

Supporters Board Meeting Minutes – 25th August 2018 – 12:30pm

Attendees

Jackie Atkins, Peter Doyle, Andrew Helgesen, Gary Hutchinson, Paul Pyrah, Tony Smith, John Wilson, Julian Burley, Nick Procter, Liam Scully, Roger Bates, Jake Longworth

Apologies

Jonathan Battersby, Sam Kendall

Safeguarding

- N/A

Health and Safety

- N/A

Equality and Diversity

- N/A

Away Ticket Scheme

- The point was raised regarding looking into a loyalty scheme for supporters to reward those who attend every match.
- Lengthy discussion was had with models that operate at other clubs openly discussed.
- Conclusion being the Club will continue to investigate Loyalty Schemes, however none of the options tabled, seemed to present a viable solution to LCFC.

Match Day Experience/Bar Staff

- Issues were brought up regarding the service in the bars and fans were missing the start of the second half.
- Outside Event Caterers have headroom to improve after being 3 games in but the club are aware that the match day experience so far has not been good enough and needs to improve.
- The focus for the Notts County game was get the basics right, including commitment to overstaffing and more pouring & serving points.
- Contactless payments are now available around the ground (there is no £10 minimum payment as brought up elsewhere).
- HT pre-ordering – all served within 4-5 mins.
- A large amount of bar staff are University students which is part of the reason why the club have struggled for staff on a match day out of term.
- Push feedback@lincolncityfc.co.uk for supporters to send feedback.
- Price of soft drinks was asked to be reviewed. Club noted sugar tax has had an impact of some costs.

Walkout Music/Match Day

- People were pleased that the supporters now have the opportunity to pick playlists, noting music choice is personal and pleasing everyone is an impossible task.
- It was agreed no music to be used when goals are scored.

EFL Trophy

- Club has drawn up an alternative format to the EFLT that they were seeking opinions from the S/B.

- Consensus is that you are never going to please everyone but something should be done to address U23 fixtures/U23 final.
- Positives are that fringe players can get more game times.
- S/B approved the Club's proposed format that will now be tabled to the EFL.

Membership/Chair of Meetings

- There will be a new election for the chair of the Supporter's Board with a vote for chair.
- Peter Doyle was recently elected to the RICT board and therefore will no longer be a part of the Supporter's Board. This position will be filled in due course.

AOB

- Kit, format of away allocations and female hygiene scheme will be added to the next meeting's agenda.

DONM

- 6th October at 12:30pm – Crewe Alexandra

Meeting adjourned – 2pm