



Newcastle United Supporters Trust Board Meeting – Monday 6th July 2026

Attendance

Lisa Mole (Chair) (LM), Steve Henderson (SH), Kevin Patterson (KP), Justin Pierre Robert (JR), David Stonehouse (DS), Olivia Thompson (OT), Felicity Thow (FT), Karl Williamson (KW), Colin Whittle (Secretary) (CW),

1. Minutes of the Board Meeting 30th March 2026.

The minutes of the NUST Board meeting on 30th March 2026 were confirmed as a correct record.

2. Crest Change Update

LM reported that concerns had been raised with the club regarding the proposed Newcastle United crest review process, which did not appear to have been undertaken in accordance with the FA rules in that regard. As a result the process is now being reviewed by NUFC so as to ensure compliance. An update is to be provided by David Hopkinson (DH) to LM regarding the process.

3. NUST annual member survey.

FT reported that the annual member survey results had now been collated and an executive summary prepared -given the detailed content of the survey. LM confirmed that she is awaiting confirmation from DH as to his teams availability in order to share the results of the survey and consider the results. Following that meeting it is proposed that DH and his team attend a number of follow up engagement sessions with members to consider the feedback. Further details to follow in due course. FT outlined the survey process to Board members should others wish to assist in the annual survey process in 2027.

4. Football Safety App & Fan Engagement Platform Discussion

The board reviewed information received regarding the Football Safety App and also the Fan Engagement Platform. Both areas were worth considering in light of the number of 'supporter issues' raised by supporters with NUST. In particular concerns had been

raised regarding: how complaints are handled; clarity of club processes; effectiveness of supporter support mechanisms. KP will lead on this workstream and report back to the Board.

5. Board Roles and Member Engagement Discussion

LM suggested that board members consider taking individual ownership of specific projects ,given the number of areas that NUST were now involved. Areas identified included: social events; member engagement initiatives; community-building activities. As an example ,the WhatsApp community has proved successful and well received by members -as indicated in comments from the survey- and Board members felt that such initiatives should be built on in order to further increase the profile of NUST .

6. Membership Update

SH presented his monthly update to the Board ,following the updated membership payment process introduced earlier this year. In particular it was reported that there had been an increase in membership recently .Membership migration to the new payment system will continue as the end of the NUST financial year approaches (August 2026). It was agreed that new members be offered the opportunity to join for a period of 5 years which would further reduce admin costs in relation to the membership database.SH referenced that 'LoveAdmin' were rebranding so members may be contacted by them with confirmation but no action was required by members in this regard. It was agreed that members should be briefed about this change in the next NUST update email and that no action would be required by members.

7. Board Elections.

CW reported that following the end of the financial year the yearly election process would need to be considered ahead of the AGM in January 2027.The term of a number of Board members expires at that point, as per the NUST rules, with new Board members to be elected. It was pointed out that at the AGM in 2026 members agreed the appointment of 4 new Board members given the high quality of candidates. Further discussion will take place post the end of the financial year in order to agree the election process.

8. Loyalty Points Proposal.

LM reported that immediately prior to the commencement of the meeting she had received a communication from NUFC who proposed a change in the loyalty points system in cases where a season ticket was being transferred (permanently) by a supporter. In such circumstances NUFC were proposing that loyalty points applicable to that season ticket would not pass from transferer to transferee. The proposal would be considered and observations given to the club.

9. Fundraising Opportunity

DS offered 4 tickets in the Bobby Robson Suite for a member raffle fundraiser with proceeds to go to the Sir Bobby Robson Foundation. It was agreed that a raffle for members would be carried out to raise money for this worthy cause which NUST have long supported.

10. Show racism the red card (SRRC)

LM reported that she had attended a SRRC event at the Bournemouth fixture last season. As a result of this project funding was secured to deliver a subsequent educational day on 8th May 2026 ,attended by both present and former players. An article on the subject can be accessed via the NUST website [here](#). NUST is proud to continue its association with SRRC.

NUST Board