

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

Meeting held on Wednesday 19th
November 2025, at 7pm via Zoom

Present:

Alison Bennett	Regional Chair	AB
Marlene Wander	Regional Vice Chair	MW
Tania Legore	Resolution Lead	TL
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
Amber Derrien	Middlesex Acting Chair	AD
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
Rachel Morgan-Jones (RMJ), Communications Officer
Katrina-May Kwan (KMK), Equality, Diversity & Inclusion Officer

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 November 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 17th September 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.

- 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.
- 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.
 - AB: Said she would assume HLMs could come from Counties & LS award recipients could come from Counties & leagues.
 - 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.

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.

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.

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.

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.

Ongoing

4. Regional Chair Report – A report was not sent prior to the meeting

AB: Had meeting with London Pulse to review the previous season and to look ahead to new season in 2026.

AB: From a pathway perspective, London Pulse feel they have a good relationship with pathway leads and the pathways are doing well. Their concern is that they are expensive to run and are operating at a loss.

AB: Sam Bird spoke a lot about ticket sales. Sam said it is easier for them (London Pulse) to sell tickets for games against teams like Manchester Thunder, but not some of the other NSL teams. She asked if the Region could help make London Pulse more visible and promote their matches.

- It was suggested that QR codes could be created for our regional events for purchasing tickets, and that the Region could have some London Pulse assets. More visibility at school competitions, etc. Sam said it is hard to get players out and about because of their other commitments. AB said it will be important to have representatives from the franchise at times.

AB: The first NPL match is going to take place between London Pulse and Pulse Power, and it will be held at Surrey Sports Park. London Pulse think it will be a good opportunity to host a match in Surrey and are seeking support with promotion.

AB: Every year London Pulse encourage players in performance pathways to attend matches at a discounted rate. They award some players with certificates, etc.; however, Kent County have never attended, and players from Surrey have only attended a few times. Essex Met always attends.

- CK: The opportunity to attend the specific match/matches needs to be scheduled in alignment with all the counties' calendars, because sometimes a lack of attendance could be due to scheduling conflicts.
- MW: will try to find out why Kent have not attended previously.

AB: London Pulse would like to have ambassadors, so if you know anyone who would be a good advocate for Pulse in your respective areas, please share.

AB: Attended the Regional Chairs' meeting in November. During the meeting, messaging from previous meetings was reiterated by Claire Nelson, along the lines of finances being tight and franchises struggling.

- AB: the Horizon Series against Jamaica, tickets are 60% sold. Anything we can do to encourage sales will be appreciated by EN.

AB: County liaison initiative was discussed. AB asked the RMB how useful it is.

- CK: It is too early to determine how useful it is. The first meeting had more EN staff present than counties. The second meeting only had 2 counties in attendance with Imo (EN Staff).

AB: Facilities consultation - there is no money for support. Work is ongoing within EN to be able to access funds and direct some towards netball; however, the funds are being controlled by football.

- JK asked why football has all the money.
 - AB responded that the money is with football, who have been tasked with being responsible for determining funds for facilities.

AB: There was a great presentation on the redevelopment of coaching. People should no longer have difficulty accessing courses through EN.

- EB said the way the L&D team have structured the courses has been more successful for members.

AB: Centenary planning is ongoing, and Imo (EN Staff) is leading that.

5. TSG, WG, and EN UPDATES

a. Finance – No questions were asked.

b. Officiating

JK: The COLs will be having a meeting in a few weeks' time. They have asked for the Young Umpires' Guidelines to be added as a discussion point on the agenda. The draft version of the Guidelines was reviewed, and JK is aware that at least three other Regions and Counties who have asked questions about it have not received responses from EN. However, EN have gone ahead with sharing the Guidelines publicly. JK said the LSE Officiating TSG are not willing to disseminate the information/Guidelines as they stand at the moment.

- AB asked if JK wants her to follow up on this.

- JK said she will contact AB if she feels this is necessary.

c. Communications – no report was sent.

d. Coaching & Performance – no report was sent.

e. Competition

LP said a couple of queries had been received by the Regional League regarding a couple of players who had been banned for a match based on EN Domestic Guidance and umpire decisions during matches that led to them being ordered off. LP said that, other than that, there is nothing to report.

AB asked where the Regional round of the National Schools Competition will be taking place.

- LP told AB the competition will take place at Lady Eleanor Holles School.

LP asked, based on what AB said from the meeting she attended with London Pulse, whether they would be willing to provide some match tickets that could be used as raffle prizes at Regional events and competitions.

- AB said it would not hurt to ask. The Region could also enquire about opportunities to be mascots, ball girls, or something similar on London Pulse match days.

ACTION: RMJ to contact London Pulse to discuss ideas for prizes for Regional Schools and/or Festival.

f. Equality, Diversity, and Inclusion

AB thanked KMK for continuing to volunteer and support the Region during her period of maternity leave.

g. EN Update

EB said she is currently looking at some multisport partnership opportunities for the LSE team. She said she will share developments as things progress and are finalised. She is actively seeking to build a partnership with Girl Guides. This will start in Surrey with the help of the NDO, and it could potentially become a national partnership in which girls can earn a Netball Badge as part of the programme.

EB said she spoke to London Pulse about having a calendar of events that will include dates from EN, London Pulse, and the Region. This would be to avoid scheduling conflicts.

EB asked the RMB to share names of individuals who either have a background in female health or an interest in the area, so they can potentially be recruited as a NETBALLHer Champion. EB said NDOs should already be in contact with their respective counties about recruiting Champions.

6. COUNTY UPDATES

a. Essex Met – No questions were asked.

b. Kent

KS apologised for sending the report on the day of the meeting and stated that there was not much to say for the County, as we are only a couple of months into the season.

c. Middlesex – No questions were asked.

d. Surrey – No questions were asked.

7. Complaints

LP said she is unsure of the purpose of tracking complaints, apart from potentially being able to identify trends.

CK said that as volunteers, we deal with complaints, but she is not sure we should be recording the information using a detailed form. She asked whether the information would be going anywhere other than the Region.

- TL responded by saying the information would not be collated to be sent to EN or any other party. It will be solely for the Region to monitor trends, assess how we can improve, and identify potential learnings.

TL said she is happy to make amendments to the initial form she has created and is open to suggestions and feedback.

AB said monitoring complaints will help the Region identify any trends — for example, players being sent off in the Regional League, and a recent complaint received by Surrey CNA relating to a player being sent off during a competition.

LP suggested that if the information is just for the Region's records, the only information needed is where the incident took place, what the complaint is or the general topic/category, and the County.

AB thanked TL for her work on this process and asked anyone who has amendments to send them to TL.

AD asked if the form is only going to be used for complaints received by CNAs.

- AB responded yes.

8. ONE Awards

AB asked if anyone had received feedback about the Region not hosting an in-person event for the celebration.

- PM responded by saying the Norfolk or Suffolk County representative had asked her why we had chosen not to have an in-person event. They stated that continuing to host events is becoming too costly for Regions and Counties.

AB said RCs had expressed their disappointment that the new volunteer awards will not be announced in line with EN's centenary celebrations.

AB stated that she thinks the LSE Region should continue with a virtual awards format for 2026 and knows someone who could help create the content, instead of using an agency again.

- AD said in response, that there is a new umpire in her County who has offered to do some photography and videography at matches and events. AD said they could also be an option to utilise.
 - AB said multiple options could be useful to cover different areas within the Region.

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

EB mentioned there is an opportunity for the 2025 LSE ONE Award winners to be part of a mini presentation at the Horizon Series match at the Copper Box Arena on Saturday 13th December.

9. AOB

No comments were made, and no additional questions were asked.

10. Next Meeting

The next RMB meeting will be held via Zoom, on **Wednesday 25th February 2026, at 7pm.**
The following RMB meeting will be held via Zoom, on **Wednesday 20th May 2026, at 7pm.**

The meeting closed at 8.06pm.

Signed

Date.....