

## **ISC Meeting Wednesday December 7th, 2022 at 18:30 hours**

### **Attendees**

Don Adams (DA), Robina Ahmed (RA), Steve Applebee (SA), Cathy Bayford (CB), Paul Christmas (PC), Paul Colborne (PCo), Apu Vyas (AV) and Sue Watson (SW)

### **Apologies for Absence**

Martin Clowes (MC), Sara Page (SP) and Andy Payne (AP)

### **1.0 Club communication from Jake Heath received yesterday December 6th SA read the following email received from the Club to the meeting.**

The Club is currently in the middle of reviewing our support of the recently announced Premier League Fan Engagement Standard (FES).

The Club and ISC will naturally review revisions to the MoU and associated documentation pending the changes required to support the progress of the Club/ISC relationship in line with the FES.

For the same reason it would be inappropriate to instigate an election of the Chair and Vice-Chair at this juncture.

The Club will be happy to discuss further details of the proposed changes when the Club has completed internal discussions.

### **For Information**

### **2.0 Election of Chair & Vice Chair**

This item awaits the Club response to the Premier League Fan Engagement Standard (see also minute 1.0 above).

### **For Information**

### **3.0 Communications**

#### **3.1 Website Development**

CB advised the meeting that website development is continuing and that Gary has created a website for the DSB which was extremely well received. However further progress will be constrained until the impact of the Fan Engagement Standard is determined.

#### **Responsibility CB**

#### **3.2 Twitter**

The ISC Twitter account is now operational.

### **For Information**

#### **3.3 Unaccompanied U16 Announcement**

A draft announcement from the Club for review is awaited in support of the resumption of the Premier League season at the end of December. The ISC subcommittee will provide feedback to the Club regarding the statement.

#### **Responsibility CB**

### **4.0 Match day Experience & SAG**

The next SAG meeting has been confirmed for 16:00 hours Monday 12th December 2022.

## **For Information**

### **4.1 Catering**

SW informed the meeting that the Club's legal challenge continues to be considered. A meeting with Elliott Moore of Delaware North is to be scheduled to consider a number of initiatives including, early and late bird offers and a meal deal for juniors etc. It was also reported that the ISC will be consulted in respect of any proposed pricing changes for next season.

### **Responsibility SW**

### **4.2 Safe Standing**

Will be discussed at the SAG meeting on December 12th.

## **For Information**

### **4.3 Fan Zone/Vendors/Walkway**

A LLDC meeting week ending December 9th will agree the 3 vendor locations and the fan zone location on Bridge One, facing the Stadium on the right prior to the security check. Additions to the Bridge One walkway will include Club branding, bubbles machine, a stage with music and pop ups etc.

### **For Information**

### **4.4 Heritage**

SW advised that the Club is creating a short film of the history of West Ham, as requested by the ISC, to be shown as part of the pre match entertainment. The other proposals remain under review with the Club.

### **Responsibility SW**

### **4.5 Lower West Stand Wall**

It was agreed that the ISC position remains unchanged in that the height of the wall is unacceptable, disproportionate and inappropriate for the location and purpose, sentiments that will be shared at the SAG meeting on December 12th.

### **Responsibility SA**

## **5.0 Ticketing**

The next Ticketing Subcommittee meeting will be held on December 15th.

## **For Information**

### **5.1 Customer Satisfaction**

SA advised that this subject will be discussed with the Club prior to the next Ticketing Subcommittee meeting, following which the minutes will advise the ISC members of any developments.

### **Responsibility SA**

### **5.2 Season Ticket Welcome Pack**

RA advised that to date no information had been received from the Club and SA agreed to follow up.

### **Responsibility SA**

## **6.0 Professional Standards**

MoU & Supporting Documentation and Generic Milestone Meeting Schedule. This item awaits the Club response to the Premier League Fan Engagement Standard (see also minute 1.0 above).

## **For Information**

### **7.0 Residual Items from Previous Meetings**

#### **7.1 Champions Stones**

SA advised that the maintenance has been brought 'in-house' under the Club's responsibility/Stadium Maintenance Team and a significant improvement is anticipated. ISC members can now report any specific issues for the Club's team to address.

## **For Information**

#### **7.2 Club London Supporters exiting the Orbit**

SA reported the Club has advised Club London and the Stewards that the accessibility lane is not to be used and reiterated that all supporters entering the podium are subject to security checks.

## **For Information**

### **8.0 AoB**

#### **8.1 23/24 Kit Design**

In SP's absence SA advised that this subject will be incorporated within the Generic Milestone Meeting Schedule.

## **Responsibility SA**

#### **8.2 Stewarding Update**

CB gave an overview of discussions at the recent DSB meeting including plans for continued improvements to the management of accessibility lanes and misuse of disabled toilets/lifts. Supporters are still congregating on the wheelchair platforms especially as full time approaches and the expectations are that the Stewards will be actively moving the fans on and out of the area.

## **For Information**

#### **8.3 Car Park for Accessibility Supporters**

CB advised that in addition to minute 8.2 above, there is a recognition of the concerns associated with car parking facilities for accessibility supporters and that LS185 are investigating resolution actions.

## **Responsibility CB**

### **9.0 Meeting Confidentiality**

PC raised the issue of an article on a fan forum alleging details of the previous ISC meeting. This topic was discussed and the consensus was that while it is incumbent on ISC members to report back to their respective executive, it should be made clear at all times, that the ISC meeting minutes are the measure of what is acceptable to be in the public domain. Any further details of the meeting discussions remain confidential and not be shared unless that confidentiality can be maintained.

## **Responsibility ISC Members**

### **10.0 Interim Chair**

SA advised the meeting that having fulfilled the commitment to cover the position of Chair for the four weeks up until the December 7th meeting, he will be standing down with immediate effect. It was agreed that the ISC Subcommittees will continue to operate to make progress on established topics pending clarification of the impact of the Fan Engagement Standard.

**For Information**

### **11.0 Next ISC Meeting**

The January meeting will be scheduled at a later date and it was agreed that the previous meeting minutes would form the agenda.

Pending the election of an ISC Chair and Vice Chair , PCo proposed SA continue to chair the meetings until the FES is in place, or an alternative being the Chair is chosen at the beginning of each meeting.

**For Information**

### **12.0 Next Club/ISC Meeting**

Will be scheduled when the Club is in a position to notify the ISC of the proposed changes resulting from the Fan Engagement Standard.

**For Information**

**Meeting Closed**