



## Millwall Football Club (MFC) and Millwall Supporters' Club (MSC) Meeting Minutes

**Date:** Thursday 13<sup>th</sup> April 2023

**Attendees:** Steve Kavanagh (SK), Billy Taylor (BT), Stuart Locke (SL), Alex Russell (AR) – MFC  
Kathryn Gale (KG), Michael Avery (MA), Tom Gale (TG), Dave Lane (DL),  
Wayne Stoneham (WS) – MSC

### Items Discussed

<b>Fan Zone</b>	The Fan Zone by the SE16 Bar area is growing, and will continue to grow to allow more facilities to be installed. MFC are looking at key areas to place companies, and the MSC stand will fit around that. MSC Committee members/volunteers could be part of a 'Help Centre' for any new fans to the club, or those visiting from overseas.
<b>Food and Drink</b>	The food outside in the Fan Zone, as well as the bar areas outside are very good with lots of variety – feedback has been excellent. However, this cannot be said for food inside the stadium, with KG and TG commenting on confusion with certain item ordering and the quality of fast food in the Dockers Stand in particular. MFC will ask for quality control in the food concourse areas and raise these issues with Sodexo. With regards to the bespoke food trials, sales of these items started well, but dropped dramatically, however MFC will keep trialling new items and if they are successful, they will look to roll them out across The Den concourses as a whole.
<b>Toilet Facilities</b>	It has been reported to the MSC that the toilets continue to not be in a good condition and there are reports of many cubicles being locked off. MFC state there are over 400 toilets in the stadium, and before the start of a game, the toilets available are in working order, so any blockages or issues are likely from the usage. With that said, MFC acknowledge the age of the plumbing systems is 30+ years, and new parts may need to be ordered from time to time for those which need repair, and this could be why some are out of service at certain times of the season.
<b>Shelving</b>	Some of the shelving in the East Block which was promised has been put up, but the right sized scaffolding boards needed for the other areas still needs to be installed. MFC see this being in place by next season.
<b>Club Shop Online Collection</b>	Online collection points in the Club Shop were discussed, announcement will be made next week from the club and will include the answer to the discussion.
<b>Wellness Checks</b>	KG and AR have been recently discussing the potential of wellness checks at the Coffee Mornings, or to have scheduled community events which involve wellness checks which fans can go along to. At the current situation where receiving medical appointments can be challenging, this could be something that MFC and MSC can work together for the benefit of the fan base. All in attendance were in agreement this was something we would be keen to pursue, so both MFC and MSC will look at dates and how to introduce these.
<b>30<sup>th</sup> Anniversary Memorabilia</b>	To celebrate the 30 <sup>th</sup> anniversary of the opening of The (New) Den, the MSC would like to create commemorative badges to mark the occasion. MFC will be doing things throughout next season to also highlight the historic dates of the stadium opening and its first season as the club's new home, but club will help the MSC with images and other items that the MSC can use.
<b>End of Season (EOS) Event</b>	The presenter for the event has been announced, and the dress code for the EOS Event is formal dress. The event will be similar to previous years, however some upgrades such as food, entertainment, the sound system etc. will be introduced. MSC have suggested a running order or a



	plan for the event to be made available for those in attendance, as this will let people know what is going on, what awards are being presented and will stop people walking around during the event during presentations and/or speeches. MFC agree this is a good idea to make the EOS event flow better and will look into this.
<b>Training Ground</b>	The club have completed the review period, therefore planning is confirmed and going forward. The next phase is costs and a focus on deliverability and this is being worked through now. MFC cannot yet have an accurate timescale due to the works involved, but the club are working on timescales too. This is a critical project for MFC and fundamental to the club, so they want to get everything right and in place.

### Queries from Fans

<b>Pre-Season Fixtures</b>	The 'local' fixtures with Dartford and Welling United have been happening for the past few years. MFC will continue to pursue local fixtures with teams, as long as the respective calendars allow.
<b>Training Ground</b>	A question was asked to be raised with the MSC with regards to whether the training ground will have Cat. 1 status once it is built. MFC confirmed that whilst the facilities are designed to be compliant with current Cat. 1 status, there is no current plans to go to CAT 1 given the levels of investment required to do so.
<b>The Den and Surrounding Area</b>	The club are in discussions with the Council and are hopeful of reaching agreement on a 250 year lease with development rights. This is critical for the long term sustainable future of the Club.
<b>PGMOL/Refereeing</b>	There has been feedback from MFC, as well as other Club, that the standard of refereeing this season hasn't been good enough given the level of investment in referees. The Good Friday fixture with Luton Town saw PGMOL review admit some decisions should have gone in MFC's favour, and therefore could have seen the team awarded key match decisions. The subject of the treatment of Cooper is a constant discussion and source of specific frustration.
<b>An Evening with Neil Harris Event</b>	Some questioned why the event was not streamed live for those who could not make the journey to the venue. MFC believe that it wouldn't be fair to stream an event live for those at home for free, and then charge a fee for people who made the journey to travel and be there. This event was an exclusive event for the fans based in that area and as a source of fundraising for a local charity, but the club/Trust will have other events in other locations of the fan base which people can attend in the future.
<b>Coaches</b>	The question was raised if the coaches can be upgraded to have Wi-Fi on board, as well as better facilities for those who travel away. MFC confirmed that if the fans would like higher quality and upgraded coach travel, then the increase will need to be included in the coach fare costs.

### AOB

<b>Pitch Invasions</b>	At the last game of the season with Blackburn Rovers, the club have reiterated for fans <b><u>NOT to invade the pitch</u></b> at the end of the game. The club will potentially be penalised heavily financially if this happens. This is for the safety and security of everyone associated with the club, and it ruins the atmosphere for the vast majority of the supporters who remain in their seats waiting for the team to come back on the pitch after the final whistle.
------------------------	---