

Supporters Board Minutes
19th October 2019

Minutes from previous meeting

Actions from Matters Arising

In Rovers We Trust

Outstanding actions to be completed included.

Action: Club to send In Rovers We Trust survey out to supporters

Action: Club to release EFL supporter survey once embargo lifted

Action: Club to release a series of monthly In Rovers We Trust videos starting in August. First video to feature Quiet Room, second video to feature Len South

Action: Club to publicise attendance focus group meetings

Retail Update

Mike Atkins, from Elite Pro Sports (EPS) provided an update that included

- Update as to sales progress since EPS had taken over the shop in the summer
- Feedback from supporters
 - o Toddler sizes on kits
 - o Season ticket discounts
 - o Plans for leisure, training wear and merchandise moving forward including potential for town centre shops and pop up shops around the ground.

Action: EPS to trial season ticket holder discount across all items at home matches in November.

Catering Update

Marie Hepburn (MH) updated on catering with a view of myth busting some general opinions on concourse catering. Progression of contactless sales, total volume of sales and official feedback from supporters (home and away) was discussed. Whilst queuing is a frequent topic, Supporters Board discussed the comparisons on the concourse and the volume of people that have to be served in 15 minutes compared to local bars, fast food takeaways – to which it felt we were comparable

Action: MH to review whether Hawkers can be used again to aid service

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

In Rovers We Trust

SL confirmed survey would be out within the next two weeks.

SL also confirmed that the club were looking at options for the Bury game – given it would not be played and these included, pro-rata refunds off future purchases, unused ticket stubs, replacing the fixture with another event and providing free access, donating to local causes. Supporters Board generally felt that unused ticket or donating to causes would be the best way to go.

Action: SL to update at next Supporters Board

AOB

Action: MH to prepare an overview of club's efforts to support the environment

Action: MH to feedback proposals on PA system