



MILLWALL SUPPORTERS' CLUB

MSC Monthly Meeting Minutes

Thursday 25th October 2018

The Den

Attendees:

Steve Kavanagh (SK), Billy Taylor (BT), Kathryn Gale (KG), Michael Avery (MA), Danielle Lake (DanL), Tom Gale (TG), Teddy Bellamy (TB), Wayne Stoneham (WS), Dave Lane (DavL), Chris Hartup (CH),

Apologies:

Harry Cooper (HC), Stewart Lock (SL), Steve Turner (ST)

Note: These minutes contain action points for the following persons

SL	Provide update on club shop and online shop at next meeting
TB	Include disabled access information onto away travel emails
All	Put forward any ideas on how to stop smoking in toilets
TB	Put together proposal for home fan coach travel
KG	Liaise with Nena regarding the SLO role
TB	Confirm what FSF require from SLO role
DavL	Liaise with Pru regarding group bookings
BT	Confirm with CH number of programmes and locations
All MSC	Put together proposal for FOTB role

Minutes	Action
<p>Club Shop and Online Shop</p> <p>Talking point with fans at the moment and we have received a few complaints. SL unable to attend as notified in advance, so SK to inform SL of the points and SL will speak about this at the next meeting.</p> <p>Club were not happy with stock issues earlier in the season and Club has spoken with Macron, however it should be noted Club made a late decision to switch from Erres to Macron and we were at the back of the queue for orders and factory space/time.</p> <p>Designs for next year's kit are done and orders are being prepared and placed now, as is standard, so we hope the same issues won't arise at start of next season.</p> <p>Club shop is now fully stocked.</p> <p>Online shop – club are looking at changing this. There is a conversation currently taking place with Macron and other potential suppliers including</p>	SL



MILLWALL SUPPORTERS' CLUB

<p>Cyber Till who provide the current system. Club are looking to renew or replace existing system.</p>	
<p>Overseas and Distance Fans Clubs</p> <p>In the process of starting up these clubs.</p> <p>Clubs have been picked up from Facebook and a few visited the gazebo. TG has designed a number of logos to send out (same as MSC logo but with country flag as background).</p> <p>Will get Facebook and Twitter accounts and their own individual email addresses. There is also the potential for a forum for their fans on the MSC website.</p> <p>Note: Sammi and Stewart have been very helpful to MSC.</p> <p>Can also break down areas of the UK and the US when we get established. Club also has the opportunity to use for marketing purposes.</p>	<p>Note</p>
<p>Disabled Supporters' Issues</p> <p>CH has been passing on issues disabled supporters have faced to the club to resolve.</p> <p>A lot of issues with disabled toilets and queries about evacuation procedures.</p> <p>CH has met with Shona who has been promoted but will continue to work as Disability Liaison Officer.</p> <p>141 registered disabled supporters, 20 in wheelchair section.</p> <p>Shona asked if we could add specific information regarding disabled facilities for away games. TB to add to email.</p> <p>Have been specific problems e.g. disabled toilets not in use as they were out of order in Dockers Stand. 2 out of 4 have now been sorted. Radar keys are also missing so non-disabled fans are also using these toilets.</p> <p>Continue to liaise with Colin unless anything needs to be escalated and SK to ask if we can get more in use.</p> <p>SK has written to ask the league whether any clubs have found a solution to smoking in toilets. Everything they suggested we already have tried or have in place. Any ideas should be put forward.</p>	<p>TB</p> <p>SK</p> <p>All</p>



MILLWALL SUPPORTERS' CLUB

<p>MSC have suggested that a Disabled Supporters Club but no one has taken this up. Note: there is no legal obligation for this.</p>	
<p>Lionesses</p> <p>Note: TG, MA and HC are now media and communications team for Lionesses, including liaising with the press. Have email feedback from the Women's FA to say how well it is going. Positive for the MSC.</p> <p>Collectively work together with TG will liaising with Pedro (Director of Football).</p> <p>SK – on behalf of the club, thank you.</p>	<p>Note</p>
<p>Coach Travel</p> <p>Changing Away coach travel to book through MSC could be a negative for supporters experience and therefore reflect badly on MSC. It would mean fans would need to do extra work to get a ticket, process is already established and the initial change would negatively impact the customer experience.</p> <p>Last committee meeting home fan travel was raised. TB to look into this, SK will provide King's Ferry details but said we could explore other companies.</p> <p>Will not undertake if we would lose money.</p> <p>TB to put proposal together for future meeting. Cost/benefit analysis needs to be assessed.</p>	<p>TB</p>
<p>FSF</p> <p>Meeting on 29th October – TB attending.</p> <p>SLO position will be raised – is this position needed if the MSC covers this remit? Under football league rules we need to have one. Do we need to liaise with Nena directly?</p> <p>TB/KG should speak with Nena to find out what she does in that role. TB to speak to FSF to find out what they expect from the role.</p>	<p>KG/TB</p>
<p>AOB</p> <p>Drinking in the stands trial – still happening. As safe standing has gathered momentum this has taken a back seat. We would be keen to make this happen to ensure the two issues don't get negatively combined.</p>	



MILLWALL SUPPORTERS' CLUB

<p>Renewal update – in the summer club engaged architects AFL, plans are progressing. SK has had 2 meetings with the Mayor and Renewal, the club are actively looking to engage the council. Meeting of Architects from Club and Renewal on 24th October went well but awaiting full feedback.</p>	
<p>South Bermondsey station – meeting with match commander and FOTB has occurred. His call what happens after a game. Communication needs to be improved to explain what is happening and why. Home and away fans will not be mixed at South Bermondsey station. Away fans need to make specific trains which sometimes then means home fans are held.</p>	
<p>Group bookings –club were rehiring for the role responsible. DavL to speak to Pru.</p>	DavL
<p>Restaurant Group – DavL has an introduction with Operations Manager and they are very keen to work with us. We can offer MSC members a discount on food.</p>	
<p>Programmes – BT to let CH know if there are any programmes anywhere that need sorting.</p>	BT
<p>Competitions – KG has asked for prizes. KG has asked SL if we can get discount in club shop for MSC members. SK – club will help MSC get unique prizes.</p>	
<p>FOTB role to be added to the next agenda. SK would like an idea from the fans on what this role should be. He said it's the fans role so he needs their views. MSC to look at what they would like to see in this role.</p>	All MSC
<p>Drugs – have increased incidents so carried out an exercise, police supported club but do not want to be involved ongoing as it takes them away from other duties. If people are found in possession of drugs when they are randomly searched, they will be ejected from the ground. New signage will be going up.</p>	

Date and time of next meeting: TBC