|  |  |
| --- | --- |
| **Meeting:** | **Everton Fans’ Forum meeting** |
| **Date:** | **Thursday 26 April 2018** |
| **Venue:** | **Brian Labone Lounge, Goodison Park** |
| **Present:** | **Forum members** – Gary Evans (GE), Ian Ball (IB), Annemharie Richardson (AR), Jeanette Salmon (JS), Lewis Owen (LO), Mark Cartman (MC), Robert Eagleton (RE), Lisa Vaughan (LV), Steve Ely (SE), Mike Thomas (MT), Annemarie Flynn (AF), Kieran Riley (KR), Nick Mernock (NM)  **Club representatives** – Christine Prior (CP), Gill Derbyshire (GD), Mo Maghazachi (MM) Lewis Price (LP)  **Apologies –** Louis Reed-Foster (LRF), Tom Moore (TM), Richard Kenyon (RK) |

|  |  |
| --- | --- |
| **1** | **Introduction and Welcome**  GE welcomed members and Club staff to the April meeting.  Mark Rollings (MR) and Alex Burton (AB) from the Club’s Partnerships Team in attendance for agenda item 8. |
| **2** | **Actions from previous meeting**  **ACTION: GD to introduce IB to representative from EitC regarding Grassroots Football.**  **RESPONSE:** GD has sent contact email to IB. GD offered any additional support needed to the Forum.  **ACTION: GD to send updated StubHub figures to GE.**  **RESPONSE:** GD waiting on figures from Matt Kendall (Head of Ticketing) and will send them over to GE asap. |
| 3 | **Declarations of other business**  **Terms of Reference**  CP will send an updated Terms of Reference document to GE and AF to approve ahead of putting them on the website.  **International Supporters**  MC updated the group on the progress of conversations with international supporters.  **ACTION: CP to contact MC to plan post-match activity at the Southampton fixture.** |
| 4 | **Feedback from Chair**  GE informed the group that he attended the Shareholders association meeting at the start of April. GE spoke to the Shareholders in attendance about the aims and objectives of the Forum for the future. GE informed the group that it was a positive meeting and that there were conversations regarding the recent election and releasing the number of votes for each candidate. There were suggestions that the Stoke City Supporters’ Council model was one to look at more closely. GE looked into this and whilst there was no information published on the number or percentage of votes for any of the members of the Stoke City Council he would look at the work of this and other PL Fans’ Forums. |
| 5 | **Member feedback from Meetings**  **Disability Panel**  AF and IB informed the group that they recently attended a Disability Panel meeting with Club representatives and members of EDSA (Everton Disabled Supporters’ Association) regarding the new EitC Blue Base building. The Panel is coordinated by Rachael Lomax who is the Club’s Disability Liaison Officer and AF and IB will be invited to all future meetings as a part of the panel moving forward. AF circulated notes from the meeting to the group and recapped on the discussion regarding the facility. The Club had a test run using the facility at the Newcastle fixture with the plan being to open the facility next season for disabled supporters to use on amatchday. AF spoke about limited capacity and terms ofmembership for the facility, including away supporters and if spaces should be booked on a game-by-game basis. The area around the building is also being discussed with the Council as the route from the building to the stadium has limited drop curbs. The Charity are also looking at options to secure additional funds to install a washroom and further accessible toilets in the facility. |
| 6 | **Fan Survey**  GE raised the topic of the recent Fan Survey sent to supporters. The group understand that the survey had the same content sent to supporters in 2017 and offered support to the Club to sense-check any future Fan Surveys. Members queried if the results of the survey would be released to the fanbase at any stage.  MM stated the Club have no comment to make on this topic and are moving forward. |
| 7 | **The Holy Trinity Statue**  The group discussed the recent images that circulated online of the potential location of the Holy Trinity Statue. The images were lifted from the planning portal now the Club has submitted the planning application. The planning application has been submitted after months of discussions with the Council and architects, the Club have now submitted the application as they are confident that they have done all they can to have it approved. It was confirmed that the images released bear little resemblance to the actual statue. |
| 8 | **Club Items**  **Home Kit 2018/19**  Mark Rollings (Head of Partnerships) and Alex Burton (Partnerships Manager) attended the meeting to show the group the 2018/19 Home Kit Launch Video, the group gave positive feedback on the video commenting that they liked the shots of supporters on the concourse mixed with the subtle references around the City. The group fed back on a couple of phrasing issues and felt that certain words were too over emphasized. The group viewed the new home kit and MR informed the group the kit will be worn by the players on the Southampton fixture and be available for purchase in May. MR confirmed that the kit is bespoke and not a template design for away kits. LV queried why no Ladies players feature in the kit launch video and MR assured the group that this was intentional and there is a reason which can not be shared with the group at this stage. The group also noted the conversations around labelling children’s kits ‘boys’ when referring to sizes. MM confirmed there will be no kit launch event this season and activity will take place at the Club's End of Season event, the Dixies.  **Memberships 2018/19**  CP presented the pack fulfillment and design to the group to inform them of the expanded membership categories for next season. The group suggested amends to the international membership pack which CP will feedback to the Marketing Team. |
| 9 | **Twitter Questions**  **Stadium Workshops**  The Forum has been contacted asking when there will an update to supporters on the new Stadium. MM confirmed that the next stage is based on planning permission going in this year, along with formal consultation this summer - and that images would be shown in full as part of this process.  **Team Performance**  The Forum informed the Club that supporters have raised the current team performance and future of the Manager with the group. GE understands that the Forum is not a consultation group to discuss on pitch matters - however felt that –this issue needed to be documented but does not expect the Club to respond.  **Fan Wall**  The Forum has been contacted by supporters to see when the Fan Wall on the app will be active again. CP informed the group that the Fan Wall was deactivated due to inappropriate behavior by some users. The Club are working through a new code of conduct and will inform the Forum when it goes live.  **Seat Transfers**  The Forum has been contacted by a number of supporters who are having issues with the Seat Transfer process. LP confirmed that due to stadium works in the Park End taking place on a non-matchday the stadium is not currently safe for seat viewings for either supporters or staff. CP suggested that the cases are sent through to Matt Kendall (Head of Ticketing) to see if there is any further assistance that can be given to the supporter.  **Fanatics Vouchers**  Members of the Forum queried if supporters still had time to claim their £5 voucher for Everton Direct as some supporters commented that they did not receive a voucher code. GD asked for these cases to be directed to the Fan Based Services team to investigate as the supporter may be unsubscribed from receiving Club communication. |
| 10 | **AOB**  On behalf of the group GE thanked RE and NM for their time as Chairperson and Vice Chairperson of the Forum and presented them with a gift on behalf of the group. |