direct and the Premier League. KB then introduced Jake Heath (JH) to discuss the new processes.

The location of the meeting was agreed to be much more appropriate in the West Ham Stadium Store as it was more practical and comfortable for those attending.

JH thanked everyone for coming to the meeting and those who provided feedback on the new SAB process.

JH indicated to the meeting that there was a presentation on the TV screen for them to view and comment as the presentation progressed.

JH started the presentation;

#### **Purpose of the meeting**

**JH:** At the end of the 2017/18 season, we decided the time was right to review our approach to supporter consultation and to reconstitute the Supporter Advisory Board.

Today's meeting is an opportunity for us to:

- Update and consult with you all about the plans for the new structure
- Set out and discuss the proposed parameters
- Listen to the views of supporter representatives
- Agree the way forward

**JH:** Naming the New Supporters Groups: Following feedback, it was suggested that the SAB could change its name to signal a new way forward. JH showed the group some examples and asked for feedback from the group. Examples of potential new names of the group were read out:

- OFFICIAL West ham United Supporters' feedback board
- OFFICIAL West ham United Supporters' Consultation board
- OFFICIAL West ham United Supporters' Committee
- OFFICIAL West ham United Supporters' Group
- OFFICIAL Hammers Feedback Board
- OFFICIAL Hammers Consultation Board
- OFFICIAL Hammers Supporters Board

The meeting was asked what they think of the suggested new names for the group. Sean Whetstone (SW) said that he preferred West Ham Consultation Board. Others agreed considering the names suggested that retaining 'Board' in the title was preferred. Therefore, KB asked the room if they liked Official West Ham United Supporters' Board. There was a general agreement that this new name worked and would be the new name to take forward.

## **2. Your feedback and Expert Working Group guidance**

### **Listening to your feedback**

WHU asked fans what they would like to see in the new consultation process. JH said that WH had looked through the feedback received by SAB members and would ensure;

- A new and independent election process
- Ability to continue momentum through specialist subgroups
- Fan representatives are contactable via WHUFC.com
- Wider coverage for Supporters' Group across Club channels
- Agenda, minutes and actions are all agreed in consultation with Group members
- Actions points are outlined at the close of meeting and summarised in minutes
- Updates on actions to be circulated with agenda, prior to next meeting
- External fan groups will not be given preference to join the Group
- New meeting structure and process to encourage productive meetings
- Fans must be prepared to ask their questions on behalf of supporters
- More time for discussion at AOB
- Agenda is sent out seven days prior to Group meeting
- Minutes are shared within two days and publicised within five days of Committee meeting
- Survey wider supporter base to gather agenda items and topics for discussion

### **Expert Working Group guidance**

WH considered the guidance issued by an Expert Working Group put together by DCMS in 2014 that consisted of input from the National League, Football League, Premier League, FA and fan organisations, and set recommendations for clubs when engaging with supporters. JH said that the recommendations stated that;

- There should be at least two meetings per season.
- Framework documented in Supporter Charter
- No individuals should be excluded from the meetings without good reason
- Preference restricted to a small number of supporters.
- Significant proportion elected, selected or invited to these meetings in line with basic democratic principles

- Senior representatives should attend - either owners, directors and/or senior executive management
- Most productive with a tighter, democratically elected group with interest in strategic and governance issues
- Focus of meetings should be on strategic / major issues
- All parties should be able to table additional topics where relevant and timely

Led by JH, the meeting commented and discussed this guidance and implications:

- WH proposed three meetings per season in addition to three DSAB meetings and two Junior Fan Forums. All of these groups come under the umbrella for Supporter Consultation. There would also be the option to form specialist subgroups throughout the season which is presented in more detail later in the presentation
- No individuals should be excluded from the meetings without good reason. There is a preference to restrict participation to a smaller number of supporters attend to obtain good quality information from SAB attendees. It's anticipated that the numbers currently attending the SAB will be similar in the new process.
- The focus of meetings should be on strategic / major issues. WH always try to make sure that minor issues are dealt with before the meetings take place and all parties should be able to table additional topics where relevant in the Another Other Business section of meetings.

### **3. Aims and objectives of the new consultation structure**

JH explained that, having taken on board fan feedback and reflecting on the SAB objectives, the proposed aims and objectives of the new structure would be;

- To facilitate an open and constructive forum between West Ham United supporters, the Board of Directors and senior management
- To provide the widest representation possible of West Ham United supporters
- To ensure a fair and accountable selection process for representatives that meet the Club's Equalities objectives
- To build a positive and closer relationship with West Ham United and its supporters
- To develop a greater understanding of the issues that are most important to the West Ham United fanbase that are considered in Club decision making
- To enable fans to play a key role in improving the supporter experience and shaping the future of West Ham United
- To be the official and only conduit between the supporters and the Board of Directors

There was general agreement by the SAB members that they were positive and acceptable to move forward. JH confirmed that would be an opportunity for further feedback from SAB members to finalise the objectives and he would share a final version with the attendees.

### **4. Proposed format, structure and process**

A diagram was presented on the new consultation structure.

- WH are proposing three meetings per season, starting in October 2018
- To launch a junior forum for 11-15 year olds and 16-20 year olds

- The DSAB and specialist sub-groups eg. Ticketing , Website, Accessibility Match Day, Community, Stadium that will feed into the new forum with senior board members, relevant club officials and Supporter Services in attendance where necessary.

The meeting were asked to comment on the new structure and general agreement that they were acceptable, particularly to suggestion of specific sub-groups.

### **New Junior Fans Forum**

JH explained that the objectives of the new Junior Fans Forum are;

- To engage directly with our younger supporters
- To provide a unique platform for young supporters to share their views and experiences
- To survey junior members with new initiatives and ideas
- To enhance the supporter experience for young Hammers

The proposed format would be two groups of ten juniors (11-15 year olds and 16-20 year olds). Both forums to be held on same day and in school holidays to maximise the opportunity for young people to come along and the Club will work with the Foundation to create a forum. The Club will send out a survey to all Claret Juniors beforehand to inform discussion topics/events at the forum. There would also be opportunities for junior forum members to participate in the matchday experience and involve their fellow junior supporters on the day.

The meeting agreed this was a positive step and encouraged this activity.

### **Proposed representative groups**

JH presented twenty categories of fan representatives for next season. After reading fan feedback, WH decided to make the number similar to the season before. There will be one place per category except for Bondholders and DSAB who are currently entitled to two places.

The proposals presented to SAB members for their feedback were:

- 20 categories of fan representation, 1 or 2 per category (see list below)
- DSAB and Bondholders receive 2 places by default
- Candidates must match minimum criteria when applying
- Ensure that fellow fans and their views are appropriately and effectively represented at meetings
- Chair and Vice-Chair to be elected by fan representatives

1. Families & juniors
2. Under 25s
3. Over 65s
4. LGBTQ fans
5. Women
6. Accessibility X2
7. Bondholders X2
8. Black Asian and minority ethnic (BAME) fans
9. Official Supporters Clubs UK
10. Official Supporters Clubs International
11. Club London restaurants
12. Club London bars
13. 1966 Season Ticket Holders
14. North Stand

15. East Stand
16. South Stand
17. West Stand
18. Away Season Ticket Holders
19. Claret Members
20. Other representative groups

Candidates must match minimum criteria, such as if you are applying to be the families and juniors' representative you must be an adult who attends with an under 16 season ticket holder or member. There is no requirement to be a season ticket holder, but fans must have attended a threshold of matches in the previous season and must hold an active season ticket or claret membership. Fan representatives must attend all meetings on behalf of their fellow supporters and each category.

SW asked why bondholders get two positions. JH answered that it was in their original agreement with the club. KB asked for JH to speak to the bondholders to see if they would be happy with one place. Nicola Keye (NK) said she had the manifest and would look to see what it said. It was agreed that Steve Applebee would report back to the Bondholders Executive Committee to (1) clarify the entitlement of two Bondholder representatives and (2) following an internal discussion the Bondholders ExCo will advise the club as to whether the Bondholders representation will comprise of either one or two members.

SW said he was keen for a proportionate representation of each category. KB replied that juniors will have their own forum so their views will be represented but agreed that families and juniors should be considered for two representatives. Don Adams (DA) asked if a person is unable to attend a meeting can they nominate another. KB replied saying the current proposal was that if elected members were unable to attend a meeting they were to pass on their questions to the Chair of the group who will put forward the questions on their behalf.

### **Proposed independent election process**

JH then moved on to explain how the election process would work. All season ticket holders and Claret Members will be contacted with the information on the new supporters group once the proposals had been finalised.

Key principles of the process for SAB members to provide feedback:

- Any STH or Claret member who meets the qualifying criteria under each category can apply
- Each applicant must be nominated by at least five Season Ticket Holders or Claret members
- Membership numbers verified by Club to ensure legitimacy of application
- Supporters to complete application statements of max. 200 words
- Answer questions within application – what you think you can bring, how you are representative of the group, how you will consult with your group, commitment to Group objectives
- Applications reviewed by independent panel
- All reps hold place for one season and can stand for re-election
- Chair and Vice-Chair elected by reps, rotating seasonally

SW asked who the independent panel would be. JH answered that the club wanted to approach a group such as Supporters Direct (or a similar experienced independent organisation in the field of supporter experience) and it would be entirely independent of the football club. SW suggested club could also go with PWC and KB agrees this could be an option. SW asks how independent panel

would pick members and KB says that the club would suggest some criteria and agree this with the independent panel. SW asks if selections and criteria will be published and KB and JH replied that WH would.

### **Proposed role of Chair and Vice-Chair**

Key principles for the proposed roles of Chairperson and Vice-Chairperson for SAB members to provide feedback:

- Option to stand for Chair/Vice-Chair will be on the application form
- Additional qualifying criteria for Chair/Vice-Chair (e.g. relevant experience)
- Must be willing to raise issues and topics on behalf of fan reps who cannot attend
- Must be willing to positively engage with the Club and all fan representatives
- Chair and Vice-Chair will also meet with Club separately on behalf of group

It was agreed this was a sensible process to select a Chair and Vice-Chair.

### **Communication**

JH also said that Fans can apply to be a fan representative through direct link in email, on WHUFC.com or by post, the Group, DSAB and Junior Fan Forum will hold standout places on new fans section, WHUFC.com. There will be a direct mail after each meeting to create awareness of Group, highlight updates/actions and ensure it receives the widest coverage possible.

JH added that a new fans section on site with dedicated area for Supporter Consultation will be created, that will include interviews with fan reps, testimonials from SAB members, central hub for feedback and new initiatives, updates on actions through video and visuals so all of the work. Actions will be centralised in one place so easily accessible.

The proposals for communication included:

- Direct email to all Season Ticket Holders and Claret members with explanation of new Supporters Group, including aims, processes and how fans can be involved and timescales
- Fans can apply through direct link in email, on WHUFC.com or by post
- The Group, DSAB and Junior Fan Forum will hold standout places on new fans section, WHUFC.com
- Direct mail after each meeting to create awareness of Group, highlight updates/actions and ensure it receives the widest coverage possible
- New fans section on site with dedicated area for Supporter Consultation, including interviews with fan reps, testimonials from SAB members, central hub for feedback and new initiatives, updates on actions through video and visuals
- All of the work and actions centralised in one place and easily accessible/digestible
- Fan Reps can be contacted directly by wider fanbase

### **Supporting the role of fan reps**

JH outlined how the role of a fan representative;

- Fan reps contactable via WHUFC.com
- Mail sent directly to supporter's personal email account
- Web-form ensures data protected under GDPR
- Fans who cannot access website can go through Supporter Services

- Will help to strengthen day-to-day relations with Services
- Provides the wider fanbase with a mechanism for informing discussion points at meetings
- Will help to separate any individual issues/complaints from being raised at meetings, supporting productivity and allowing us to solve issues at the time they occur

## **5. Proposed Terms of Reference and Memorandum of Understanding**

### **Proposed Terms of Reference**

A Memorandum of Understanding will be established to outline the expectations and code of conduct for the new group, that members will be required to sign up to.

JH discussed the proposed terms of reference and said that the Club and fan reps must conduct themselves with the spirit of the Group in mind, work together with the best interests of the Club at heart. The group should be an open and constructive forum for discussion. It is understood that there will be complaints and criticisms at times but it is vital that it is not played out in the public forum.

JH continued by saying that the number of meetings per season, structure, process and format will be outlined in a full document to review ahead of the application process. Fan reps will need to be prepared to set out how they will consult with their category to raise questions and issues on behalf of their fellow supporters.

The key principles of the Terms of Reference were discussed and SAB members were asked to provide feedback on:

- The Club and fan reps must conduct themselves with the spirit of the Group in mind
- Working together with the best interests of the Club at heart
- The Group should be an open and positive forum for discussion
- Number of meetings per season, structure, process and format all outlined
- There will be a full document to review ahead of the application process
- A minimum criterion will be set for each representative category (must attend X number of games etc.)
- Fan reps will need to be prepared to set out how they will consult with their category to raise questions and issues

JH asked the room if they have any thoughts on the proposed terms of reference.

DA asks how many games people will need to attend. JH responded by saying the current thinking is season ticket holders or claret members who have attended 15 or more matches but that is up to the attendees to decide. KB asked if anyone disagrees with 15 and there were no objections

### **Proposed Memorandum of Understanding**

JH explained the key principles of the Memorandum of Understanding to SAB members and asked for their feedback:

- All fan reps must agree to a Code of Conduct
- If fan reps cannot attend an event, the Chair or Vice-Chair will be tasked with speaking on their behalf
- The Club will reserve the right to ask any fan rep to leave if the Code of Conduct is broken
- Sharing of information agreement, no third-party minutes or social media reporting
- Everyone must act in a manner that does not bring the Club or Group into disrepute
- Group is setup to establish open discussion and to genuinely improve the fan experience

- Minutes will be shared between Fan Reps for feedback ahead of publication
- Fan Reps must raise issues on behalf of their groups and not withhold information from the Group

WH want to build a positive relationship and working together. If there are issues then the club will want to help, but there needs to be a level of cooperation from the fan representatives. JH said that the club would reserve the right to ask any fan rep to step down if the code of conduct is broken. The code of conduct will include requirements that fan reps will not report information to third parties or sharing of unauthorised information on social media. SW said that minutes need to be published sooner and KB agreed. JH said that all minutes will be shared with the group prior to the meeting

KB said the purpose of the group is to improve the club for the supporters and to inform WH of things that they do not know about within the fan base. The group is about working with people who want to work with the club. Fan reps must not act in a manner that brings the Club or group into disrepute DB said that the new format would be constructive, positive and effective.

KB talked through the timeline:

- Monday 13th August: Launch application process across WHU channels
- Monday 27th August: Application deadline
- Independent panel to review applications
- Monday 24th September: Successful applicants notified
- 25th September – 28th September: Vote for Chair/Vice-Chairperson
- Monday 8th October: Chairpersons confirmed
- End of October 2018: First meeting of new Supporters' Group

DA asks how the chair and vice-chair will be elected. Tara Warren (TW) responded saying that the groups, once selected, will choose the chair and vice-chair. KB suggested after the fan representatives had been selected, at the first meeting the candidates who have put themselves forward to be a chair on their application will be selected via a secret ballot. Whoever gets the most votes is the chairman and whoever gets the second most will be vice-chair. The room agreed.

TW said the SAB feedback had been very comprehensive and that JH had worked particularly hard to ensure it was all considered in the process as was the advice of the independent third parties such as the Premier League, Supporters Direct and the FSF. TW confirmed that while it was positive that the group seemed to be fully supportive and on board with everything as proposed, this was the opportunity if anyone in the room did have any issues to raise regarding the proposed new structure, otherwise this would be taken as agreement to all of the proposals. The group re-confirmed their agreement to the proposed format and changes.

## **6. Looking to the 2018/19 season**

### **Looking to the 2017/18 season – Actions from previous meeting**

- Timings/update on shelving in East Stand

JH then introduced the actions from last season. JH updated the room and said the East Stand shelving will be in place for the start of the new season. Ben Illingworth (BI) said that WH had been waiting on sign off from building control at Newham Council and it is being manufactured and will be in place for the first home game.

- SAB profiles in matchday programme

JH went on to say SAB profiles have now been in matchday programmes.

- Consult SAB members on concourse designs

The club consulted the SAB members on concourse designs and they were introduced.

- DSAB leaflet and business cards in accessibility areas

JH said that DSAB leaflet and business cards are now in the shop (shuttle bus arrival/departure point) and on shuttle buses.

- Champions Place Phase 3 and cleaning rota

JH explained that the club had put in a planning application for 250 Champions Place stones after the last application said a minimum of 1,000 at a time and this would allow the club to get them in quicker. Philippa Cartwright (PC) added that the application has been agreed in principle and is now just waiting for official confirmation from the planning authority and a provisional installation window has been agreed with LS185 that is before the start of the season. JH said that the stones are cleaned ahead of every home game and there is a litter pick and on the spot jet washes also. JH confirmed that the club also do cleans when they are necessary and BI confirmed that the next one will be done before the start of the season.

- Delay on big screens during play

JH said that the Media and Marketing team had monitored the screens after Lee Vehit (LV) had raised it at a previous meeting and confirmed there is a split second delay, but that it is natural and it is not possible to get an exact live feed to the screen.

- Tannoy volume/HT interviews in East Stand

JH said that regarding the speaker volumes at half time, he had sent over SLOs to the East Stand and couldn't find any issues but JH informed the room that the club will have a sound technician for the first home game to check volume especially during half time interviews. DA said at the last home game there was a significant improvement.

- More bubble machines in the East Stand

JH informed the room that there will be more bubble machines in the East Stand and BI said that the club would be buying them.

- Undertake audit – hooks on cubicle doors

JH said his team had completed an audit of all the hooks in the toilets and hand-dryers in the ladies' toilets and JH said he would discuss with Cecilia O'Herlihy (CO) and Sue Watson (SWa) personally but JH said the club have submitted the audit to the facilities manager at LS185 and that will be chased up by his team and WH are looking at introducing hand-sanitizers SWa asked to be shown the audit as well.

- Record timings of exit doors opening

JH introduced Graham Harris (GH) to speak about the exit doors opening. GH explained that at Everton the segregation barriers went in at 16:17, the exit doors opened 16:52, the exit segregation doors on the back part of the West Stand finished at 17:08. GH said he would send over the full figures for the season to JH so he can share with the group.

### **Looking to the 2018/19 season – Questions from Group**

Steve Applebee (SA)

**Question 1:** Has there been any developments in the negotiations with the stadium owners, specifically in respect of the stadium capacity, pitch perimeter covering and concourse shelving?

**Answer:** KB answered that in regard to the capacity, that is currently in a legal process and will go to trial later this year.

**Question 2:** Would it be possible for the supporters to have some input in the choice of future home and away kits?

**Answer:** KB answered that it is a possibility that a small group could have a briefing session with Umbro.

Don Adams (DA)

**Question 1:** Will the mobility busses be provided next season and will new passes be issued?

**Answer:** Julie Pidgeon (JP) said WH would be writing to supporters informing them as the club will be tightening up on it and will try and accommodate everyone but will be making a priority those that really need the service. KB explained that there will be eight buses pre-match and 18 post-match and that will stay. JP said it is a great service and the club are proud of it. DA replied that it is vital and those that use it are very grateful for it.

**Question 2:** When will the season tickets for the Ladies matches be issued?

**Answer:** NK said that once the fixture list is out WH will be in a position to print them out. It was estimated that they would be sent out in early to mid-August in time for the start of the season.

Sue Watson (SWa)

**Question 1:** What works have been completed to the champions stones to ensure a quality finish, whilst making sure of the longevity of the finished stones?

**Answer:** BI said that before the first home game there will be an annual clean which will improve the grouting, they will be pressure washed and polished and the few stones that were laid upside down have been corrected. BI continued that it will all take place once the next installation is finished before the first home game.

**Question 2:** Explain the process by which season ticket numbers are allocated for sale to those on the waiting list?

**Answer:** NK explained that everyone who joined was put on in order and everyone has been issued in priority order of the date they joined.

Cecilia O'Herlihy (CO)

**Question 1:** CO raised an issue on behalf of a fan in the West Stand who wanted to know more about the barrier on the concourse that was put in place following the Burnley match. Topics raised were the catering offering, availability of TVs, access to toilets and concourse facilities.

**Answer:** KB answered that part of the reason for the issues in the game against Burnley was the migration from fans from one area to another. KB continued that the safety and the security of the fans must come first and the infrastructure will stay in place for the foreseeable future. KB added that the barrier on the concourse beside Turnstile A will move slightly to the other side of the lift and KB said additional catering options have been moved into that area following feedback from SLOs.

**Question 2:** Is there any update since Karren's meeting with Sadiq Khan about a further meeting with him Lyn Garner or anyone else. There is an issue about how the media view our use of the stadium and how much we pay for it, There was also a recent BBC report on 22nd June 2018 that David Sullivan was going to step in to sort out the impasse has this happened.

**Answer:** KB said that the club deals with all the related issues with the stadium and added that there was a recent positive private meeting with the new LLDC chair Peter Hendy. KB stated that the club wants no more or less than was agreed under the concession agreement but that these things take time.

Sean Whetsone (SW)

**Question 1:** Can you clarify comments made in the Newham LS-SAG meeting in April where it was recorded in the official minutes that West Ham would look into biometrics, photo cards, ticketing on mobile devices and facial recognition for West Ham games?

**Answer:** KB stated that the club would fight any insistence that they should do that. KB added that the club did need to add greater controls over ticketing to ensure those who are using tickets are using them correctly. KB said that may have been the case but if they had she would have said no. KB notes that there is a minority of fans that cause issues but a good stewarding operation should deal with that.

**Question 2:** SW asked about the threat by Newham Council in the April SAG minutes that they may prohibit the use of the front sections of blocks 215/216/217 in the upper tier if persistent standing is not tackled in those areas.

**Answer:** BI responded that persistent standing is present to some degree at every football ground and we manage certain areas of London Stadium accordingly. BI continued that where the authorities are more vigilant is where a fan could get seriously injured. KB added that if you stand in the upper tier, it can be considered dangerous and the club have to do everything it can legally to get people not to stand. BI said WH were working with LBN and LS185 to deal with this issue and at the recent SAG meeting, LBN were satisfied that stakeholders were working on a strategy to deal with the upper tiers. KB said that safety is absolute priority for the Club, and will take the views SAG seriously. BI said stewards walking down the aisles and asking supporters to sit down has been effective. GH added that all clubs have this issue and LS185 are working with stewarding providers and new management teams to solve it. PC said the reason 217 is identified is that the section is in the upper tier with a concrete surface far below. KB said that should WH have any issues with the SAG it will be raised with the SAB but the SAG is an independent advisory group. NK said that this issue is an example of what can be discussed in the sub-groups.

Lee Vehit (LV)

**Question 1:** Why can't you click and collect at other club stores? Lots of items and sizes are not available at Lakeside, Basildon and Romford but can't be ordered online as you can't get delivery to those shops. For some it's more convenient to pop to a local store than pay delivery charges to their home address.

**Answer:** KB replied that Click and Collect will be available at Lakeside Store by August 1<sup>st</sup> and the other stores by early September. Kerry Patterson (KP) confirmed.

**Question 2:** Some deaf and/or partial hearing supporters claim the bar in front of the Big screen in the Bobby Moore Lower is not connected to an Induction loop. This has caused some difficulty when ordering drinks in a noisy and busy area. Can we ensure this and some / all pop up stalls have the loop facility i.e.: ice cream, popcorn and real ale stalls?

**Answer:** GH responded by saying he has chased up that day the issue with catering partner, Delaware North, and spoken to the venue operations team said that it would be highly advisable to install an induction loop. GH added that it is now on the E20/London Stadium management group agenda and they are meeting in a few weeks to discuss it. GH says he has written a short letter to E20 explaining the need and reasons for it as there are other venues that have it.

Trevor Bright (TB)

**Question 1:** Will we ever get a pre- season game at home?

**Answer:** KB stated that the idea West Ham cannot play home games on Boxing Day as a myth and the club played a pre-season friendly against Juventus in the Betway Cup in 2016 but last year they couldn't because of the IAAF which had been in the diary since before WH were tenants and there are plans for future games at home during pre-season.

**Question 2:** Is there an alternative plan now that we can't have the promised statue?

**Answer:** KB explained that the club were promised the statue would move and offered Newham a six-figure-sum. KB added that here are options such as having another statue and but will consult fully with the fans about options going forward.

Jose Sanchez (JS)

**Question 1:** Can we please have an update on what is happening with the memorial site at the Boleyn please? I have someone asking what is happening with their Grandad's and Dad's memorial at the old ground.

**Answer:** Jose Sanchez (JS) said his question about the memorial garden had been answered by Supporter Services before the meeting and encouraged anyone to contact Sophie Lawson or Supporter Services if they had any queries.

For those that want an update on the Memorial Garden: Developing proposals for the new garden is a priority for the Club. There has been ongoing consultation with families who are connected the garden in partnership with WH and Barratts London. Fans will be informed of progress once the families have been consulted and proposals finalised. The Club will make a contribution to the new garden that is fitting to those who are laid to rest and remembered in the new development for their love of West Ham United. If you want to arrange a visit, the Memorial Garden is open daily and you can arrange an appointment with Support Services.

Brian Gale (BG)

**Question 1:** Discussion regarding redistribution / allocation of tickets / seats not used by Corporate members who have a quantity of available seats.

NK said this was about education and letting fans know what issues can be caused to their fellow supporters. KB said the issue is usually partners rather than corporates as corporates are usually local families or businesses and maybe in the future WH will have a partner's section away from corporate fans. Supporters can use the Ticket Exchange facility to post their ticket for sale if they are unable to attend a match.

David Baker (DB)

**Question 1:** What is the situation regarding the Reserve List for Season Tickets?

**Answer:** KB said that there had been a record number of renewals for this season and that WH will be sold out again.

**Question 2:** What plans & actions are being put into place to stop the constant & embarrassing leaks regarding transfer activity & other Club activity?

**Answer:** KB stated that the Club are working hard to keep leaks to a minimum and the Club were continuing measures to put measures in place to stop leaks from staff. SW said that because so many people are involved in transfers, deals cannot be kept from being leaked.

KB thanked everyone for attending and said she was excited for the new format to begin and wished the team the best for the upcoming season.

### **Actions to be carried forward**

| <b>Actions</b>   | <b>Assigned to</b> |
|--|--------------------|
| JH/NK to speak with Bondholders regarding representation on new supporter consultation forum/check bondholder manifest | <b>JH/NK</b>       |
| JH to publish selection criteria for each fan rep on new forum   | <b>JH</b>          |
| PC/BI to ensure cleaning of CP before every home fixture, as well as improvements in grouting/quality                  | <b>PC/BI</b>       |
| JH/BI to arrange sound technician in the east stand for the first home fixture   | <b>JH/BI</b>       |
| JH to chase Vinci facilities on hooks in toilets/hand driers/hand sanitiser  | <b>JH</b>          |
| GH to share exit door timings with JH for distribution   | <b>GH/JH</b>       |
| JP to write to all supporters who use the shuttle bus service regarding new process                                    | <b>JP</b>          |
| GH to liaise with Delaware North regarding the installation of induction loops at catering kiosks                      | <b>GH</b>          |