



West Ham United Official Supporters' Board meeting minutes

Date: Thursday 29 November 2018

Time: 6.00pm – 8.00pm

Location: Stadium Store Coffee Shop, London Stadium

Key personnel:

- Karren Brady, Vice-chairman, West Ham United
- Tara Warren, Executive Director, West Ham United
- Nicola Keye, Head of Ticketing, West Ham United
- Julie Pidgeon, Disability Access Officer, West Ham United
- Ben Illingworth, Head of Matchday Operations, West Ham United
- Jake Heath, Supporter Services Manager, West Ham United
- Gavin Stanley, Head of Retail, West Ham United
- Andy Sheldon, Metropolitan Police Liaison Officer
- Graham Harris, LS185 Safety Officer

WHUSB representatives present:

- Greg Smith (1966 Season Ticket Holders)
- Nik Tucker (Away Season Ticket Holders)
- Steve Applebee (Bondholders)
- Lee Vehit (Black, Asian, Minority Ethnic fans)
- Alex Wilcock (Claret Members)
- Jonathan Lock (Club London)
- Gary Lawrence (East Stand)
- Jim Dolan (LGBT+ fans)
- Stephen Bush (Bobby Moore Stand)
- Don Adams (Over-65s)
- Wayne Baldacchino (Sir Trevor Brooking Stand)
- Louise Fry (Under-25s)
- David Baker (West Stand)
- Cathy Bayford and Trevor Bright (Disabled Supporters' Board)

- Paul Richman (Official West Ham United Supporters' Club)
- Sean Whetstone (Claret and Hugh)

Apologies

- Philippa Cartwright, Stadium and Projects Director, West Ham United
- Alison Bowditch (Women)
- Matthew West (Families & Juniors)

AGENDA

- 1. Welcome and introductions**
- 2. Election of Chair and Vice-Chair**
- 3. Aims and objectives of the new consultation structure**
- 4. Update on consultation, actions and new features**
- 5. Terms of Reference**
- 6. Topics for discussion – Questions from group**

1. Welcome and introductions

Karren Brady (KB) opened by welcoming everyone to the first meeting of the new Official Supporters' Board and thanked all Supporter Representatives for giving up their own time to attend on behalf of fellow West Ham supporters.

KB explained that the Club had begun an extensive period of consultation over the summer, with the aim of reconstituting and expanding the supporter consultation process. The Club sought the feedback of Supporter Representatives on the previous Supporter Advisory Board and met with the Premier League and other organisations along the way to establish the new approach to supporter consultation and how we can all work together for the benefit of West Ham United.

KB continued that the new process was introduced to reinforce our commitment to an accountable and transparent dialogue with supporters and to provide representation across our broad and diverse fanbase. As such the new forum will be the official conduit between the Club and supporters and the core objective is to ensure that this provides a constructive and meaningful platform between supporters and the West Ham United Board.

KB stated that all Supporter Representatives should have received the Terms of Reference of the Official Supporters' Board and explained the importance of them to ensure meetings are productive ahead of the meeting opening.

KB reaffirmed that it is our strong view at the Club that we must get back to the principles and purpose of the group and that is to work together to drive our Club forward. This is a common goal and objective that all official forum members should share.

KB then went on to ask all of the Supporter Board members to introduce themselves and their area of representation which they duly did while giving some insight as to their often long-term association with the Club and what they hoped to bring to the WHUSB.

2. Election of Chair and Vice-Chair

The five candidates – Nik Tucker (NT), Jim Dolan (JD), David Baker (DB), Stephen Bush (SB) and Jonathan Lock (JL) - gave their statements to the Supporters' Board, who made their vote by ballot paper.

The votes were counted and verified by Andy Sheldon, West Ham United's Dedicated Football Officer at the Metropolitan Police.

KB confirmed the results to the group which were:

Chair: David Baker

Vice-Chair: Jim Dolan

The selections were then ratified by the Supporters Board, and KB declared the Club's clear and simple commitment – to listen to the Chair and Vice-Chair, do their best to understand, and then act upon their suggestions.

3. Aims and objectives of the new consultation structure

Jake Heath (JH) ran through the aims and objectives of the new structure:

- To facilitate an open and constructive forum between West Ham United supporters, the Board of Directors and senior management
- To provide the widest representation possible of West Ham United supporters
- To ensure a fair and accountable selection process for representatives that meet the Club's Equalities objectives
- To build a positive and closer relationship with West Ham United and its supporters
- To develop a greater understanding of the issues that are most important to the West Ham United fanbase that are considered in Club decision making

- To enable fans to play a key role in improving the supporter experience and shaping the future of West Ham United
- To be the official and only conduit between the supporters and the Board of Directors

4. Update on consultation, actions and new features

JH then covered some of the changes to the format and structure of the Supporters' Board. He explained that the new format was focused on transparency and accountability and as such had many new features and commitments above and beyond the original Supporter Advisory Board, including:

- **New structure** - Chair and Vice-Chairperson

A Chair and Vice-Chairperson on the WHUSB as above elected by Supporter Representatives. The Chair and Vice-Chair would have additional responsibilities as set out in the Terms of Reference.

- **Direct contact for supporter representatives** - Informing discussion and action

All Supporter Representatives will be contactable through the Club's official website. JH mentioned that he would explain the benefits of this in more detail later on in the meeting.

- **New selection process** – Anonymised and independently reviewed

All applications were anonymised and reviewed by four independent panel members - this year included Club Legend Sir Trevor Brooking and fan favourite Carlton Cole as panel members alongside Mandy Lane, Director Visit Football (Premier League Quality Assurance Stadium Scheme) and Paul Richman – the Chair of the West Ham United Supporter's Club.

- **Terms of Reference** – Transparency and accountability

A new constitution outlining how the Supporters' Board will run, agreed in partnership with the Supporter Representatives.

- **Specialist subgroups** - greater access for all

Supporter Representatives would have the opportunity to be involved in specialist subgroups throughout the season to help further inform the aims of the WHUSB and giving fans a real chance to influence decisions made at the Club.

- **The growth of the DSB** - Three new members to be appointed

A growing Disabled Supporters' Board with three new members to be appointed independently by the Co-Chairs of the DSB, Cathy Bayford and Trevor Bright.

- **Youth voice** - New Junior Supporters' Board created

The launch of the Junior Supporters' Board, a unique forum focused on our younger fans.

- **Bringing the Supporters' Board to life**

More than just minutes, we will see creative content showing the hard work of the WHUSB in action.

- **Building relationships**

Working with the Chair/Vice-Chair and all Supporter Representatives on the agenda, actions and minutes of meetings.

- **Greater supporter representation** - Representing more than one area

Supporter Representatives do not only represent one primary area, but will also be responsible for sharing their views on any other key areas of interest. JH gave an example; David Baker is the representative for the West Stand but also attends with his young children. DB is therefore welcomed to speak on behalf of families and juniors at meetings to help drive discussion and debate. Each Supporter Representatives' key areas of interest are published in the online profile at WHUFC.com.

JH added that one of the main objectives would be for the Club to support the role of the SB members as fan representatives:

- Individual Supporter Representatives to be contactable via bespoke WHUFC email addresses
- Ensuring all data is protected under GDPR
- Helping to strengthen the day-to-day relations with Supporter Services
- Providing the wider fanbase with a mechanism for informing discussion points at meetings
- Separating any individual issues/complaints from being raised at meetings, supporting productivity and allowing us to solve issues at the time of occurring.

JH also confirmed that a new Supporters Hub had been created by the Club's content team and will be ready to go live week commencing 10 December, consisting of the following:

- New fans section on site with dedicated area for Supporter Consultation
- All you need to know about the WHUSB, DSB and JSB

- Lead video introducing West Ham supporters to the new WHUSB
- Modular design (similar to Community section)
- Sections for DSB, JSB, Minutes, Supporters' Clubs, Bondholders, resources
- Central hub for feedback and new initiatives, updates on actions through video and visuals

In addition to the dedicated supporter consultation sections, other content features will include: Your Supporter Services team, Hammers Help, Supporter focused initiatives, The best offers for Supporters, Celebrity Supporters Q&As, Fan playlists and Fan polls.

TW emphasised the importance of Supporters' Board representatives to spread the word around the many initiatives and improvements taking place for the benefit of supporters, to ensure that the wider audience are aware of that information. Often she said there was a perception that issues which had long since been resolved were still live despite updates being widely communicated – she encouraged WHUSB members to bring matters for resolution to the Club and to communicate to the groups they represented when resolution had occurred.

JH then provided an update on the actions that had been worked on and completed since the last meeting of the previous SAB, back in July. One of the key points the departing SAB members had raised around the format of the new Supporters' Board was around weighting in representative areas. JH explained this was one of the many items of feedback that the Club had taken on board and had since consulted with the relevant groups in order to reflect that feedback.

Actions included:

- ***Meeting with Bondholders to ensure fair and appropriate representation on WHUSB***

JH met and discussed representation on the Supporters' Board with the Executive Bondholder Committee. It was agreed that it would be fairer and more representative if the number of Bondholder representatives was reduced from two to one on the new Supporters' Board.

In line with this and to ensure the Supporters' Board is as representative as possible, JH explained that there would now be only one Club London representative, as opposed to the initial suggestion of having two - a representative from each of the tiers (bars/dining) Additionally, junior representation will be increased with one families and juniors representative in addition to a dedicated place for a member of the Junior Supporters' Board. This was in accordance with feedback received from supporters at the previous SAB meeting in July.

- ***Publishing selection criteria for each fan representative on new forum***

JH confirmed that the Fan Representative Guide was published on Hammers Help during the application process.

- ***Ensuring cleaning of Champions Place before every home fixture***

JH explained that Champions Place is spot-washed in advance of every home match and that the Club request a full jet-wash of the entire area where required.

- ***Ensuring improvements in grouting/quality of Champions Place stones***

JH confirmed that contractors were booked to undertake improvement and remedial work at Champions Place during week commencing 10th December. This includes the grouting of the entire Champions Place area and replacement of any damaged border stones. The contractor had visited the Club earlier in November, but he explained, required a minimum of three days without rain in order to carry out these works. Work carried out in poor weather could compromise the integrity of these works and the stones may come loose at some stage. This is taken into consideration by the Club and contractor prior to any works being carried out.

- Arranging sound technician in the East Stand for the first home fixture

JH explained that the Club had a technician from ADI check the audio in the East Stand at the Bournemouth home match, during interviews and when music is played. There were no discrepancies identified at the time but JH stated that he and his team would welcome feedback individually from supporters and review if asked.

- Requesting update with Vinci facilities on hooks in toilets/hand driers/sanitisers

JH outlined that three new blocks of toilets were installed in the West Stand when we first moved to London Stadium and that hooks were present on the back of all toilet cubicle doors across the stadium except for these three blocks. JH confirmed that hooks will be installed in these toilet blocks by the Brighton and Hove Albion match at the latest.

Hand sanitisers will also be installed in toilet blocks to help alleviate queues at half-time. These would be installed by the Brighton and Hove Albion match at the latest.

- GH sharing exit door timings with JH

GH explained the process around exit door timings during the meeting with Supporter Representatives and stated that he would share the exact timings with JH to then share with the WHUSB to aid their understanding of the process (he later clarified that whilst he was happy to do this the exact timings could not be published for safety reasons).

- Writing to all supporters who use the shuttle bus service regarding new process

Julie Pidgeon wrote to all Accessible Shuttle Bus users during the close season upon renewal of

their permits.

- Liaising with DNC regarding the installation of induction loops at catering kiosks

GH confirmed a tender to be released within the next week. Expectation for completion before the end of the season.

JH then confirmed all areas of representation on the Supporters' Board;

- Families and juniors
- Under 25s
- Over 65s
- LGBTQ+ fans
- Women
- Accessibility (DSB)
- Bondholders
- Black Asian and Minority Ethnic (BAME) fans
- Official Supporters Clubs
- Club London
- 1966 Season Ticket Holders
- Bobby Moore Stand
- East Stand
- Sir Trevor Brooking Stand
- West Stand
- Away Season Ticket Holders
- Claret Members
- Other representative groups
- Junior Supporters' Board representative

5. Terms of Reference

JH ran through the role and scope of Supporter Representatives, emphasising that they will play a crucial role in advising the club on matters that are most important to the fanbase.

The role of a Supporter Representative also includes:

- Acting as a representative and as the main point of contact for your category to raise issues or concerns directly with the WHUSB
- Liaising with supporters and raising urgent individual issues, feedback or complaints with the Supporter Services team for assistance or resolution
- Raising agenda items/questions that are most important to your area of representation
- Contributing to the discussion on behalf of your key areas of interest

JH also confirmed the commitments of the Club when it comes to helping Supporter Representatives liaise with the wider fanbase in order to build relationships and gather their views and suggestions to present to the Board of Directors:

- Providing a point of contact for all Supporter Representatives
- Providing a platform for Supporter Representatives to be contacted by the wider fanbase
- Arranging all sub-group meetings as and when called upon by Supporter Representatives
- All proscribed notices to be agreed in consultation and communicated in advance by set deadlines
- The agenda, minutes and actions to be agreed in consultation with Supporter Representatives

Gary Lawrence (GL), East Stand representative, asked if representative contact information would only appear or be promoted on the official website. TW confirmed it would be across all platforms, including social media and the matchday programme.

KB added that the new Supporter Hub has to be what supporters want it to be – the club needs feedback through the WHUSB in order to keep it fresh and interesting, and to make sure people see it as an important way of communicating with the club.

GL suggested that contact information be available on a matchday. TW confirmed that was the case with DSB Chairs Cathy and Trevor whose information was visible on matchday (on for example the shuttle buses) and this had proved successful and that the communications team would look at the optimum ways to do this on matchday.

KB suggested that it was down to individuals whether they wished to have a physical presence on matchday, with the full support of the Club to determine what worked best for them in this regard, but stated that the Club would not insist upon or expect supporters who were already so generous with their time to do this as part of their matchday. KB suggested that dealing with immediate issues or situations on a matchday at London Stadium was the role of the Supporter Liaison Officers. KB added that the level of promotion of their availability was down to the representative's and is dependent on their ability to respond to any emails or messages received from supporters away from matchdays. In keeping with the Terms of Reference, she suggested this would be necessary in order for the process to be considered worthwhile and productive by the wider fanbase.

SW asked whether this was the point at which supporters could raise any points in respect of the Terms of Reference. TW replied that following the consultation it was important that any issues were raised now as they needed to be accepted or otherwise in the meeting.

SW therefore went on to raise two points on the Terms of Reference – one being the removal of the words 'wherever possible' in reference to the club consulting with WHUSB representatives, which KB agreed was an acceptable request, and the second was the need for a process to remove representatives from the group for reasons such as non-attendance or breaking the terms.

KB suggested that any such removal be proposed by the Chair and put to majority vote among representatives, which the group agreed with.

SW asked if a point in the Terms of Reference requiring 'strong communication skills' among representatives could be perceived as discriminatory. Both KB and JH made the point that communication included many forms, not only speaking, and that the point was made as a guide to ensure that any supporters applying for the WHUSB would know that showing a willingness to engage with their fellow supporters was obviously a key part of the role.

SW asked whether WHUSB members would be asked to sign a NDA and KB answered that they would not. The Club and WHUSB members all agreed to abide by the Terms of Reference and to work together with the spirit of the Supporters' Board in mind at all times.

No further issues were raised with the Terms of Reference and it was agreed the changes would be made and circulated along with the minutes and that moving forward the new Chair David Baker agreed to work with the Club closely in respect of the Terms of Reference if the group felt they required expanding in the future.

KB then moved on to the subject of further consultation through sub-groups, with the first sub-group of the 2018/19 season being focused on the design of future kit campaigns. Given that there are many talented and creative individuals among the fanbase, the Club believe that it is a subject that supporters should have more say in.

JH confirmed that the requirement was for around four representatives to sit on the sub-group. TW clarified that the sub-group would work with manufacturers Umbro to discuss ideas and suggestions, but that there would obviously be some parameters and guidelines around Umbro's design which related to technical performance of the product and other such matters.

6. Topics for discussion – questions from the group

Louise Fry (LF), Under 25s representative, raised general issues and concerns with the ticketing service available to supporters, including ticket delivery, e-ticketing technical issues and the away ticket ballot initiative.

Nicola Keye (NK) emphasised the need for any supporters experiencing delivery issues to contact the Ticket Office as soon as possible to resolve the issue. With regard to the e-ticketing service, the club work with Ticketmaster and technical issues, particularly around on-sale times, are generally caused by huge numbers of users trying to log on just before tickets go live.

In terms of the away ticket ballot, demand varies depending on the fixture. For our upcoming trip to Fulham, demand far outweighed the allocation available, and that is often the case, despite the fact that we always take the full allocation as requested by supporters.

NK added that an issue with the £30 price cap on away match tickets is that a large number of

tickets have found their way onto secondary markets, with supporters purchasing tickets in order to protect and continue building their high number of Priority Points but then re-selling the tickets.

For the recent fixture at Newcastle, the club withdrew 38 tickets back from a group who were actively encouraging fans to hand them their client reference numbers to purchase tickets and secure Priority Points. The club will also be writing to frequent away ticket purchasers to remind them that the tickets they buy are for personal use only.

NT asked if the £30 cap was likely to be lifted at the end of the season.

KB confirmed that it was a matter for the Premier League as a whole and that clubs would be asked to vote on the decision. She added that West Ham United will confirm their position once all views have been heard.

GL raised the subject of catering, on behalf of supporters in the East Stand, in particular the choice of refreshments available and the speed of service, which has the knock-on effect of supporters leaving their seats five or 10 minutes before half-time in order to ensure they can be served and return in time for the second half kick-off.

KB confirmed that the club have asked Delaware North Catering – the catering providers at London Stadium – to send a representative to the next WHUSB meeting so that supporters can put their questions and concerns directly to them. KB urged representatives to prepare and where appropriate to bring actual data, and examples (for example photographs) to illustrate the issues which they anecdotally explained that they see as facing supporters ahead of the next WHUSB meeting. This will assist DNC in determining actual areas for focus moving forward.

GH confirmed that conversations are ongoing, and this, he stated, has intensified following the positive news around the increased capacity to 60,000 and the potential for additional catering outlets.

Jonathan Lock (JL) Club London representative, raised a concern over the general atmosphere inside London Stadium on a matchday and if there was anything that could be done to engage supporters and increase the positive feeling among the crowd.

KB explained that the club had introduced many different ideas and initiatives – from former players being interviewed, to music and bands – but also relied on supporters coming forward with new suggestions.

One representative expressed his dislike of the ‘Beat the Batak’ half-time challenge. TW confirmed that the feature would not continue next season and encouraged the group to help the Club come up with innovative ideas that could be put to the fanbase to vote upon.

Supporters had been voting via the Club’s website for a number of matchday elements she added including around the pre-match music so as to make it as democratic as possible. TW stated her aspiration that the new WHUSB would be instrumental in driving this forward and suggested this as a subgroup she hoped some members of the group would be interested in participating in.

Lee Vehit (LV) BAME fans representative, said that, while the atmosphere inside the stadium has improved – mainly due to the improvement in performances on the pitch – it is the pre-match atmosphere on the concourses and the approach to the Stadium particularly in and around the podium that needs improving, suggesting that audio is required on the external screen. KB confirmed that the content shown inside the Stadium did feature audio on the large digital screens but the Stadium's exterior screen does not have audio.

KB also confirmed that a host of initiatives had been put to the Stadium landlords in line with the Club's commitment to do so, particularly initiatives that the Club believed to be of mutual benefit and that the Club continued to push to progress them.

KB confirmed that plans are in place to create a Fanzone, in conjunction with Heineken, which will hopefully encourage more supporters to arrive earlier and ensure a better pre-match atmosphere. KB added that the plans can be brought to the next WHUSB meeting.

Jim Dolan (JD) WHUSB Vice-Chairman and LGBT+ fans representative, asked if the PA system could be used to help improve the atmosphere, perhaps by encouraging supporters to take their seats before kick-off and piping noise from inside the Stadium to around the podium.

JD said it was often the case that those on the podium were unaware as to what was happening inside and greater announcements would aid this process. GH said he would look into it and also increase the number of PA announcements encouraging supporters to take their seats for kick-off or the second half.

PR asked if on his profile and Club channels more could be done to promote the Official Supporters Club. KB agreed this would be possible.

SB asked for the official opening times of turnstiles on matchday. BI confirmed that general admission turnstiles open generally one and a half hours before kick-off. Club London lounges are generally opened two and a half hours before kick-off. Some evening games vary slightly but this is always communicated in advance he added. KB mentioned that a lot of information opening times for general admission all such information is listed in the Matchday information guide on whufc.com and Hammers Help, while TW added that it is also included in the pre-match email that is sent out to all match-attending supporters.

LV raised the point of supporters being asked by stewards to display and verify their season ticket cards when returning to their seats after half-time or during the match. KB confirmed that this is in place to prevent migration around the stadium by supporters who are not sitting in their allocated seat or trying to move to other areas particularly the seats currently left vacant pending the imminent move to 60,000. This can also lead to congestion in various areas, including at toilets and catering kiosks. JH added that these 'ticket checks' were put in place on the back of feedback from supporters complaining of other fans migrating into their seating areas.

SW added that there had been four hard ticket checks in blocks 113 and 114 recently. GH confirmed that this was to be completely sure that no supporters without tickets for that area

were able to gain access. Ticket checks had also been in place in blocks 154 and 155 of the Bobby Moore Stand to alleviate migration.

Wayne Baldacchino (WB) Sir Trevor Brooking stand representative, suggested that the club introduce a Crossbar Challenge feature at half-time, with a rollover prize that could accumulate. KB confirmed that, unfortunately, the club are unable to introduce good ideas such as these due to the fact that no supporters or games are permitted to be on the pitch during or before first-team matches.

KB went onto confirm that the Club had received samples of the new claret pitch surround in 4G material and it was expected to be ordered imminently and laid during the second half of the campaign.

DB suggested that the matchday experience project needs to be a long-term focus to ensure that the future generations of supporters are engaged from an early age.

KB also reminded representatives of the fantastic work taking place in the local community for young and older people alike, with £13million having been invested by the end of the current season into the various programmes and initiatives, including the Tackling Holiday Hunger programme, that feeds 1,400 children during school holidays.

DB asked for an update on the subject of stadium Wi-Fi and connectivity. GH confirmed that he had recently had a conversation with, LS185's Head of Technical, and there had been a wait for contracts to be signed. Equipment is due to be delivered in the next couple of weeks, which is expected to give better connection to every supporter in the stadium by the end of the season.

JD raised the issue of security and bag checks, and the suggestion that not enough female security staff were in place to search female supporters. GH explained that search wands are available to use when searching minors or males searching females and are designed to be non-intrusive. Other queries around searches were raised including the methods used and the manner in which bags are searched. GH explained in detail the briefing that stewards receive and the processes in place, all of which are formulated under guidance from Counter Terrorism experts.

JD asked if – in light of Wembley's recent announcement that there will be a reduction of the size of bags allowed into the stadium – there will be a similar regulation in place at London Stadium? GH confirmed there were no plans in place at present to follow suit, but couldn't rule out what might happen in the future. KB asked if there could be bag search queues and non-bag queues, and GH admitted the idea was an option, but that more research would be required. AS made the point that, particularly in America, more and more large stadiums are introducing a non-bag policy.

CB asked for an update on the memorial garden at the Boleyn Ground site. KB confirmed that the club had just approved a significant spend to cover the cost of the design plans and proposals for the future safeguarding of the memorial garden. TW added that the priority has been to consult

with the families whose loved ones are honoured and remembered in the memorial garden, and that West Ham United's staff have driven the care and upkeep of the garden in its existing form, carrying out regular maintenance on a weekly basis.

TW added that a huge consultation process took place in the summer, giving families the chance to have their say on what they wanted for the future of the memorial garden, and those proposals are now part of a major landscaping project, with West Ham committing substantial funding to ensure that those remembered there are recognised and honoured as per their families' intention, in a site that also commemorates their love for and affinity with West Ham United. A letter is currently being sent out initially to the families summarising their feedback and the Club's commitment to actions arising from it after which the club will then be communicating the news to a wider audience.

TB raised the issue of unacceptable waiting times for the lift at block 202 to carry supporters with accessibility needs, with one recent example of an 18-minute wait, the lift being filled with wheelie bins, preventing supporters from being able to gain access, and a lift attendant being unhelpful. GH promised to look into the situation and take necessary action.

Steve Applebee (SA) Bondholder representative, claimed that pitchside stewards are affecting the viewing experience for supporters – particularly those in the first few rows of the stadium – by constantly standing up, with an example of several separate instances counted during the recent home game against Manchester City. While understanding of the point, KB confirmed that it was a necessary process to avoid the potential of spectators running on the pitch.

BI confirmed that pitchside stewards are required to stand up to be ready on regular occasions, including at corners, free-kicks and incidents likely to cause controversy.

SW asked how many new season tickets would be made available following the news that the Club had settled out of court over the stadium capacity increase. KB stated that while plans are still being finalised with the relevant authorities, there were likely to be 2,000 new season tickets made available to supporters and 1,000 new matchday tickets.

SW also asked about transparency and placement over the Season Ticket Waiting List. NK explained that the Club work through the list in batches to determine priority windows for supporters and confirmed that those supporters at the top of the Waiting List will soon be receiving a direct communication confirming the offer of a Season Ticket. KB added that the intention is that the first game at 60,000 capacity will be the visit of Brighton on 2nd January 2019.

Alex Wilcock (AW) Claret members' representative, raised the issue of reports of away fans or fans of other clubs in home seating areas and an inconsistency over how such situations are handled. GH confirmed that the regulations are very clear and that if away supporters are found in home areas, they should be removed immediately. KB added that some international supporters do make a genuine unintentional mistake.

GH added that if stewards are not responding properly to an issue of away fans in home areas,

as with any stewarding issue, supporters should take a note of their number and report to a supervisor.

DA raised the subject of the shuttle buses and claimed that a steward guarding the entrance to the Stadium Store coffee shop was recently refusing to grant access to supporters stepping off the buses, instead diverting them up to the outside lift and up through the shop’s main entrance on podium level. BI confirmed that the situation had already been investigated and the steward in question has since been removed from his post.

DA also mentioned that Robert Snodgrass had recently travelled on the Shuttle Buses as part of the Players’ Project, in his role as the Club’s Accessibility ambassador and that it had been very much appreciated by all concerned.

GS raised the point of potential statues at London Stadium paying tribute to former players. KB confirmed that the Champions Statue at Barking Road would now not be coming over to the stadium, so a new statue will be designed and commissioned. Part of the process currently being discussed is what that statue or statues will consist of, but whatever it is will definitely pay homage to a player or players from the history of West Ham United.

KB rounded off the meeting by confirming her understanding of the key points for the Club to take forward – which included Delaware North attending the next WHUSB, a whole new piece of work and sub-group on atmosphere and matchday entertainment and new kit design, adding more content on the Players’ Project and community work to the big screens, bringing the plans around the Fan Zone to the next meeting, more dialogue on away ticketing, and as stated by GH the Wi-Fi connection being in place before the end of the season.

The WHUSB representatives agreed these were the key actions and KB formally closed the meeting.

Actions to be carried forward

Actions	Assigned
Create Supporters’ Board leaflet for distribution at home matches	JH/TW
Further publicise Supporter Representative profiles across Club channels	JH/AS
Update Terms of Reference in line with Supporter Representative feedback	JH
Arrange kit design subgroup to take place during 2018/19 season	TW/JH
Arrange stadium subgroup to take place during 2018/19 season	TW/JH
Arrange ticketing subgroup to take place during close season	JH/NK
Update on progress of stadium Wi-Fi at next WHUSB meeting	GH

Club to provide WHUSB update on Fan Zone for next WHUSB meeting	TW/PC
Supporter Representatives to supply any catering queries in advance of next WHUSB meeting	SReps
GH to make PA announcements to confirm second half has begun	GH
GH to review manner in which ticket checks are carried out by stewards	GH
GH to instruct catering staff not to use lift 11 to alleviate congestion for supporters	GH
Ensure Shuttle Bus users can access ground floor entrance to Coffee Shop post-match	GH
Club to further promote community work at request of Supporter Representatives on big screen	TW
Hooks on toilet cubicle doors to be installed no later than Brighton & HA on 2 nd January	BI
Hand sanitisers to be installed in required toilets no later than Brighton & HA on 2 nd January	BI