

Charlton Athletic Fans' Forum – Wednesday, June 26th 2019

Fans:

RH – Rob Harris – Proud Valiants, SC – Steve Clarke – Supporters Trust, IW – Ian Wallace – Bromley Addicks, CL – Christine Lawrie – Reminiscence Group, WP – Wayne Phillips – Charlton fan, DW – David Wood – West Country Addicks. BR – Bernie Razzell – Swedish Addicks, PB – Paul Breen – City Addicks, PS – Peter Smith – East Kent Addicks, JP - John Perkins – Valley Away, JB – John Bennett – Hastings and Bexley Addicks, TF – Tony Farrell – Disabled Supporters Association, AD – Alan Dryland – German Addicks, LH - Les Herbert – Maidstone and Weald Addicks

Club:

TR – Tom Rubashow – Head of Communications, RP – Ravi Patel – Commercial Manager

Topic	Raised by
<p>Footballing topics and takeover – full notes were published as priority after the meeting and can be found here</p> <p>Questions were asked during the meeting about the takeover and responses can be found here</p>	Ongoing
<p>Catering</p> <p>AD asked about the new catering deal (with Creativevents) and what due diligence had been done</p> <ul style="list-style-type: none"> • RP explained that the process had been going on since January and a number of companies were interested • RP said Creativevents have prior experience of working in events with a high attendance e.g. Ascot and Sky Studios • RP was confident that they will deliver and listen to feedback from fans • He said they hope to get supporters in to sample food before the start of the season • RP explained that local brewers are looking to become involved with Charlton on matchdays and also looked to implement an EPOS (tills) payment system in the North Stand • RP said he would check if Apple and Google pay would be available with the new EPOS system <p>TF raised the point that previous caterers Delaware didn't regularly come down and take orders from the disabled bay</p> <ul style="list-style-type: none"> • RP will speak with Creativevents and put them in touch with TF 	AD
<p>Matchday Public Address system</p> <ul style="list-style-type: none"> • CL said that fans in the Lower West stand still cannot hear the PA and pitchside announcer. She added it is difficult to hear the big screen • TR said that the PA system was being tested that day and adjustments would be made • RH asked if it could be tested when the stadium was full, TR said he would ask internally 	CL
<p>Matchday Ticketing</p> <ul style="list-style-type: none"> • SC praised the hard work put in by the ticket office staff with the play-off games • SC said the Supporters Trust are looking into a ticketing survey following the end of the season. He said the survey would be for all fans 	SC

<ul style="list-style-type: none"> • TR said the club would help promote the survey and run group workshops for fans ahead of the start of the season to help further improve the system • He said the club agreed that the new ticketing system had coped well with the increased demand around the play-off semi final sell-outs against Doncaster and the 38,000 tickets sold for Wembley. 83% of ticket holders bought tickets for the semi-final online and 89% bought tickets for Wembley online <p>Disabled ticket bug</p> <ul style="list-style-type: none"> • TF identified a bug that makes the free carer ticket a full price ticket until checkout • TR said he will mention to the ticket office and Disabled Supporters Liaison Officer <p>“Home Match” for Wembley</p> <ul style="list-style-type: none"> • Various members raised that it had caused a problem that Wembley was listed as a home game on the ticketing website • TR said that he understood the confusion and that it could have been more clearly highlighted in one of the detailed guides 	TF
<p>Wembley tickets</p> <ul style="list-style-type: none"> • CL said she felt Wembley tickets for Valley Gold and Season Ticket holders could have been more than four • TR explained that there would potentially be a risk of it not making it on to general sale if that had been the case • JP said that he was on the phone for a period of time before being told that he was not a Valley Gold Member and said that he didn’t know he had to link his Valley Gold to his account • TR said he would speak to Valley Gold and advised fans who hadn’t yet linked their ticketing account with their Valley Gold account to speak to Valley Gold • Various members referenced there had been long waiting times on the phones for tickets for Wembley. TR explained the demand was high and people were also calling because they hadn’t received tickets which further clogged up the phone lines • TR said as far as he knew there were no comments from supporters that wanted to go not getting in • LH requested that the club and it’s coach provider examine departure times to avoid arriving to a game late. TR said the club would look into this 	CL
<p>Away Tickets</p> <ul style="list-style-type: none"> • CL raised the point of making the tickets active on sale for all three platforms at the same time • TR said he would follow-up but he believed this would be the case next season (Post-meeting note: this will be the case for the 2019/20 campaign) 	CL
<p>Supporter Liaison Officer</p> <ul style="list-style-type: none"> • SC raised the point that Callum Sullivan is the Supporter Liaison Officer and that he should be present in the Fans’ Forum meetings • TR explained that he was on annual leave and that he will be present going forward • LH explained that CS normally responds with haste on emails and sorts problems, but the point still remains that he should be present at the meetings 	SC

<ul style="list-style-type: none"> • TR praised CS's role in working with families and boosting the Young Reds numbers and said that he'll make sure he has the next meeting in his diary 	
<p>Player Recruitment</p> <ul style="list-style-type: none"> • LH said that when Steve Gallen came in and gave his plan for March it seemed to be going well until players they wanted to keep hold of left e.g. Patrick Bauer. He asked if they will they be looking for a direct replacement of the same quality or will they be looking in the lower leagues still • TR explained that Steve Gallen and Lee Bowyer are working non-stop in recruiting players. He said that recruitment had been good last season and Gallen and Bowyer were hoping to do the same again 	LH
<p>Coaching Staff</p> <ul style="list-style-type: none"> • RH asked if there was any news on Johnnie Jackson • TR explained that there was no official news but that the South London Press has reported that most of the staff are signing 	RH
<p>Difficulties for disabled supporters getting into Wembley</p> <ul style="list-style-type: none"> • TF explained that some disabled supporters had to park some way from the ground. JP said other coaches had similar issues • TR explained he had been told that there had been an online crash at Wembley's end, that hadn't been helped by them being busy with the League Two play-off final. He appreciated it wasn't acceptable for those fans involved 	TF
<p>Pride of the Valley</p> <ul style="list-style-type: none"> • LH asked If Pride of the Valley will be continued for next year • TR stated that Pride of the Valley will return for next year and as with 2018/19 the club will be asking fan groups who to nominate fans for the award 	LH
<p>Centenary Gate</p> <ul style="list-style-type: none"> • SC asked what the latest was with the centenary gates for The Valley 100-year anniversary • TR explained that the centenary committee will have their first meeting in a few weeks time and that Olly Groome (communications team) is working with the club museum on the committee. They will also be looking for a number of independent fans to get involved and so the centenary gate will be a part of that committee. BR said he would be keen to be part of the committee 	SC
<p>Fans' Forum Structure</p> <ul style="list-style-type: none"> • LH was concerned that the group would sometimes be too big and boisterous and so some members would feel as though they couldn't have their say. He asked if an independent chairman would be considered • SC suggested that Callum Sullivan should become the chairman to help move proceedings along as the Supporter Liaison Officer (SLO) he becomes accountable for what is agreed in the meeting • LH said he thought it should be someone independent from the club • WP suggested that there may be some supporters, not part of the Fans' Forum, who wish to come along to voice their opinion and puts their point forward • TR suggested putting up something on the club website asking some supporters to e-mail and register their interest in attending the Fans' Forum 	LH

<ul style="list-style-type: none"> • Fans unable to be at meetings physically, can state their case to one of the representatives through the usual channels • SC suggested that communication with supporters needs to get better to improve the reputation of the forum. • RH expressed his disappointment in there being less female, young or BAME members at the Fans' Forums despite Charlton being such a diverse club • BR welcomed involvement of other fans; and suggested if the Forum saw the need for a Chairman it should be one of the Fans Forum members via a vote • It was agreed that a note on the Fans' Forum would go in season ticket distribution, after a suggestion by BR, to raise awareness and that for the next few meetings, the club would invite two non Fans' Forum members to the meetings 	
<p>Training ground update</p> <ul style="list-style-type: none"> • CL asked if there is anything happening at Sparrows Lane • TR explained that while the process of the takeover is ongoing the new building is on hold. He said the Community Trust go into their new building on July 1st and that there has been work over the summer on the construction of pitch drainage on the first team pitches 	CL
<p>Season Tickets</p> <ul style="list-style-type: none"> • CL said that on the online application for season tickets it doesn't show up that the Valley Gold discount has been applied and asks if a note could be added to make it clear • TR said he will speak with the ticketing team • TR said that just under 9,500 season tickets have been sold for the 2019/20 season so far. The club have been benchmarking the cost of the Championship priced season tickets with other Championship clubs notably ones in London and that to get best prices fans are encouraged before the Championship football at League One pricing deal expires 	CL
<p>Programme containing the fans groups</p> <ul style="list-style-type: none"> • RH said that the programme once listed all the fans groups and how to contact them • TR said that Olly Groome is looking at the programme and that there might be a permanent addition to the programme listing the fans groups and contact details 	RH
<p>Streaming</p> <ul style="list-style-type: none"> • TR referred back to a previous question asking about streaming of matches • TR stated that there will be an additional service which allows you to watch any of the non-3pm Saturday games from inside the UK on Valley Pass • Fans based abroad will be able to stream every game on Valley Pass • SC asks how much Valley Pass garners in terms of revenue • TR says that Valley Pass did well in its first year but didn't do as well last year in part due to reduced content. He said with live streaming in place this season, it should help generate revenue 	Club
<p>2019/20 Kit</p> <ul style="list-style-type: none"> • BR asked about the new kit and kit sponsor 	BR

<ul style="list-style-type: none"> • TR said that on the sponsorship side, nothing has been announced and that the planning for the kit photoshoot is currently ongoing 	
<p>Smoking</p> <ul style="list-style-type: none"> • WP says that every ground that he went to last season had an area to accommodate smokers • TR said that he will ask the question as to whether that is a possibility 	WP
<p>Fans Forum Account</p> <ul style="list-style-type: none"> • LH asked what was happening with the Fans' Forum accounts • IW said that there is a Fans' Forum cheque book and that he holds the account and that he will bring along a statement for the next meeting 	LH
<p>VAR/Goal-line technology</p> <ul style="list-style-type: none"> • TR said that there will be no VAR in the 2019/20 Championship season, but goal-line technology will be in use 	LH
<p>Player sponsorship</p> <ul style="list-style-type: none"> • BR said that many clubs have a full page spread with the players and their sponsors • TR said that the club will look at bringing it back this year 	BR
<p>Date for next Fan's Forum</p> <ul style="list-style-type: none"> • TR said that there will be another takeover update before the start of the season if there has been no takeover • Provisional date for next full meeting: Wednesday, September 25th 	Club