

Ravens Supporters Board Meeting – Monday 9th Jan 2023 - Boardroom Hayes Lane

In Attendance - Board Members

Machel Hewitt, Ian Pettyfer, Alex Robins, Sue Spencer, Christina Andrews, Nigel Beer, Mike Buckingham, Luca Crisford, Adrian Elms, Greg Jones, Ian Micklewright, Brandon Morse, Roy Oliver, Richard Simpson, Joe Thornton, Simon Wakefield, Georgie Weaver, and Dave Wilkinson

Apologies

Stephen Marshall and Paul Messenger

MH - Opened meeting, thanked everyone for attending.

Minutes from the last meeting approved.

Sub Committee Updates

Her Game Too. - Georgie and Alex.

GW – Due to illness any meeting with Andrea have been delayed and re-arranged for this month, further updates will be discussed at the next meeting.

MH- Highlighted that at present there is very little content in the matchday programmes regarding Her Game Too, MH- said that both Josh and Charlotte are open to include articles for Her Game Too and suggested that GW spokes to them.

Club History and Memorabilia. - Roy, Nigel and Machel.

RO– Has spoken to John Self, Colin Head and Mark Avenall regarding collecting information – photos etc from specific games/events, RO and NB have arranged a meeting with the above in the coming weeks, MH has asked to be included in this meeting and NB said he will forward him details.

RO- Raised that since the Wealdstone match no further articles regarding CH&M have appeared in the matchday programme, MH said he will contact Josh regarding this.

100 Club+. - Ian.

IP – Announced that due to John Richardson and Arthur Duplock stepping down from running the 100 club+ Alex Robins and Greg Jones have put themselves forward to take over.

AR- Handover had taken place today, with AR and GJ having had a meeting with JR earlier, the new licence has been applied for and actions put in place to transfer over bank details etc.

GJ will be 1st signature and AR 2nd.

John Richardson will complete his last draw on 23rd Jan with AR and GJ shadowing before completing the handover.

AR – it is still a work in progress as to any decisions as to where or what the clubs share of the money will be used for, until then AR and GJ will liaise with Jeff regarding whether the money needs to be transferred to the club or can stay in the 100 club+ account, if the money does require being transferred then can a separate bank account be set up for this purpose so that money does not get lost.

IP – suggested a possible use of 100club+ money being in partnership with the Ravens chat group who are looking to raised funds to buy a “community bus” for the use of the older supporters etc. to aid them getting to and from the ground on match day and for use to travel to away games, various members highlighted issues with this regarding day to day issues of running costs, staff to drive etc, along with would 100 club+ members be happy with this due to some objection already raised to previous community suggestions such as free food for children on football courses.

SS suggested AR/GJ could email 100club+ members for suggestions for how the money be spent and then members vote on these suggestions.

Food and Beverage – Mike and Simon

MB and SW would like a meeting with the head of Food and Beverage to discuss issues raised.

It was noted that the previous Food and Beverage manager has left and no one now knows who is in charge.

MH to contact the club to find out details of replacement or who it is that MB and SW can liaise with.

Match day Experience. - Christina, Paul, Dave

CA – Has liaised with Mark Hammond regarding issues raised and received the following response -

1-Queue times – The club have timed these and state that on a Saturday queues times are around 6 minutes and the club feel that this is an acceptable time period and therefore there is no issue to deal with.

2-Quality, Price, and Selection of food available in Broomfields – The club had a survey completed by supporters on food at Broomfields, the Menu that was built from this was based on the most popular responses from said survey, that the club feel the food is good value for the price and that the quality is more than acceptable and that they receive very few complaints.

Board members did comment that they had not seen this survey nor knew about it.

3-Programme sales – Programmes are popular and due to this regularly sell out, Fans know where programmes are sold, no additional locations needed.

The board disagree with this, and still feel that it would be better for there to be a designated programme hut and mobile programme vendors (possible volunteers) who would walk around the ground selling the programmes. -CA will feed this back to Mark Hammond.

Regarding issues raised by supporters regarding children failing to sit in the stand, constant running around, being out of control and being a general nuisance with risk of causing serious incidents/injuries/accidents.

CA- Suggested the possibility of the club providing a Creche service, for the club to provide a service to keep the children entertain so that the parents can enjoying the day/march day experience without having to worry about their children who get bored and fidgety.

It was pointed out that Parents really need to be taking responsibility for they own children.

MH – Will address with club why the “no running” signs are not on display anymore, and why security no longer address the issue with either the older children or with the parents of younger children. MH will also speak with Josh to see if it’s feasible to have something added in the programme to remind parents to be responsible for their own children.

CA – Suggested regarding Player/Management/Fan interaction that phone calls/Video messages for young supporters on their birthday would be a lovely gesture, also older supporters may like this on significant birthdays and Anniversaries.

Female Toilets – lack of them if Broomfields gets closed, how many women use the Executive Club? Why can’t the female toilets at the bottom of the stairs be made available for the general supporter to use. The portacabins in opposite corners are a disgrace and it unacceptable that this is all that at time is available, this is extremely poor from a club wishing to promote Her Game Too– to be raised to RSG, Is he aware of this issue?

Supporter raised issues

The Music in Broomfields and Bear Island

The music continues to play during minute silences etc., This is very disrespectful, why is this happening, surely staff can silence it?

Ongoing Issues

Poor communication – Even though the supporters board has been informed that the appointment of Aimee Cocksedge as the club receptionist would see a marked improvement

regarding communications with club unfortunately this has been proven not to be the case, we as a board are still getting regular complaints that emails still are not being responded to and that when trying to contact the club by phone, the phone isn't answered, just a recorded message. Board member themselves are also still experiencing lack of response when contacting the club. Is RSG aware that there has been no improvement in the communications?

Speaker issues – will had been told that the club were seeking options and quotes regarding the speaker issue – are there any updates?

MH – to contact RSG to arrange a meeting to discuss previous, ongoing, and new issues, to find out what progress is being made.

A.O.B

With the sub committees - need to know who to contact regarding specific issues, could the club keep us up to date with staff changes etc.

ST holders used to get a discount in the bar and club shop, would the club consider reinstating this?

With new plans having been submitted to the council for building permission, would it be a good idea for these to be displayed in Broomfields for fans to look at in closer detail.

H&S – during the cold spell, the terrace areas were hardly gritted leaving them very dangerous and putting the club in a risky position of being sued if someone fell.

In the need to be professional the club appears to have turned its back on the Non-League Volunteering spirit, Is the club aware that there are still people who want to help out or is it that the club doesn't wish to use this source?

MH, SS and AR – all announced that they will be stepping down at the end of the season,

The 17 other members now need to decide whether

A- They think this is a good opportunity to reduce the board numbers (has 20 members been too high) or

B- Decide they would like to invite supporters to apply to join them.

A decision will be announced at the next meeting, along with nominations for anyone wishing to put themselves forward for the vacant roles of Chairman, Secretary and Treasurer.

Next meeting - Monday 20th Feb 2023.