

# CUOSC Survey Feb 16

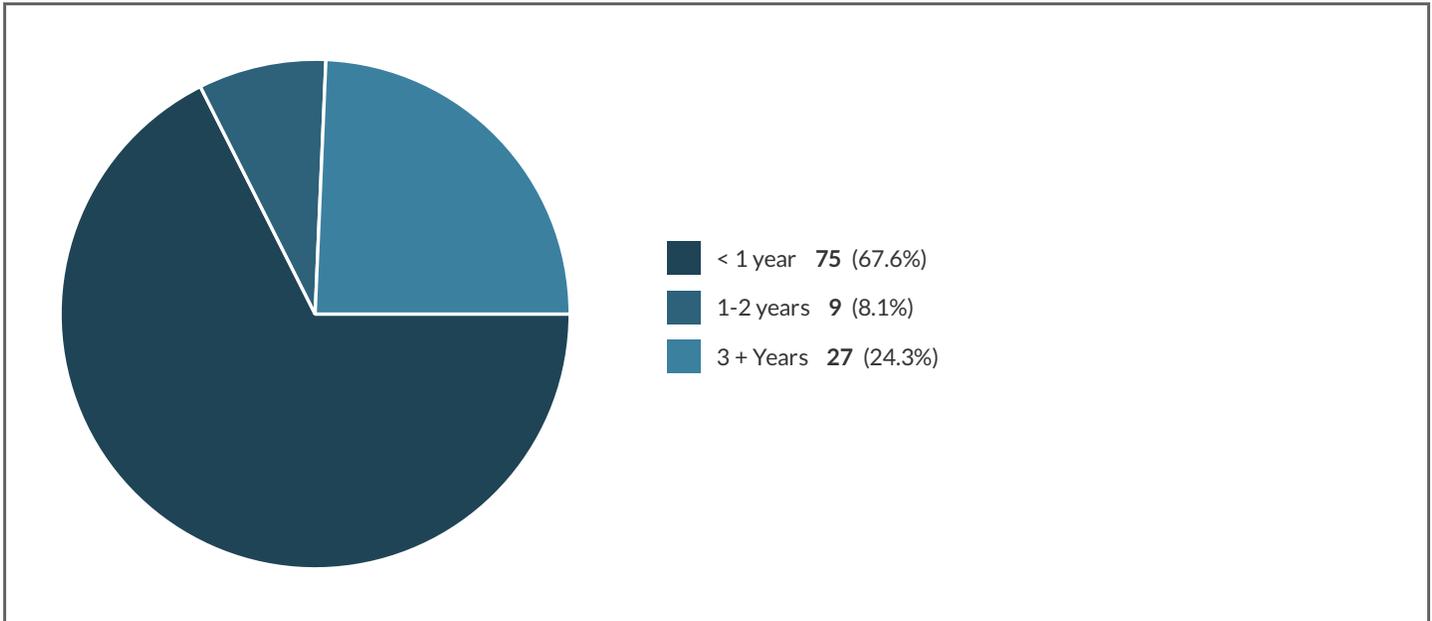
Showing 111 of 228 responses

Showing **all** responses

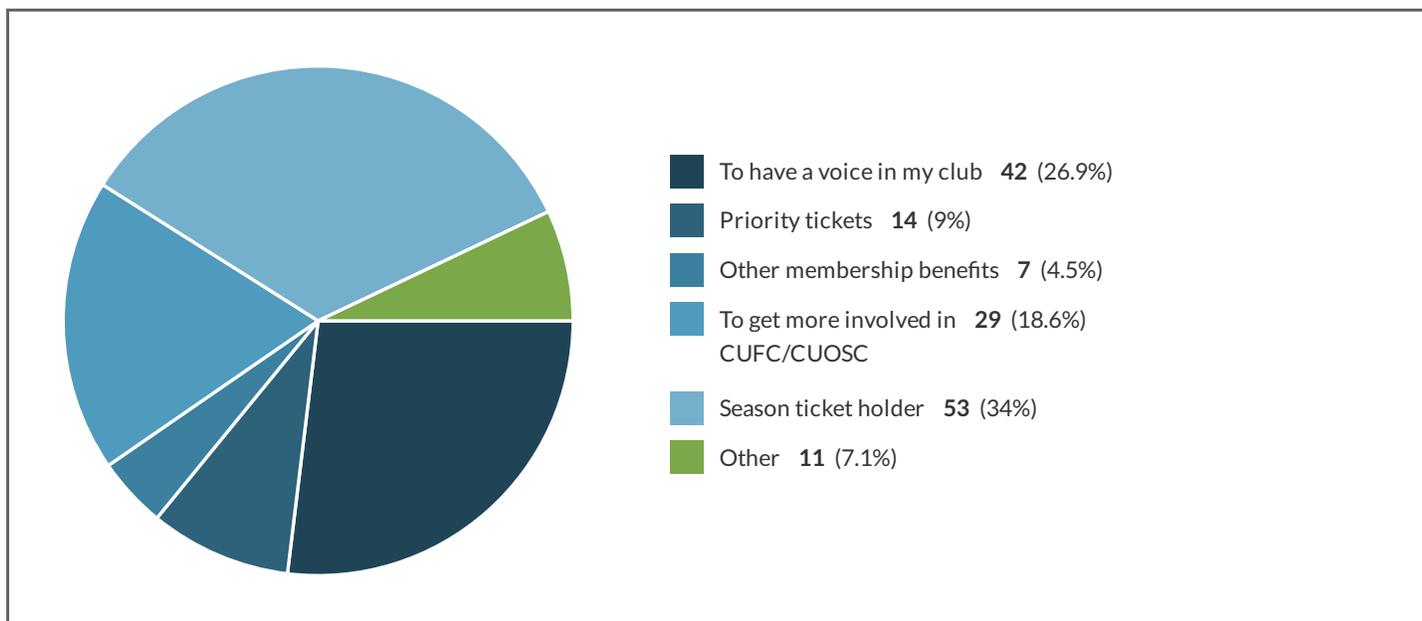
Hiding **14** questions and **1** other sub-question

With filters **q8-is-yes** and **q1-is-yes** applied

### 3 How long have you been a member of CUOSC?



### 4 Why did you join CUOSC?



4.a If you selected Other, please specify:

Showing all 12 responses	
Joined the Trust at the outset	180137-180130-11778435
Premier club member also but no ticket priority is given	180137-180130-11780107
To support the club	180137-180130-11851754
To vote for the AL proposal	180137-180130-11851991
Former season ticket holder from the 1960s, who's lived away from Carlisle since the 1950s. Rather than having a voice, simply "an interest".	180137-180130-11852300
To show support of the true organisation that represents supporters views.	180137-180130-11852495
I was an original member of CUIST but stopped my membership after three years when it all went sour. Joined again when it seemed things were going to improve and there was real enthusiasm about the future of the club.	180137-180130-11856226
I joined United Trust in the early days to help get Michael Knighton to leave the club	180137-180130-11862784
I joined at the start hoping to help my club at the time	180137-180130-11879833
To support CUOSC from afar even though I can't attend very often	180137-180130-11907907
Had intended to join and become involved in 'the youth trust' with a view to redeveloping the trust. Which never really took off and was held back to some extent.	180137-180130-12050647
N/A	180137-180130-12094681

8 Do you intend on renewing your membership this year?

Yes **111 (100%)**  
No **0**

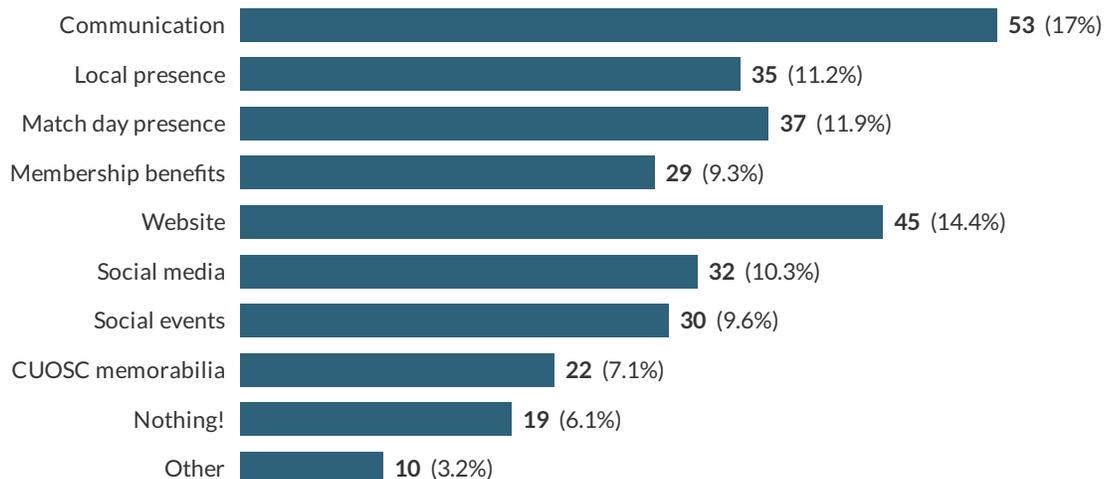
**9** I am staying because...

I have a voice in my club **77 (47%)**  
I get priority tickets **22 (13.4%)**  
Other membership benefits **13 (7.9%)**  
I want to get more involved in CUFC/CUOSC **33 (20.1%)**  
Other **19 (11.6%)**

**9.a** If you selected Other, please specify:

Showing all 19 responses	
I will be a season ticket holder next year	180137-180130-11778560
as a supporter it seems reasonable to be a member	180137-180130-11781256
If required I want to be able to use my vote in any issue regarding club ownership etc.	180137-180130-11781450
I want this organisation to change, to become more transparent and inform it members more about the decisions and actions decided and taken by its board, I also want it to gain a position on the board of directors of the holding company of CUFC, as well as hopefully bringing new investment or new owners altogether into the club to hopefully take the club forward on a sound financial footing so the club no longer runs at a loss of nearly £500,000 per annum and as such relies on the benevolence of a rich elderly man to ensure it continues operating.	180137-180130-11788946
I am a season ticket holder and do not plan on cancelling it.	180137-180130-11815249
I have unfinished business which I would like to see through	180137-180130-11842846
I want to continue to support the club	180137-180130-11851754
When I originally applied, I applied for 2 years as it was easier to do that at the time. Without any progress, i'm unlikely to renew after this point. (I was previously a member and donated monthly but allowed these to lapse due to some of the actions of previous chairs).	180137-180130-11851991
See earlier comments. I was born in Carlisle, have supported the team since 1961-62 season and still take an interest in the club, but from a distance.	180137-180130-11852300
I believe in what CUOSC represents and wish to show my support/be involved.	180137-180130-11852495
When I joined originally it was to have a voice in the club I cared about. It appears that our voices are not being listened to concerning the directors and investment or just being ignored.	180137-180130-11856226
Yes for now.new ventures take time and I'm willing to wait and see how it pans out..the club must come first . Not someone's ego trip	180137-180130-11858733
i like to feel part of something. It makes me feel happy and proud.	180137-180130-11863067
Selected yes as there was no 'maybe' option, an omission in my opinion!	180137-180130-11885702
To continue my support and belief in the club	180137-180130-11907907
It comes with my season ticket ?	180137-180130-12051454
I will be renewing my season ticket.	180137-180130-12151112
I will be renewing my season ticket	180137-180130-12281388
Season ticket	180137-180130-12485366

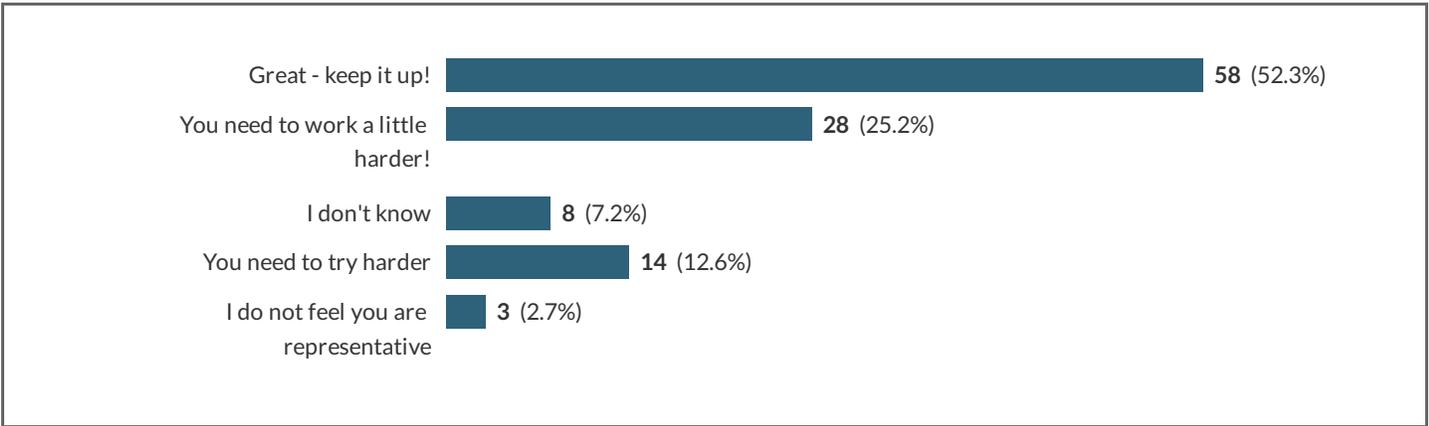
## 10 What do we need to improve?



10.a If you selected Other, please specify:

Showing all 10 responses	
We need to take more control of our club need to buy more shares and to one day own our beloved club. Get rid of the current BOD the THREE Nixon, Jenkins, Pattinson.	<a href="#">180137-180130-11779679</a>
Atmosphere in the ground ...sound improvement from WRE ...sorting out the sound barrier	<a href="#">180137-180130-11781696</a>
See below	<a href="#">180137-180130-11851604</a>
Remove the reliance on the NS loan and the requirement of that loan to be the CUOSC representative on the Carlisle board. Allow all members to be fully kept up to speed on all matters relating to the Trust - not to allow an "inner circle" to discuss these and then feed down the "decision" to lowly members.	<a href="#">180137-180130-11851991</a>
I don't know, as I have no relevant experience of local/match day presence etc.	<a href="#">180137-180130-11852300</a>
To speak out clearly and regularly to try to effect change in the way the club is managed and run.	<a href="#">180137-180130-11852664</a>
I originally attended two or three meetings as a member of CUIST. Perhaps a meeting of members and the CUOSC board could be organised with a suitable agenda.	<a href="#">180137-180130-11856226</a>
I may think of something in the future but at present failey happy with everything.	<a href="#">180137-180130-11890801</a>
Board seems very over crowded with the newly delegated roles showing there isn't necessarily enough to focus time on with a few heads left as 'general' board members.	<a href="#">180137-180130-12050647</a>
We need to increase CUOSC influence at the club in order to remove the current regime.	<a href="#">180137-180130-12051630</a>

11 CUOSC strives to be an active voice of the fans. Please tell us how we are doing...



11.a If you think we can improve, please tell us how...

Showing all 40 responses	
From what I hear, the trust leader is part of the 'old boys club' with the owners. Don't know how you can work harder, when the clubs owners get an easy ride off the trust leader(s).	<a href="#">180137-180130-11777966</a>
Closed shop.	<a href="#">180137-180130-11778333</a>
Create here a list of changes or improvements the club has made. What have you done for exiles? Who is working inline with virgin trains to support customer complaints	<a href="#">180137-180130-11778547</a>
The need to work harder isn't necessarily the fault of the membership.	<a href="#">180137-180130-11778435</a>
Need to be rid of the three Nixon, Pattinson & Jenkins our club is going nowhere while these three are at our Club.	<a href="#">180137-180130-11779679</a>
When was the last time you were on the Tuesday sports show on radio Cumbria?	<a href="#">180137-180130-11780561</a>
see previous answer.	<a href="#">180137-180130-11781450</a>
Pressure the board on investments	<a href="#">180137-180130-11781696</a>
need more information, feels like a closed shop	<a href="#">180137-180130-11782198</a>
It's still relatively early days insofar as reaching out to the increased membership. Some season ticket holders who joined CUOSC by "default" or who didn't opt out are still to feel part of what we are trying to achieve.	<a href="#">180137-180130-11782315</a>
Ballot your membership to ask there feelings: on the current owners, the decision by the owners not to go ahead with Andrew Lapping's investment proposal, whether they believe the 'billionaire' is real, why the club is persisting with the ruse of the 'billionaire' investor, 265 days after first claiming he existed as of the 10/2/16.	<a href="#">180137-180130-11788946</a>
Ask the currnet owners about the billionaire to there faces whilst recording the conversation then post this for the fans so they are able to see that you have done this, and so they are able to seen the honest answers and reactions of the current owners.	
Pressure the board for answers.	<a href="#">180137-180130-11804345</a>
We do need to engage better with supporters and allow them to see the clear benefits of joining from member benefits to investment negotiations	<a href="#">180137-180130-11842846</a>
I receive your comms but if I didn't I am not sure how I would know what is happening other	<a href="#">180137-180130-11851754</a>

than the press which only ever has a single angle	
CUOSC does not represent the fans, before the season ticket automatic membership, CUOSC's membership was around 250. That is out of an average gate of 4-8K over the last 10 years. Openness, honesty and communication are the only way to improve that situation.	180137-180130-11851991
You can always improve, and getting feedback is one input, but showing leadership and passion are, to me, more important.	180137-180130-11852300
As described in previous question.	180137-180130-11852495
Providing more effective channels for fans genuine frustrations and concerns	180137-180130-11852664
I think there has been a significant improvement over the previous incarnation since the re-launch but as I have referred to earlier I'm not sure whether our voices are being listened by the directors.	180137-180130-11856226
One thing might be to produce documents, discuss on social media and on local media what we could achieve together if we pull in the same direction?  What have other fan groups achieved? (I'm not just talking about ownership but the kinds of stuff we're already starting, like meet+greet) What national campaigns can we learn about and support? What other groups can we network with?  All this work might form the beginnings of a strategy document (forgive me if there's already one that i'm not aware of).	180137-180130-11857170
As stated above	180137-180130-11859008
Communication & honesty will lead the way, if the confidence of the public is gained who knows what the future could hold	180137-180130-11858733
Dont Know	180137-180130-11860969
There should be somewhere at Brunton Park on matchdays for members to socialise	180137-180130-11862784
the list of choices here is poor. I think CUOSC is much improved but requires to professionalize its role.	180137-180130-11863067
Far too slow reporting, little noise about key issues, we have a friendly local media - utilise more (N&S column a start)!	180137-180130-11885702
doing well given the club uncertainties - but for me financial stability is the most important issue for the future	180137-180130-11918418
Doing fine!!	180137-180130-11930008
Active involvement in schemes that improve the football club, the match day experience and encourage more people to become involved	180137-180130-12045501
More communication. The regular emails are helpful.	180137-180130-12050450
Board need to be held to account more	180137-180130-12050437
Not enough communication, or options for communication, with the membership quota.  There is still a lot of ground to cover to lose the stigma of the trust. There is no connection with younger fan base.	180137-180130-12050647

See above.	<a href="#">180137-180130-12050724</a>
I think it would be difficult to improve given the restrictions that are placed upon CUOSC in receiving/obtaining more information from the Football Club when sadly the owners don't want to release it - for whatever reason?!	<a href="#">180137-180130-12051237</a>
Unfortunately this is about results and until CUOSC can force a change in the club then i will say more can be done. It is with a heavy heart that I suggest CUOSC should help protest against the current regime.,	<a href="#">180137-180130-12051630</a>
as above	<a href="#">180137-180130-12061079</a>
Get more members	<a href="#">180137-180130-12141977</a>
E-mail contact needed. Opportunity to see reps on match day to discuss issues. More forceful with the board and those 'running' the club. I sent an e-mail to the club for Suzanne Kidd 3 or 4 weeks ago to complain about an issue and have not had a reply or even acknowledgement	<a href="#">180137-180130-12151112</a>
More presence on local radio	<a href="#">180137-180130-12270669</a>
Ask the board difficult questions egg investment and where did the mystery billions go ?	<a href="#">180137-180130-12271624</a>

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**21** Got a question for us? Please leave us your questions and email address below and we will get back to you as soon as possible.

Showing all 19 responses	
Make sure the BOD listen and make sure loyal regular supporters get priority when the Big games arrive home or away or Wembley NEEDS SORTING.	<a href="#">180137-180130-11779679</a>
No keep up good work.	<a href="#">180137-180130-11780426</a>
Is there anything else I can do to help?	<a href="#">180137-180130-11782315</a>
Happy to share more ideas in an email.	<a href="#">180137-180130-11804345</a>
is my email address.	<a href="#">180137-180130-11851604</a>
Nothing to add to earlier comments above. My email address is	<a href="#">180137-180130-11852300</a>
I see the recent offer for potential investment has been turned down. Are you able to explain the clubs reasons for this and who our potential local investors were.	<a href="#">180137-180130-11856226</a>
if you want to discuss anything I've written here	<a href="#">180137-180130-11857170</a>
How long will it be before we're a championship team.	<a href="#">180137-180130-11858733</a>
I did not get a badge who has on sale the other week. I would love one and proud to wear it. My email is :	<a href="#">180137-180130-11861172</a>
we need to start raising funds for a new stadium now. a bank account opened would be a start with a fundraising barometer. this can be attached to the website with a facility to "donate" online. fans can then keep track of progress!	<a href="#">180137-180130-11863067</a>
no	<a href="#">180137-180130-11897892</a>
Not a question but be very careful giving away too cheaply the club's current shareholding in the holding company	<a href="#">180137-180130-11918418</a>
Put forward to cufc and ask why at 2 45 each home game there is a queue of about 50 supporters waiting to get into the ground .must be so frustrating for them , must at least miss the first 10 mins of the game , must improve for all concerned .	<a href="#">180137-180130-12050424</a>
You need to get the directors to make use of the facilities at BP. e.g. Inside east stand!!What about a new hotel at ground.A macdonalds on site.Lets generate an income stream. outwith of football.	<a href="#">180137-180130-12051126</a>
like i said any help with design let me know	<a href="#">180137-180130-12061079</a>
Do you have an e-mail address where I can get in touch as I would like to discuss an issue regarding season tickets and the club's failure to respond to my e-mail. My e-mail address is	<a href="#">180137-180130-12151112</a>
What has CUOSC ever done for us ?	<a href="#">180137-180130-12271624</a>
No at the moment thanks	<a href="#">180137-180130-12486542</a>