

Ravens Supporters Board Meeting – Monday 14th August 2023 - Boardroom Hayes Lane

In Attendance - Board Members

Ian Pettyfer, Alex Robins, Sue Spencer, Christina Andrews, Nigel Beer, Mike Buckingham, Adrian Elms, Greg Jones, Ian Micklewright, Roy Oliver, Richard Simpson, Georgie Weaver, and Dave Wilkinson

Guest

Jeff Hutton.

Apologies

Paul Messenger and Brandon Morse

IP - Opened meeting, thanked everyone for attending.

SS- Informed board that due to his A-levels Luca Crisford could not commit his time to the board and has resigned with immediate effect.

IP- Confirmed that for the time being we would not be looking to replace Luca.

Minutes from the last meeting approved

IP – informed the board that IP, NB, MB and SS had on 17th July a meeting with Robin Stanton Greaves, Mark Hammond, and Jeff Hutton, at this meeting the following was discussed-

- The future of supporters coaches – RSG stated that he could no longer continue to provide coaches at a loss, He pointed out that he had continue to run coaches the previous season at request of the Supporters Board who had agreed to push the coaches, but as the take up had failed to break even he was no longer willing to fund them and perhaps now was the time for the supporters board to look into running coaches.
- Ground development – The club have secured a grant for some of the funding for the new stand from the football foundation, they are awaiting outcomes of other grants, but hope work will start soon and details as to when and how work will be done will be released as and when funding is received.
- Communication – The club is working hard on communication, SS suggested an autoresponder for the tickets@ email address so at least supporters knew their message had been successfully received by the Club, this was implemented the next day, the club

have also put live the switchboard options again to hopefully direct non urgent ticket queries direct to relevant departments within the Club.

- While the club understand that the queues in Broomfields and the food outlets are frustrating, RSG sees these as a good thing as it shows how much busier we are.
- Memorial Garden – Caroline Jacobs had put forward a suggestion re a memorial garden. RSG happy for this to be looked into.
- Fans Forum – A date was agreed for a Fans Forum, this will take place in Broomfields on Sept 12th at 7pm.

JH – Provided feedback to the board regarding issues with the Season Tickets, There were issues from both sides – Club and Ticketmaster

- The choice to have either a digital, physical or both ST caused issues with ST supplies.
- Issues with combined family ticket sales done on one account.
- TM failed to issue digital ST for every ticket sold.
- TM failed to deliver physical ticket for all those who had picked this option.
- Supporters unclear what they had actually purchased.
- Club admits they should have checked details of Physical card when they arrived at the club.
- Club admits confusion around Membership card/ST – In future look for only one card needed.
- Not enough staff at the club trained on using TM.
- Due to the high level of calls/emails the club didn't have the ability to keep up with all calls and emails.

The club have highlighted where they have gone wrong regarding ST this season, and hope to resolve issues going forward, the club have met with TM and are seeking financial rebate.

Board raised issues

Away travel – As mentioned above the club suggested that the running of coaches could be taken on by the supporters board, after researching Costs, liability and the actual work involved in running the coaches the board voted unanimously to not take over the running of coaches.

Since the board announced their decision they are aware that supporters David and Holly Norris have begun to organise some away day coaches – The board would like to express their thanks to David and Holly and wish them all the best with running coaches.

Car Pooling – Alex Robins has agreed to set up a google doc for people who wish to car pool, this will then be able to be accessed via the club website etc for people to use if they have space in the cars or are looking for lifts.

Memorial Garden – Now to be renamed Wellness Garden.

Caroline Jacobs has located a suitable site for a Wellness Garden within the car park; she is actively speaking to possible sponsor for the garden, along with liaising with the Mayor regarding the project.

She is obtaining quotes for works needing doing.

IP put it forward that the supporters board could get involved with the costs

Board members stated that before this could be voted on more details are required- how much? – what costs – start up or continued running costs- where would funds come from?, once these have been provided the board will discuss this issue more.

Membership Issues – Staff in bars don't appear to understand that a ST is actually the membership and are refusing discount if only a digital ST is shown, - JH to speak to all staff and make sure they all understand that discount should be applied to all ST/Membership holders.

Ravens Lounge – SS has had several complaints from Ravens Lounge members regarding the lounge, having had it sold to them as a exclusive area, they have now found that this season so far the Ravens lounge tables are all reserved for sponsors, leaving them shoved into corners etc with nowhere to sit, that the lounge is overcrowded (what is the capacity?), queues are long due to inefficient not enough staff. Many have stated they would not have invested into the membership for the lounge if they had been made aware of these changes from last season before they bought.

JH has said he will forward this onto Mike Livesey and provide Mikes contact details for membership to address complaints to, JH did say that Mike is looking to add extra tables but this is also a concern as the bar is already very crowded and extra tables will take up the limited spare space! JH also stated that sponsors have to reserve tickets for the lounge on a match by match basis to avoid overcrowding.

Sponsor Concerns – Supporters have raised concerns regarding the new sponsor of the ground RELOC8EM, the board forwarded these concerns to JH and hoped that the club had done the correct due diligence.

Bank Account Update – MB, all paperwork has been completed by himself and CA, he is now waiting for an appointment with Barclays bank, hopefully this will all be completed by next

meeting.

100 club+ update – Since the last meeting AR emailed all 100 club+ members asking them to vote on proposed ideas for how the 100 club+ monies should be used, 31% of members responded.

Results-

Free Football course places – 27%

Free lunches on football course – 14%

Disability – 23%

Nets behind goals – 10%

Sponsorship of schools football – 14%

Plaque – 5%

Info Ambassador – 3%

Flags – 3%

Other suggestions were put forward included ground improvements/repairs, social events and external charities.

From this vote the board is looking to provide the club with wheelchairs that can be used on a match day and provided 10 free places for under privileged children on the next half term football course.

JH has confirmed extra prizes (signed ball, shirt etc) will be available for the next draw.

Her Game Too – Unfortunately due to being in Australia Andrea was unable to make the meeting, we will look to invite her again soon for an update.

Food and Beverage – MB to speak to Will regarding an update on when the Tea Hut in the far corner will be opened.

JH to feedback that the music is too loud in Bear Island throughout the game.

Club History & Memorabilia – This is now a regular item on the podcast.

Book update RO inform board he is waiting for Mash Hewitt to put them in contact with a publisher to get the book published.

Match Day Experience – CA and DW met with JH on 7th August 16, 2023

Looking at the possibility to use the Allegro Room during school holidays.

Family fun day on April 1st – treasure hunt/Easter egg

Bottle bar to be put in place in Broomfields.

Non League Day 23/03/24 plans to be put in place.

Dates for Diary –

7th Dec Murder Mystery Evening

8th Dec Club Party

15th Dec Christmas Meal

20th Dec Community Grotto

23rd Dec Supporters Christmas Party.

A.O.B

Match Day Ambassadors – Mark Hammond has suggested to IP that board members work on match days as ambassadors reporting back to the club – The board members feel this should be a paid role and are not willing to take this on, IP said he would be happy to do this.

No Water in the away end

Raven Chat – RO wanted it made known that the Ravens Chat are actively raising money for local charities.

Next meeting Monday 25th September

Mike Livesey to be invited to attend next meeting.