

ISC Meeting 15th March 2023 19:00 hours

Present – Don Adams (DA - Any Old Irons), Robina Ahmed (RA - Claret Members) Steve Applebee (SA- Bond Holders), Cathy Bayford (CB - DSB) Paul Christmas (PC- WHUSC), Sara Page (SP -Away Season Ticket Holders), Andy Payne (AP- Hammers United), Sue Watson (SW- WHUST),
Apologies for Absence – Martin Clowes (MC - Pride of Irons), Apu Vyas (AV - Inclusive Irons)

1.0 Government White Paper & PL FES

SW advised that the Club will present their proposals at a meeting with the Club on March 29th at 17:00 hours.

SW will forward a draft response on the Government White Paper section 8 on behalf of the ISC to the FSA for ISC members' review and comment.

Responsibility SW

2.0 Larnaca ECL Ticketing

The Club's response to the two ISC ticketing motions was discussed and SA advised the Club expects to be in a position to respond back to the ISC week commencing March 20th in respect of issues associated with the away ticket distribution.

Responsibility SA

2.1 ISC/Club Ticket Pricing

It was agreed that all effective immediately all ticket pricing discussions will be through the full ISC (not the Ticketing Subcommittee) and all ISC members will be invited to meet with Club representatives as requested and the Club will be formally notified of the change.

Responsibility SA

2.2 Kit Design

The Club will meet with Umbro at the end of March and will follow up with the ISC representative(s) during April.

Responsibility SP

2.3 New ST Holder's Welcome Packs

SA advised that a Club proposal would be included in the agenda for the ISC/Club meeting on March 29th.

Responsibility RA

2.4 ISC/Club Meeting Schedule Proposal

The following proposal was adopted and it was agreed to progress further with the Club.

1. July/Aug - Season's Priorities & Catering
2. Oct/Nov - Progress Review
3. Mar/Apr - Progress Review & Season Ticket Renewal
4. end May - Post Season Report

Memo: meetings 2&3 at the London Stadium

Responsibility SA

3.0 Matchday Experience Subcommittee

SW advised that a meeting with the Club is to be scheduled to progress the assignments from the recent subcommittee meeting.

Responsibility SW

3.1 SSAG (inc ISC Representation)

SW advised that a SSAG meeting was to be scheduled and it was agreed that SA would formally request supporter representation on the Newham SSAG.

Responsibility SW & SA

3.2 Fan Zone

SA reported that the Club anticipated that the family fan zone will be launched at the last one or two home games of the season. The proposals for the Bridge One walkway are impacted by the current civil works outside the Aqua Centre and are under discussion with the Queen Elizabeth Olympic Park operators.

For Information

3.3 Stewarding

RA advised that she has been notified that a young child was distressed following a security search and will attempt to ascertain more details to pass onto the Club for further investigation and inform SW to raise at the next SSAG meeting.

Responsibility RA

3.4 History & Heritage

SA advised that Jake Heath will take the lead on behalf of the Club and it was agreed to identify realistic time lines for the associated initiatives and AP volunteered to request the Club for a list of memorabilia.

Responsibility SW & AP

3.5 Lower West Stand Wall

SA will share the agreed ISC position to the ISC members to ensure a common understanding to support future discussions.

Responsibility SA

3.6 Safe Standing

It was agreed that a stakeholders meeting was required to establish an Introduction strategy. CB added that supporters who don't wish to stand and ambulant spectators unable to stand are accommodated in the planning. This was agreed by ISC members.

Responsibility SW

4.0 Ticketing Subcommittee

SP reminded the attendees that a vacancy exists for any ISC member who wishes to join the Ticketing Subcommittee. SA added that the future plans for the Away ST Scheme will be included as part of the season ticket renewal strategy to be announced at a date to be established.

For Information

5.0 Communication Subcommittee

5.1 ISC Website Development

CB will revisit website development resources and associated costs.

Responsibility CB

5.2 ISC Social Media Protocol

The Communication Subcommittee will establish a protocol for Twitter and website post for ISC members approval.

Responsibility CB

5.3 ISC Members Social Media Posts

CB reminded ISC members of their responsibilities when posting personal opinions on social media.

For Information

6.0 Last ISC Meeting Assignments

6.1 Standing Orders (SA)

SA advised that approximately 80% of the content is already covered by the MoU and other existing documentation. AP stated that the Standing Orders had been be close to adoption, so it should not be too hard for these to be adopted soon, given that there are issues covered in them which are not covered in the MOU. It was agreed to revisit this document as part of the review of the MoU etc in conjunction with the PL FES and Government White Paper initiatives.

Responsibility SA

6.2 FSA Report Update

SW advised the final report was still under review with the FSA.

For Information

6.3 DSB Car Park Improvements

Improvements to the disability supporters' car park detailed at the previous ISC meeting are awaiting funding availability.

Responsibility CB

7.0 Supporters Charter

SA clarified the background to the Supporters Charter published December 2022 and it was noted that the ISC was not consulted prior to the publication.

For Information

8.0 AOB

8.1 Club Accounts Questions

SA advised that a written response is to be provided by the Club.

Responsibility SA

8.2 Persistent Standing Lower West Stand

CB advised the persistent standing issues particularly in the West Stand (closest to the Away Fans) is obscuring the view of the pitch of those on the wheelchair platform behind. There is a wheelchair platform height expectation under the Stadia Access guidance and this is under review with the DSB.

Responsibility CB

8.3 Unique ST Holder's Merchandising

ISC members requested to advise of any suggestions at the next ISC meeting.

Responsibility ISC Members

8.4 Intrepid Irons

SW advised that the a group of supporters, incorporating the East End Girls, have formed Intrepid Irons to improve the match day experience of female supporters at men's first team games including all away games.

For Information

9.0 Next ISC Meeting Date(s)

17th April and 10 May at 19:00 hours.

AP advised he will be unable to attend and HU will send a deputy.