



## Minutes of Board Meeting Monday 4<sup>th</sup> September 2023

### Attendees:

Greg Tomlinson (GT) – Chair  
Cliff Culley (CC)  
Pete Davey (PD)  
Paul Karter (PK)  
Lisa Mole (LM)  
Kevin Patterson (KP)  
Charlotte Robson (CR)  
Adam Stoker (AS)  
Olivia Thomson (OT)  
Felicity Thow (FT)  
Colin Whittle (CW) – Secretary

### **Item 1 – Minutes of previous meeting**

The minutes of the previous meeting held on the 5<sup>TH</sup> August 2023 were accepted as a correct record.

### **Item 2 – Ticketing update**

The NUST survey closed earlier this evening with 5k plus responses received. FT was compiling a report in relation to those responses for presentation to the club and membership/wider fan base. From an initial review of the responses, there are clearly a wide range of views, but some consistent themes. There was a general discussion about the wide range of queries that were being received by NUST from members and the wider fan base, and more than 1,000 queries have been received from fans with unresolved issues that the club were unable to assist with. Board members agreed that NUST should continue to respond to queries where possible, but it is hoped that once presented with the survey results the club would take appropriate action to ensure problematic areas would be addressed. It was highlighted that the club did take positive action following representations made by NUST last week in relation to an issue with regards to Champions League tickets and it is hoped that the club respond positively to issues raised in the survey. It was agreed that NUST would continue to proactively respond to queries and liaise with club representatives to offer feedback in relation to those issues raised by members and the wider fanbase.

### **Item 3 – Fan Advisory Board (FAB) update**

GT confirmed that the club have now announced their fan engagement plan [https://www.nufc.co.uk/media/79761/fep\\_august-2023.pdf](https://www.nufc.co.uk/media/79761/fep_august-2023.pdf)

Specific reference is made therein to NUST, and the plan includes a response from GT in relation to the proposed FAB. Further details are awaited but the Board consider this a positive step in relation to fan engagement but reserve its position on the effectiveness of the FAB until it is established and in operation.

### **Item 4-Champions League Update**

AS and PK attended a positive meeting with the Football Supporters Europe (FSE) and Newcastle United on Wednesday 30<sup>th</sup> August 2023 (prior to the Champions League draw). It was agreed at that meeting that further engagement with FSE would take place following the Champions League draw when the opposition was known. It is proposed that NUST will circulate information to fans relating to the venues ahead of each game, having collated information from FSE and Trusts of clubs who have also visited those venues. AS will lead on collating this information.

For members who are unfamiliar with the work of FSE, information can be found on their website at <https://www.fanseurope.org>

### **Item 5-Vision and Aims of the Trust**

Following on from the previous Board meeting further discussion took place in relation to the review of NUST aims and vision. PK is to circulate a draft for further discussion. Given the change in ownership at the club, the release of the fan engagement plan and the positive contribution from Board members it was agreed that it was an appropriate time to consider this review.

### **Item 6-Finance**

CC provided an update on finances.. The financial year 2022/23 ended on 31<sup>st</sup> August 2023 and arrangements are in hand to commence the annual audit by external auditors, following which the AGM would be scheduled. PK gave a presentation on the proposed review of membership fees and the introduction of 'sponsorship' on NUST materials in order to increase NUST 'reserves' .GT/PK/KP will finalise the proposal and report back to the Board.

### **Item 7-You Tube/Whats App Broadcast Group.**

A working group from the Board will continue to discuss proposals for further interaction with members -separate from social media/emails which are presently the preferred methods of communication with members-with a You Tube Channel and WhatsApp Broadcast group to be established to provide members with updates/news/further information.

### **Item 8-FSA Governance Audit**

CC reported that the FSA were presently commencing governance audits of affiliate members. The Trust has agreed to participate in this review and all of the information requested by the FSA has been collated and will be submitted to the FSA for review.

Next meeting- to be confirmed.

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