

## **Supporters Board Meeting Minutes – 2<sup>nd</sup> October 2021 – 12:30pm**

### **Chair's Notes**

Following nineteen months of holding meetings via Zoom due to the pandemic the Supporters Board were pleased to meet at the LNER Stadium again prior to the Plymouth Argyle fixture on Saturday 2 October.

As you will discover by reading the minutes of the meeting shown below, we focused mainly on matchday matters arising from the early games of this season. As usual club staff are working tirelessly to address these issues for the benefit of all supporters.

Amendments to on sale ticketing times for some fixtures and the future of matchday programmes were also discussed.

It was pleasing to hear that the Stacey West Stand Bond Scheme together with fundraising by various fans groups is progressing nicely towards target.

Our next meeting will take place prior to our FA Cup First Round game v Bowers & Pitsea which will hopefully see the start of another memorable cup run for the Imps.

UTI

Tony Smith

Chair of the Supporters Board

### **Attendees**

- Tony Smith, Liam Scully, Jake Longworth, Jay Wright, Damian Froggatt, Julian Burley, Sam Kendall, Jon Clack, Jane Chamberlain, Nick Procter, Gary Hutchinson, Jonathan Battersby, Marcus Burton

### **Apologies**

- Andrew Helgesen, Dan Rawson, Jackie Atkins

### **Health & Safety**

- N/A

### **Equality & Diversity**

- N/A

### **Match Day Issues**

- Stewarding
  - o There is a national steward shortage across the UK (70% shortage). Some games in the EFL have been close to postponements due this.
  - o Club are working with a Lincoln based agency to steward matches.
  - o Club directly employs c20 stewards as the senior team.
  - o Agency provide improved training and pool of stewards. Still intended to have a core group of regular stewards, even with the agency model.
- Catering
  - o There are also shortages of catering staff across the country.
  - o Elixir have come on board but did not see a match day with supporters due to the Covid-19 pandemic.

- Liam Scully and Damian Froggatt state that the club can hold hands up and admit that the club hasn't got this sector right yet but that we are working closely with Elior to rectify issues.
- Anti-social Behavior
  - Club have a qualified risk element from a section of supporters for the first time in many years.
  - There have been several arrests during fixtures this season.
  - Supporters are reminded to email [feedback@theredimps.com](mailto:feedback@theredimps.com) should they witness any incidents.
- Toilets
  - Supporters have noted that many dryers are not working and toilets are not flushing in some areas of the stadium.
  - Club staff confirm they will look into this but reiterated that £75k had been spent on improving toilets around the stadium.
- Water Pressure
  - The club is fed via one water feed which causes issues at peak times (i.e. half time) when many supporters will use the toilets.
  - Club are doing all they can to rectify these issues and are in discussions with Anglian Water on further solutions.
- Parking
  - The club have reduced parking in and around the stadium footprint to improve the footfall around the stadium. The red zone from the pandemic has been retained for the 2021/22 season.
  - LCFC use Atheena School, Bishop King School, Playzone, South Common and Stacey West car parks at present.
  - There are also discounts for supporters in city centre car parks on match days.
  - Car parking is at a premium at LCFC and the club will continue to look for ways to improve this offering.

### **Ticketing**

- On sale times have been agreed to continue at 7pm for high profile fixtures or fixtures that are expected to sell out.
- Games that are not expected to sell out will go on sale at 10am.
- Club receive enhanced support from Ticketmaster during office hours (9am till 5pm).

### **New Kit Design Team**

- Jon Clack, Dan Rawson and Gary Hutchinson from the Supporters Board to join the kit working group at LCFC ahead of the 2022/23 season.

### **Match Day Programme**

- Match programme is currently making a loss this season.
- Club to work on a campaign to encourage supporters to purchase programmes. 63% of fans on a survey said they'd purchase a match programme but these figures do not match the sales.
- Club may look at reformatting the programme in future seasons.

### **Stacey West Investment Bond**

- Club are approaching £300k of £500k target.
- The aim/ambition is to continue with this project in the coming months.

### **Covid Certification**

- Club have been told to be 'be ready' and the club may receive 7 days notice to England wide implementation.
- New legislation has been introduced in Scotland and Wales surrounding capacities.

- Around 30 supporters have had their Gold memberships refunded due to not feeling comfortable surrounding the pandemic/restrictions.

### **DONM**

- 6<sup>th</sup> November 2021 at 12:30pm (Bowers and Pitsea fixture)