



## Minutes of Board Workshop and Meeting Saturday 5<sup>th</sup> August 2023

### Attendees:

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

### Invited to part:

Thomas Concannon (TC), Premier League Network Manager, FSA  
Matt Willis (MW), Supporter Liaison Officer, NUFC  
Sarah Medcalf (SM), Head of Supporter Services, NUFC  
Darren Eales (DE), Chief Executive Officer, NUFC  
Steve Beharall (SB), Chief Executive Officer, Newcastle United Foundation

### Apologies:

Charlotte Robson (CR)

The meeting was preceded by a tour of the NUCASTLE building, home of the Newcastle United Foundation, and a presentation on the Foundations activities by Steve Beharall CEO. A copy of the slide pack presented by SB is available on the Trust website.

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

The minutes of the previous meeting held on the 23<sup>rd</sup> July 2023 were accepted as a correct record.

### **Item 2 – Ticketing update**

There was a general discussion about the number and type of queries that were being received by NUST from members and the wider fan base, in relation to ticketing issues. Board

members had been responding to queries where possible and the clubs FAQ's had been redistributed in order to assist those with queries, but it appeared from the overwhelming number of queries being received that there remained numerous issues that the club needed to resolve. The club were praised for responding to feedback from supporters in some areas, but the issue highlighted the need for early engagement between club and fan base in order that potential problems could be anticipated and resolved in advance. 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 NUST awaited a response from the club following representations that had been made regarding the proposed membership of the FAB. It is understood that the club have until the end of August to submit their Proposals to the Premier League so hopefully there should be an update received soon.

### **Item 4-2022/2023 End of Season Survey**

FT provided an update on the results of the end of season survey .There were four main areas to be considered as a result of the survey responses-communication with members/the connection between members and the club/clarity around NUST visions and aims given the change in ownership/working with other groups e.g. NUDSA and United with Pride .The survey results have been collated into a report which is to be shared with NUST members and will also be presented to club representatives.

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

Given the change in ownership at the club (and resultant positive change in NUST/club relationship), responses to the end of season survey, and number of new Board members it was felt that it was an appropriate time to consider a review of NUST aims and vision. There was a general discussion amongst Board members on this area and it was agreed that further consideration would be given to this area whilst ensuring NUST remained true to its organisational objects (as detailed in its constitution) .PK will prepare a document for consideration and discussion at the next Board meeting.

### **Item 6-Finance**

CC reported that there were no material changes in balance as per report to the last board meeting. The current financial year ends in August 2023, with the accounts to be audited by external auditors and presented to the next AGM. The Board had a general discussion around fundraising and membership fees and a proposal would be considered at the next Board meeting.

### **Item 7-Intro to the Football Supporters Association (FSA)**

Thomas Concannon, the FSA's Premier League Network Manager (and former NUST Board member) explained the background to the work undertaken by the FSA and his own role, together with the relationship between NUST (as an affiliate member) and the FSA .He outlined the background in relation to matters relevant to NUST including the proposals in relation to FABs and also the work of Football Supporters Europe (FSE) .

Next meeting- to be confirmed.

Following the end of formal business, the Trust Board met the club, this part of the meeting was under Chatham House Rules. The Trust were joined by Sarah Medcalf, Head of Supporter Services and Matt Willis, Support Liaison Officer. This part of the meeting is not formally minuted.

The Trust presented the results of our 2023 annual survey and discussed key topics such as ticketing and the forthcoming fan advisory board. Following this the Trust Board were joined by NUFC CEO Darren Eales and discuss fan engagement between the Club and the fan base at a high level.