



## **MSC / MFC Meeting Minutes**

**Thursday 6th January 2020**

### **The Den**

**Attendees:** Steve Kavanagh (SK), Stuart Lock (SL), Shona Groves (SG), Kathryn Gale (KG), Michael Avery (MA), Wayne Stoneham (WS), Alex Russell (AR)

**Apologies:** Billy Taylor (BT), Danielle Lake (DL), Steve Turner (ST), Dave Lane (DL), Tom Gale (TG), Teddy Bellamy (TB)

### **Minutes**

#### **Smoking & Substances in toilets**

We have received more and more complaints about match day smoking in the toilets, so there needs to be a new approach with stopping smoking and other substance partaking in the toilets. Some of the stands are so affected by the smoking in toilets that fans do not feel they can use the facilities without it causing health damage. MSC have proposed posters showing that young fans could be harmed by the smoking to try and highlight the fact it is children who could also be badly harmed and are being affected. It was mentioned this is not an issue solely at Millwall, but at other football grounds around the country. The club will have stewards check the family areas first to try to eliminate smoking before it starts and hope this will have an effect on other blocks nearby.

#### **Kiosks**

The West Stand, particularly Blocks 4, 5 & 6 have issues with the beer pumps which are causing delays to those being served. Club will assess these pumps and repair any that require fixing.

#### **Drinking in view of pitch**

Although there have been no major negative incidents of fans who drink in view of the pitch, this is still a legal issue and ground regulation breach, so stewards need to be more aware of those who walk past them with an alcoholic beverage to their seat, either intentionally or otherwise. Club will feed this back to match day stewards.

#### **SLO Role**

SG has been recently appointed as the Supporter Liaison Officer (SLO). MSC will work closely with Shona to look at ways of improving and enhancing the fans' experience on a match day. Shona will be looking for suggestions from the MSC and fans as to how the club can work better together.



### **Legends Commemorative Area**

MSC to continue to work towards the erection of a plaque outside the stadium for Bill Voisey. MSC have asked for the work to be paid for from the Fans' Fund Account, but have been requested to find better prices than already quoted so far.

### **Season Ticket Pricing**

Season ticket pricing for next season will be released shortly for fans to re-new. Date should be the middle or end of February.

### **Anti-Discrimination Charter**

The main point of the anti-discrimination charter was for the club to show that they, and the fan base were anti-discriminatory, so that anyone from any background could enjoy an afternoon at The Den. It was nothing to do with trying to promote fans to report on each other. The charter has been deemed successful by both the club and the MSC and it has been well received by the FA.

### **Club Shop**

The club shop's new manager has made a good instant impression and even the new layout of the shop appears a lot more customer friendly. There will be a new till and online system, but this hasn't been installed yet. The club anticipate it being live in three months, hopefully sooner, and this will bring a new online system and new technology, speeding the customer journey in store. The retail and club shop staff are excited about the future of the shop. There are some new, fresh ideas in mind with regards to items and a focus group of fans has been suggested so that people can suggest what types of items can be introduced.

### **Millwall Lionesses Update**

The MSC continue to be the marketing and media team and assist when needed, but finances need to be looked at now that the club [Lionesses] are paying for things like minibuses, drivers and player's technical foul fines. MSC will continue to help where needed and offer guidance, but the MSC will no longer take responsibility of roles which should come under MCT/Lionesses staff. On the field, the team are doing well being top of the league and into the quarter-final of the cup, and the attendances for the home games is noticeably higher than those on away days. The Millwall Lionesses as a club are very thankful for the media and marketing work from the MSC. SK thanked for the MSC for their continued work and support.

### **AOB**

**South Stand seat numbering** – The numbering of the seats in the South Stand is because the company running the old ticketing system is ceasing to trade, so the club are being forced to change systems. All new systems require all seats to be allocated, so the club are therefore giving people who regularly sit in the same seat, of which there are many, to be allocated that seat rather than another which would have caused upset and distress. No other changes are envisaged.



**Nottm Forest Away** – MSC have arranged for fans to liaise with East Midlands trains to receive their refund for any purchased train tickets they no longer can use due to the rearranged fixture. MSC have requested the club look at subsidised coaches to the game as there is no public transport after the match.

Date of next meeting: TBC