



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

Meeting held virtually via Zoom on
Tuesday 12th November 2024.

Present:

Alison Bennett	Regional Chair	AB
Julia Martin	Treasurer	JM
Tania Legore	Resolution Lead	TL
Rachel Morgan-Jones	Communications Officer	RMJ
Katrina-May Kwan	Equality, Diversity & Inclusion Officer	KMK
Laura Pawley	Competitions TSG Chair	LP
Dani Mugridge	Coaching and Performance TSG Chair	DM
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	FAk

Apologies (Members):

Marlene Wander (MW), Vice Chair
Frances Atkinson (FAt), Young Volunteer Representative
Emma Black (EB), Partnership & Delivery Manager - East & LSE

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 18th September 2024 were approved by the Board.
- b) **ACTIONS:** An update on actions was noted as follows:

<i>Ongoing actions from previous meetings</i>
<p>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.</p> <p>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.</p> <p>MW provided feedback on how KCNA honour HLMs. AB asked MW to find the distinction/clarity between HLM and long service awards.</p> <p>September – MW: Struggling to find the file location.</p> <p>November - 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.</p> <p>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.</p> <p>Ongoing.</p>
<p>Action 089: TL to review what policies are available to the public on the website and suggest any changes.</p> <p>It was recommended that a section on Governance to be added as well as index for ease of reference. TL & AB will engage with FAK for support to host policies and procedures section.</p> <p>TL reviewed the website but could not find any policies.</p> <p>TL to arrange a meeting with FAK 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 FAK, JK, and RMJ in July.</p> <p>September – RMJ: asked everyone to check their relevant policies on the LSE website and will move forward from there.</p> <p>Ongoing</p>
<p>Action 099 (merged with Action 082): EN to confirm if extra training is available to volunteers dealing with resolution challenges.</p> <p>PH spoke to Ezekiel and said the first step is to ensure volunteers have their correct contact information and role titles listed on ENgage.</p> <p>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.</p>

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 – 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 - 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.

Ongoing

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

<p>Waiting to see what is going to happen with the franchises, pathways and the professionalisation process for the Super League.</p> <p>September – JM has not provided document yet.</p> <ul style="list-style-type: none"> - LT said it would be beneficial to circulate one consolidated document and policy to everyone. <p>November – JM is still working on the paperwork and process.</p> <p>Ongoing</p>
<p>ACTION (106): EB, FAK and RMJ to arrange a meeting to discuss integrating the work of the interns with the Young Volunteer role.</p> <p>Ongoing</p>
<p>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.</p> <p>Ongoing</p>
<p>ACTION (108): EB to give feedback to EN that the Counties and Region have not received any feedback about the governance health check.</p> <p>November – AB has provided feedback directly to EN that the lack of communication has not been good enough.</p> <p>Ongoing</p>

4. REGIONAL CHAIR REPORT - Please refer to report sent. No comments were made, and no questions were asked.

5. TSG AND WG UPDATES

a. Finance

JM said an issue has come up in the last week. If you are banking with Lloyds and a treasurer has an account with them, the account will now be classed as a community account. As a result, a monthly fee will be charged to the account. The Regional account will now cost £4.25 per month with Lloyds.

b. Officiating

JK: The EN Learning and Development team vacancies have been filled. Also, the EN Officiating team are now fully staffed again.

c. Communications

RMJ made the RMB aware that she hosted a brainstorm session with FAK and the EN LSE Interns. Discussions were had about using some of the paid budget to work with London Pulse on some content and competitions. RMJ is waiting for the comms lead from London Pulse to respond to her. Most likely this idea will go live on social media in January (at the earliest).

EN shared new social media guidance. So, the main platforms the Regions are now expected to use are Facebook and Instagram.

RMJ told the board that Sam Bird (London Pulse CEO and Head Coach) is closely watching the content on the LSE Regional social media accounts, and we are going to work on how London Pulse and the

Region can collaborate in the future.

RMJ has been working with FA on creating a calendar for the Region, independently from any calendars EN has.

RMJ thanked everyone who has shared updates for the website. The next step will be to use analytics to see which pages are being visited the most. RMJ is going to arrange a meeting with the website company and FAK, to make the website more user friendly and functional.

AB asked RMJ what her Regional priorities are. RMJ stated her Regional priorities are to collaborate with London Pulse and work with KMK for ED&I working group's International Women's Day event.

d. Coaching & Performance

AB asked DM if she had had any interactions or conversations with London Pulse or London Mavericks.

DM said she needs to have conversations about guidance to protect the welfare of players who are playing netball at intense levels, in grassroots environments, premier league, and pathways.

AB asked that if anyone has comments or concerns about the new pathway structure and player welfare, they should contact DM directly or we can accumulate feedback as a group on behalf of the region and pass it onto EN.

e. Competition - Please refer to report sent. No comments were made, and no questions were asked.

f. Young Volunteer – no report was sent.

g. Equality, Diversity, and Inclusion

KMK apologised for missing the last couple of meetings.

KMK thanked the counties because their representatives and members within the LSE ED&I working group have increased.

KMK made the RMB aware that the ED&I working group will be organising a celebration event for International Women's Day, which is on the 8th of March 2025. They will be encouraging people to wear purple and are hoping to have a piece included in the EN 5th QTR magazine.

KMK has become a 'NETBALLHer Champion' and will be sharing more information about this in the future.

- AB asked KMK if she is happy for the International Women's Day event to be one of the regional priorities and KMK said yes.

h. EN Update - Please refer to report sent for LSE RMB AGM and minutes from the AGM.

AB asked for an update on the progress with BEE Netball.

- FAK said that all support resources have been made available for schools and can be accessed online. FAK stated that Netball Development Officers (NDOs) have been working with School Games Organisers (SGOs) to help them organise BEE Netball activity within schools.

AB asked about the membership figures being lower than they were last season.

- FAK said based on the figures she has seen over the last year, people sign up for membership during the season, so membership figures should increase for the Region.

FAk stated that 20 applicants applied for the Essex Met NDO role and 28 applicants applied for the Surrey NDO role.

- KMK asked if it would be possible to ask the applicants if they are interested in volunteering within the Region.
 - FAK said she would speak to EB about this.

6. COUNTY UPDATES

a. Essex Met – Please refer to report sent. No comments were made, and no questions were asked.

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

c. Middlesex

LT said hiring costs for courts are increasing from suppliers and the county are struggling.

LT stated that the courts at Brunel University are an issue, but the university have said they do not have the funds to fix them.

- AB asked if any funding from EN would be available. FAK and JM said that would be a question for Charlotte Malyon (Facilities Development Manager at EN). FAK agreed to give LT contact information for Charlotte Malyon.

LT stated that the county has not signed the performance pathway contracts. LT is waiting for EN to make contact but does not feel she should have to chase them about it. LT said especially because she is still waiting to hear from Vladan (Performance Pathway Manager at EN). LT does not want to agree to a 3-year contract and wants a break clause to be included in any contract, moving forward.

- AB said the issue for EN is that a lot of counties have already signed the contract and EN would have to change everyone's contracts, if they were to introduce a break clause.
 - AB made the RMB aware that Essex Met and Kent counties have both signed the performance pathway contracts from EN.

e. Surrey - Please refer to report sent. No comments were made, and no questions were asked.

7. REGIONAL PLANNING/PRIORITIES

AB stated the list below as the regional priorities, based on discussions had during this RMB meeting and previous meetings:

- International Women's Day event
- Creation of a calendar for the Region
- Comms collaboration with London Pulse
- Website audit and updates
- Update to INTO and C Award resources
- Tutor demographic analysis
 - JK: At the last COL's meeting, they were told that every assessor has to complete 2 assessments per season. However, JK and others want that requirement to be downgraded or removed, because some assessors might not be able to meet that requirement and assessors should not be lost, because they are unable to do this.
 - AB asked JK to put this request in writing and said she will then send it to Gary Burgess (Head of Officiating at EN).

8. Satellite Academies

PM queried about players trialling for the county and having 14 days to commit to the team, but she does not believe it is fair for the selectors or other players.

- AB explained that the 14-day period is because players trial for multiple places.
- AB said a suggestion from Surrey County was that all letters to players should state the same deadline, so all counties work within a similar timeline.

9. Recap of 2024 National ONE Awards Celebration and Event

FAk said she had contacted ISH Venues (2023 and 2024 LSE ONE Awards venue) and asked about the different room arrangements that were available. The venue explained the different layouts that could be used and capacity for each layout.

AB asked FAK if anyone had sent any potential venue options to her, and FAK said no one had.

- AB set a 2-week deadline for everyone to send venue suggestions to FAK. AB stated that if no alternative venues are found, the Region will use ISH Venues again. Any feedback, suggestions, and comments should be sent to FAK by 29th November.
- KMK said she would send a list of potentially venues that she had previously found within the Region, when she worked with Lucy Goodman to organise the ONE Awards.

10. AOB

- a. AB – If anyone has any further comments or questions about the regional priorities, they should send them directly to AB.

11. Next Meeting

It was agreed that the next RMB meeting would be held via Zoom, on **Thursday 13th February 2025 at 7pm.**

The following meeting will be held on Tuesday 13th May 2025.

The date of the 2025 AGM and subsequent RMB meeting will be decided during the meeting in May.

The meeting closed at 8.36pm.

Signed

Date.....