

Present:

Club: Matt Clements, Gareth Daniels, Amelia Edwards **Apologies:** Alex Tunbridge,

CUSP: Chris Neild, Mark Cawdery, David Burkett, Wendy Glancy, Daniel Rivers, Mark Asplin.

Apologies: Gina Parkin, Philip Saich, Nigel Browne, Chris Casey, Mark Gordon

Item	CUSP comment	Club response
Facilities redevelopment		
Cledara Abbey	Can we get an update on the status of the planning process for the development? When do expect to be able to share the new stadium layout with fans?	The design and cost options are being reviewed by the owners and the Club hopes to be able to provide an update to supporters by the end of the season.
Parking	The Council projects affecting Barnwell Road verge parking are due to start soon. Is the Club engaging with the Council on alternatives or does this need to be owned by the fans' groups? Should the Club reach out to homeowners to publicise driveway parking that could earn them money and help alleviate the parking issues that will arise?	The Club is in dialogue with the Council and other bodies on these issues. MC is happy to co-ordinate feedback from the various fans groups so there is a consistent message/dialogue to try to improve things.
Park & Ride	Is the Club able to ask that the Council puts P&R buses on for evening games to enable fans to use the Newmarket Road P&R?	
South Family Stand		
Family feedback	This is very positive with lots of good comments on the whole experience. Will the set up continue for next season regardless of the division we are in ?	The Club is pleased this initiative has worked out. It is planned to continue for next season.
Catering	Issues still being raised at some games. We understand the lack of power but the units do not seem to be operated in a way that maximises the volume of customers that can be served.	Staffing in this unit has been increased, and Baxter Storey are looking at ways in which output can be increased. The Club would like to add a second unit however, power capacity remains a challenge which is being explored.
Access route	Egress: We were pleased to see that fans were allowed out via the Main Stand for the Stevenage game, lots of positive feedback on this. Further points: (i) can the fact that this is an option be pre-notified via social media. We believe this would mean some fans who might otherwise be concerned for safety etc when there are big away followings will be reassured and hence will come to the game (ii) can fans who want to go across the common be allowed to exit that way and not be forced to go via the Main Stand?	This approach was pre-announced on the Club social media and the egress process will be adopted for all relevant games in the future.
Home stewarding		
Feedback	This seems to have gone backwards since (we understand) there was a change in provider recently. We seem to have long standing 'acceptances' of where people can stand being reversed, disabled fans not being able to access their areas easily, stewards blocking the view by standing up for long periods and a much greater number of stewards in general (many of whom seem very young and do not have English as their first language so their ability to interact with fans is limited). It would be helpful to get	The change was in the ultimate ownership of the company (not our contract). A number of recent changes simply reflect the increasing need for the club to strictly comply with the ground regulations. This has meant some prior informal arrangements being revised. There have been reports of discriminatory comments and chanting which we are also having to address.

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	some background on the current stewarding arrangement and what it is that was seen to be 'broken' that the new approach is 'fixing'.	The Club is in the process of reviewing matters for the Stevenage and Pboro games, this will include meeting with the external stewarding provider. Where suitable, processes will be reviewed and revised for remaining fixtures this season.
Away stewarding		
Stevenage	There was a constant stream of abusive chanting and gesticulation from the away fans throughout the game together with flares being let off. Whilst there were a large number of stewards monitoring the away stand it did not seem that there was any attempt to address this. It was thus an uncomfortable evening for fans in the North Habbins specifically and we have had feedback that fans elsewhere felt the same. Has there been anything fed back to Stevenage re the behaviour of quite a significant group of their fans? Does the repeat of flare incidents (also at their home game) lead to any EFL action against them?	See above
Catering		
General	Still comments across the stadium re issues here. Looking ahead to next season, are we able to look at having a variety of independent vans/units to complement the fixed units so there is a variety? The space at the back of the shop seems to be empty currently, so could this be used?	Re independent units we have tried to agree contracts with providers but this has to date not been successful. We will review again for next season. Re other issues, we feed these back to Baxter Storey continually.
Other		
CUSP surveys	Is there anything the Club would like us to add to our surveys? To help us collect more data can the Club add the CUSP survey link to a club social media message after the next home games to enhance its profile. Or ideally promote via app given that the URL is always the same?	We find the surveys provide helpful feedback and support continuing them. We are happy to publicise them.
Club survey	This was very similar to the one sent at the end of last season. Was there a particular reason for it going out? Can we see the results too? Also we have had feedback that some fans do not want to complete it because of the extraneous personal data they need to have to add.	The survey is being run with Stamford University in Alabama as part of a research project to assist the club in determining the brand power of its sponsors. Supporters have the option to opt out of this specific section of the survey.
Goal scorers and Player of the Match announcements	This still doesn't seem to be happening consistently at each game	The scorers are being announced, the POM is chosen by the match sponsor and not all of these have done so.
Injured players	Good to see them all sat in the stand watching the games recently. And also at the Kids Zones etc.	This is a new Neil Harris initiative
Social media	A number of clubs now use BlueSky alongside (or instead of) Twitter/X. Do the club have any plans to use this?	This is being reviewed for next season
CBS TV show	This looks exciting and good profile for the Club. Can we get some background on how it came about. Will it be watchable in the UK?	Initially the documentary will be aired on CBS in America only. The Club will own future rights and is open to selling it to UK and other markets if suitable.

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Pitch	There have been some comments about the state of the Abbey pitch recently. Has the weather made it hard for Ian and his great team to keep it up to standard ?	The recent weather has made this hard together with the need for the team to maintain the training ground.