

## Ravens Supporters Board Meeting - Monday 16th May 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, Stephen Marshall, Ian Micklewright, Brandon Morse, Roy Oliver, Richard Simpson, Joe Thornton, Georgie Weaver and Dave Wilkinson.

### Apologies – Board Members

Greg Jones, Paul Messenger and Simon Wakefield,

### Apologies – Invited Guests

John Richardson - Unable to attend today.

MH - opened the meeting, Thanked everyone for attending.

MH - Asked everyone to review minutes from previous meeting

All - agreed no outstanding issues re minutes.

MH - Robin Stanton Gleaves (RSG) Keen to attend a Board Meeting, and has raised points to add to the agenda.

All - Agreed RSG to be invited to next meeting, SS will send out invite.

SS - Ongoing issues with board receiving details from online contact fans form, Jeff Hutton (JH) has raised the issue with IT.

MH- The Ravens Supporters Board is to be promoted via The Podcast, Programme, Website and Club Emails going forward.

All - Agreed that we are to encourage supporters to use online contact fans forms rather than take details of issues personally.

### Agenda Points

1 - When/How will minutes be released to club/supporters

All agreed SS will email the board members the meeting minutes, Board members will have 7 days to raise any issues with minutes, after 7 days SS will email minutes to club. Rather than provide supporters with meeting minutes due to possibly containing confidential details a bi-monthly newsletter will be issued and released to supporters by email.

MH - To take responsibility for newsletter and liaise with the club to provide a communication to

supporters regarding said newsletter.

## 2 - Ground Improvements.

RSG raised a question regarding what we as a board felt needed to be done during the close season/coming months, MH- Several agenda points can be covered under this subject.

The following were issues the board decided needed to be raised in response to RSG's request.

- Wheelchair locations, disabled access - The position for wheelchair user requires improvement, A raised platform is required to provide a unobstructed view of the pitch.
- PA System - North Stand is very poor.
- General Maintenance - Standard of cleanliness in the GB stand, removal of animal waste etc.
- Replacement of broken seats in the GB stand.
- A Next Match Board by road side entrance.
- Ground Maps near turnstile entrances showing location of facilities toilets, programme sellers etc.

## 3. Sprinklers - Several supporters raised the issues of the sprinklers spraying the crowd.

- Board understands that the sprinklers are required, but could an announcement be made warning supporters beforehand - To be raised to the club.

## 4. Season Tickets, Match Day Pricing - raised by several board members and supporters.

The Board discussed different proposals regarding ST, benefits, discounts etc and agreed on the following proposal to present to the club, due to the limited time scale before the club released ST details MH will email the club immediately with the following proposal-

### Season Ticket Plan 2022/23 Season.

Adult/Over 65 Season Ticket Price Freeze

U18's - £50

U5's - Free

Offer an Early bird Discount

All pre-season friendlies to be included

Guaranteed Seat at small extra charge

Discounted ST for Blue Light workers and Ex-Military

ST Holder Discounts in Broomfields, Club Shop, Local Businesses that sponsor the club.

Matchday Ticket Plan 2022/23 Season.

Ticket Prices-

Adult - £20 on day, £18 if bought in advance

O65/Concession - £15 on day, £12 if bought in advance

U18 - £7 on the day, £5 if bought in advance

U5 - free.

Discount for Blue Light workers and Ex-Military - include in concession price.

5. Broomfields - lack of signage - long queues

Board discussed that it would help with queues if signage was provided to direct customers to the correct counter for ordering tea/coffee etc.

Board also discussed that at present some staff appear to require bar staff training.

MH- to email Megan to raise these issues.

6. Supporters feeling disgruntlement towards the gap between Fans and Club.

All agreed that this is what this supporters board is for and that hopefully going forward we can work with the club to close this gap.

More player interaction with fans needed, lack of appreciation shown towards fans who have travelled to away games is a big irk with fans - To be raised to the club.

7. Supporters Coaches -

Firstly, the board would like to express their gratitude to RSG for providing supporters coaches for away travel.

A supporter raised a request regarding the possibility of fans being able to purchase a seat for just the return journey at 1/2 price if the coach isn't full - To be raised to the club.

8. Match Day ticket exchange - Why can't supporters upgrade a child ticket/concession ticket to an adult ticket if said ticket is no longer going to be used? - To be raised to the club.

9. Details regarding retained list, players on contract.

All - decided this was not in the remit of the board.

10. 100+ club membership - John Richardson asked for it to be raised that only 9 board members had membership, all board members have been directed to application form on

website if they wish to sign up (only for board members aged 18+)

#### 11. Club Shop.

JH - asked for it to be raised for suggestions regarding club shop -

Board suggested that along with usual replica products that the shop stocks the usual smaller items such as pens, pencil, stationary, pin badges, key rings, mugs, phone cases etc.

Baby ranges

Shirt printing service be available in the club shop

Board also suggested that items such as pin badges etc be available for purchase in the away end for visiting supporters.

#### 12. Programmes.

It was raised by a supporter that programme sellers need to be more visible, would it be possible to have a seller moving around the ground? - To be raised to the club.

JH - what extra content would we like to see in the programme.

Board - Captains Notes - Children's puzzle/quiz page, Supporters birthdays/celebration notices

Along with a paper edition, are we looking at producing a online option - could be bought with ticket.

13. Half time entertainment - Have the club thought of doing any sort of half-time entertainment such as a crossbar challenge with a prize that can rollover weekly (along the lines of Charlton Athletics model)? - To be raised to the club.

14. Kit selection - Fans would much prefer the return of Black shorts - To be raised to the club.

JH - asked for suggestion for a 3rd kit -

Board felt that the club should liaise with Kappa for 4 suitable options and put them out for a fans vote.

15. Security - Fans have raised the issue that the security team at times can be a bit over zealous, while we understand that security checks are needed, common sense from the security teams is also needed - i.e. do we really need OAP flasks to be opened and smelt because "they may contain acid"! - To be raised to the club.

#### A.O.B

Smoking outside the doors of Broomfield - Can security ensure that smokers use the smoking area away from the doors. - To be raised to the club.

Would it be possible for a section in the GB stand to be available to have reserve seating, at an extra charge - To be raised to the club?

Player sponsorship - when/how will supporters receive their shirts since they were not presented at the player of the year awards as done in previous years due to the awards night being paid tickets this year - To be raised to the club.

Will the club be organising discount nights in Broomfields during the close season? -To be raised to the club.

Mission Statement - Stephen Marshall asked for confirmation that the line vice versa will be added to the mission statement - all agreed and he will finalise statement as he holds the template.

Next Meeting - Monday 11th July 2022 Broomfields 7pm - Invited RSG and John Richardson.