

Charlton Athletic Fans' Forum – March 4th 2019

Fan representatives:

Ian Wallis (IW) – Bromley Addicks, Christine Lawrie (CL) – Reminiscence Group, John Perkins (JP) – Valley Away, Steve Clarke (SC) – Charlton Athletic Supporters' Trust, Les Herbert (LH) – Maidstone and Weald, David Wood (DW) – West Country Addicks, Tony Farrell (TF) – CADSA, Bernie Razzell (BR) – City Addicks – via conference call

Club: Lieven De Turck (LDT) – via conference call, Tony Keohane (TK), Steve Gallen (SG), Tom Rubashow (TR), Katie Cowling (KC), Ravi Patel (RP), Alex Avery (AA)

Topic	Raised by
Footballing topics and takeover – full notes were published as priority after the meeting and can be found here	Ongoing
Remembrance activity <ul style="list-style-type: none"> LH said he should have mentioned it at the previous Fans' Forum but he wanted to thank all those involved in the Remembrance activity including the service from Club Chaplain Matt Baker The club said they would pass on the note to all involved, including Matt Baker and the club's Safety Officer Mick Everett who led on the activity 	LH
Player of the Year Dinner <ul style="list-style-type: none"> IW said the date has been agreed for this year's dinner (Fans can read more about the dinner here) 	IW
Charlton fans in the Fans' Bar <ul style="list-style-type: none"> LH said the staff in the Fans' Bar say they put their names down for the Charlton matches and he thinks that is great credit to the Charlton fanbase 	LH
Centenary committee <ul style="list-style-type: none"> The committee will be set up shortly for a series of events throughout the centenary year (100 years of The Valley). RP to lead the committee from a club perspective The club will invite the Charlton Athletic museum to be involved and also want a variety of fans in the committee, a web story will go out in due course on this topic 	Club
Hospitality <ul style="list-style-type: none"> SC said last time Charlton played Portsmouth, some of the hospitality boxes were rented out to Portsmouth fans whose behaviour upset some Charlton fans in the vicinity when Portsmouth scored RP said the club send out terms and conditions for each box. He said they try to sense if there are any away fans in the party. He said if they do sense there are away fans they get offered away end seating for watching the game. RP explained there is extra resource on the day SC said it is quite common to invite opposition fans as guests 	SC
Season tickets <ul style="list-style-type: none"> AA said the average attendance is up by 463 people per game compared to this point last year in 2017/18. 11,193 (2017/18) vs. 11,657 (2018/19) AA said in terms of home attendance there has been an increase of 352 fans per game. 10,254 vs. 10,606. He said this is in-part because of an increase in the last four home games AA said 55% of match tickets have been sold online with the last five home games averaging over 62%, which he believes is in-part due to the improved online ticketing system. Last season the average was 50%. 	SC/Club

- AA said on some days at the ticket office it is in single figures people turning up to purchase tickets at the office, so opening hours are being reviewed
- TF asked for details on the number of disabled fans using the ticket office. AA to update TF
- AA said the club have entered for the EFL Family Club of the Year award. The club's video entry was played to the Fans' Forum.
- AA said Young Reds numbers are up to 952 from 508 last season in-part due to the increased activities and also extending the targeted age group
- AA explained the Community 500 scheme, in partnership with Charlton Athletic Community Trust, has seen 2,029 tickets redeemed, with 1,242 new fans that have come to games
- LH asked that a steward is put in the Community 500 area so the ball can get back to the playing field a bit quicker. The club said they would look into it
- AA said the club engage with more than 30 schools in Greenwich Borough through the Schools Partnership
- AA said the club has also launched their Sports Partnership this season working with local clubs
- Football For A Fiver: 17,267 attendance, with nearly 73% of tickets purchased online. 788 new supporters (defined as a new registration) purchasing 2,284 tickets.
- AA said for the Kids For A Quid game against Accrington Stanley, there was an unusually high amount of concession tickets bought in certain areas of the ground. LH asked if the system showed a different colour depending on the value of the ticket scanned on entering the stadium, KC confirmed this is the case. AA said there was a significant number who were stopped at the gates and were sent back to the ticket office. AA said there are plans to introduce specific turnstiles for concession ticket control
- AA said there are 6,458 season tickets (including half season) holders this year, with 1,104 new or returning season ticket holders. He said the season tickets were slightly down on last season. SC said they had got it back with more because of the match-to-match sales. AA said part of next season's campaign will be targeting those that have purchased match-to-match tickets
- AA said last year a very large percentage of people purchased season tickets offline. He said with the new ticketing system in place it should be a lot easier this year
- AA said that over 50% of season ticket holders are over the age of 51 and that season ticket holders are predominantly male
- AA showed the season ticket campaign for next season and the proposed prices. He said there will be early-bird pricing offers this year with early-bird prices increasing on average by 3.34% on last season's price in part due to inflation and the increase in minimum wage. AA then explained there will be an increase for Phase 2 pricing, meaning the best value to purchase will be through the early-bird offer. AA said U18 tickets are going up just £5 and U11 season tickets have been frozen, this season there was a 15.52% increase in U18 and U11 season ticket sales
- SC said that given the circumstances around the club, he questioned the wisdom of any price increase
- AA explained that unlike last season there will be an increase once the early-bird pricing finishes

<ul style="list-style-type: none"> • CL said she didn't think recent pronouncements by the owner will sell season tickets • SC said he thought a large increase in price following the end of the earl-bird discount would make selling season tickets very difficult • SC said if the club doesn't go up, it doesn't look great for next season which will make selling second phase season tickets at an increased price unlikely • SC said he thought the club should re-consider plans to close early-bird season ticket sales on the last day of the season given the logistical difficulties it could cause. The club will now close early-bird season ticket sales after the last day of the season 	
<p>Website</p> <ul style="list-style-type: none"> • TF asked if there were any big changes being made to the website/Valley Pass next season • TR said the club might look at live streaming but that a decision hasn't been made yet 	TF
<p>ACV</p> <ul style="list-style-type: none"> • SC highlighted the ACV on The Valley has been extended another five years. He asked if the club wanted to recognise it with a plaque. TR said the club would discuss it • LH said he would like to thank CAST for all the work they did on securing the ACV status 	SC
<p>Lift update</p> <ul style="list-style-type: none"> • LH asked about the battery in the scanner at Lift One • KC said she would look into it 	LH
<p>Stadium tours</p> <ul style="list-style-type: none"> • LH asked if it was possible on a stadium tour to go onto the pitch • TK said if there was a particular case for an individual the club would look at it but the club tend not to encourage it • RP explained pitch hire gave people the opportunity to play on the pitch. He also said the club will be launching The Valley Cup soon, giving fans the opportunity to take part in a tournament on the pitch 	LH
<p>Banning order</p> <ul style="list-style-type: none"> • SC asked for a bit of clarity on the banning orders following the Accrington Stanley game • TK said about eight fans came onto the pitch to celebrate. TK said as soon as they came on that is an offence and there were a lot of additional factors on that day. After the game, the club received five different incident reports from The FA, one of the most the club have received • TK said The FA put a lot of post-match focus on that game and wanted to know what the club were doing about incidents, as did the police • Based on the individuals that we knew or recognised, it was decided those identified would receive a ban until the end of the season, meaning it would be left as a club matter rather than becoming a police matter • TK said the additional social media coverage around Krystian Bielik getting hit drew further attention by The FA and police 	SC
<p>Women's team</p> <ul style="list-style-type: none"> • SC asked if the club were doing enough to promote the women's team • TR explained about the upcoming game at The Valley (March 13th) and asked for support from the Fans' Forum in promoting. Information on upcoming women's team games can be found here. 	SC

<p>Away tickets</p> <ul style="list-style-type: none"> • CL asked that for small ticket allocation games, can tickets be sold at the same time across all platforms, as for the Wimbledon game tickets were available online before they were on the phone and in-person • KC said the club were reviewing ticket office opening hours and would factor in CL feedback 	CL
<p>Loyalty points</p> <ul style="list-style-type: none"> • IW said he thought fans should be able to assign loyalty points when booking for other people • KC said this is the case and if told otherwise people should contact her 	IW
<p>Ticketing system</p> <ul style="list-style-type: none"> • CL asked if the club get to the play-offs, will the club be operating off the new ticketing system or using Ticketmaster again • KC said the club would be using the new ticketing system • IW said he never has any issues with the ticket office, he always gets through, the staff are nice and the tickets always arrive swiftly 	KC
<p>New gates</p> <ul style="list-style-type: none"> • TF asked how the new gates were progressing • TK said it would be captured in the centenary committee activity 	TF
<p>Staff bonuses</p> <ul style="list-style-type: none"> • JP asked if the staff bonuses had been resolved • TR said it was an internal matter and not his place to discuss publicly 	JP
<p>Next Meetings</p> <ul style="list-style-type: none"> • April 24th 2019: Takeover update should it be required • June 5th 2019: Full Fans' Forum meeting 	