

## Ravens Supporters Board Meeting - Monday 22<sup>nd</sup> August 2022 - Boardroom Hayes Lane

### In Attendance - Board Members

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

### Apologies

Simon Wakefield, Stephen Marshall, Paul Messenger, Dave Wilkinson, Mike Buckingham

MH - Opened meeting, Thanked everyone for attending

Minutes reviewed from the last meeting and approved.

MH – Replies from Club regarding issues raised at previous meetings provided for us by Jeff Hutton-

- New programme – *Vast improvement in quality of content and print, hope board agree. As ever feedback welcome*
- New website – *Again vast improvement, hopefully more user friendly. As ever feedback welcome*
- Dave Roberts Tea Hut – *Hope majority of board have seen it, Club believe it to be fitting and Liz and the family are due to be coming to a game later this season to see it for themselves and enjoy a game and hospitality with our compliments*
- Women's Team – *More details to come out shortly but we have taken a bit more of a hands on approach with the Women's team and helping to finance / grow a sustainable model moving forward*
- Wheelchair area - *needs a raised platform as some wheelchairs can't see over advertising boards – Not straight forward to change, add raised element in such tight space, strict criteria on slope of ramps etc, continues to be investigated. Additional raised area added to the John Fiorini stand now for 2 wheelchairs, one currently in use most match days by Jim Brown*
- PA system – *Can't hear at all in North Stand – Quote and options being sourced*
- General maintenance / cleanliness of site - *Fox Poo in stand example – Club believe vast improvements have been made across the entire stadium, pre match checks in place. The stadium is heavily used daily compared to most, for example Friday night games ahead of Saturday fixtures. Stadium can be spotless Saturday AM only for litter to appear from soccer camp parents etc ahead of the actual main event. Continuous work and monitoring.*
- Club Shop items – *Baby grows / bibs now available – shirt printing to be made available as soon as stock arrives and training can be undertaken*
- Smoking area outside Broomfields – *Security making sure smokers only smoke in the designated*

*smoking area away from the main doors as per point raised by supporters board*

- *Access to club shop for away supporters - We have been making a small amount of merchandise available from the away section outlet, pin badges, scarves, old programmes.*
- *How could those who aren't tech savvy contact the board with an issue – Suggestion box has been installed in Club Shop, may be worth a covering note / A4 note from the supporters board to go alongside it*
- *Actual ticket checks, not a good look that non ST holders are buying tickets which they are not having to produce to enter the ground – Believe we have managed this well with stewards and scanners on front of outdoor bar and Broomfields ahead of actual turnstile opening, still improvements to be made though*
- *Broken seats in GB stand – Ongoing issue trying to source replacement seats, huge number broken in middle block, thus Club Badge banner in place at present*
- *Permanent link on main site to supporters' board forms > <https://www.bromleyfc.co.uk/supporters-board/>*
- *Would it be possible for a section in the GB stand to be available to have reserve seating, at an extra charge - This was made possible as part of the season ticket offer, circa 25 people took it up, most chose the John Fiorini stand*
- *Broomfields long queues, queuing 25 mins most match day – Club believe vastly improved during pre season and into league fixtures, two persons on each till, new app for outdoor food ordering. Continue to review.*
- *Supporters coaches – All supporters coaches live and on sale nice and early, depart times confirmed for first three journeys*
- *Programmes – Available from all food outlets and Club Shop – Sold out in certain locations early past two fixtures, more programmes in general to be ordered moving forward, small numbers from both league games still available from Club Shop*
- *Sprinklers - Several supporters raised the issues of the sprinklers spraying the crowd – This has been missed, Club will make sure PA announcements made ahead of sprinkler use at home fixtures moving forward*
- *Security tad overzealous / Bag searching / Turnstile queues – Improvements made, new uniform and searching now targeted rather than everyone. This combined with electronic turnstiles has almost completely removed queuing into the stadium.*
- *Who's Who - A lot of staff turnover – New section on website to help fans start to put names and roles to faces, being updated constantly > <https://www.bromleyfc.co.uk/the-club/whos-who/>*

#### Supporter Raised Agenda Points Discussed.

Lack of response from the club when contacted regarding queries and issues – To be raised to JH - Who at the club is responsible for supporter emails, does the club have an expected turn and time for response to said emails/queries, Could the person who is responsible for replies be named on the Who's who with their email?

Protected nets behind goals – This has been raised on several occasions, the club have responded. It is on a list of things to do/purchase but is not a priority due to both cost and due to not being a ground grading necessity which are the priority. – To be raised to the club the possibility of moving the goals forward on to the playing area during warm up to help prevent stray balls going into the spectator area.

Missing Memorabilia/ Supporters sponsors' seat board. - The board is concerned regarding where previous memorabilia has gone, the board felt that supporters will be offended if History is ignored or deleted. The board will liaise with the club regarding the memorabilia with the possibility of having an area near the Dave Roberts Tea Hut for it to be displayed. – To be raised to JH

Could post match interviews take place in front of a sponsor's board to give sponsors more exposure? – To be raised to the club to see if this can be done.

Boxing Day no trains will club put a coach on – Coaches for away matches for the season including Southend have already been announced and tickets available via website – No further action.

How do new people join the supporters board? – All present members have signed up until the end of the season and due to the large number of members it wouldn't be viable to add more members. The board will be looking into how members will step down and new members join. MH to speak to supporters boards of other clubs for ideas, if other supporters wish to join can they contact the supporters board via the contact form and a waiting list will be formed.

The Female toilets around the pitch, These are in a poor state of repair and extremely dirty, the one at the car park end has a crack in the floor and no running water – To be raised to the club – who's responsible for cleaning these, who's checking that it is done?

Is it possible for cash to be used at all tills in Broomfields/Bear Island? – To be raised to Megan Carter.

What the time scale for uploading of Supporters Board Minutes to website – The minutes from each meeting going forward should be available on the website around 14 days after the meetings take place.

Fans raised that you can still enter the ground without a ticket being checked if you arrive at Broomfields before 13:30 – The board will pass this information onto the club to make them aware.

Flag behind the goal, when will it be removed? – The club has stated that the flag is in placed due to broken seats waiting to be repaired, - To be raised to the club – how long until new seats will be ready? How many seats are broken? If not many could flag be removed and allow fans to sit in that area? Also could the club be communicating this information to supporters rather than let them speculate.

What can be done regarding the large amounts of birds in the stand roof and subsequent mess on seats from these birds? – To be raised to the club possibility of Pigeon nets or other pest control measures.

Broomfields acoustics not designed for loud music or Live Music – To be directed to the club – is there anything that can be done to improve the acoustics in Broomfields?

Supporters do not want loud music playing during and after matches, fans want to be able to sit and chat not possible when Loud music is playing or when Live bands are on after matches – Supporters will vote with their feet! – To be directed to the club.

Is it possible for Herbal/Fruit teas to be available – To be raised to Megan Carter.

Will soft drinks/teas/coffee etc be added to the QR menu – To be raised to Megan Carter

Large Screen, when using as a score board can the match time be shown? – To be directed to the club

Programme missing important details – The season fixtures, League table etc – to be raised to Josh Tindall.

Can we have a proper programme seller rather than being sold at food outlets where you have to endure long queues – To be raised to the club

Concerns from local residents regarding match day parking and behaviour of fans outside the ground – To be directed to JH – is it possible to arrange with the council to use Norman Park car park as extra parking on match days, can we advertise to supporters to use club car parks. MH to add to supporters article in the programme to remind supporters to respect the residents.

Crossing on road close to Hayes Lane – This is a council issue.

Ravens Lounge, supporters not happy at not being able to use it, have many bought membership? – MH will email the club with concerns, But RSG has already heard the concerns from the board and decided to go ahead with the initiative.

Website not user friendly – Most board members are happy with the new website and find it user friendly – no further action.

No injury news or goal keeping info – Player/team business is not the remit of the supporters board – no further action.

The Legends Match – not many names published – CA is on the board for the Legends match and will feed back concerns over lack of details, old player news etc and will update us at the next supporters meeting.

Glyn Beverley Cup – Will this match happen this year? – To be directed to the club.

Flags (Vanarama/Union Jack/BFC) on buildings to be seen on the approach to the club – The

board did not feel this was necessary.

#### Notes from the club for the Supporters Board

Supporters Coach – the club is looking for help to push the take up on seats on the coaches – apart from Aldershot (train strike) low numbers for other fixtures – If any supporters have any ideas to help with filling the coaches please contact the board using the contact forms.

Programme Contributions – Again anyone looking to contribute to the programme contact the Board or Josh Tindall, all ideas welcome.

Roy Oliver looking to contribute with a Roy memorabilia Corner.

Sponsorship – Any supporters know anyone one or a local business who may be interested in sponsoring Bromley contact the board or Emma Santer.

100 club+ update – IP to liaise with John Richardson to discuss ideas for how to drive the 100 club+ forward and will report back at the next meeting.

#### AOB

Third Kit – Have we a date yet as to when the 3<sup>rd</sup> kit will be available? – To be directed to the club

Ballboys/girls – Does the club have any plans to have ball boys/girls, utilising the academy students? – To be directed to the club

Is it unfair that those who use cash on day to buy tickets are not able to buy at discounted pre sale amount of £20 instead of having to pay £22? – To be directed to the club

Next meeting - Monday 3<sup>rd</sup> October - 7pm.