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| **Meeting:** | **Everton Fans’ Forum meeting** |
| **Date:** | **Thursday 9 May 2019. 6pm-8pm.** |
| **Venue:** | **The People’s Hub, Spellow Lane.** |
| **Present:** | **Forum members** – Gary Evans (GE), Annemharie Richardson (AR), Lisa Vaughan (LV), Jamie Yates (JY), Jan Syme (JS), Paul Quirk (PQ), Annmarie Flynn (AF), Kieran Riley (KR), Jazz Bal (JB), Mike Thomas (MT)    **Club representatives** – Scott Mcleod (SMc), Christine Prior (CP), Rachel Meikle (RM),  **Apologies –** Nick Mernock (NM), Robert Eagleton (RE), Louis Reed-Foster (LRF), Steve Ely (SE), Tom Moore (TM), |

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| 1 | **Actions covered in the March meeting**  **ACTION: SMc/CP to confirm unveiling date with the Fans’ Forum members once sign off has been given by the contractors working on the project.**  RESPONSE: Information was shared, and the statue was unveiled ahead of the last game of the season against Burnley. Feedback from the unveiling has been positive.  **ACTION: CP to check with Media Team if RE can have access to matchday images that aren’t used by the Club.**  RESPONSE: CP advised that RE should pick this up with his contact from the Media Team.  **ACTION: RM to meet with representatives to start initial conversations regarding Armed Forces Day activity.**  RESPONSE: Item on the agenda to be discussed further.  **ACTION: CP to send shortlist of nominations to the Fans’ Forum to select the 2018/19 Fan of the Year.**  RESPONSE: Forum selected Alfie who is fundraising for the People’s Place. The video footage will be shown as part of the end of season show, The Dixie’s. |
| 2 | **Stadium Catering**  SMc confirmed he has shared the feedback on matchday catering collated by the Fans’ Forum with the Head of Sodexo.  SMc asked for some additional information regarding a selection of the statements collated so Sodexo can investigate them further.  **ACTION: SMc to share additional information required with GE.**  SMc informed the group that a lot of the concerns raised are already on the agenda for Sodexo in the summer as they look to improve service, equipment, product variety and distribution for the 2019/20 season.  **ACTION: CP to invite Head of Sodexo to future meeting.** |
| 3 | **2019/20 Kit Launch**  The Forum asked for an update on when the 2019/20 home kit will be revealed.  SMc confirmed that due to the Club signing a contract extension with Umbro the kit will be released later than it was for 2018/19. The kit will be revealed and go on sale in July. |
| 4 | **Stadium Atmosphere**  CP asked the Forum to gather information on things they would like to see on flags and banners in the stadium and asked if there are any key occasions they want the Club to celebrate/pay tribute to for 2019/20.  **ACTION: Forum members to send any feedback on matchday flags and banners to RM.**  Forum members offered further assistance to RM and CP on a matchday to help with preparing matchday displays.  It was suggested in the meeting that there needs to be a balance on the designs to reflect celebrating the Club’s history but also looking forward to the future.  CP confirmed that the Club will have further contact with supporters sitting in GT8 to progress plans to create the singing section for 2019/20. All agreed that as we look ahead to the New Stadium project, starting initiatives to improve Stadium Atmosphere now are needed. |
| 5 | **Armed Forces Day**  JB confirmed that he has met with Dave Curtis from EitC to plan an event to celebrate Armed Forces Day which will take place on Monday 24 June.  JB confirmed that the plan is to hold an intimate event at the Royal Liver Building offices including a tour by a Club ambassador and refreshments.  CP offered support from future initiatives that the Fans’ Forum want to be involved in and suggested that the group could come up with something for Christmas time to tie in with any Blue Crimbo activity taking place in December. |
| 6 | **Future of Ticket Resales**  The Forum felt that the Club should do more to help answer some of the statements that are made by supporters regarding the official ticket market place, StubHub. The Forum discussed alternatives including internal solutions that can be Club owned for future seasons. The group discussed capped ticket pricing and the average price of match tickets and the solution the Club have in place to ensure supporters don’t abuse the system. |
| 7 | **Season Tickets 2019/20**  SMc updated the group on Season Ticket sales for 2019/20 and stated the number of renewals is positive. The Fan Centre will now focus on seat transfer requests and contacting those supporters who are on the waiting list.  The group enquired about Season Ticket delivery dates and SMc confirmed that season cards will be dispatched in time for the new season and if there are any issues with distribution nearer the date the Club will improve the communication of this to supporters. |
| 8 | **Goodison Tour Query**  It was suggested that the Club should purchase more replica trophies for the Stadium Tour. CP confirmed she will pass on the feedback to the Events Team who are responsible for Stadium Tours.  The group asked if the tours of USM Finch Farm have been popular with supporters and SMc confirmed there are only three spaces left on the last tour and the Club are looking at options to continue with the tours for next season. |
| 9 | **The Dixies**  GE queried the Club’s thoughts behind the plans to change the format of the Dixies to a TV show and not hold an event. SMc explained several factors led to the decision, including date, the U23s cup run and the EitC Gala Dinner taking place so close to the end of the season.  The show will be hosted on social platforms for the first time with exclusive viewing given to members. |
| 9 | **Family Toilets**  GE informed the group a message had been sent to the Fans’ Forum account from a supporter who attends the game with his young daughter, he stated that the toilets are causing an issue as his daughter is to young to go the toilet alone, but it is not appropriate to take her in the gents toilets. He asked if there is anything that can be considered for families.  **ACTION: RM to pick this up with the Stadium Operations Team.** |
| 11 | **AOB**  **Broken Seats in the Stadium**  CP stated if the Forum get any additional reports of broken seats in the stadium to report them to her or RM who will pick this up with the Stadium Operations Team. The Operations Team will do a full stadium review ahead of the first game of 2019/20 so they are not anticipating any issues.  **Under 23s information.**  It was raised that the information regarding the U23s on the website and other Club channels needs updating. SMc informed the group he will investigate this.  **Fan Giveaways**    AR asked the Club if something could be done for fans travelling to away games independently or if there is any way of finding out who these fans are for future benefits. CP informed the group that the Chairman gifted supporters on official travel cash for a drink at Crystal Palace, but this was done independently as a surprise for those fans.  **ACTION: CP to investigate numbers of fans who travel independently to away fixtures.** |