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| **Meeting:** | **Everton Fans’ Forum Meeting** |
| **Date:** | **Thursday 24 September, 6-7:30 pm** |
| **Venue:** | **Virtual video conference.** |
| **Present:** | **Fans’ Forum Attendees -** Jazz Bal (JB), Lisa Vaughan (LV), Nick Mernock (NM), David Wycherley (DW), Tony Sampson (TS), Jan Syme (JS), Joe O’Reilly (JO), Kieran Riley (KR), Dawn Kehoe (DK), Annemharie Richardson (AR),    **Club Attendees** - Scott McLeod (SMc), Rachel Meikle (RM), Tom Rowell (TR), Christine Prior (CP)  **Apologies -** Paul Quirk (PQ), Robert Eagleton (RE), Steve Ely (SE), Mike Thomas (MT), Annmarie Flynn (AF), Mo Maghazachi (MM) |

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| **1** | **Actions from the August meeting**  **ACTION: RM to arrange a Fans’ Forum Catering Project Group meeting when it is safe to do so with representatives of Sodexo.**  RESPONSE: RM confirmed the meeting would be arranged when it is safe to do so.  **ACTION: Events Project Group to discuss artwork around the City and provide feedback to SMc ahead of the next meeting.**  RESPONSE: Item is on the agenda to discuss.  **ACTION: RM to check with the Fan Centre regarding junior members waiting list details not being visible online.**  RESPONSE: RM stated that there are currently no further updates to report.  **ACTION: SMc/RM to provide an update from the Marketing Team on the International Official Membership package for 2020/21.**  RESPONSE: JB confirmed CP shared information with TS ahead of the International Project Group meeting.  **ACTION: SMc to request that broadcast options are raised for non-broadcast selected matches by the Club representative attending the Premier League Shareholders meeting.**  RESPONSE: SMc stated that all feedback had been raised to the Club representative attending the Premier League Shareholders meeting.  **ACTION: SMc to request stadium regulations to be raised by Club representative attending the Premier League Shareholders meeting.**    RESPONSE: SMc stated that all feedback had been raised to the Club representative attending the Premier League Shareholders meeting.  **ACTION: RM to arrange a meeting with the Fans’ Forum and Club representatives to share matchday plans for the return of supporters to Goodison Park.**  RESPONSE: A meeting to discuss the return of supporters to Goodison Park took place on Wednesday 9 September.  **ACTION: RM to contact Partnerships over a possible return date for instore facilities to reopen.**  RESPONSE: RM stated that in line with most high street stores, changing rooms will remain closed until the end of the Covid-19 restrictions. The exchange on products has been extended from 14 days to 28 days to accommodate supporters.  **ACTION: SMc and MM to discuss pre-season Q&A activity with the Communications Project Group ahead of the new season.**    RESPONSE: JB confirmed that the pre-season Q&A took place and had been shared on the Fans’ Forum podcast.  **ACTION: The Events Project Group to bring examples of end of season events across football to the next meeting.**  RESPONSE: Item is on the agenda to discuss.  **ACTION: MM to update the Forum on messaging for the People’s Project that the group can continue to promote to the fanbase.**  RESPONSE: JB thanked Club representatives for providing updates to the Fans’ Forum where possible. |
| **2** | **END OF SEASON REVIEW**  SMcstated that the End of Season Review is now online and available for Digital Members to watch for free on evertonfc.com.  TS queried when the awards voted for by Supporters’ Clubs would be announced. CP stated that this is separate to the End of Year Review and will be discussed with the Content Team. |
| **3** | **SEASON 2020/21**  **Refund credit options**  Following a meeting with Club representatives and Forum members to discuss supporters returning to Goodison Park, the Club have published an online news article and sent a letter to all Season Ticket members to provide an update on the refund procedure for 2021/22.  JB queried if the Club will be offering an option for supporters to make a charitable donation to EitC as part of the refund process. TR confirmed that a donation option would be available to supporters and further communications will be issued once the Premier League have determined the date supporters will return to football stadiums.  **Dates for fans return**  JB stated that the Forum had received several questions on social media regarding the return of fans to Goodison Park.  TR confirmed that the plan for fans to return will now be on hold following the latest Government announcement. Processes are planned; however, until the Premier League announces further guidance, the Club will not be releasing any further communications on tickets at this stage.  JB raised that supporters have been discussing the limit on social bubbles when entering the ballot process. TR stated that the ticketing system has the functionality to change group allocation numbers, which will be determined by Government advice. TR stressed that all supporters who wish to opt into the ballot process for individual matches should update their friends and family details and apply for as many fixtures as possible. TR stated that tactical opting in is not advised, which the Club will highlight in future communications.  TR confirmed that, for any cup fixtures supporters could attend, a ballot system will be in operation and communications regarding the Auto Cup Scheme not taking place for 2020/21 will be sent to supporters.  TR stated that games attended in the ballot process would not count towards credits should the Club progress into the final rounds of cup competitions.  CP informed the group that the Fan Engagement and Fan Centre teams have been issuing courtesy calls to Supporters’ Clubs outside of the area who travel to Goodison together on a matchday. The purpose of the calls is to understand their plans for when fixtures return and how the Club can assist with travel arrangements. Any Supporters’ Clubs who receive support from the Club will not receive any advantage on the number of fixtures they attend.  **Free match pass for Season Ticket Members**  JB raised the announcement of the live streaming platform that will be used for all non-televised Carabao Cup fixtures. The group stressed the importance of supporters having access to viewing options without any further expense.  DW asked if the Club will be looking into streaming options for Carabao Cup fixtures not chosen for television broadcast. SMc informed the group that rights holders have priority over the selection of Carabao Cup fixtures to be televised and the fixtures not chosen will fall under the EFL broadcasting extension protocols. The Club cannot intervene in these protocols as it is not a direct arrangement with the Club. The streaming service in place is being used to support the football pyramid at this challenging time.  SMc confirmed that the Club representative who attends the Premier League Shareholder meeting did receive the Fans’ Forum feedback regarding the importance of available coverage for supporters. |
| **4** | **RECRUITMENT**  The group discussed options for the Fans’ Forum recruitment process for 2020/21. The Forum determined that they will hold a members-only meeting to discuss recruitment and the impact of the Covid-19 restrictions.  **ACTION: JB to arrange a members-only meeting to discuss recruitment for the 2020/21 season.** |
| **5** | **EVENT PROJECT GROUP UPDATES**  JB confirmed that the Fans’ Forum social media shirt giveaway is now live and the winner will be announced on Thursday 1 October.  **Mural Artwork ideas**  JB confirmed the Events Project Group have met to discuss ideas on Everton artwork around the City Centre. The group will also continue to use their channels to support the Kit it Out fundraising campaign for a mural in the City.  SMc confirmed that this would be something the Club would look to support the Forum with by exploring options available.  **End of Season 2020/21 live Q&A proposal**  JB informed the group that AF will share the event proposal with members ahead of sending this to the Club to review.  **ACTION: AF to share live Q&A proposal with Fans’ Forum Members.** |
| **6** | **INTERNATIONAL PROJECT GROUP UPDATE**  TS updated the group of the outcome of the meeting with the Fan Engagement Team to discuss engagement activities with International Supporters’ Clubs.  TS informed the group that a selection of the feedback from the Fans’ Forum International survey had been taken on board for the new season. The Fan Engagement Team are working to simplify the Supporters’ Club affiliation process, which will also gather more information on social media accounts and the history of Supporters’ Clubs.  Supporters’ Club benefits have been streamlined and membership packs will also be introduced for affiliated Supporters’ Clubs.  TS gave positive feedback on the Supporters’ Club feature as part of the new matchday live show.  CP confirmed that the Fan Engagement Team has further plans to enhance Supporters’ Club engagement which supporters will see more of over coming months.  **ACTION: TS to send any feedback from the International Project Group meeting to CP.** |
|  | **AOB**  **New Stadium Information**  The group discussed the recent update regarding the planning application for the People’s Project and how the Forum can show support. JB queried if a letter to the Council from the group would assist and this is something he would be eager to involve supporters groups in. SMc informed the group that it is the quality of the support received not necessarily the volume so a collective effort from Supporters’ Groups would be worthwhile.  CP stated that FAQs are due to be published on the Peoples Project website to assist with any queries. |