

Present:

Matt Clements, Gareth Daniels, Amelia Edwards, Dan Branowsky, Dave Matthews-Jones, Chris Neild, Chris Casey, Nigel Browne, Gina Parkin, Mark Gordon, Mark Cawdery, Wendy Glancy, David Burkett

Apologies:

Alex Tunbridge, Philip Saich, Ben Payne, Ben Phillips, Daneille Foster

Item	CUSP comment	Club response
South Stand changes		
Access route	Concerned that families / first time visitors who buy to go here will need to mingle with potentially away fans before and after the game. Also very crowded along the path, especially at night. Will fans be allowed to exit via the back of the Main Stand? If this exit route was allowed it would alleviate these issues.	This will be kept under review in conjunction with the Safety Advisory Group (SAG) on a game by game basis.
Pitch location	Will the pitch be moved closer to this end?	There are no plans to move the pitch at present
Naming	Potential for confusion between this and South Habbin, any plans to rename the South Stand? (The Dunk Stand?). Will there be clear signage	There are plans to review all the signage for the new season
Away fans	What will capacity be in South Habbin?	1006 (106 seated and 900 standing)
Big away fan games	How can we stop a repeat of the 'Derby issue' when a number of their fans got tickets in the home areas? Also will away fans be held back in big away games ?	There was a significant demand for this game which we have not seen before. We will monitor ticket buying carefully for high volume away teams games next season.
South Habbin / South Stand	Will there be better security between these now there are away fans in the SH	All required stewarding arrangements as a result of this change will be put in place
Ground redevelopment		
Newmarket Road	Will there be better signage for access from this new area to the Main Stand, Away Area, South Stand? Also perhaps on the road outside ?	There are plans to review all the signage for the new season
Verge parking	Any update on the Council plans to ban this ?	We are not aware that any changes are planned after speaking with the council and informed regarding stipulations that won't allow this.
NRE/Habbin	Any more detail on what this will look like and the timings?	The plans are being worked on with all the related surveys and reports needed. We expect them to be available towards the end of 2024.
CUSP area	Can we agree a place for the sign for a CUSP area near the Shop/Ticket Office to assist fans with getting feedback to us? Also in the South Stand.	This is fine. Please liaise with Matt near the start of the season. Once the developments of ticket office and and shop are finished.
Other comments	Will the Thrifty redevelopment allow more space for exit. Stewards sometimes cause a blockage at the Main Stand gate	These will be reviewed at the start of the season as part of the stewarding plans
Training ground		
Fans visit	Could this be opened up for fans to have a visit and walk around? Pre season open day with new shirt launch ?	This will not be possible this time around as work is still ongoing but we will consider it for 2025. We plan to hold an open day at the ground before the start of the season.
New badge		
Process	Can we get more detail on this? And clarification of CUSP's potential role? Could the consultations be at the training ground, for example?	Various options will be shared There will be a number of face to face sessions at the Cledara Abbey with groups over the coming weeks; these

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		will cover fans groups, and the wider fan base such as juniors and businesses..
Fan engagement		
Amelia role	Can we get some background on what's planned for her?	She will work closely with CUSP going forward. Her key areas of focus are (i) grow the fan base (ii) improve the fan experience (iii) increase the Club's outreach and (iv) ensure the Club is an inclusive environment
Club survey	Can we see detailed results from this when available?	Yes this will be shared. We will also share the results from the Family Excellence survey where the Club fared well across the various areas.
CUSP surveys	We plan to repeat these next season, so any specific areas to cover?	We can discuss near the start of the season
Open day	What are the plans for this ?	It will be at the ground, date tbc (Prior to leading up to WBA game looks the most likely)
Ball crew etc	Are there plans to change this at all. View that current set up works well with junior teams lined up for next season.	No change planned, this will continue as before
Ticketing/Shop		
Loyalty points	Can the points earned this year be carried forward to 24/25 in case fixture list throws up early games where there is high demand? Feedback that sometimes season ticket holders have been told they don't need to bother registering for these	Yes these will be taken into account.
Under 14s	Tickets sold to under 14s need to have the age printed on each ticket to avoid confusion	We will investigate to see this can be done.
Women's fit shirts	Are these being produced for this season, as promised?	Yes the new kit has these. The relatively large 'minimum order number' means its not possible to have the women's team shirts available.
Women's matches	Will there be more at the Abbey next season?	We plan to hold the same number of games and will publicise these as for last season.
New shirts	When will these be released/available? Could these be launched ahead of Fathers Day ?	They will be available for the end of June.
Programme		
Next season	What are plans? Cards v stickers? Something else?	There will be stickers
CUSP page	We plan to provide regular CUSP content for the programme to follow up on surveys and discuss issues	A fan's page, covering CUSP and other groups, will be made available in the programme.
Main Stand		
Bird poo on seats	These don't appear to be checked before a game, so fans often have to sit on dirty seats. What can we do to address this?	These are cleaned regularly but not always on match days. We will try to find a resources to action this.
Home stewarding		
Feedback from 23/24	Given issues this season, are there any specific plans for next season?	The feedback from the surveys in 23/24 was helpful and we will continue to focus on this as part of the fan experience going forward
Language	Can the stewards be more proactive in highlighting inappropriate language?	As above
Catering		
Feedback from 23/24	Any plans for next season to address issues that have occurred? Will availability, quality, consistency improve, especially for vegetarians and those with dietary	We are reviewing all aspects of the catering offering in conjunction with our providers to ensure it continues to be as high a standard as it can.

CUSP / CLUB MEETING NOTES
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	requirements/gluten free? Don't have too wide a menu perhaps.	
Beer	Are we continuing with pre-pouring next season? Extend to other areas not just NRE	As above
Other		
Giraffe	Does the club plan to bid for the CUFC one?	Unfortunately there are no funds available for this
Stevenage	Any feedback on the investigations following the two games there.	The club has not received any formal feedback and may not as this is an issue between Stevenage and the various authorities. Individual fans who were affected by incidents in these games may be better placed to follow up themselves.
FA Cup replays	What's the position on this ? The Club made a statement re these but was not a signatory to the letter to Lucy Fraser sent by the 'Fair Game' group.	The club made a public statement expressing its disappointment, as did many others. However this is now seen as the way the competition will be run.