

Supporters Club Questionnaire

This is a summary of the responses to most of the questions. Details of individual supporters and rugby clubs have been omitted.

About membership of your supporters club

How many members does your supporters club have? Please say if this was for the 2025/26 season, the calendar year, or whatever is appropriate for your club. Please also say how the number is calculated, which may be as simple as the number of paid up subscriptions.

- We now have over 400 members paid up
- 101 members for the 2025/26 season. 9 Honorary members, the rest paid subscriptions, mixture of individual and family memberships
- 2025/26 season in excess of 300 paying members.
- We have 2900 paying Members as at 14th July We use a Membermojo System and rolling annual membership This system gives admin a daily total of paid up members
- We have 689 members who have joined our website. Of these 451 are active paid-up subscribers
- 200 paid subscriptions plus over 75's who are free (around 25 people).
- 192
- Around 1,000. Paid up subscriptions
- About 350
- 220 members for 2025/2026 season. We do not ask members to pay yet and this figure is made up from people who requested to go on our mailing list.
- This is a facebook group, but this is recognised by the rugby club - we have 10,500 members as of now
- Around 500 paid up subscription members during 25/26 season

How do people join your supporters club? By paying a fee (monthly / annual / other)? By virtue of being a season ticket holder? By following your Facebook page? Something else?

- By paying an annual fee
- Annual fee, individual and Family (2 adult and 2 Kids) options available
- For 2026/27 we will migrate all members to a monthly subscription.
- Any supporter can apply to join via our Website - Fee is £5 pa
- Annual Subscription
- Annual fee

- Annual , £20 per annum , single adults Joint Memberships £30 Children Under 21, free
- Annual fee of £10 adults and £5 juniors
- Annual fee £10, child (under 18) £5. Can join/renew via online shop, standing order or BACS.
- Joining Facebook group and following Instagram
- Supporters can following our Facebook page, our Instagram page and sign up using their email address
- Annual subs through paypal. Last year we set up an option for automatic membership renewal which has reduced the admin of chasing up renewals.

What is the membership period? Rugby season / calendar year / unlimited / other?

- Calendar year
- Per season
- Rolling (monthly)
- Annual membership - 12 months from date of joining - Automatic renewal notices sent from our Membermojo Membership Website
- 12 months from date of purchase. Auto-renews unless cancelled.
- Rugby season
- Calendar year, July to July
- 1st August for the calendar year
- August to July
- At moment it is continuous until we request members to pay a subscription.
- Unlimited

What are the benefits of being a member of your supporters club? E.g. membership card, badge, exclusive member events, just being part of a welcoming group, reduced / subsidised travel / match tickets, anything else?

- Subsidised travel
- Membership Card, Supporters club arranges away coaches with members getting £5 off coach travel to away games as well as priority booking. Supporters club organise the POTM award which is presented on the pitch by a member after a home match. New supporters club area in the west stand
- Discounted away coach travel. Home game newsletter, home game prize draw (with prizes provided by local businesses), annual end of season event, discounts at local businesses, entry into annual draws
- Exclusive Member Events with mens and womens players and coaches - Away Ticketing -we handle all Prem Away and European Group Games on behalf of the Club - we arrange away meet ups with opposition supporters Group and host them at our ground - Occasional Coach Travel - Merchandise - Badges . Beer

Carriers - Beach Towels etc etc - Discounts of 10 - 15% in pubs restaurants around Twickenham - direct contact with the rugby club management

- Badge, subsidised travel, voting rights, ability to stand for the board. We are introducing a membership card with discounts for local independent retailers etc for 26/27 and will also be having subscriber-only access to some website content including match galleries and blog
- Card Pin Badge Discounted away travel Events Access to supporters club merchandise at cost price.
- Part of a welcoming group, can attend pre game get togethers and attend away games when we put on coach travel.
- Subsidised travel to away games Welcoming group Discounts at Partner organisations (on production of membership card)
- Badge, exclusive member events, ticketing for away matches so we can sit together, SC arranges meet ups at away games, entry into ballot for tickets for sponsorship events in respect of 2 players
- Annual membership card, badge and car sticker. A few exclusive zoom calls, player shirt competitions, hospitality competitions, regular newsletter (email)
- Nothing, but we do have the option for members to syndicate sponsor players for £10 for the season
- Membership card, car stickers, discounts on away coach travel & discounts from local businesses. Also discounts in bars on European trips where offered.

Do you use any software to manage your membership? If so what system(s) do you use?
Would you recommend these systems to another club?

- No
- Yes - Membermojo - Highly recommended
- Our website which is built on the WIX platform. Yes, to a degree, but I have no experience with other platforms so can't say how good/bad it is. Works ok for us and customer service is excellent
- Good old fashioned Excel
- Google mail for mail outs, no address details taken Website (currently being rebooted)
- Membermojo
- Excel spreadsheet - it's ok
- Run through our website. Our membership secretary can download membership data from website.

About your supporters club

What is the legal status of your supporters club? E.g. Limited company, co-operative, nothing formal, something else.

- I'm not sure of the exact phrase but effectively a community members organisation. Not a business, not a CIC and not a charity. This is an area we'd like to clarify at some stage but at the moment it is not broken.
- No answer
- Community Benefit Society registered with and regulated by the FSA. On the Mutuels Register.
- We have nothing formal legally but we have a constitution that we abide by.
- Not a limited company Possibly co-operative unsure
- Nothing formal, but we do have a constitution
- Nothing formal
- We are an association with a set of rules

What is the size of your committee? How many positions are actually filled?

- 4 current members, plus one co-opted. A new committee member is expected to join at our AGM on the 22nd July
- We have a committee which remains around 10 people. Many are long standing but we do have some turnover.
- Our Constitution advises we have a maximum of 15 people on Committee. We have 14 at present , but usually oversubscribed
- Currently we have 7 executive board members and 2 non-execs. Our constitution calls for between 6 & 12 board members. We are not currently looking for more board members.
- We currently have 6 committee positions filled. Always keen on others joining.
- We have a chair, secretary and treasurer plus 5 general committee members
- Six filled currently , Chair, Treasurer , no Secretary, 4 x General Committee Members but hopeful of two more from AGM on August 13th.
- 12 positions
- 12 (maximum), only 5 currently filled
- The committee is 3 main active people and 2 part time members

What specific roles do you have on your committee? E.g. Chair, president, finance, secretary, treasurer, membership, club liaison etc. Are all these roles filled? Are some committee members managing multiple roles?

- current filled positions are Chair, Secretary, Treasurer and Social Media. Co-opted member organises away travel

- Chair, Vice-Chair, Secretary, Outings, Treasurer, Social Media, Marketing, Jackpot, Memberships, President
- Chair / Secretary / Treasurer / Vice Chair / Ticketing / Website / Social media / Foundation Liaison / Women's Team Liaison / Events / Volunteer Manager / Merchandise
- Filled roles are chairperson, secretary, treasurer, 2 x comms and another member.
- Secretary, Chairman, Treasurer, Marketing. Yes. No.
- Chair, secretary and treasurer, all filled
- Chair and Treasurer, currently dual Secretary duties Social Sec. Webmaster 2 x GCM 's , one being the very valuable man with Coach Raffles!
- Chair, finance, media, ticketing, events, fans rep, safeguarding, match day reports.
- Chair, vice-chair, treasurer, secretary, membership Also communications / social media
- Nothing formal

How do members join the committee? By nomination / vote at the AGM, by putting their hand up at the wrong time, by volunteering, other?

- Nomination and Voting at the AGM
- Informal discussions / nominations. Ratified at the AGM
- By applying to committee to have an introductory discussion about roles and responsibilities and commitment expectation and time commitment Following that they need a proposer and seconder from a non Committee or Family Member They are then proposed to the Membership for voting in at the AGM
- Nominated at the AGM
- Nominated , Seconded, voted in at AGM , normally.
- Voted at AGM
- They can join by contacting any of the current committee members, then attend a meeting to see how they can assist.
- Volunteer

How long do people stay in their position on the committee?

- No set time limit
- It varies but many are longstanding e.g. years and decades.
- A large range of time - 2 people have just stood down after 20 years - we have 2 people who came on for one year only
- We have been going for 3 years and 4 months. One non-exec and one director has left in that time. Six have been on the board from the beginning.
- Decades usually

- Until they get bored!
- 2 years at a time and can be re-elected
- Two year term, then may be re-elected. Current committee unchanged for seven years.
- 4 people have been on the committee since it's inception 2022. The others their time has varied.
- As long as they want

Does your supporters club hold an Annual General Meeting (AGM)?

- Yes, every July
- Yes, October
- Yes, early in the year
- Yes, August
- Annually by end of August each year
- Usually July or August
- Yes, usually July
- Late autumn, via Zoom
- No

Is your supporters club independent of the rugby club?

- Yes we are independent, though recently there has been more collaboration with the Rugby Club
- Independent but with strong ties. No subsidy and no formal legal links.
- Yes we are independent - we have many members who are not Season Ticket Holders
- We are independent of the rugby club
- Yes. Independent but work closely in partnership
- We are independent
- We are independent, but we do have close links with the Main Club management, but we can still say YEES or NO!
- We are completely separate from the Club
- Yes. We work alongside the club, but are fully independent
- Yes, but we have links

Does your supporters club have and manage its own finances?

- Yes
- Yes, we run our own finances. The Rugby club help cover any shortfall in away travel due to the price of coaches
- Yes. Completely independent management with our own accounts.
- Yes - we have a treasurer and auditor

- We do have and manage our own
- Yes, we are entirely financially independent, but raise our own funds . This, in roundabout ways goes back to the club via player sponsorships or the like etc
- Yes we do and operate our own bank account
- We do manage our own finances
- Yes, audited every year

Does your supporters club have a website?

- Yes
- No, we closed it last year. We use Instagram, TikTok and Facebook
- No

Do you have an online shop for membership and / or supporters club merchandise? If so what system(s) do you use? Would you recommend these systems to another club?

- Via our website for travel
- No
- Yes. Via website using WIX platform. Yes with above qualifications
- This is hoped to be included in our revamped website. Being looked at now.
- No online shop
- Yes. WooCommerce – it's ok
- Our website has recently been revamped and we have an online shop on it selling our own merchandise

Do you have any social media accounts (Facebook, Instagram, X, Tiktok, etc)?

- Instagram, TikTok, Facebook
- All major platforms
- Facebook, Instagram, X, LinkedIn
- Facebook, Instagram
- Facebook, Instagram, X (but not since Musk bought it), LinkedIn

When was your supporters club founded?

- In current form, 2025, previous 1950
- 2003
- April 2023
- I think some time in the 80's
- 1936 Reformed in 2016
- Latest incarnation 2009
- 1999
- June 2022
- 2012

About your rugby club

What are the highest tiers / leagues that your women and men play in?

- The Prem. No womens team at present
- Men - Champ, Women - NC1 East but promoted for this season
- Prem and PWR
- Champ and PWR
- Men – Champ
- Champ
- Women - Championship South 1 (Tier 2) Men - Regional 2 Thames | London & SE Division (Tier 6)

How many womens, mens, youth and minis teams does your rugby club have?

- 3
- 2
- 1 - men We are also affiliated with the amateur club
- 1 of each senior plus academy
- There are multiple teams for all of those,
- 1 x Senior 5 x age groups at Youth level
- 2 women's, 2 men's, academy teams for U16 and U18s. No minis
- 2 womens, 2 men, 1 veterans, several youth, umpteen minis
- Unknown

How would you describe your supporters club's relationship with the rugby club?

- Excellent
- Collaborative. Not without challenges but the relationship is mutually beneficial.
- Strong
- Limited
- In the words of Mama Cass, 'It's Getting Better!'
- Reasonable but could be a lot better
- We have a very good relationship with the rugby club. They are very supportive of us and what we are trying to do with the club.
- Close, friendly, collaborative
- We have good links with both clubs, they will reach out to us on a regular basis for various issues, but that doesn't always flow backwards when we need something

Are you the only supporters club for your rugby club? Does the rugby club view you as the "official" supporters club?

- Yes

- Yes, yes
- Yes. They do view us that way
- Yes, was arms length, but we're working on it!
- There is an official supporters club, but they only have 100+ members. We are officially recognised by the rugby club as the go to place when they need something and they regularly read our boards for feedback

About a future association of rugby supporters clubs

What would your supporters club want to gain from being a member of an affiliation of other clubs? What do you see as the advantages of such a group?

- A common voice
- Knowledge sharing, a stronger voice, collaboration.
- To share good practice and arrange to welcome those from other Clubs that may visit us , To discuss problems and seek solutions
- A say in the organisation and its aims/objectives Improve communication between RFU, PRL, Champ Rugby, Rugby Clubs and supporters. Recognition of importance of supporters. Voice of supporters. Work with but if necessary challenge administrative bodies
- Would like to see how other clubs gain members and support for club. Would like to see how other clubs drum up away game attendance.
- Share ideas and be a bigger voice for the supporters
- Unity. We know there will be issues coming down the track, so we must be prepared. The Champ have suffered greatly at the hands of the Governing Body, we know how they will treat supporters with disdain and contempt.
- Better relationships for away matches and being a voice for the fans
- Collaboration between SCs, sharing information and ideas.
- Exchange of ideas, possibly economies of scale with purchasing power, and to get our voice heard by clubs and organisations to improve our game

Would your supporters club be prepared to pay an annual fee to be part of an organisation of supporters clubs?

- Yes
- Yes, to be in it, and share in successes, you have to pay something, annually only.
- Yes, happy to pay
- This would have to be discussed with the other committee members.
- We have no income

Would someone from your supporters club committee be prepared to join an initial organising committee for the new association of supporters clubs?

- Yes
- To get it over the starting line, yes
- We could certainly ask once we had more information about what that would entail.

If we established a group of supporters clubs, how would you like your clubs' views to be represented in that group?

- via a representative of our supporters club
- To be determined.
- By regular online meetings (quarterly ?) By having a Private Online Forum for discussion and debate at any time Possibly Annual Regional Meetings and Bi Annual National Meetings
- Information and progress sharing with our SC. A say in important decisions
- See how the group develops
- Would need to be discussed further with our committee
- Open , honest and to be heard.
- By a member on the committee to report back
- Discussions

Does your supporters club have any useful contacts in positions of control in rugby?

- No
- We can explore our contacts.
- We have contacts in our Club who work with all of the above
- RFU: Bill Sweeney, Conor O'Shea, Angus Bujalski Champ: Brian Facer, Garry Miller House of Commons: Nigel Huddleston (Shadow DCMS minister), local MPs
- Champ membership representative. No names to be given yet!
- Yes some of our members do have contacts with some of the above named organisations
- Possibly, but would need to wake up contacts

Does your supporters club have any useful contacts in the rugby media?

- Our Social Media committee member is our Fan in the Stand for ITV4s highlight show, she has made some contacts through doing this
- We can explore our contacts.
- We do have contact with several journalists , and ex players in the media , that sometimes ask for supporter opinion
- Yes National News: Owen Slot (Times), Matt Hardy (City AM); BBC Midlands TV: Dan Pallett; BBC Sport: Felicity Kvesic; Rugby Press: Ben Jaycock (TRP), Scott Duke-Giles (Rugby Journal); BBC Local Radio; Bauer Media Group
- Local media contacts
- I would always go to Brendan Gallagher or Jon Newcombe.
- Topsy Ojo, Craig Doyle
- Yes we do have contacts
- A few

Every organisation needs a mission statement, whether you like them or loathe them. Here are four suggested mission statements:

1. To unite and support rugby union supporters' clubs across England at every level of the game, championing the voices of all supporters of women's and men's rugby, fostering collaboration with the RFU and other stakeholders, and working together to enhance the matchday and community experience for all.
2. To serve as the inclusive national voice of rugby union supporters in England, bringing together supporters' clubs from grassroots to elite competition, promoting positive engagement with governing and public bodies, and advancing the interests and enjoyment of every supporter.
3. To build a strong, representative federation of rugby union supporters' clubs that embraces the full diversity of the game, partners constructively with the RFU, leagues, clubs, and public institutions, and delivers meaningful improvements for supporters and the sport alike.
4. To connect and empower supporters' clubs throughout English rugby union—across all competitions and for both women's and men's rugby—by advocating for supporters, sharing best practice, and working in partnership with the sport's governing and professional bodies for the benefit of the game and its communities.

Do you agree with any of these? Can you suggest an alternative mission statement?

- All look good to me
- Broadly in agreement.
- Number 4 would be the nearest to my thoughts - simplified Mission Statement: "To be the advocate for Supporters of Men's and Women's Rugby Union in England." Other specifics could be listed in a constitution document
- Sounds good I could be happy with this
- Agree
- Yes agree with the above statements
- 2 massively!
- I agree particularly with 1 and 4
- Happy with any of those
- 4

What should an organised group of English rugby supporters clubs be called? ... The obvious name for our organisation would be to do the same with "Rugby Football Union" (RFU) to become the "Rugby Football Supporters Union". However some people have expressed that this might be confused with a "trade union", although we're not aware that anyone thinks Rugby Union has anything to do with labour movements.

- Rugby Football Supporters Union sounds fine to me
- I am relatively easy about the naming. I appreciate it is important but I am sure we will find a compromise.
- Personally I feel Federation is a political term , and might be avoided for the same reason Union might equate to Trade Union . I think Alliance or Association work well and by definition suggest people coming together with a common voice Rugby Union Supporters Alliance or Rugby Union Supporters Association .
- I like "Rugby Union Supporters Association (England) " or "Rugby Supporters Association (England)" Not keen on repeating the word union. I also think it has negative connotations. Federation sounds a bit American or French - not a very English term! (Disclaimer - I own the domains rusa.co.uk and rsae.co.uk !)
- Rugby Supporters' Group
- Rugby Football Supporters Association
- RFSU is fine with us (disclaimer – I own the rfsu.uk domain)
- RFSU is fine with me

There were ten complete responses to the questionnaire, and two incomplete.

August 2026