

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

Meeting held at House of Sport, London
7.22pm on Wednesday 17th September
2025

Present (in person):

Alison Bennett	Regional Chair	AB
Julia Martin	Treasurer	JM
Laura Pawley	Competitions TSG Chair	LP
Jane Kelloe	Officiating TSG Chair	JK
Keeley Smith	Kent CNA Chair	KS
Amber Derrien	Middlesex Acting Chair	AD
Francesca Akano	Regional Officer London and South East	FA
Emma Black	Partnership & Delivery Manager, East & LSE	EB

Present (via Zoom):

Marlene Wander	Regional Vice Chair	MW
Tania Legore	Resolution Lead	TL
Dani Mugridge	Coaching and Performance TSG Chair	DM

Apologies (Members):

Rachel Morgan-Jones (RMJ), Communications Officer
Katrina-May Kwan (KMK), Equality, Diversity & Inclusion Officer
Pat Meadows (PM), Essex Met 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 all members of the LSE RMB to the September 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 13th May 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 – MW: Struggling to find the file location.

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.

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: Her 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.

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 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.

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.

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.

Ongoing

4. REGIONAL CHAIR REPORT - Please refer to report sent for LSE RMB AGM and minutes from the AGM.

5. TSG, WG, and EN UPDATES

- Finance - Please refer to report sent for LSE RMB AGM and minutes from the AGM.
- Officiating - Please refer to report sent for LSE RMB AGM and minutes from the AGM.
- Communications - Please refer to report sent for LSE RMB AGM and minutes from the AGM.
- Coaching & Performance – no report was sent.
- Competition - Please refer to report sent for LSE RMB AGM and minutes from the AGM.
- Equality, Diversity, and Inclusion – no report was sent.
- EN Update - Please refer to report sent for LSE RMB AGM and minutes from the AGM.

6. COUNTY UPDATES

- a. **Essex Met – Please refer to report sent for LSE RMB AGM and minutes from the AGM.**
- b. **Kent – Please refer to report sent for LSE RMB AGM and minutes from the AGM.**
- c. **Middlesex - Please refer to report sent for LSE RMB AGM and minutes from the AGM.**
- d. **Surrey - Please refer to report sent for LSE RMB AGM and minutes from the AGM.**

7. ONE Awards

AB thanked FA for all her efforts in filming the content for the LSE ONE Awards 2025.

AB also thanked FA, RMJ, and KMK for organising the 2025 LSE ONE Awards content.

AB asked the RMB if they were happy with the online content format for our Regional ONE Awards and whether it was something they would like to continue with moving forward. She also noted that fewer nominations were received, not just within the Region, but across the country.

- LP said she would be happy to see the Region continue with the virtual content format for the LSE ONE Awards.
- JK asked if EN could consider reviewing the ONE Awards nomination form, questioning whether it is truly accessible for members to complete.
 - LP agreed and said the form could include better guidance for members.

8. Further Discussion from the 2025 LSE AGM

- a. Competitions
 - i. TL asked for clarification about the Senior Regional League. TL asked LP if the playoffs will take place at The Score on 16th May 2026 and LP confirmed that the location and date were correct.
 - ii. LP said she will send the competition dates document to FA and asked if FA could distribute it to the RMB and upload the information on the LSE website. FA confirmed that she would be able to do this.
- b. Pathways
 - i. AB – Vladan has left EN. The new ‘Head of Player Pathway’ at EN is Patrick O’Grady.
 - ii. A number of complaints have been received regarding the new pathway process, particularly in relation to how circumstances between London Mavericks and London Pulse have been handled.
 - 1. JK – A set of Pulse trial dates clashed with Essex Met dates, which also caused some issues.
- c. EN National AGM – Subsequent Meeting
 - i. AB – After receiving several queries about fees last year, EN stated that they will set their fees six months earlier than in previous years.
 - ii. AB – Discussions were had about the relationships with the NSL franchises are. EN wants all parties (RMBs, EN, NSL franchises) to participate in joint planning days, but Regional Chairs said that is not currently possible. Further discussions focused on how to build and develop these relationships, with the consensus being that all involved must have mutually beneficial priorities.
 - 1. AB – Sachel from London Pulse’s new charity foundation has had meetings with AB and CK (separately).

- a. AB suggested that London Pulse contact the LSE Region and Counties regarding support with community-based projects and potential collaboration.
- b. AB stated that Counties should send in any suggestions they have for projects and events London Pulse's charity foundation could collaborate on.
 - i. JK said that there are underserved communities in the Region with specific cultural needs that should be supported in the delivery of netball activity - for example, Muslim women, and Orthodox Jews.

9. AOB

- a. KS: Liz Roche has stepped down from the Kent committee but continues to run the U14/U16 LSE Regional Leagues.
 - a. KS asked LP what the Regional League now requires from Kent County.
 - i. LP: Kent County will need to send a new representative to be the link between the Regional League and County, to replace Liz Roche.
 - b. KS asked LP, 'when the U14 Regional League fixtures take place in Kent, will the County need to provide a different representative, or can Liz Roche still act as the representative for Kent?'.
 - i. LP: Liz can still represent Kent at U14 fixtures. LP said she will send KS the U14 fixture dates.
- b. AB asked LP how long Ian had been in post within the LSE Competitions TSG, because the Competitions TSG report stated that he has now stepped down from his role. AB also said it would be good to send him a 'thank you' gift.
 - a. LP responded that the Competitions TSG have already organised a 'thank you' gift for him.
- c. AB – Asked AD for an update on the Middlesex CNA committee.
 - a. AD stated that Claire Kean has stepped down from the role of Safeguarding Lead. AD is currently the acting Chair for the CNA. As a collective, the committee are working together to ensure everything continues to run smoothly. Members of the committee have spoken to various individuals about volunteering and joining the committee.
 - b. AD said that LT may want to rejoin the committee in January 2026. In the interim, LT has said she will review Middlesex's processes and policies.
 - c. AD stated that in a few months' time, she is planning to officially step down from her role as Vice Chair and will review the constitution to ensure the correct procedures are followed. She has spoken to an individual who is keen to take on the role of Safeguarding Lead.
- d. TL asked the RMB members who were present whether complaints should be collated by Counties. She stated that she had previously sent an email to the RMB and had received some feedback. TL asked, "Is there a need to record complaints at a Regional level? If so, we need to define what a complaint is."
 - a. LP asked if she should record competition related complaints. TL responded that this would not be ideal. LP noted that, as the Competitions TSG Chair, she only deals with administrative complaints, and anything significant is passed onto EN.
 - b. LP stated that a summary sheet would be helpful and asked for it to include information such as what the incident was, when did the incident take place, what was the resolution.
 - c. JK asked, 'from a data protection perspective, what is the purpose of recording the complaint with all the personal details?'
 - i. AB responded that it would be useful to identify recurring patterns or issues involving the same player(s) or member(s).
 - ii. TL added that the purpose would be to monitor trends and identify whether volunteers need training or support in specific areas.
 - JK suggested that to identify trends, only the subject matter or a list of topics is needed, rather personal details.

- LP suggested that at the end of the season, Counties could send a list of the complaints they had received.
- d. **ACTION:** AB requested that starting from now (September 2025), Resolution Leads on each County committee should keep a list of the types of complaints they receive during the season. These records should be reviewed by the Counties and Region at the end of the season to identify any trends. Complaints should be recorded by the initial individual who received the complaint(s), not by the person whom the complaint(s) was passed.
 - i. TL asked that individuals make a note of any cases that are referred to EN for resolution, so she can follow up for feedback and updates.
 - LP asked TL again to create a tracker for the complaints received, and suggested it include: type of complaint, whether it was escalated, who it is related to (whether it is a player, umpire, etc.).
- e. JM – A club had overpaid for the entry into the LSE Regional League, so JM rectified the issue directly with the club.
- f. TL asked if the RMB should send a gift to KMK for the birth of her baby.
 - a. AB said this was a great idea and suggested sending a gift voucher of £30.
 - i. JM said she would arrange the gift voucher.
- g. AB stated that it would be great to embed NETBALLHer into the Regional Festival and Regional round of the National Schools Competition in 2026.

10. Next Meeting

It was agreed that the next RMB meeting would be held via Zoom, on **Wednesday 19th November 2025, at 7pm.**

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

The date of the May meeting will be held via Zoom, on **Wednesday 20th May 2026, at 7pm.**

The meeting closed at 8.19pm.

Signed

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