



Minutes of Board Meeting Monday 9th September 2024

Attendees:

Paul Karter (PK) (Chair)
Lisa Mole (LM)
Adam Stoker (AS)
Kevin Patterson (KP)
Olivia Thomson (OT)
Felicity Thow (FT)
Colin Whittle (CW) – Secretary

Apologies

Cliff Culley (CC)
Pete Davey (PD)

Item 1 – Minutes of previous meeting

The minutes of the previous meeting held on the 5th August 2024 were accepted as a correct record.

Item 2 – Supporters Services Meeting Update

AS provided an update on the most recent meeting with NUFC which had taken place earlier today with Sarah Medcalf/Matt Willis/Sarah Cook from Supporter Services department. FT had given a presentation following a recent NUST survey regarding ticketing functionality and issues that had been experienced by supporters. It was agreed that when NUST were assisting supporters with queries they should also direct them to contact Supporter Services in order that the club could collate data in respect of any issues experienced. A range of other topics had been discussed which included ticketing functionality/land at East Stand/notifications in relation to away ballots/filling of vacant seats in corporate areas on match days/cleanliness of stadium/PA system/stewarding deployment/catering. Club representatives confirmed that there was to be a workshop in relation to matchday catering later this month. It was pleasing to see that following representations from NUST the club had agreed to compile a list of ticketing FAQs to assist supporters. For information the results of the most recent NUST end of season survey can be accessed at

<https://www.nufctrust.co.uk/news/nust-annual-survey-2024/>

We discussed in detail the problem with season tickets expiring in some supporters digital wallets. Furthermore, we understand that some supporters tickets flashed red at the turnstile for the Tottenham Hotspur game recently, including individuals using Android phones whose season tickets had not disappeared from their wallet in the lead up to the game. If this happened to you, please email paul.karter@nufctrust.co.uk directly with your full name and supporter number. Paul is collating details to send to the club for investigation.

Item 3-Finance

PK provided an update on the NUST accounts. The financial year had recently ended and the process in relation to approval of the final accounts for financial year 23/24 and the AGM would now be planned. It was agreed that CC/OT and CW would lead on the process and a timetable would be submitted to the next Board meeting for consideration. There was a general discussion regarding the process. For information the annual accounts can be located on the FCA website.

Item 4- Fan Advisory Board (FAB) update

PK reported that the first informal FAB meeting of the new season was scheduled to take place on Monday 30 September 2024. This will take place online. The minutes from the last FAB meeting can be accessed at <https://www.newcastleunited.com/en/news/second-fan-advisory-board-meeting-held-at-st-james-park>

Item 5-Land at East Stand

PK reported that the ongoing dispute between NUFC and a neighbouring landowner in relation to land adjacent to the East Stand had resulted in NUST intervening because of potential Health and Safety concerns on match day. This had resulted in a fence that had been put in place being taken down before the Spurs match. NUST will continue to monitor the position and inform supporters accordingly. We will continue to comment on safety concerns only.

Item 6-Football Governance Bill

PK reported that on 15th August 2024 a letter had been sent from NUST to local MP's encouraging them to attend a Parliamentary event, chaired by Ian Lavery MP, to discuss the Football Governance Bill which had been included in last month's Kings Speech. Further information can be found at <https://nufctrust.co.uk/news/nust-update-on-the-football-governance-bill/> . NUST will monitor progress of the Bill through Parliament.

Item 7- Any other business

1. PK updated on communication that had been sent to local MP's following comments by the Mayor of London in support of Premier League games being played abroad. Further responses had been received since last month's meeting. A copy of the letter can be accessed at <https://www.nufctrust.co.uk/news/nust-call-on-local-mps-to-speak-out-against-mayor-of-london-comments/> NUST will continue to monitor the position as part of a co-ordinated campaign with FSA.

2. It was noted that following the start of the season and further interaction with supporters the membership of NUST was continuing to grow. The high level of interaction with club officials, formal membership of FAB, and the number of queries/issues raised by supporters that the Board were able to resolve, were thought to be contributing factors. Meetings with Supporter Services continue to be productive.

3. Congratulations to Board member FT who had completed the Great North Run successfully, running to raise sponsorship for Newcastle Foodbank.

4. PK reported that the key information document sent out by NUST ahead of the Forest League Cup game had been well received by supporters.

Date of next meeting-to be agreed