

FAN PANEL MEETING

16th OCTOBER 2021

11.00am

Sir Ian Botham Lounge

Attendees

Club Staff

RN - Rob Noble – Chair of the meeting – Head of Marketing, Ticketing & Retail, Supporter Liaison Officer

LM - Leanne Mayo – CEO

AG - Adam Grice – Secretary

PJ - Phil Jacklin – Safety Officer

SM – Stephanie Moloney - Hospitality

NM - Nikki McFeely - Supporter Services Assistant

Fan Reps

MJ - Mark Johnson, Executive Section

CA - Christian Ashton, Britcon Stand

AB - Andy Brown, Away Travel

JM - Jerry Mahoney, Away Travel, Disabled Supporters Rep.

LC - Louise Cook, East Stand

JT - Julie Taylor, Easy Buy Stand

CP - Chris Pocklington, Distant fan

Apologies

MW - Mark Woolley, Family Area

CL - Callum Lamb, Easy Buy Stand

BE - Brian Edwards, Britcon Stand

MN - Michael Nichols, Distant fan, East Stand

Stadium Upkeep	
PJ	<ul style="list-style-type: none">• Vomitory doors, shutter, signs to do but need a scissor lift to clean other areas. Safety audit identified minor issues to do on the report.• Guttering still to be cleaning and fixed. Waiting for a scissor lift to complete the work.• Car park has been repainted and cleaning of seats.• We have had volunteers to help.
JM	<ul style="list-style-type: none">• Has anything been put out for volunteers?
PJ	<ul style="list-style-type: none">• To put an advert out requesting any volunteers.
RN	<ul style="list-style-type: none">• Are there any issues with the toilets
LC	<ul style="list-style-type: none">• There is still a leak in the ladies toilets East Stand corner.

CP	<ul style="list-style-type: none"> There is no hot water in the Exec toilets on the 16/10/21. PJ to have the plumber look at the problem straight away.
PJ	<ul style="list-style-type: none"> Hand dryers have been checked and we will look at possible thermal cut outs if they get too hot. These will be monitored throughout the match.
Match Experience	
RN	<ul style="list-style-type: none"> There were comments about stewarding from Exeter match
LC	<ul style="list-style-type: none"> Disable bays stewards cannot be seen with the just vests and can they not wear long sleeved jackets.
PJ	<ul style="list-style-type: none"> The weather has now changed so they will be wearing jackets. Stewards will be trained better.
RN	<ul style="list-style-type: none"> Catering Louise mentioned about the Footlong hotdog and if they were coming back?
LM	<ul style="list-style-type: none"> The hotdogs weren't good sellers.
LC	<ul style="list-style-type: none"> Can you get sleeves for around the cups as they are too hot.
AB	<ul style="list-style-type: none"> A child burnt themselves due to the strength of the cup. Reported to St Johns and dealt with quickly.
SM	<ul style="list-style-type: none"> Will look into getting some sleeves for the cups.
RN	<ul style="list-style-type: none"> Service
LC	<ul style="list-style-type: none"> As the match days aren't as busy as previous seasons the speed of service and queuing is hard to judge.
MJ	<ul style="list-style-type: none"> If and when it does start to get busy can we ask for volunteers to help out during half time?
LM	<ul style="list-style-type: none"> To look at the insurances and space to see if half time volunteers are a possibility.
CA	<ul style="list-style-type: none"> What is the protocol for away fans? At the Tranmere game some fans were allowed in the iron bar but when it got busier some were turned away.
PJ	<ul style="list-style-type: none"> It depends on the Away fans. Normal circumstances all fans allowed in except if police advised.
CA	<ul style="list-style-type: none"> Whilst it isn't so busy could we let all fans in to get some money into the stadium.
SM	<ul style="list-style-type: none"> The club are trialling different variations of food including nachos and vegan options.
MJ	<ul style="list-style-type: none"> Are there many fans coming for pre-match meal? Could we use a Groupon voucher for the meals
RN	<ul style="list-style-type: none"> Used before and Groupon take a large cut so it would eat significantly into costs.
SM	<ul style="list-style-type: none"> It is picking up. Bookings are increased for events, Christmas, Sunday Lunch. Flyers and advertising going out. All ideas are welcome.
CA	<ul style="list-style-type: none"> Could the flyers be handed out on all fans buses i.e. Winterton, SUOSC.
LC	<ul style="list-style-type: none"> Could we advertise in Ashby on a Thursday as it's market day and gets busy?
RN	<ul style="list-style-type: none"> 50/50 brought back and gone well. MN mentioned about the chip van. Work in progress to get other caterers to provide alternative outside the stadium.
MJ	<ul style="list-style-type: none"> Team sheets not upstairs in the iron bar.
RN	<ul style="list-style-type: none"> Will look into and can be rectified today and going forward.

Communication	
LM	<ul style="list-style-type: none"> • It has been a big couple of weeks communication. • Shareholder's meeting's started hostile but positive outcome. • Chairman wants to set up meetings for season ticket holders. TBC soon. • Any Feedback?
RN	<ul style="list-style-type: none"> • We are reliant on social media. Any Thoughts?
MJ	<ul style="list-style-type: none"> • The programmes are missing and fans have lost communication.
LC	<ul style="list-style-type: none"> • Some fans aren't able to get the information.
MJ	<ul style="list-style-type: none"> • What is the capacity for the meetings going to be for Season ticket holders?
LM	<ul style="list-style-type: none"> • Planning on having smaller groups as it seemed to have worked well so we will look to continue this.
CA	<ul style="list-style-type: none"> • Will PS and NC be at the meetings? • Frustrating fans because he is not at games. • People don't feel part of it as they read the statements but he's not here to back it up.
LM	<ul style="list-style-type: none"> • Both have been at the shareholder meetings. The chairman has led on these and will do for ST holders' meetings.
Retail	
RN	<ul style="list-style-type: none"> • 3rd shirt – all names were verified and sent to Macron. Design was then altered which took some time. Brexit and covid causing further delays. Expecting w/c 8th Nov. Once we are in receipt of them, they will be sent out express delivery. Next seasons shirts design already ongoing and the relationship with Macron continues to be very good.
CA	<ul style="list-style-type: none"> • Can there be a size guide available for all kits.
NM	<ul style="list-style-type: none"> • To print off size guide and have available.
JM	<ul style="list-style-type: none"> • Find out how far the clubs are away for coaches at away matches. If there are any disabled supporters they need more assistance.
RN	<ul style="list-style-type: none"> • We are in the process to find out. This will be communicated to all away travel groups.
AB	<ul style="list-style-type: none"> • A lot of complaints were mentioned to Andy Brown before the game at Harrogate. Can we coordinate with other coaches going
PJ	<ul style="list-style-type: none"> • Communication from the relevant people and being investigated. Liaise with Paul Hurrell.
Any Other Business	
RN	<ul style="list-style-type: none"> • Next Meeting 18th December – Bristol Rovers