

Ravens Supporters Board Meeting - Monday 11th July 2022 - 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, Stephen Marshall, Paul Messenger, Ian Micklewright, Brandon Morse, Roy Oliver, Richard Simpson, Joe Thornton, Georgie Weaver and Dave Wilkinson.

Invited Guests

Jeff Hutton, John Richardson and Robin Stanton Gleaves,

Apologies

Simon Wakefield.

MH - Opened meeting, Thanked everyone for attending and introduced the invited guests, explained that JH and RSG would leave the meeting and return at the end.

RSG asked for the following point to be added to the agenda - The ravens bar, now known as the Ravens Lounge to become a sponsors bar with a membership scheme for supporters, Good idea? if so how much should membership be? if not why not?

MH - Asked everyone to review the previous meetings minutes.

SS - Let board members know that although the club had been issued with the minutes not response back had been received, JH has said going forward he will ensure that we get a response before the next meeting.

MH - RE point 1 - When/How will minutes be released to supporters:

That once the new website is up and running the bi-monthly reports and minutes will be publish on the new site.

Minutes passed with board agreeing that as RSG would be joining at the end of meeting we would direct the outstanding issues - Ground Improvements, Supporters Coaches, Programme selling issues and Security direct to RSG for response.

100 club+ and John Richardson.

JR introduced himself, explained his history with the club and explained the history of the 100 club+, 50% of the takings as prize money split between 5 winners and 50% of the takings minus expenses to the club, The club has never been asked to give details of what their share has been spent on, he explained that he would like help with promoting the 100 club+ to increase numbers - Board decided that now the club is in a better position financially that going forward they need to give details of how

the money is spent as this would assist us in promoting the 100club+ and that this would be raised to RSG at the end of meeting. IP step forward to be the point of liaison between the board and JR.

Supporters raised agenda points.

NHS Discount - Was decided that this would be directed to RSG at end of meeting.

Supporters Coaches - as above

Can the club shop sell a Ronin the Raven cuddly toy - To be raised with New Club shop Manager.

2022/23 ST to be a Physical Ticket - Club has already emailed ST holders saying that a Physical ticket will be produced - no further action.

Permanent link on main site to supporters' board forms - This will be in place once new website is up and running - No further action from the club, SS stated there is a link on the forum and will speak to the moderators of the Facebook group to ask them, to add to the facebook page.

Club Shop - New club shop opened prior to the meeting tonight, looks excellent - no further action.

Dog sections within Broomfields - Board decided this was a non starter do to license, insurance and hygiene - no further action.

Clearer times on tickets, gates opening and Kick off - Board felt that these are already more than adequate - no further action

Ticketmaster issues - Was decided that this would be directed to RSG at end of meeting.

Scrap singing section - Board decided that the singing section should stay - no further action.

Details on Facebook for away travel - Board decided that this was down to those on the facebook group to plan and advertise away day travel - train time, meeting places, pre- match pubs etc - No further action.

The Ravens Lounge - The board thought this was a bad idea as it would segregate when the club should be trying to integrate supporters, that the Ravens Bar is needed for the over spill from Broomfields and that due to the current economic climate that charging fans to use the Raven's would be inappropriate.

AOB

PM - How could those who aren't tech savvy contact the board with an issue - Suggested that a suggestion box could be placed in the new club shop for those supporters to leave their issue details - To be raised with New Club shop Manager.

RS - Supporters board to go on record to congratulate the FA Trophy Team - MH will liaise with the programme editor to arrange for a page article in the programme.

GW - 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 - To be raised to the Head of Security.

Access to club shop for away supporters - will they be able to access the club shop or will merchandise be available in the away end - To be raised with New Club shop Manager.

RSG and JH rejoined the meeting.

MH - Explained that we had some points that we felt were best addressed today from previous meeting along with one or two from today-

From previous meeting -

Ground Improvements.

- 1 - Wheelchair location - RSG was unaware that the view was obstructed for wheelchair users and would have this looked into immediately
- 2 - PA systems - RSG will have the PA system looked into for the north stand.
- 3 - Broken seats - RSG they have been replaced during the close season
- 4 - Standard of cleanliness in north stand - JH will look into the maintenance.
- 5 - Next board Match - RSG does not see the need for a board on the entrance to the drive, feels that the club advertise matches sufficiently via Social media and other outlets.

Ticket Prices

The board offered it thanks for the extremely generous gesture for this season ST price.

RSG was asked about reinstating a discount for NHS workers - RSG does not wish to do this as he feels that it isn't the clubs place to decide whose job is important enough to be entitled to a discount.

Ticketmaster

RSG was asked about the clubs dealing with Ticketmaster, the problems caused during the ST sales along with Wembley sales. - RSG explained that the staff who had the dealings with ticket master are no longer with the club and hopefully going forward these issues will be resolved.

Broomfields

RSG - He was under the impression that the queue issues had improved before the end of last season, They are looking at ways to reduce queuing times such as pre pouring etc, he admitted the club have had issues obtaining staff and that this is an ongoing issue that is being worked on.

Supporters Coaches

The board thanked RSG for providing away coaches last season and asked if they will be available for the coming season - RSG confirmed that he plans to continue providing them.

RSG was asked regarding return travel only on supporters coaches and said providing there is sufficient space and the Driver is happy that he doesn't see a problem with common sense being used to allow supporters on odd occasion to pay 1/2 the fair to return via the coach.

Programmes

Where are programmes sold from - RSG has agreed that programmes will be sold from 3 set locations within the ground - The club shop, Cookies cabin and the new Dave Roberts tea hut.

Security

RSG was aware that the security had been a bit over zealous last season, the security team have been briefed and hopefully this should improve this season.

100 Club+

JH explained that there are not records as to what the 100 club money as been used for in the past, RSG and JH both agreed that going forward this must not be the case, and that to assist with promoting the 100 club+ they with the board will consider on what the money should be used for going forward. RSG and JH informed that IP is the person to liaise with.

Ravens Lounge

MH gave RSG the boards decision that we didn't feel it was a good idea to charge for entry, RSG informed the board that the sponsors lounge would still be going ahead, explaining as a Club we have to be able to provide an area to host sponsors who spend a significant amount of money supporting the club, and that the idea of the supporter membership / fee is to at least extend access to the Ravens Lounge for supporters who may be happy to pay, RSG will be looking into the possibility of a Members club supporter could pay for.

MH bought the meeting to a close.

Next meeting - Monday 22nd August - 7pm.