



Minutes of Board Meeting Sunday 15th October 2023

Attendees:

Greg Tomlinson (GT) – Chair
Cliff Culley (CC)
Paul Karter (PK)
Charlotte Robson (CR)
Adam Stoker (AS)
Olivia Thomson (OT)
Felicity Thow (FT)
Colin Whittle (CW) – Secretary

Apologies

Pete Davey (PD)
Lisa Mole (LM)
Kevin Patterson (KP)

Item 1 – Minutes of previous meeting

The minutes of the previous meeting held on the 25th September 2023 were accepted as a correct record.

Item 2 – Ticketing update

GT confirmed that himself and PK had met with Sarah Medcalf (SM) and Matt Willis (MW) from the club's Supporter Services Department on 5th October 2023. At the meeting GT outlined the numerous issues in relation to ticketing that had been brought to NUST's attention by members and the wider fanbase (see minutes from 25TH September 2023 meeting for details.) It had been agreed that NUST would submit to the club, in writing, the list of issues, with a breakdown (where possible) of the number of complaints received in each category and potential solutions for the club to consider. PK confirmed that this document had been finalised and following a final check could be submitted for the club's consideration.

NUST continue to receive a wide range of queries in relation to unresolved issues where the

club is unable to assist supporters and will continue to assist supporters with queries where possible.

Due to the continuing number of issues/queries an interactive session is to be hosted by NUST on Sunday 22nd October 2023. Over 130 members had applied to attend the session to date and the closing date for those wishing to attend is Tuesday 17th October 2023. Following the closing date arrangements will be finalised for the session. A representative from the FSA will attend.

It was agreed that the continuing number of issues demonstrated the importance of meaningful fan engagement ahead of major decisions impacting on supporters.

Item 3 – Fan Advisory Board (FAB) update

GT confirmed that there have been no further updates with regard to FAB .

Item 4-Memorandum of Understanding (MOU)

A number of Supporter Trusts have in place MOUs with their own clubs, setting down how the relationship with Trust/Club operates. It has been agreed with the club, in principle, that a similar agreement should be in place at NUFC. With that in mind a draft MOU has been prepared and will be submitted to the club imminently.

Item 5-FSA Governance Audit

It was confirmed that all of the information requested by the FSA in relation to their Governance Audit has been further reviewed in order for the audit to commence.

Item 5-AGM

GT confirmed that he had spoken to the NUST auditors and all information required to commence the yearly audit had been collated, in order to allow the audit to commence and then a date for the AGM to be selected.CC provided an update on NUST finances ahead of the audit.

Next meeting- to be confirmed.

NUST