

**LONDON & SOUTH EAST REGION
Regional Management Board Meeting Minutes**

Meeting held on Wednesday 25th February
2026, at 7pm via Zoom

Present:

Alison Bennett	Regional Chair	AB
Marlene Wander	Regional Vice Chair	MW
Tania Legore	Resolution Lead	TL
Rachel Morgan-Jones	Communications Officer	RMJ
Katrina-May Kwan	Equality, Diversity & Inclusivity Officer	KMK
Laura Pawley	Competitions TSG Chair	LP
Jane Kelloe	Officiating TSG Chair	JK
Pat Meadows	Essex Met CNA Chair	PM
Keeley Smith	Kent CNA Chair	KS
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, LSE	EB

Apologies (Members):

Julia Martin (JM), Treasurer
Dani Mugridge (DM), Coaching and Performance TSG 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 all members of the LSE RMB to the February 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 19th November 2025 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.

September (2025) – MW: She and KMK were working on this but have been unable to find previous records of HLMs. MW asked if the Region wants to create a new process for HLMs moving forward. AB said with the EN centenary approaching, it could be a good time to relaunch a HLM process.

ACTION: MW to work on a process and criteria for 2026

- AB suggested creating gold, silver, and bronze tiers.
- AB said this will be an agenda point for the next RMB meeting. To discuss ideas for the LSE HLM process, but the criteria for becoming a HLM will need to be created first.

November (2025) - MW: The RMB need to decide as a board how to determine what our process will be for the HLM awards. Whether there will be separate HLM and LS (Long Service) awards or not, and then a policy or policies can be written for the awards.

- o JK: Under the LS award, the description needs clarity, so there is a clear distinction about how an individual has provided services to the Region, not just that they have been a member of the Region.
- o AB: Would like to have a distinction between HLM and LS.
- MW: As a committee, we need to determine the process of how members can be nominated.
 - o AB: Said she would assume HLMs could come from Counties & LS award recipients could come from Counties & leagues.
 - o AB: Said confusion could come from where there may be some overlap.

- JK: Supported this point from AB. There needs to be some connection with the Region as a whole. An individual should have had a role within the Region and/or made some Regional impact.
- AB: Could be someone who sits on a TSG, for example OTSG for 15 years. As they would have served their County, leagues, and Region.
- CK: Wanted to reinforce JK's point. Feels strongly that this should be Regional recognition, because the Counties already award people through County led awards and the ONE Awards.
- PM: Asked the question, is the Regional HLM the same as EN HLM?
 - AB: Responded no, because it is recognition for Regional contribution, but they may not have contributed at a national level.
- AB: good to get this launched in the New Year, in line with the EN centenary. Also, needs to be open & transparent process.

February (2026) – KMK said all research has been done and MW sent a sample form to RMB members.

MW said the next steps will be to determine how to progress with the nominations process for HLMs.

- AB asked, 'should people be nominated throughout the year or should nominations be linked to EN's annual awards?'.
 - CK said she is unsure, but because Surrey County struggle to do it once a year, Surrey have always said people can submit nominations throughout the year, but people never have.
 - LP responded that it could be beneficial to have a process of accepting nominations year-round, but they could be collated at a certain time.
 - KMK said a Google Form can be created and used to keep a record of the nominations. It could have filters, questions, etc. that can be used to be able to separate nominations by County.
- **ACTION:** MW will work with KMK to start the updated process for LSE and align it with EN centenary. MW to liaise with FA to make sure the HLM process is integrated into 2026 ONE Awards.

Ongoing.

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

PH spoke to Ezekiel (EN Staff) 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.

May (2025) – AB has not spoken to Ezekiel (EN staff) yet. TL sent an email update to the LSE RMB about this action item on 13.05.25. Based on feedback, this action item will be reviewed in a future meeting.

September (2025) – TL said that she had not heard from Ezekiel (EN Staff) since May, so there is no update for the RMB.

- AB & EB said they will contact Ezekiel on TL's behalf.

November (2025) – EB and AB contacted Ezekiel regarding the above but have not received a response. So, there are no further updates currently.

February (2026) - AB asked if anyone had feedback about the updated form TL sent to the RMB since the last meeting. TL also asked if anyone had any further amendments they would like to be made to the document.

- AB said the Region should trial the form for a year or so.

- LT asked if safeguarding, data protection and governance have been considered regarding the complaints.

- TL said she can include a statement on the form that no identifying information should be recorded.

Close action

- AB asked FA to separate this action into two, with a distinction between the section regarding training with EN/Ezekiel.

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 (2024) – JM has not provided document yet.

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

November (2024) – JM is still working on the paperwork and process.

September (2025) – JM is continuing to work on this.

November (2025) – No update from JM about this. The Region has not received any recent requests for financial assistance, and neither have any of the four counties.

February (2026) – AB said there is no further update, as JM has been dealing with personal matters. AB also stated that the Region has not received any requests for financial support.

- AB said she spoke to Claire Nelson about the Amex Super Shot grassroots funding, because she has received lots of questions about it. So, it has been added as an agenda item for the next Regional Chair' meeting.

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.

May (2025) – EB: The data is now in a manageable state and is now able to be interpreted. Once EN have set the KPIs (key performance indicators) for this financial year, the information can then be shared with the LSE RMB.

September (2025) – EB will share information about this in due course.

November (2025) – EB shared that she has the details for SGOs, but not individual school names yet.

February (2026) – EB said she has the SGO data from September to December 2025, and the LSE EN staff are going to contact SGOs individually, to obtain data of schools.

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 (2025) – AB has provided feedback directly to EN that the lack of communication has not been good enough. AB said this was also raised at the RC meeting on 15th November (2025).

EB also provided feedback to EN about the lack of communication.

February (2026) – EB said EN will be communicating what the next steps are with the governance health check. All documents need to be submitted by September 1st, 2026. EB said she will continue to communicate with County Chairs and the Regional Chair.

Ongoing

ACTION 109: RMJ to contact London Pulse to discuss ideas for prizes for the Regional Schools competition and/or Festival. (November 2025)

February (2026) – EB asked London Pulse if any promotional tools, etc. could be arranged for the LSE Regional Schools competition, and was told no.

Ongoing

ACTION 110: FA to contact AD and AB to obtain contact information for the individuals suggested to help create ONE Awards content.

Closed

4. **Regional Chair Report** – Nothing to report.

5. **TSG, WG, and EN UPDATES**

a. **Finance** – No questions were asked.

b. Officiating

JK shared that she was pleased to see James Baker received his A Award umpiring qualification in January.

AB asked how people working towards the B Award umpiring qualification are doing.

- JK responded that there are 4 individuals who have been assessed for the B Award qualification so far, and there will potentially be more candidates in the coming months.

JK said the TSG have improved the robustness of the mentoring scheme from B to A Award candidates.

c. Communications

RMJ told the RMB she recently started a new job, and in her role, she is helping the company with a lot of work around rugby and football. She said she is working with rugby as their membership and participation numbers are not growing. She said she will be able to share cross sport learnings with the Region.

RMJ said she loved what CK shared on behalf of Surrey CNA. RMJ said she would like to know about other events across the Region going forward, to be able to obtain more content for social media, particularly video content. RMJ said creating more content will help with social media engagement and performance.

- KMK said she will arrange to catch up with RMJ separately to share ED&I events and workings.

RMJ said she is looking to make plans for the Commonwealth Games and London Pulse in the 2026 NSL season.

d. Coaching & Performance – No report was sent.

e. Competition

LT asked if there are any further details about Surrey County's competition dates.

- LP responded, this was regarding the venue, but the final details have not been confirmed yet.

AB said she knows Surrey have entered the London Pulse pathway competition and asked if Kent are entering, because the other 3 Counties in the Region are.

- MW said Kent County are putting team together. AB responded that she wanted to make sure there are no financial issues as to why they might not enter a team.

f. Equality, Diversity, and Inclusion

KMK said the ED&I group have created a calendar of events for 2026, for the purpose of raising awareness. They created the calendar for Counties to use as a point of reference and for communications. KMK said it will be good to create messages of inclusion and belonging. KMK said it has been circulated to the ED&I officers for each County. For Middlesex, it was sent to the ED&I representative who is not an official committee member.

KMK shared that the new 'reverse mentoring scheme' is a scheme where those who have more lived experience may mentor someone more senior to help them understand different player perspectives on court. It will help build cultures in teams and clubs, develop skills on how to manage game day behaviour, and understand differences. KMK said she will host a launch event to start the reverse mentoring scheme.

- JK asked if this has been costed and who will pay for it? JK also asked if there are costs involved, i.e. for setting it up, meetings, etc. JK also asked what the process is going to be for selecting a mentee and allocating mentors. Additionally, JK asked what the £500 is for.
 - o KMK said the £500 would be for the welcome session/launch event for all the participants, as it will be an opportunity for everyone to meet in person. It would cover the cost of food, materials, resources, and the venue. However, she can host the session online to avoid cost if necessary.
 - o KMK said she can share the criteria for mentee and mentor assignment, and the sign-up process can also be shared. KMK said people can choose to nominate themselves or Counties can also nominate a few people. If the nomination comes from a County, people could be matched by geographical location and proximity.
 - KMK said the nomination form will ask people to specify what they are looking for and will match people based on their preferences.
 - LT said it would be good for people to be nominated but also if people can put themselves forward
 - KMK: the process can allow both ways for people to be put forward
- JK asked what sort of monitoring will take place to be able to reflect on scheme.
 - o KMK responded that people will be able to share findings and provide feedback. KMK also said there will be a couple of catch-up sessions during the process, so feedback can be obtained then.
- AB asked when KMK is expecting the reverse mentoring scheme to start and take place.
 - o KMK said the ED&I group want to start it this year (2026) but think it can tie in with end of season and AGMs. So, it would overlap with end of this season (25/26) and go into the next season (26/27).
- CK said in terms of timings and gathering people, she is not sure if KMK and ED&I group can organise this all before September (2026) as a lot of information will be needed before Counties will be able to launch anything. CK asked what training will be given to mentors?
 - o KMK said the ED&I group have more detailed documents and have written the full process. In terms of training for mentors, representatives from ED&I group will meet with each mentor. KMK said she has also completed a lot of training in reverse mentoring schemes.
- CK asked how the scheme will be presented to potential mentees to incentivise them to get involved?
 - o KMK said the scheme is about enhancing abilities within the sport. It is not a formal training process, but it is about improving as an individual from someone somewhat removed from you. It is mainly about sharing stories and understanding, which can help broaden perspectives.
- AB asked if everyone is happy for KMK to progress with the reverse mentoring scheme with the ED&I group?
 - o All present RMB members agreed.
- MW said she thinks it will be a great step forward and will be a great project for the ED&I group.
- AB asked if everyone is in support of the Region covering the costs and said her only concern is that it may be difficult to select a date for most participants to be able to attend.

- MW said she thinks it would be harder to host the launch event virtually, so face to face is needed.
- KMK said AB raised a valid point, but the ED&I group can reassess hosting a face-to-face session, based on how much interest they get.
 - The RMB agreed to cover the financial costs, if the in-person event takes place.

g. EN Update

EB informed the RMB that the person in the Essex Met NDO role will be leaving EN at the end of March. EB also informed the RMB that she will be on annual leave during March, so interviews for the Essex Met NDO role will take place upon her return.

6. COUNTY UPDATES

a. Essex Met

PM said she is devastated to be losing the current Essex Met NDO. She wishes her well but is sad for the County.

PM asked why the membership figures provided by AB are different to the figures in the EN report and if there is a trend in declining membership?

- AB asked PM to send her an email with her questions, so she can send them to Helen Wynn (Head of Participation at EN) who sent the figures.

b. Kent

KS apologised for the late report.

KS said she has been discussing the drop in membership with the Kent NDO. KS said she does not believe the numbers on the ENGage system are accurate, as the figures on the EN report do not match the figures AB sent. However, she is aware that participants who play in social leagues do not always affiliate to EN.

c. Middlesex

AB welcomed LT back to the RMB and LT thanked AB.

LT shared that she received a request to sign a service agreement with London Mavericks and not EN, for under 13s. London Mavericks want players to have to register for the pathway using their platforms. London Mavericks want to charge £492 per athlete and included a deadline of 13th March for LT to sign the agreement.

- AB said she was not aware of this and asked LT not to proceed with signing or discussing the agreement any further. AB also asked LT to share the email correspondence with her.
 - LT said she will say no to London Mavericks for now.
 - EB said she has a brief understanding of the matter. However, hearing the tight deadline is a concern and it has not been signed off by the Head of Pathways at EN.
 - AB said she will send an email to determine what is going on.

LT said she attended the EN centenary event in Huddersfield, and it was an honour to attend and represent Middlesex County and the LSE Region. Sue Campbell shared some great words of wisdom

with attendees. The event felt like a call to arms asking where we want EN to be and what part do we all play in making it happen.

d. Surrey

CK shared that over the last couple of years, a member of the Surrey netball community had expressed how passionate they are about netball in state schools. The individual has organised a netball tournament for interested state schools in the County to participate. She has made sure all schools are EN members, however she has been covering the costs herself. The organiser has applied to Surrey CNA for funding to help cover the costs – umpires, venue (at a discounted rate), medals, trophies. There will be schools from 7 boroughs participating and the competition will cover 5 age groups and will include some schools A and B squads. Surrey CNA is prepared to underwrite the event. CK said the CNA have tried to find ways to reduce the event costs and she is bringing this to the RMB to see if the Region can help support some of the costs this year.

- CK said the National Schools competition usually has private schools going through to further rounds, but state schools have lots of talent that needs to be supported too. The competition will be for ages 11-16. It could be good for other Counties to replicate this type of competition. CK emphasised that they are only seeking financial support for this one year.
 - o AB said her personal view is that the Region should provide some financial support for this year (2026) and believes it is a great initiative.
 - o KMK said it is great to have an initiative targeted to young people who do not always get to play in these circumstances. It is not often you hear about competitions like this.
 - o LP agreed that it will be good to have this competition solely focused on state schools who do not always get the same opportunities as the private schools.
- AB asked the RMB members present at the meeting if they approve of the Region providing funds for the state schools' competition, and the RMB agreed to the allocation of funds.
- AB asked for the date of the competition and CK said it will be held in March (date TBC).
 - o AB suggested contacting London Pulse, so they have the opportunity to provide a presence at the event and to a different demographic of young people than they might ordinarily.
- KMK asked CK to send her the event details, so she can set up a NETBALLHer table/stand at the competition and use resources that EN sent to all NETBALLHer champions. CK said she will send KMK all the information.

7. Complaints Form

TL said that despite sending several chaser emails to Ezekiel (EN Governance Manager) about resolution training but unfortunately has not made any progress. However, she has not received much contact from Counties seeking support in this area. TL said she will be interested to find out about the volume of non-competition related complaints.

- AB said she believes a lot of the complaints would be considered "low level", rather than anything that needs to be escalated.
- LP said she receives the odd complaint from spectators after a match, but not necessarily anything that needs to be escalated. More serious complaints that are received usually get escalated to EN, as they do not usually fall into TL's remit.

AB said in terms of training for resolution leads, TL has chased diligently. EN have said there is currently no budget for training. Regional Chairs have asked for this for years and do not think it is training that needs to be outsourced.

- LP suggested that whoever oversees complaints within EN could lead some training.
 - o TL said she will suggest this to EN. LP said this could also be suggested to Baroness Sue Campbell.
- CK said she has attended a few events and meetings where EN have said they want to support people, but they she feels they do not always follow through with actions.

8. 2026 ONE Awards

FA explained the newly proposed EN ONE Awards format for 2026 and said she would send the RMB an email with a full explanation from EN.

FA shared that as the RMB had decided to have another year celebrating ONE Award winners virtually, she had been in contact with Emma U (Surrey CNA Communications Officer) as suggested by AB. Emma U provided a breakdown of her company's costs to produce the virtual content and their services that would be included. FA said because of conversations with Emma U and AB, she believes Emma U will be the best person to collaborate with for the 2026.

FA proposed a budget of £8000 to cover all ONE Award related costs for 2026.

- RMJ said agency costs should be compared before proceeding and a full breakdown of costs will need to be shared before the RMB can proceed with any plans.
 - o AB responded that the £8000 request for 2026 is the same as the amount that was approved in 2025. However, Emma U will be going to film and doing the travelling instead of FA who had to do it all herself last year, and the cost was the same. So, this is more value for money.
 - FA said the £8000 proposal currently includes a buffer amount of funds, and it will hopefully cover content creation, printing, travel, the awards, etc.
- JK said she is happy to proceed with these plans and the proposed budget, particularly as it is no different from the amount authorised in 2025.
- AB emphasised that the content Emma U produces is of a high standard, and she will go out and film, because FA cannot repeat all she had to do last year, as it took too much from her work schedule.
- LP said the budget proposal makes sense and is happy to move forward with the amount.
 - o AB asked the RMB to vote for whether they approve the £8000 budget for the 2026 awards.
 - All the present RMB members agreed.

9. EN Centenary

AB shared that the Region is going to have the opportunity to purchase special EN centenary badges. She added that she thinks the Region could make a bulk order of 200 or so.

- KMK asked how much the badges are.
 - o AB responded that she is unsure but asked people to think about how many they may want for their Counties, so a bulk order can be placed. AB suggested giving some of the badges to County league winners, volunteers, etc.

- PM said she received one of the badges in the post and assumed they had been sent to everyone.

EB shared that the EN centenary display at House of Sport (where the EN LSE office is) has not been set up, as the point of contact has gone on paternity leave. However, EB said she will inform everyone know when it is.

EB asked the RMB to share any events planned that are in line with EN’s centenary using the link that is on The Huddle and was included in recent Committee Comms. EB also shared that the EN centenary toolkit is live and accessible online.

- RMJ asked for anyone running centenary related events to capture video content and images that can be used on the Regional social media accounts, to share them with her.

10. AOB

JK informed the RMB that she has taken on the Regional ‘data protection lead’ role, which is one of EN’s “golden roles”.

- JK said as a Region, we have lost our way a bit. The privacy statement on the LSE website is very brief and will need to be updated.
- JK said a couple of years ago the Region completed an Information Asset Register, and she would like for it to be completed again. So, she will be sending everyone a request to complete the Information Asset Register. JK also said, as a Region we need to be aware of the personal data we collect, reasons for collecting it, and how long we are keeping the data for.
 - o KMK said she knows she completed a form for this in 2020.

11. Next Meeting

The next RMB meeting will be held via Zoom, on **Wednesday 20th May 2026, at 7pm.**

The meeting closed at 8.55pm.

Signed

Date.....