

Charlton Athletic Football Club
11th September 2017 – 6pm

Present:

Charlton Athletic: Katrien Meire (KM), Tony Keohane (TK), Karl Robinson (KR), Ravi Patel (RP), Katie Cowling (KC), Tom Rubashow (TR), Adam Harding (AH)

Supporters:

Steve Clarke (SCL), Richard Wiseman (RW), Christine Lawrie (CL), Syd Cheeswright (SCH), Ian Wallis (IW), John Perkins (JP), Tony Farrell (TF), Les Herbert (LH)

Topic	Raised by
Fans Forum reform update <ul style="list-style-type: none"> • TR updated that a meeting had taken place with a small group, including representatives of the current Fans Forum and a proposal will be circulated in due course 	Previous meeting
Training ground update <ul style="list-style-type: none"> • RW requested training ground update be a regular standing item on agenda in Fans Forum meetings • Action: Club agreed, to be added to agenda for future meetings 	RW
Safe Standing <ul style="list-style-type: none"> • Following previous meeting RW contacted Jon Darch of Safe Standing Roadshow. He said it is something that should be focussed at people in club and local politicians with fans invited along for an evening event • RW said Trust would want to do publicity on club and own channels to give fans the full information • TK said Fans Forum and club representatives should talk to Shrewsbury about how their progress is going • Action: RW to work with TK coordinate meeting 	Previous meeting
Purchasing disabled tickets online <ul style="list-style-type: none"> • TF said currently you can't purchase disabled tickets online. TF asked why disabled fans can't registered themselves online • Action: Club confirmed that the club are working with the ticketing provider to update this 	TF
Disabled tickets in North West Quadrant <ul style="list-style-type: none"> • TF asked if North West Quadrant would be open for cup games for disabled supporters. TK confirmed that this would be happening • SCL asked if stands would be restricted depending on the draw. TK confirmed it would be the case 	TF
Purchasing tickets online <ul style="list-style-type: none"> • SCH said he had problems registering for tickets online with 6-9 things that needed to be filled in. LH said he had issues booking online too • TK said the club had spent time and money updating the online ticketing system but appreciates it is still not perfect and the club would continue to work on it. TK said online matchday purchasing has increased considerably. It's 50% (post meeting note: 48.5%). It was 15% last year as the journey was too difficult. We recognise the process is not complete and improvements are still needed • CL said the ticket office phone was cutting out when people called • The club confirmed this had happened on two occasions which were believed to be out of the club's control but are investigating 	SCH
Queues on matchdays <ul style="list-style-type: none"> • SCL said there were huge queues at the first game and asked if the club were doing enough. KM said this had been noted and messaging is now included in more communications. In addition a cash ticketing booth has been added outside the West Stand to help keep queues to a minimum. SCL said he hadn't seen the problem since the first game. (Post meeting 	SCL

<p>note: Fans are advised to arrive early at The Valley as increased searches are required as part of heightened security measures)</p>	
<p>New look club shop</p> <ul style="list-style-type: none"> • Club asked for feedback on first impressions of the new club shop. IW said it is nicely turned out and staff have been very friendly and very helpful • IW asked if a cartoon book (by Richard Redden) on Charlton could be included in club shop. Action: Club to follow this up • The club updated that fans have asked about gift vouchers, shop hope to have gift vouchers in by the end of the month • LH asked if scarves in season ticket holders' ticket box were available for sale. The Club said they weren't. LH thanked the club and said it was a nice touch for season ticket holders 	<p>Club</p>
<p>Roland Duchatelet meeting fans</p> <ul style="list-style-type: none"> • RW said that at the last Fans Forum a meeting between RD and fans' representatives was not ruled out. He said the Supporters Trust has made six attempts to get a meeting with RD • KM said that the Trust has been invited to have meetings with KM and Richard Murray but had not accepted this. KM agreed that at the last Fans Forum the club had said they would look into it, since then the transfer window has taken the focus. KM said there is a positive vibe and they want to keep that and build up some positive momentum. She said RD might do something in the near future, but feels the talking needs to be done on the pitch • SCL said there is a more positive atmosphere and as fans they recognise what's happened over the summer and the start of the season. LH said it started before this summer. IW said there is a lot less negativity. KM said that KR has been praising the fans support this season and the atmosphere they've created really helps the team • KM said last time RD was here he was harassed on the street. He met with a fan group face to face and they could ask him whatever they wanted. SCL said this group (Fans Forum) would ask challenging questions respectfully • LH said if RD was to attend a game it would distract from the football on the pitch. JP said you could get a lot of people back if he were to meet fans. RW stressed that, if he met a fans group who had credibility and was able to answer questions, it might be very beneficial for the club 	<p>Previous meeting</p>
<p>Ticket sales</p> <ul style="list-style-type: none"> • SCH asked how many season ticket holders did not renew. TK gave rough figures on those that didn't renew (post meeting note: 1,263) and new season ticket holders (post meeting note: 1,370). SCL said that more people will naturally buy game-to-game as purchasing online is easier. KM said matchday ticket sales are up compared with last season (post meeting note: a 12.43% increase) 	<p>SCH</p>
<p>Club debt</p> <ul style="list-style-type: none"> • DJ not in attendance, to meet separately with RW 	<p>RW</p>
<p>Club programme</p> <ul style="list-style-type: none"> • CL asked why the number of pages had been cut down. CL said the cost need to be lowered or the content increased • TR said that over the summer a lot of time and energy of the communications team went into the redevelopment of the website. This restricted the amount of time spent on getting the programme ready for the start of the season. It is now 56 pages compared with the 52 pages for the first game. He said we're down around three pages of content compared to last year but we're looking at what we can do now there is more time with the website development not finished but taking less time. CL understood • SCH asked when a survey of supporters was happening around the programme 	<p>CL</p>

<ul style="list-style-type: none"> • TR to look at how this will factor in to upcoming surveys the club have planned 	
<p>Programme sellers</p> <ul style="list-style-type: none"> • CL said there doesn't appear to be programme sellers in the ground although there are lots outside the ground • TR said we are working with different programme sellers this year. IW said they have been very accessible. TR said they have been taking the first few games to work out what areas sell best. The feedback is useful and will be considered when finalising programme sellers positions which will be posted on the website and social media so fans know where to pick them up. TF said they should be sold behind the bar in Crossbars 	CL
<p>Handbook</p> <ul style="list-style-type: none"> • CL asked when the handbook will be out. TR said he couldn't commit to a timeline but it is planned. IW said it is best to wait anyway to incorporate all changes and that last year's handbook was great. IW said it is best to get out by the middle of October. SCH said he would buy it even if it came out in March as it is a good read 	CL
<p>Betting</p> <ul style="list-style-type: none"> • TF asked where you can bet on a matchday in Crossbars. RP said that the figures show that because many are now betting online, in person sales have dropped massively, so they are looking at the different areas where betting locations are missing. RP said people walk around in various areas including Crossbars • Action: RP to look into numbers. 	TF
<p>U16s players leaving</p> <ul style="list-style-type: none"> • CL said she was disappointed to hear that two U16 players have left and asked how it can be stopped • KM said the club are disappointed as we tried to keep both the players. KM said for one we got compensation, for the other that is still to be confirmed. KM said we offered them as much as we could for one of them but we can't compete with all clubs. She said we explained to them the pathway to the first team, which is a very effective argument with a lot of players but doesn't work for everyone. KM said we'll face that problem again but when the players haven't been with us for a long time, it makes it more difficult. SCL said it's just football with Jermain Defoe being the best example. He added that some parents look at Manchester United and it's difficult to compete with that 	CL
<p>Squad depth</p> <ul style="list-style-type: none"> • CL said there are good results and the atmosphere is better but positions aren't adequately covered • KR arrived. KR said there are concerns but last year there were too many players too far away from the starting XI. We said this year, let's have the fringe players be youth players and players that want to be here for the right reasons. KR said because it's a small squad there is nowhere to hide. He said I've been promoted twice and with Powell's team here, a lot of players played 40 games+. KR said he would have liked one other player to come in. He said we tried to get Eoin Doyle and were told he went south to Portsmouth once and it didn't work, he ended up going to Oldham 	CL
<p>KR answered additional footballing questions on Dillon Phillips, Ben Amos, Billy Clarke, lack of height, Ben Reeves, Naby Sarr, Ezri Konsa, Paul Hayes, the success of the club in keeping Ricky Holmes, Karlan Ahearne-Grant, Lee Bowyer and Johnnie Jackson, the community aspect of the club, travelling support, Wigan Athletic (ahead of the League One clash), post-game huddles and more</p>	
<p>Hastings and Bexhill</p>	JP

<ul style="list-style-type: none"> • Minutes from the previous meeting appeared on the website and then disappeared. TR confirmed there has been issues uploading documents to the website but this had now been sorted • John Bennett was not included in the minutes but did attend the event. TR said the minutes would be updated accordingly • John Bennett requested his email address be added to the appropriate page on the website with the Fans Forum contact details. TR confirmed this would happen • John Bennett said there was disappointment there was no Player of the Year dinner. IW said the intention was to have a dinner this year 	
<p>Increasing Charlton's away support</p> <ul style="list-style-type: none"> • SCH asked KR if a greater away support would help the team. KR said it would. SCH explained fans can save more than £1,600 a season by booking rail tickets 12-10 weeks before a game when they first become available • The club has struggled for applicants for the Charlton Athletic Rail and Travel Group secretary since SCH stepped down. A recruitment process was unsuccessful. SCH suggested a recruitment of two suitable applicants to cover the CARTG Secretary role jointly for away games outside of Greater London and locations, as now, within (say) 50 miles. He said motivate both by providing a season ticket, an away ticket and travel to a game providing it is purchased in advance. The club said they would look at it. Anyone interested should email fans@cafc.co.uk 	SCH
<p>Gate development</p> <ul style="list-style-type: none"> • TK explained the club were looking at redeveloping the front gate to make it similar to the iconic Shankly gate at Liverpool. The club are looking at text for the gates and will be in touch with the Fans Forum to consult 	Club