

Nottingham Forest Supporters Trust
Board Meeting 9th February 2019, Epperstone Court, West Bridgford

Present: Elliott Stanley, Nigel Langrick, Steve Bennett, Paul Seven, Andy Caddell, Lindsay Knott, Kirt Minton
 Apologies: Donna Jordan

	Action
<p>1 Welcome and apologies.</p> <p>ES welcomed LK, PS and KM as elected members of the Board. He stressed the confidential nature of some of what would be shared and discussed.</p>	
<p>2. Approval of the Minutes of the Meeting 20.10.18 and 08.01.19 and Matters arising</p> <p>Merger of Supporters Direct and Football Supporters Association. Agreed to join SD for the next year</p>	NL to process
<p>3 and 4 Chair and Secretary's Report ES and AC</p> <p>The Redevelopment of the Peter Taylor Stand is going ahead. It will be announced on 20th February 2019, before the Derby match, work to start May 2019 with completion by 2020. It will be in biggest stadium in East Midlands. Cost £45 million. World class facilities and world class stadium. Important that it stays Trent Side. Capacity will be down to 22,500 during the redevelopment. Lot of the PT Stand isn't seating but offices and redevelopment will bring greater commercial potential.</p> <p>Mariankas's was upset about the reaction to Karanka situation, and hopes the stadium will change the narrative by showing that he is here for years.</p> <p>It will be a good opportunity for cub to be an example of good practice.</p> <p>NFFC are keen for NFST to be involved in consultation on various issues including disabilities. ES / AC were called to a meeting specifically about this. It will involve all board members – work ahead!</p> <p>There will be a week of PR and NFST need to be ready. PS: Do a video before the Derby game – 3 pm onwards. Videos of fans 'memories in Peter Taylor Stand, then spring board onto asking what's important to them in the new stadium.</p> <p>Miracle Gates. It is important NFST get the opportunity to say that they will still be happening – mention a week or so after the announcement. It will show we are integrated with NFFC, and the fruition of one of the things on our agenda.</p> <p>SB: Need to consider current fan experience .SB, and others, had bad experience of being moved during the development of Upper Trent End - NFFC need to communicate well and think about the process during the changes. Fans will want to know about match day tickets with reduced capacity, moving seats and then returning once completed. LK: The Family Stand is also situated in the Peter Taylor Stand. NFST need to think of questions we can ask ahead of the announcement, take to NFFC and so will be in a position to respond to members who contact us with concerns</p> <p>Redevelopment Slack thread to be established</p>	<p>PS to create video</p> <p>AS/ES to confirm with NFFC plans for MGs and appropriate comms</p> <p>ES to set up thread on slack</p>

<p>Food Bank AC and NL met with Nigel Adams from Hope Nottingham. NFSR will take over publicity for volunteers. Aiming for 4 a year, during the football season, possibly 2 at Forest and 2 at Notts County. AC raised it with Ben White who agreed to be on board and do a collection at City Ground. LK: Be mindful of Friary, homeless charity on Musters Road and Framework, Forest's Official Charity four this season. KM: We could also collect toys for Women's Refuges at Christmas.</p>	
<p>5. Treasurer Report NL</p> <p>Report has been sent to accountants. We have £21,000. Bulk of memberships are in, most through Pay pal, a few through Stripe. There have been some cancellations, and some are being chased up. ES would like to get off Pay Pal – most new memberships are through Stripe.</p>	<p>ES to resolve: paypal v stripe v intouch</p>
<p>6 Board Structure Discussion around a) current elected board and associated roles and b) offers of help and potential co-opts</p> <p>ES had sent out Board Meeting Supporting info pack. The Board Structure designed 2 years ago – do we want to change it, in line with our 5 key commitments</p> <p><u>The working strands were altered and are now:</u></p> <ul style="list-style-type: none"> • PR, Communication and Marketing • Young Membership and Youth Engagement • Inclusion and Diversity – Awareness and Education AND Accessibility / Practicalities (LGBT and Disability current areas of attention) • Membership Engagement – Research, Outreach and Communications • Membership Administration (including joining, renewals and pack) • Partnership <p>In addition, there are the two more role based areas - Governance and Policy and Financial Administration.</p> <p><u>Considerations and Actions resulting from discussions</u></p> <p>Young Members Max is happy to be interviewed – possibly at half term.</p> <p>Leeds ST are doing some great 'future proofing work'</p> <p>Different ages / young adults Bradly's video was good</p> <p>LGBT SB had planned to meet with Pau. He is concerned as there hasn't been recent communication with Paul, who has been unwell.</p> <p>PS: could make a video, opening up questions. His friend Debra, who has a company and is LGBT is happy to assist .LK - we could also link in with local LGBT groups. NFFC / Nick Randall might want to be involved.</p>	<p>ES to update Board Structure</p> <p>SB / PS to meet with Max and discuss his ideas</p> <p>SB to talk with Leeds Trust</p> <p>ES to contact Bradley Catt</p> <p>SB to attempt to contact Paul again</p>

<p>Disability Awareness raising and practicalities – being able to attend match, and match day experiences. KM shared his knowledge and experiences of being a disabled season ticket holder. City Ground has 40 spaces for people with disabilities –11 in the Disabled Seating Area in Upper Bridgford, the Trent End end, glass separating fans from away supporters. NFFC say 1,000 disabled fans attend each match. KM sits in the Disabled Seating Area. Having the Early Bird deal on renewals depended on one member of Forest staff, The Disabled Officer, Geoff, who was on holiday as the deadline approached and would not return until after the deadline had passed. Away fans often stand, making view of pitch difficult and shout abuse through the glass, and disabled fans get fenced in with away supporters after the game. NFFC have employed a Welfare Officer who talks to disabled fans.</p> <p>There is a need to raise awareness as well as to improve match day accessibility and experience. Redevelopment of stand offers good opportunity to do this</p> <p>Membership engagement This will be divided between Membership Engagement – Research, Outreach and Communications AND Membership Administration (including joining, renewals and pack) Use funds for administration</p> <p>Ticketing and Sales Support Even more important with the redevelopment of the PT stand. Spurs Supporters Trust have a good model. It was noted that as well as working with Jonny Owen and Ben White, we need to continue meetings with Nick Randall, as per the Memorandum of Understanding. ES and AC have made JO aware that they are privileged to meet with him, but that NFST have 1,200 members. NFST must maintain its independence and show impartiality – e.g. sharing the cost of the redevelopment when we know it.</p> <p>PR, Communication and Marketing Redevelopment Comms plan is needed almost immediately after announcement</p> <p>Website needs updating / improving. Matt (?????) and Andy Cove to work on this</p> <p>Third Party Partnerships Events, Partnerships and fundraising is taken out Need to be in closer relationship with FA, Football Supporters Association, Safety Advisory Group, Police / Police Football Liaison Officer ES and LK to further develop this, SB also offer of help. Widening connections with NFFC beyond AC / ES with NR, JO and BW, across the week. Invite NR, JO and BW to a Board Meeting, and to anything we are doing. They will see how professional NFST is and gain a better understanding of what we do and how we do it.</p>	<p>LK and M to work on this. KM to collect / bring together more of his experiences and those of people in the Disabled Seating area. LK to look at what other clubs and other trusts have done.</p> <p>AC and ES to bring costs from drop shopping' to next meeting.</p> <p>AC to suggest to Jonny Owen if we can assist with this.</p> <p>DJ to do. ES / AC to talk with DJ</p> <p>ES to invite Matt to Board Meeting, especially if remotely</p> <p>ES/LK to meet</p> <p>AC to invite NR, and invite JO directly.</p>
--	---

<p>Leads and support</p> <p>The following board members will lead on each area / section</p> <table border="1" data-bbox="151 203 722 1126"> <tr> <td>Communications</td> <td>DJ</td> </tr> <tr> <td>Young / Youth</td> <td>SB and Ps</td> </tr> <tr> <td>Inclusion and Diversity</td> <td>LK and KM</td> </tr> <tr> <td>Membership Engagement - Research</td> <td>PS and LK</td> </tr> <tr> <td>Ticketing and Sales Support</td> <td>NL</td> </tr> <tr> <td>Third Party Relationships</td> <td>ES / LK in first instance</td> </tr> <tr> <td>Membership administration</td> <td>TBC</td> </tr> <tr> <td>Governance and Policy</td> <td>NL</td> </tr> <tr> <td>Financial Administration.</td> <td>NL</td> </tr> </table> <p>Offers of help and potential co-opts Barry Frenchman spoke with ES at AGM and has since emailed his offer of support Agreed there is a role to develop NFST relationship with Forest Ladies.</p> <p>Additional support is needed Offers of support also from Max Hayes, Kevin Pamham and Debra Morley, Cathy Coupe and from Forest Ladies, Lee Billard. Email to all those at AGM who offered support, highlighting the areas of work and asking for help. Thereafter, depending on response, will email all members</p>	Communications	DJ	Young / Youth	SB and Ps	Inclusion and Diversity	LK and KM	Membership Engagement - Research	PS and LK	Ticketing and Sales Support	NL	Third Party Relationships	ES / LK in first instance	Membership administration	TBC	Governance and Policy	NL	Financial Administration.	NL	<p>ES to contact BF</p> <p>ES to email those who have offered support, then all members</p>
Communications	DJ																		
Young / Youth	SB and Ps																		
Inclusion and Diversity	LK and KM																		
Membership Engagement - Research	PS and LK																		
Ticketing and Sales Support	NL																		
Third Party Relationships	ES / LK in first instance																		
Membership administration	TBC																		
Governance and Policy	NL																		
Financial Administration.	NL																		
<p>7 Initiatives / Deliverables in line with AGM 'year ahead' commitments</p> <p>Members Survey. Quote has been received from Bright Sparks - £2,486.00 Agreed to proceed PS and LK to proceed, ES to be updated and offer of help.</p>	<p>PS to contact Ann from Bright Sparks and arrange a meeting with PS and LK</p>																		
<p>8 Member 'competition' for Blackburn Community Partner Tickets, 13th April</p> <p>SB is progressing the paperwork. SB is paying for 2 additional spaces. 2 board members to attend, act as hosts on behalf of NFST - DJ and LK SB will do advert and text for the programme. This can also be used for the NFST advert for Swansea Game</p>	<p>SB do advert</p> <p>SB and AC to liaise</p> <p>DJ and LK to host</p>																		

<p>9. Next Member mailing contents</p> <p>This will include</p> <ul style="list-style-type: none"> • Summary of AGM • Embed one of Max's Videos • Advance notice of Survey • Promote Junior Membership • Blackburn Game Competition • 25 % Discount at Art of Football during March 	<p>Matt Clements will create content</p>
<p>10. AOB</p> <p>New members letter</p> <p>Membership Badges - May need more</p> <p>Fans' groups NL: Matt from Forza suggested Forza NFST, Bandy and Shanty, Official Supporters Club have an off the record meeting to gauge different areas of work and approaches Agreed – to suggest an informal social get together at the end of the season; and keep in mind the future development of a more formalised fans forum.</p> <p>Donation to Epperstone Court Residents Group For the use of the room. £20 agreed</p>	<p>AC to write</p> <p>NL / AC to liaise</p> <p>NL to contact Matt</p> <p>LK and NL to liaise</p>
<p>11 Date, Time and Location of next meeting</p> <p>Saturday 9th March. Venue tbc</p>	