



LONDON & SOUTH EAST REGION
Regional Management Board Meeting Minutes

Meeting held virtually via Zoom on
 Thursday 13th February 2025.

Present:

Alison Bennett	Regional Chair	AB
Marlene Wander	Vice Chair	MW
Tania Legore	Resolution Lead	TL
Rachel Morgan-Jones	Communications Officer	RMJ
Katrina-May Kwan	Equality, Diversity & Inclusion Officer	KMK
Jane Kelloe	Officiating TSG Chair	JK
Pat Meadows	Essex Met CNA Chair	PM
Michelle Ray	Representative for Kent CAN	MR
Lesley Tischler	Middlesex CNA Chair	LT
Chris Kelso	Surrey CNA Chair	CK
Francesca Akano	Regional Officer London and South East	FA
Emma Black	Partnership & Delivery Manager, East & LSE	EB

Apologies (Members):

- Julia Martin (JM), Treasurer
- Dani Mugridge (DM), Coaching and Performance TSG Chair
- Laura Pawley (LP), Competitions TSG Chair
- Keeley Smith (KS), Kent CNA Chair

Acronyms

RMB	Regional Management Board	ToR	Terms of Reference
TSG	Technical Support Group	EDI	Equality, Diversity & Inclusion
WG	Working Group	EN	England Netball
C&P	Coaching & Performance	NDO	Netball Development Officer
LSE	London & South East	CNA	County Netball Association
TMG	Talent Management Group		

1. WELCOME AND APOLOGIES

The Chair welcomed everyone to the virtual meeting.
 Apologies were noted as set out above.

2. CONFLICTS OF INTEREST

Standing and new interests were noted as follows:

- a. JK – Director and Deputy Chair of Redbridge Leisure Centre and an Officiating Portfolio Manager of Netball Europe.
- b. JK – sitting on a London Pulse diversity sub-committee (in relation to officiating).
- c. JM – Treasurer of Surrey CNA.
- d. KS – Taken on a role within Europe Netball.

3. AGREEMENT OF THE MINUTES AND ACTIONS OF THE PREVIOUS MEETING

a) **MINUTES:** The minutes of the meeting held on 12th November 2024 were approved by the Board.

b) **ACTIONS:** An update on actions was noted as follows:

Ongoing actions from previous meetings

Action 069: KMK to lead on reviewing the criteria for Regional HLM with assistance from MW. Criteria had been received from some, but not all, counties.

KMK confirmed almost complete with a proposal for the Board to review and will circulate via email for review and comments as soon as ready. Will bring an edited version to the Board meeting in May for final review and approval.

MW provided feedback on how KCNA honour HLMs.

AB asked MW to find the distinction/clarity between HLM and long service awards.

September (2024) – MW: Struggling to find the file location.

November (2024) - KMK sent RMB members an email which included a proposal to support discussions that have been had about HLMS. Also, KMK has asked different Regions about how they submit nominations for related awards, how the awards are granted, and how records of winners are kept and monitored.

KMK is happy for anyone to ask her any questions or to give their suggestions.

Action: Counties to locate records of previous HLMs and long service awards and send them to KMK.

Action: Anyone with feedback should send it directly to KMK.

February (2025) – KMK: Said she will circulate a proposal for how we can consider honorary life members. KMK thanked Marlene and Jane for their support and assistance.

- AB asked if we would want to include HLMs within our regional ONE Awards celebrations. KMK said we could establish an ‘honorary life’ award, and options can be considered if the board members are happy. KMK said she has a list of previous winners from most of the LSE Counties. So, she can determine who has already been recognised and who has not.
- AB asked if there is a clear difference between the ‘honorary life’ and ‘long service’ awards. KMK stated the criteria for both awards are slightly different. Different Regions and Counties define what ‘long service’ is, so, the RMB would need to determine the criteria for the LSE Region.

Action: KMK will work with the Counties to establish a proposal for our Regional award. She will discuss communications about this with RMJ. So, a plan can be put in place in the lead up to the 2025 ONE Awards.

Ongoing.

Action 089: TL to review what policies are available to the public on the website and suggest any changes.

It was recommended that a section on Governance to be added as well as index for ease of reference. TL & AB will engage with FA for support to host policies and procedures section.

TL reviewed the website but could not find any policies.

TL to arrange a meeting with FA and possibly JK, to discuss which policies should be added to the website. Thereafter, can discuss with RMJ where on the website the policies should be situated.

TL had a meeting with FA, JK, and RMJ in July.

September (2024) – RMJ: asked everyone to check their relevant policies on the LSE website and will move forward from there.

February (2025) – RMJ: Was waiting on one thing, but everyone has sent their requests.

- JK: The 'Officiating' section has not been fully updated. RMJ responded that all sections and elements, apart from 1 should be up to date.

Closed

Action 099 (merged with Action 082): EN to confirm if extra training is available to volunteers dealing with resolution challenges.

PH spoke to Ezekiel and said the first step is to ensure volunteers have their correct contact information and role titles listed on ENgage.

Funding will be allocated in the next EN financial year for training opportunities for volunteers. RMB can provide a list of names to PH to pass on to Ezekiel, to ensure the necessary individuals are on the distribution list for information related to the training opportunities.

TL: Additional resources were provided, and TL will send them to the RMB.

Ezekiel (EN staff) sent a complaint handling checklist to Resolution Leads a couple of months ago and informed TL that resolution training (e.g. on mediation) is scheduled for this financial year, with further documentation/infographics being provided at that training.

TL will chase Ezekiel for dates for this training.

TL said England Netball (EN) encourages the use of the attached witness statement form for all complaints. They store complaints in separate email sub-folders and use a spreadsheet database with categories and sub-categories, which allows them to report quarterly and to monitor trends, etc.

TL will ask Ezekiel (EN staff) to provide a sample spreadsheet and will then discuss this with KMK.

September (2024) – TL: still has not received the training from EN.

– TL: Ezekiel (EN staff) has not responded to her emails and his assistant has not responded either.

- AB: She will take that forward and speak with Ezekiel.

November (2024) - TL: sent email to RMB members on 12th November 2024. She asked if anyone had any additional comments to what was in her email about the resolution register.

TL said she asked Ezekiel what is reported on – e.g. type of complaint, date of complaint, and TL made suggestions for what else should be recorded as part of the process.

- LP: Asked what are we classing as complaints? There are repeat offenders who ask lots of questions and aren't necessarily satisfied, so they will send an email to another individual.
 - TL: Should include the word complaint or say they want to raise an issue/concern under the complaints procedure.
- LP: what are EN meant to deal with as opposed to the Region?
 - TL: there are local issues that emerge that could be resolved at a County level, that EN don't necessarily need to deal with
- JK: administrative complaints are sometimes sent about standards of umpiring and the Officiating TSG handles them if it seems simple/easy to manage.

- LT: asked if there is a standardised form or process for people to make complaints?
 - TL: There doesn't appear to be standardised form or way, but it then leads to County, Region or EN process
 - LP: rules set out what items have sanctions from an administrative perspective and complaints process is set out.
- TL: doesn't receive many complaints directly to the Region but receives a few more within her County. So, it would be good for all the Counties to keep track of the complaints they receive and collate them as a Region to see what is going on within the Region overall

ACTION: TL will draft a Google form and simpler complaints process and provide an update to the RMB.

February (2025) – AB: She raised concerns and issues with Ezekiel (EN). Also, she raised the RMB's issues regarding the lack of communication about the governance checks.

Ongoing

Action 103: JM will provide update on financial pathway player support in future.

Waiting to see what is going to happen with the franchises, pathways and the professionalisation process for the Super League.

September – JM has not provided document yet.

- LT said it would be beneficial to circulate one consolidated document and policy to everyone.

November – JM is still working on the paperwork and process.

Ongoing

ACTION (106): EB, FA and RMJ to arrange a meeting to discuss integrating the work of the interns with the Young Volunteer role.

February (2025) – EB: The LSE Interns have been heavily involved with the work between FA and RMJ. EB also said she would be happy to know what the RMB want from the Young Volunteer role. AB responded that EN has not said what the role’s purpose is and it may be the case that there is not a role for them as part of the RMB.

- MW: We (the RMB) previously said to consider what projects someone in the role can get involved with, rather than an ongoing volunteer role.

Ongoing

ACTION (107): When EN provides an update, EB will give feedback to the RMB about how many schools are in each county and if any particular schools will be the main focus.

February (2025) – EB: Waiting for information for the Region, but has received a general document with national figures.

Ongoing

ACTION (108): EB to give feedback to EN that the Counties and Region have not received any feedback about the governance health check.

November – AB has provided feedback directly to EN that the lack of communication has not been good enough.

Ongoing

4. REGIONAL CHAIR REPORT

LT asked if an EN centralised calendar has been received.

- AB: Regional Chairs have continued to ask for one, but there still is not one available.
- LT stated it would be useful to have when event planning.
- EB: EN staff across different Regions have also been asking for a centralised calendar. Within the LSE Region, there has been work to obtain Regional specific dates, along with our NSL franchise’s (London Pulse) dates.
 - AB said she would send an email to EN and will include EB.

CK asked if there is an update about the EN Gender Policy.

- AB: A meeting was had, and the policy will be reviewed by the EN Board. If it is approved, the policy will be communicated nationally.
- AB: Regional Chairs asked for help with incorporating the policy into clubs, leagues, rules, etc. The consensus was that everyone wants to ensure that it is implemented correctly by all. It will be key for everyone to be able to use the same wording, so Regional Chairs asked to be provided with a specific paragraph/wording for everyone to use. They also suggested that training should be given to help equip people with the skills to navigate difficult conversations.
 - CK asked if the policy will include the paragraph/wording that has been requested.
 - AB: Regional Chairs did say to EN that the wording will need to be provided to the Regions and Counties at the same time the policy is shared.
 - AB: A request was also made for this to be released in time

for leagues, counties, clubs, etc. to include the information in their rules for the next season and can be included at upcoming AGMs.

- KMK: Danielle and the ED&I group also raised this with EN. However, no matter what wording everyone is given to use, there will still be some fallout from the people who are impacted. So, the ED&I group will work with Counties to triage any concerns, and to provide support to those impacted, also for any complaints that are made.

5. TSG AND WG UPDATES

a. Finance

AB said she did not appear to have received a report prior to the meeting, and a couple of other RMB members agreed.

- FA said JM believed she had sent her finance documents to the RMB. FA said she would send the documents to everyone with the meeting minutes.

b. Communications

RMJ: The LSE Interns helped put together the plans for the social media competition collaboration with London Pulse.

FA said RMJ will update the RMB with the analytics in a future meeting.

c. Coaching & Performance – no report was sent

d. Competition

AB informed the RMB that LP and the TSG have recently had a hard time, and AB noted her concern that individuals may want to step down from their roles.

AB stated that the number of issues the TSG has had to deal with has become increasingly time-consuming.

AB said she has spoken to LP about setting up an U19 Regional League for LSE. Any suggestions from other RMB members are welcome, although AB and LP are unsure whether we currently have the capacity for a new age division.

e. Equality, Diversity, and Inclusion

KMK apologised for not sending her report to the RMB, prior to the meeting.

KMK attended the 'NETBALLHer Champion' meeting on 14th January 2025. EN appear to have put a lot of investment into NETBALLHer resources. KMK will coordinate with Counties to discuss the best ways to share the NETBALLHer initiative, what is available to them, what EN are doing and offering, and how we can target different age groups and life stages of our members.

KMK said she will send her report to all the RMB members, which will include more information.

- CK: Asked if KMK will organise a group meeting to discuss this.
 - KMK responded that there is already an ED&I group, but there is a separate group for NETBALLHer. For this work, the groups can be connected.
 - MR said she thinks it would be easier to connect the 2 groups.
 - KMK stated that she would add it to the agenda of the next ED&I meeting.

f. EN Update

AB stated that the membership figures for U11s in Surrey are amazingly high and asked if this is because so many of those members play in leagues. AB asked if there is a particular reason why Surrey's figures are so much higher than the other LSE counties.

- JK stated for Essex Met, if people want to play in their league(s), they have to be an EN member and they currently only have the option of an U11 league for younger players.
- MR said she was unsure of the requirements for 'Rising Stars', but for the junior league in Medway (Kent) they do not enforce EN membership.
 - AB: Asked please can this be taken back to KCNA. Players need to be affiliated members. When players become members at a young age, we will be more likely to keep them when they are older.

EB said the new NDOs have made a positive impact within the LSE team. Any feedback about either of them would be great in the future.

g. Officiating

JK said EN are aware of the suggestion for a school specific course, it was raised at the most recent COLs meeting and they have said they will consider it in due course.

JK stated that the Tutor Hub has been updated with course materials. JK will be tutoring some IO courses and has noticed there are still errors within the course materials, so she will be feeding that back to EN.

JK: Had a dismissive response from EN, regarding the tutor demographic.

JK informed the RMB that the requirement for assessors to conduct a minimum of 2 assessments for both IO and C Award umpires is being reviewed. A further update and guidance about this should be given soon. The guidance for the time being is that an assessor should be doing 2 assessments at each level they are qualified to do so.

COLs put forward a suggestion to EN to change the structure of some courses and allow for them to be in person/practical, instead of having the majority conducted virtually, but it is not being considered. The Counties are being left to be responsible for providing practical support.

- JK made the point that when tutoring online, it can be difficult to enforce that people turn their cameras and microphones on. The lack of engagement does not help tutors.
- JK said EN are sticking to the virtual format and are not considering other formats at this time.

JK said there are lots of positives as there is lots of progress being made with mentoring and assessments. JK thanked everyone who helps to make this happen.

6. COUNTY UPDATES

a. Essex Met

PM said Kaitlyn (the new NDO for Essex Met) is lovely and is excited to work with her.

PM was told by Kaitlyn that she will go to Redbridge on March 8th and meet with some of the clubs to discuss what their needs are. Also, Kaitlyn has already attended 2 County related meetings.

PM stated that a discussion will be had about having an U10 league, because the U11 league is hugely successful.

b. Kent – Please refer to report sent. No comments were made, and no questions were asked.

c. Middlesex

LT made the RMB aware that she reached out to EN for help with the facility at Brunel University. Middlesex County have had to move their league's home venue, due to the venue not currently being a safe place. EN and LT have discussed and plan to submit a 'Phase 1' application for funding to help with the Brunel facility. A meeting was also held with EN, MCNA, and Brunel, for the purpose of discussing how to help improve and add to the facilities.

LT said that work is being done within the County, to ensure that coaches and clubs have the right qualifications, like the EN DBS. The County plan to continue communicating with clubs and have some funding in place to support any clubs who need it. The County are also communicating with clubs who still do not have a Safeguarding Lead or Welfare Officer.

LT said the County are working to do more relating to weather guidance, to ensure they are prioritising everyone's safety. An example of this is if there is a yellow weather warning in place, they are trying to determine who should make the call to cancel matches. Should it be a league decision and not left to umpires, as people will travel from different locations and through different routes to a venue, and the County do not want people to be in unnecessary danger.

LT updated the RMB that there are still reservations about the EN Performance Pathway, however, MCNA has now signed the agreement and have stated they will have a review process about it in due course.

If MCNA do not believe they can afford the costs involved, then they will have to choose not to be part of the pathway. The costs could potentially add up to 70% of the County funds.

- AB: During her meeting with LT, she did acknowledge that it is unfair for all counties to have to pay the same fees. The fees should be related to membership figures.
- AB: Suggested that all Counties could have a meeting about the EN Performance Pathway and create a proposal for EN.

d. Surrey

CK said the new Surrey NDO (Lucy Tisi) is lovely and she met her in Battersea with Charlotte Malyon (EN Head of Facilities). They visited a couple of venues and apparently, some schools have had tours with a venue in Wandsworth to host competitions. It seems like a promising option for the future and technically it is also in Middlesex County.

7. 2025 LSE Regional ONE Awards Celebration

FA informed the RMB that not much feedback was sent to her, regarding the Regional ONE Awards event. However, apart from feedback about the 2024 venue, Surrey CNA sent an email with concerns which were largely about the cost of the event.

AB said she had a meeting with FA and put forward the idea of 'social media' awards, rather than an in-person event or a virtual event using Zoom. AB stated that she and FA discussed have a local NSL player, representative from the Region, or others to present winners with their awards and to turn this into elaborate email posts and content for the LSE website.

JK said she has a personal preference for an in-person event. However, we could try something different and see how people feel about it afterwards. When we gather feedback, we can then determine if the Region should continue to have an in-person event moving forward.

- AB: Agreed that she also likes to have an in-person event but was disappointed that half of the winners could not attend the event in 2024.

LT said she like the idea of trialling something different, but an evaluation criteria would need to be put in place.

- LT: Putting everything on social media is going to be a large task and it will require a lot of preparation. Also, loves the idea of someone delivering the award directly to the winner, like BBC's The One Show's 'One Big Thank You'.
 - AB: The award deliverer will ideally have a personal connection to the winner.
 - LT: The Region should consider paying someone to put the content together.

RMJ said we would need an agency to help us execute this idea, create the content, and gather the footage. The external agency would be able to help us set parameters, like LT suggested.

MR: 'During the Covid-19 pandemic, the awards were all hosted online. People had to submit videos, and it worked really well. She said she believes this is a good idea to trial.'

CK: 'Now is the time to bite the bullet and we need to engage with younger audiences.' CK also suggested that the LSE Interns may be able to help with putting together some of the criteria.

MW said she sees this as an opportunity to promote the Region. This could be a more personal experience and open the Region to new opportunities and members.

PM said we should be celebrating LSE. 80% of our members probably don't know about LSE Region. Each County has their own awards but wonders if there is a way to connect them directly to the Region.

- AB: Some Counties nominate winners of County awards for the regional awards.
- MW: We can give clarity about the pathway from being a member and volunteer within your club, league, County, and how it connects to the Region and national level.

AB said an update has not been given yet about the timeline for the ONE Awards this year and is aware that Imo (EN Staff member) has been out of post for a while. AB informed the board that Philippa Hicks will be returning to EN to help with the work of the ONE Awards for 2025.

KMK said we would need to onboard resources to make sure we can achieve our goals successfully but can discuss this with FA and RMJ. Afterwards, it would be beneficial to bring a plan back to the RMB.

- AB said it would be good to start searching for an agency to work with from now and what the costs would be. AB also said, having this instead of an in-person event only makes sense if the costs will be lower.

ACTION: RMJ, FA, and KMK to have a meeting to put a plan in place for the 2025 Regional ONE Awards.

8. AOB

- JK – Asked the question, 'have we asked our website provider to analyse the impact of the Online Safety Act on our website?'
 - FA responded, that either she, RMJ or JM can ask the website provider.
- AB – If anything needs to be put into action for the 2025 LSE AGM, please reach out to her.
 - FA – Asked for confirmation of the LSE AGM date.
 - AB stated it will be held on September 17th, 2025, at 6.30pm, followed by a subsequent RMB meeting.
- AB – Sheelagh Redpath sent a message asking what we would like to do for the EN 100th year celebrations. AB suggested that Counties need to discuss what they would like to do, rather than hosting a Regional event.

9. Next Meeting

The next RMB meeting will be held on Tuesday 13th May 2025 at 7pm.

The date of the 2025 LSE AGM and subsequent RMB meeting will be on 17th September 2025, at 6.30pm.

This will take place at House of Sport, 190 Great Dover Street, SE1 4YB

The meeting closed at 8.17pm.

Signed

Date.....