

Supporters Board Minutes December 2019

Minutes from previous meeting

Actions from Matters Arising

Catering Update

A document from Marie Hepburn (MH) was circulated with catering updates from the last meeting. New actions / outstanding items from the update were as follows

Action: MH to investigate whether pre-ordering food is a possibility

In Rovers We Trust

The results from the In Rovers We Trust survey were shared with Supporters Board members. Across almost all sections the club had shown significant improvement.

Action: SL to communicate full results to supporters in January 2020

Action: Club to follow up on items of significant note including

- Parking
- Concourse Comfort
- Litter concerns around stadium and stadium approach
- Catering

Shaun Lockwood (SL) confirmed the first In Rovers We Trust video had been publicised and was well received and thanked Len South for his contribution.

140 Year Anniversary

SL updated on the Brentford reunion night for Silver Members which had been well received by supporters. SL also confirmed the clubs plans for a pop up history/ shop in the Frenchgate Centre and asked if the Supporters groups present would be able to support with any costs associated. The consensus was the pop up shop would be a positive way of ending our 140 year celebrations.

Silver Memberships 20/21

SL presented initial thoughts for Silver Memberships for 20/21, which showed a price freeze. Only changes discussed were raising child prices from £30 to £40 but including Dons match access, Belles match access, Knights match access and a kids pass (family activity pass) worth £39.99 as part of the package. Feedback was that this was still a great deal once all the additional extras were included. SL suggested Silver Memberships would go on sale in mid-February.

AOB

(MH to confirm unless stated otherwise)

Action: An enquiry was made as to whether recycling bins could be placed inside the concourses to allow supporters to separate their litter.

Action: An enquiry was made as to whether the club could reduce plastic usage by finding suppliers of canned goods eg water

Action: An enquiry was made with regards games where only one stand open and whether car parking could be made accessible on the East stand or whether West stand could be used instead

Action: Feedback was provided that the lighting outside the BVB is poor and potentially dangerous.

Action: A suggestion was made by Martin for standing / seated tickets and if this would help supporters who struggle with away matches when supporters stand. SL to look into

