

## **Supporters Board Meeting Minutes – 6<sup>th</sup> November 2021 – 12:30pm**

### **Chair's Notes**

The positive progress of the Stacey West development project, stewarding & catering improvements, a new supporter services role & sustainability were amongst the various subjects discussed at the final Supporters Board meeting of the year held prior to the FA Cup win against Bowers & Pitsea.

Many thanks to all of our supporters who have expressed their interest in our two vacant board roles. We will be in touch with all applicants in due course.

These vacancies were created by the recent retirement by rotation of Nick Procter & Gary Hutchinson whom the Supporters Board thank for their valuable contributions during the last four years.

Festive wishes to all Imps fans from the Supporters Board.

Tony Smith  
Chair of the Supporters Board

### **Attendees**

- Tony Smith, Liam Scully, Jake Longworth, Damian Froggatt, Julian Burley, Sam Kendall, Jane Chamberlain, Gary Hutchinson, Jonathan Battersby, Marcus Burton, Andrew Helgesen, Dan Rawson, Jackie Atkins

### **Apologies**

- Jay Wright, Jon Clack

### **Health & Safety**

- N/A

### **Equality & Diversity**

- N/A

### **Stacey West Stand**

- Total project cost increased by c.£600k due to dramatic increase in material costs
- Added pressure due to timeframe and global supply chain challenges
- Total project cost now c.£2.8m
- Works set to begin in February with removal of existing roof

### **Stacey West Bond**

- The project is still generating revenue and is currently over £350k.
- Damian Froggatt added that the new stand will bring commercial opportunities which the club have not had before.
- Capacity of the stand will increase to 3,400.

### **Head of Supporter Services**

- A new position has been created and filled at senior level.
- Initially the role will focus on supporting the ticket office, but the remit will grow in the new year to include all aspects of fan engagement & experience, including new projects specifically commissioned within this remit.

### **Stewarding/Catering**

- Club to identify those individuals who are outstanding.
- Club are improving in these areas but it continues to be working progress.

- The quality of the wider matchday workforce is extremely important to the club and we will continue to drive standards in this area. It is however important to note there are many outstanding individuals within our matchday workforce and we should ensure we protect and celebrate these people who are critical to our matchday operation.

#### **Female Toilets**

- Volume/pressure of water is an issue in all toilets when circa 8,000+ fans are in attendance.
- The new Stacey West stand would bring a new water line to the stadium which would significantly improve the volume/pressure of water issues.

#### **Breaz App**

- There has been little take up of the app in the Red Imp Bar.
- Club will work with Elior to improve visibility of branding/signage.

#### **Sheffield Wednesday (A)**

- The club have a qualified risk group who have been causing issues at away games.
- The club are working hard to identify these supporters and will be stepping up the firmness on stadium bans.
- Supporters are encouraged to use [feedback@theredimps.com](mailto:feedback@theredimps.com) and the safe text number to report any incidents.

#### **Sustainability/Green Team**

- The club has established its own Green Team and has signed up to the EFL Green Clubs code, and has wider agenda to include sustainability and cost-saving measures in all future procurement and strategic planning

#### **Fair Game**

- Club will continue to engage with the policy writers and there is a positive direction of travel with Fair Game.

#### **Supporters Board Vacancy**

- Nick Procter & Gary Hutchinson to stand down in retirement by rotation from the supporter's board.
- The supporters board will look to recruit two new members ahead of the January meeting.

#### **DONM**

- 15<sup>th</sup> January – 12:30pm (Cambridge United fixture)