

Item	Description	To Own
	<p>Agenda</p> <ul style="list-style-type: none"> Welcome & Introductions Terms of Reference Overview Seasonal Membership Update Supporters Questions & Feedback Future Meeting Timeline AOB <p>For next time:</p> <ul style="list-style-type: none"> Nominating chair and vice chair Forum WhatsApp group Sharing supporters charter 	
Action	Send an email footer to use for replies	Alex
Action	Check security protocols for setting up the official rep email addresses	Alex
Action	Check that the 'refer a friend' email went out correctly and to the entire database – as well as all email deliverability	Jane
Action	Look at inviting clubs/schools to womens games for flag waving etc.	Emily
Action	Investigate Ticketmaster and the ability to provide a seasonal member section for the spurs ground	Emily
Action	Email Glenn regarding Accessibility for away venues to discuss this further	Emily
Action	Look into extending the shuttle to accommodate ULEZ	Emily
Action	Screen sizes? Contact screen suppliers to see if sizes can be increased	Emily
Action	Send documents regarding goals of the forum to all members	Emily
Action	Connecting with previous members: Denis will introduce Kieran to Gareth and Emily to introduce Theresa and Richard	Denis and Emily
	<p>Admin</p> <ul style="list-style-type: none"> Website will signpost to email address for each rep These emails will be redirected to personal email – replies will then come from your personal email Standardised footer? Access to the rep emails? 	
	<p>Terms of Reference</p> <ul style="list-style-type: none"> An overview of info you need for this forum Proactively seeking feedback Keeping an eye on rep email inboxes Constructive criticism and as many ideas as possible! You shared we listened on Saracens webpage – direct people to this 	
	<p>Seasonal membership update</p> <p>Numbers and targets</p> <ul style="list-style-type: none"> 5627 (£4.893m) seasonal members target Currently on 3482 members (£2.766m) Selling on average of 22 memberships a day over summer Renewal deadline 30.06.2023 Are we going to question why some won't be renewing? - Mainly people moving out of the area 	

- 'Refer a friend' with reward of £25 club voucher for new member and referrer
 - Can this be a separate email to ensure emails are targeted and not missed?
- There will be no cap – but will keep an eye on when numbers increase

Summer gathering

- Save the date for Sat 2nd September
- All seasonal members invited with a plus one
- All athletes available, avoids summer holidays
- No standard pre-season event so this will take its place

Womens

- 133 (£3988) --> 350 (£10,000)
- Open 1.5 hours before kickoff with catering open?
- Schools/clubs invites to promote parental support?
- Double headers? We have fed this back and are working hard behind the scenes to make this happen

Netball

- On sale in the next couple of weeks based on the netball world cup

Questions and Feedback

Choosing a seasonal members section at the spurs ground?

- We don't think Ticketmaster system will allow us to do this but is being investigated

Catering at womens games?

- Looking at opening some concessions earlier

Water fountains?

- Installing at olympic bar ahead of next season
- Reusable water bottles? One in the club shop

ULEZ – could we extend the shuttle to outside this area?

Queues in olympic bar

- Snake queue instead?
- Separate cashiers and servers?
- Improve training for bar staff

Regular gaps in E5 for seat surfers by those who have standing tickets

Screen sizes

- Established a contract with screen suppliers
- Will feed back to the operations director – can we request bigger screens?

Minutes

- Will be on the teams room under the 'Notebook' tab

Seats unavailable on Ticketmaster then empty at game

- Could be seasonal members not attending every game

Connecting with previous members?

- Denis will introduce to Gareth
- Emily to introduce Theresa and Richard

	<p>Concessions open later and oasis have been great but lack of available seating in olympic bar</p> <p>Is Saracens app being upgraded?</p> <ul style="list-style-type: none"> • Resource to maintain several platforms has had a knock of affect • Effort is being put on in the next few weeks <p>Facebook forum mentions £14m debt – how to we avoid rumors in the media?</p> <p>Match day experience when it rains there is not much cover – could we have another covered space and a quieter space?</p> <p>Expanding capacity more frequently?</p> <p>Spurs game – we are not in charge with security but how do we prevent incidents?</p>	
	<p>Suggested timings for next meetings (all 18:30 – 19:30)</p> <ul style="list-style-type: none"> • Wednesday 19th July • Wednesday 4th October • Wednesday 31st January 	
	<p>Hi Emily (and sorry Abby) I missed a question last night. The question was:</p> <p>“at the end of the home matches, why is it necessary to load the pitch with ‘security’ - it's a terrible look to spectators and the tv audience and sometimes stops players walking round and it is not needed as public are not allowed on the pitch at that time anyway “</p> <p>The other thing I missed was someone wanting to thank the Pioneers for the great work they do</p>	