



MILLWALL SUPPORTERS' CLUB

MSC Monthly Meeting Minutes

Thursday 25th July 2019

The Den

Attendees:

Steve Kavanagh (SK), Billy Taylor (BT), Stuart Lock (SL), Kathryn Gale (KG), Danielle Lake (DanL), Teddy Bellamy (TB), Wayne Stoneham (WS), Tom Gale (TG)

Apologies:

Michael Avery (MA), Alex Russell (AR), Steve Turner (ST), David Lane (DavL)

Note: These minutes contain action points for the following persons	
All	Hold roundtable to discuss pre-season tours
SL	Look into issue re emails to club shop
BT	Release statement about restructure in retail team
All	Agree questions for MSC survey (DL to email to paid MSC members)
DL	Liaise with fan re double points
TG	Set up new Lionesses Twitter account
SK	Provide statement for the announcement of new Lionesses team
DL	Liaise with Age UK re Christmas party dates
KG	Discuss FOTB role with Pete Garston

Minutes	Action
Minutes – 24th January 2019	
All agreed. KG signed.	Note
Portugal pre-season trip There was a lot of attention on social media. The MSC has read club statement but we need to explain to fans why it happened. The committee registered their deep disappointment that our fans did not have the opportunity to support their team when their opponents could and find it unacceptable. They also registered their opinion that fans should be able to attend in the future. MFC consider pre-season to be team preparation, and agreed a Fleetwood friendly. Agreement was made to hold a 'behind closed doors' game. MFC found out on day of game Fleetwood had been advertising packages. MFC admit they should have checked. If other team take fans, then we should have taken fans too. Announced Braga game and arranged livestreaming to mitigate.	



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<p>It is not that the fans are not wanted there, comments were taken out of context. The distraction isn't the Millwall fans, but the effect on other people's actions e.g. local people, local police etc. who could potentially request the games are called off.</p> <p>MFC committed to look at how to address this going forward. Needs careful consideration due to reputation as we are treated differently from other clubs fans and it has previously led to cancelled friendly games.</p> <p>If packages were arranged, MFC would ultimately be responsible for the fans. It also would not stop people making their own arrangements and turning up.</p> <p>Pre-season costs went up this year at complex MFC stayed in as this is now finished (last year the complex was still partly under construction). The only way MFC could properly fund the trip was by the corporate packages sold. The brochure was only sent to current sponsors and partners, only ever to a maximum of 8 to 10 so this was not an opportunity open to all but more about a small group who helped ensure the best facilities possible.</p> <p>Moving forward MSC/MFC will work towards a solution. Need to find a balance between what is right for the team and their preparations and what is right for the fans and making them feel inclusive. Should get a cross section of fans for a roundtable to discuss.</p> <p>MFC will not put a statement out but will discuss at the Fans Forum.</p>	<p>All</p>
<p>Lower Kitchener stand/blocked disabled view</p> <p>MFC said the letter was more about raising awareness than being accusatory towards anyone, however it has prompted something to be done and raised the issue of people standing and blocking the view of disabled view.</p> <p>People who stand and block the walkway are the issue, not people standing to celebrate a goal.</p> <p>The walkways will be managed better in the new season.</p> <p>Comments from MSC AGM were that the stewards do not move people on, however MFC have confirmed they will be moved on this season.</p>	<p>Note</p>
<p>Club shop and online shop update</p> <p>Fans still consider the situation is not good.</p> <p>Club shop staff have been subject to a reorganisation resulting in some redundancies and new staff being appointed into new positions. Macron have let club down with deliveries and have apologised and issued a statement, SK</p>	<p>Note</p>



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<p>has spoken to them personally and explained this is not good enough and must not ever happen again. Sizes that weren't available will be ready for the Preston game.</p> <p>Next year will be better as the sponsor information will not be changing so this will save time.</p> <p>Away kit will be available from 27th July and training wear from the first game of the season.</p> <p>New retail team will be in place in the coming months and team will be more stable.</p> <p>Online shop is being looked at and is recognised that it not up to required standard. New Store Manager will also be responsible for running this.</p> <p>Customer service issues with the club shop. Some people did not receive their email/phone call regarding missing size kits. Their emails are not being received either and phone calls are going unanswered. Email received from fan who did not receive his shirt order (unavailable size) and shop claim emails not received. Matter to be dealt with by SL, Commercial Director.</p> <p>Announcement to be released regarding restructure in retail. This may help to change the perception and will acknowledge that the fans have been listened to.</p> <p>Now have a system in place that can assess the data of what has been sold.</p> <p>MFC looked at Macron running the website but logistically it was not possible, they would need their own staff to run the shop and use their own systems.</p> <p>MFC have never asked fans what they would like to see in the club shop. MSC could ask the same questions at the gazebo. Needs to be consensus based. MSC could do a survey to our paid members. New retail manager to assist in the process. MFC happy to listen to all ideas and to incorporate where possible.</p> <p>Email received from fan who did not receive his double points for presenting his MSC card in the club shop. DL to ask for receipt details so these can be added on.</p>	<p>SL</p> <p>BT</p> <p>All</p> <p>DL</p>
<p>Lionesses update</p> <p>It was agreed by all parties that the Millwall Lionesses historic social media accounts would be closed and terminated so neither party could use them. New Lionesses need to announce matters and/or get support. SK suggests to start afresh and use Club social media to build support, trying to negotiate access to old accounts will risk issues and take too long. Existing social media</p>	<p>TG</p>



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<p>accounts must be shut down. MFC can give a boost and promote the new accounts.</p> <p>MFC to announce new Lionesses team officially and add that it has now been bought in-house and is being run through the Community Trust. SK to provide a statement.</p>	SK
<p>Age UK link up</p> <p>MSC charity for first half of season is Age UK Southwark.</p> <p>MSC would like to hold their Christmas party and fundraise for it. DL to ask whether any day but a Friday is possible. SL to speak to Veronica. MSC to look for another sponsor.</p> <p>MSC would like to arrange group seating for those who would like to come to watch. MSC to link up with Pru.</p>	DL
<p>Overall relationship with fans/FOTB</p> <p>MFC would like the fans to make the decision on what shape the FOTB role takes in the future and what this would look like. Pete Garston will help set up a meeting between fans groups to discuss.</p> <p>Fans groups need to find a solution as to how the role works. MFC have consistently held the position that the MSC is the main supporters' group and will be treated as such.</p> <p>SK will listen to all ideas, however has reservations about position being a Board Director, as they will not be able to speak about topics discussed etc.</p> <p>MSC to discuss with Pete Garston his ideas and how best to take this forward.</p>	KG
<p>AOB</p> <p>Note: podcast that MSC was taking part in has been pulled.</p> <p>MFC to release a statement with the update on the regen.</p>	Note

Date and time of next meeting: TBC