

Fans Meeting – Saturday 12th March 2022 at 11.00am.

Attendees

Club Staff

JMO - James Moody – Chair of the meeting, Head of Ticketing, Media, SLO, PLO, DLO

LM - Leanne Mayo - CEO

AG - Adam Grice – Club Secretary

PJ - Phil Jacklin – Safety Officer / Stadium Manager

SM - Stephanie Moloney – Hospitality Manager

CM - Chris Mumby – Media and Marketing Manager

KG - Kathryn Grundy – Supporter Services Assistant, Minute Taker

Fan Reps

CA - Christian Ashton – Britcon Stand

AB - Andy Brown – Away Travel

JMA - Jerry Mahoney – Away Travel, Disabled Supporters 'Club

LC - Louise Cook – East Stand

JT - Julie Taylor – Easy Buy Stand

BE - Brian Edwards – Britcon Stand

Apologies

MN - Michael Nichols – Distant Fan

CP - Chris Pocklington – Distant Fan

SMJ - Stephen Mark Johnson – Executive Season Ticket Holder

Resignation – Callum Lamb – Easy Buy Stand

JMO – Welcomed all to the meeting, noted apologies and introductions, explaining a number of role changes following the departure of Rob Noble, the previous Chair of the meeting.

Minutes from the last meeting were circulated.

JMO – Does anybody have anything to raise from the last meeting?

No issues were brought up from the last meeting.

Roles Update

JMO – JMO has taken over as Ticket Office Manager, Supporter Liaison and Disabled Supporters ' Liaison Officer, Josh Braithwaite has taken on a Retail Manager role, along with his commercial responsibilities and CM has added Marketing to his Media Manager title.

Stadium upkeep update

JT – Reports from fans that the ladies toilets (Easy Buy Stand) still have issues.

LC – Seconded from the East Stand, and the toilets are also flooded.

PJ – There are now permanent wet floor signs and toilets are ok and flushing. Stewards have checked but understand they need updating.

LC – Will check the toilets today 12/03/2022, ahead of the matchday.

PJ – Aware of leak in the East stand toilet, there is a plumber arranged who will be fixing ASAP.

JMO – The toilets not working has also been commented on in the ticket office by supporters.

PJ – Toilets will be updated and improved.

AB – Toilets are better than most clubs.

LC – No cup holders East Stand.

SM – Thank you for bringing that to attention – ensure it's added to next order. It had been removed from one previous order due to supply issue.

PJ – Vomitory Doors / Turnstile doors only one away stand to do and just one players door to do, flags back up and safe. Signs all re-done and secure and more will be going up. Lots of plans for the summer painting in the ticket office and catering points. Photo wall in family area and shop, Reception make over the stadium pic will be coming down, TV up in shop with ticket prices.

JMO – Hopefully score board put up too.

PJ – Quotes for scoreboard done but this will not be until next season.

JMO – This would be very good commercially.

BE – Mobile board will this be more cost effective?

PJ – This is an option.

AB – Lots of supporters asking for directions for turnstiles and we could do with a sign outside the stadium. Particularly the Easy Buy Stand now you cannot cross the dugout.

PJ – Sign can be arranged in the future to indicate Seats 1-97 and 98 to 194.

Matchday experience

JMO – The club scored an overall nine out of 10 in the latest Family Excellence report. The club are awaiting their second mystery visit, but hopefully will be on course for the award and maybe the Gold accolade. The club are second in League Two for Family Excellence this season.

AB – Northampton game fan said ladies in ticket office have excellent customer service and they had a very good experience visiting.

LC – Ladies are very good and always go above and beyond to help supporters.

JMO – I've personally received many good comments from supporters since taking the role, including a number of away supporters from Oldham and Northampton.

LM – Are team sheets now sorted?

JMO – Yes all sorted, they were actioned back into the Executive Lounge, Restaurant, Boxes, Ticket Office and corner booth on the last matchday meeting and have been ever since.

CA – Away fans are happy with the Iron Bar.

PJ – Away fans can enter the Iron Bar but not on big games.

CM – I can check for future games when away fans can enter the Iron Bar.

JMO – Decision made based on risk and size of away crowd. Mansfield and Hartlepool likely to be the two remaining games where they're not welcome.

JMO – Proposal has been put forward to the board for season tickets.

AB – People wait to see fixtures before purchasing.

JMO – We have plans for offers, season ticket holders get lots of perks.

CA – Is the friend for a £5 happening in the future?

JMO – Yes, but we have enhanced that offer so that it is better for the club and the supporter.

Details will be on the website. Other offer for the Rochdale and Northampton game was successful in terms of boosting the attendance for the Tuesday. Will look to do similar next season, but potentially a percentage off offer due to ticket office system logistics.

Communication

LM – We have had season ticket meetings and they was well received, there is no plans for any future meetings this season.

JMO – We believe these meetings are good for communication.

Stewarding

PJ – We get a report from the police on every game and are informed of the intelligence. There have been five arrests at the stadium from the Rochdale game (away fans) that are all going to court. Fans are been identified from CCTV who are using flares. We get FA investigated for all flares spotted.

AG – I have lost count of the amount of reports received regarding flares.

JMO – West car park redone and renumbered.

LC – If disabled space can we reserve online?

JMO – You cannot reserve online but you can pop into the ticket office or call the ticket office and reserve a disabled space.

LC – Stewards were telling supporters there is a £5 charge to reserve a disabled space.

JMO – That is incorrect information and that message will be relayed to the stewards.

Catering

SM – Prices, including beer prices, will be going up this summer this is under review and been looked at. We are also looking at everything been sold at the moment.

JMO – Nachos are a good seller, our prices for food is very good in comparison with other clubs, but we are taking on price increases from the suppliers, so will inevitably have to pass this on.

CA – I agree higher prices at other clubs.

JMO – Any suggestions please let us know.

Retail

JMO – Josh has taken over the retail side of things and is dealing tirelessly with the kit for next season, including the error third kit, which we hope turns up with every name on next time! The only difference will be the sponsor for the third kit. We are looking to get new ranges in the shop, but this is very expensive. We had a new range of hats before Christmas which was a good seller, there has been lots of ideas been thrown around and any suggestions please let me know. A lot of products hold minimum order quantities and are big initial outlays for the club, but Josh looking to combat this and introduce new products.

JT – Sizing is not very good.

JMO – Macron sizing is a lot different, especially when we've gone from extremes of Nike to Carbrini, to FBT and now Macron. It's often recommended to go one or two sizes higher than you normally would. Club always happy to exchange where possible on non-personalised items.

Ticketing

JMO – No update on ticketing, other than the ticket office will be getting a makeover in the next few weeks. Season tickets will be on sale mid-March and hopefully the pricing structure and benefits will be well received

CA – Can there be a system with QR Code for away tickets?

JMO – We cannot control how away teams sell their tickets, but 95% of away teams operate the QR codes on the tickets. As we are selling on their behalf, nearly impossible to have this sent to your phone, but you can take a picture and that should work.

CA – Sutton away tickets weren't ideal

JMO – We know A4 tickets aren't practical but that was beyond our control. QR code is what gets you in, however if you have any issues, you may need the rest of the ticket. Tickets may be similar from clubs in the National League should we get relegated.

JMA- Supporters are now waiting to see if the bus is going before, they book.

CA – Can there not be more time given for when the buses are cancelled? Two days before is not much notice for supporters to make other arrangements.

JMO – We always give the bus the best possible chance of running by leaving it as late as possible. Supporters leaving it until the last minute don't help as we are made aware that a number intend to book with us, but we can only go on sold numbers when making a decision. Supporters who buy get a full refund, but it is a catch 22 situation most weeks.

LM – Thoughts on the rest of the season regarding buses?

JMO – Salford and Bradford will definitely run, and I'd like to think Leyton Orient will as it is Good Friday and no public transport, but I think the others will be a stretch unless 25 or so are interested.

JMO – Any other business?

JMA – Disabled Supporters 'Club Chairman has resigned.

Next meeting

Scheduled for Saturday, April 30th ahead of Hartlepool United game.

