



Minutes of Board Meeting Sunday 25th June 19:00

Attendees:

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

Apologies:

Charlotte Robson (CR)

Item 1 – Welcome and introductions

GT began by welcoming new members- Pete Davey, Felicity Thow, Lisa Mole, Olivia Thomson, Adam Stoker and Kevin Patterson-to the Board and members each provided a brief introduction to themselves. It was explained to the new Board members that their appointments were for a period of three years and would be formally ratified at the NUST AGM (in accordance with NUST Election Policy).New members had been sent a copy of the NUST policies which were explained .

Item 2 – Intro and background to NUST

GT gave an overview of the history and background of NUST ,taking members through a NUST new board member induction pack which had been provided in advance of the meeting ,and included governance and regulatory matters, and the main work areas NUST were involved with ,including ticketing ,fan advisory board, club engagement, match day experience, FSA liaison, member engagement ,and miscellaneous reactive work such as responses to incidents at Leeds and Sheffield Wednesday away. It was agreed that an in-person get together would be arranged in July in order to plan for future NUST involvement in those areas.

Item 3 – Fan Advisory Board (FAB) update

GT updated the board on the club's commitment to establish a Fan Advisory Board (FAB), a new requirement as part of the Premier League's Fan Engagement Standard.

Item 4-Club relationship update

GT updated members as regards communication between NUST and the club. Since the appointment of Sarah Medcalf as the clubs Head of Supporter Services NUST have been in regular contact with Sarah over a range of issues affecting members and the wider supporter base. Sarah had attended the NUST AGM in January 2023, as well as NUST Board meetings. Matt Willis had recently been appointed as the clubs Supporter Liaison Officer. GT and CR lead as NUST representatives in communication with Sarah and Matt. It was agreed that a Board meeting would be arranged in order to facilitate introductions between new Board members and NUFC representatives.

Item 5-2023 End of Season Survey

GT explained that NUST conduct an annual survey of members which produces information which informs the Board of members views when decision making and responding to external enquiries on various topics. It was agreed that LM/FT and KP would lead on pulling the survey contents together for issue to members, with the survey to be sent out to members before the end of June.

Item 6-Ticketing Update

There was a general discussion between Board members regarding the clubs communications around ticketing, in particular around the move to digital ticketing, as well as pricing. Several Board members had attended a recent session held by the club in regard to ticketing ,and it was agreed that there was confusion amongst members and the fan base generally in certain areas. It was agreed that a number of areas needed further clarification and with that in mind AS would pull together a list of topics requiring clarification which would then be provided to the club in order to assist them in the understanding of member concerns.

Item 7-Any other business

CW informed members that pre-election, NUST had been in contact with the FSA who were undertaking audits of affiliate members and would continue that work now the new Board members were in place.

NUST