

Minutes of OUSP Meeting
Thursday 8th September 2022
at
Bangkok Glass Training Ground



1	<p>Attendees: Paul Scaysbrook (Chair) (PS); Janine Bailey (Secretary) (JB); Grace Bailey (GB); Pete Chilton(PC); Henry Lane (HL); Dean Worrall (DW); Ali Wolfe (OxVox) (AW)</p> <p>By invitation: Andy Taylor (OUFC SLO)</p>	Action
2	<p>Minutes of last meetings</p> <p>Minutes for 12th July and interim meeting on 11th August were agreed online</p>	
3	<p>Matters arising from minutes:</p> <p>5a <u>Away Match Info</u>: DW has collated away match information for matches to date. The reliability of information from clubs is variable, so a lot of time is spent verifying it. OUFC puts the summary page out as part of its matchday information pack. OUSP shares on social and will ensure that includes Facebook. We have received a lot of positive feedback on it.</p> <p>5b PS, GB and JB have reviewed and revised fan-focused sections on the club website for visiting fans and disabled fans. These are now are live.</p> <p>5c The <u>away match rating</u> section of the programme is up and running. A core group of a dozen fans access a simple form and provide scores, which are averaged and then published in the programme. We also have a section for additional comments which helps build up useful information which can feed into the away match info next time we visit (see above).</p> <p>6:4a Suggestions for <u>updating the map</u> were sent to AT in early July as requested, but no further action has been taken. AT will ensure it is done so that it can be included in EDI and general information.</p> <p>6:9b <u>Catering</u> - JB met with Bailey. Bailey agreed to provide additional choice outside the ground on feasible Saturdays. Now that the “festival” season is over he hopes to have access to a pop-up unit that can be used for this, and will let us know when this will happen.</p> <p>7 The club has responded to a number of our concerns regarding consultation and <u>communication</u>. AT has agreed with relevant OUFC staff a schedule for consultation with OUSP which should allow for meaningful and timely discussion that the club can consider when making its decisions. OUSP meetings up to December have factored this into meeting planning. The club has re-instated the weekly heads of function formal meeting (which happened pre-Covid) to ensure better communications between different business areas.</p> <p>9 There has been some concern from fans that the planned Fanatics display for Cambridge match, for which a “GoFundMe” was set up, did not take place. AT had</p>	<p>JB / GB</p> <p>AT</p> <p>JB/Farrs</p>

	<p>eventually been able to get in touch with the group. They are back on track to develop new displays this season. PC and HL (East Stand OUSP reps) to make contact with Fanatics to help with communication.</p> <p>10 AT confirmed that he has ordered the <u>new scoreboard and LED</u> panels (current LED boards are rented whilst permanent new system is in transit). Both are being shipped from China, and it will be some weeks before they arrive. The scoreboard will be placed behind the goal in fence end so that it does not impede emergency access in the corners. It will require a significant steel structure to be built to support it. It will be more visible around the ground, and will be likely to generate more advertising as it will be in the TV arc.</p> <p>AT informed OUSP that installing <u>5G data boosters</u> in the East Stand is not a current priority: the structure of the stands makes it complicated and costly.</p>	HL / PC
<p>4</p> <p>4a</p> <p>4b</p>	<p>Equality, Diversity and Inclusion</p> <p><u>Level Playing Field Survey</u></p> <p>OUSP had received the report of results submitted by OUFC supporters to the LPF survey in the summer. After discussing whether to complete an OUFC specific survey it was agreed that at present, it would be better to focus on what can be done based on this feedback and then focus on contributing to new stadium requirements.</p> <p>Many of the concerns result from either the lack of wheelchair platforms in all stands, which will not change whilst we remain at Grenoble Road, or from people not being aware of arrangements that already exist. The revised Disabled Supporter section of the website (https://www.oufc.co.uk/tickets/disabled-supporters/) should help with some of this, but OUSP suggested that increased communication/PR on disabled accommodations should be undertaken by the club. For example, PR around the re-vamped sensory area could highlight what it offers on a matchday. AT explained that some items were not yet ordered, these were needed to complete the revamp before PR. AW suggested OxVox might help with this. AT will provide them with a wishlist.</p> <p><u>Other Points from LPF report:</u></p> <p>Noise/sensory overload: the provision of ear defenders, and access to the sensory room can help alleviate these issues (in both cases ask nearest steward)</p> <p>Blue Badge parking: we know that in comparison with other clubs we have a large number of blue badge spaces, but also recognise that there is significant demand with all of them being used most matches. We have been spot checking for display of blue badges in cars parked in these bays and only occasionally find cars using the bays without a blue badge. Since being raised last season there has been no recurrence of TVP using blue badge spaces.</p> <p>OUSP feels that re-marking the blue badge spaces, as discussed at our last meeting, is important. It will help disabled visitors identify the spaces and make it more socially unacceptable to use them inappropriately. AT agreed to have a plan/schedule in place before our next meeting.</p> <p>Changing Places toilet – this is a desirable addition, however we have had no specific requests from any supporters so do not know whether it would be used. AT is looking to identify a suitable location in the ground.</p>	<p>AT</p> <p>AW /AT</p> <p>AT</p> <p>AT</p>

4c	<p>Option for reduced price companion/PA: this is already in place. Eligible disabled supporters can bring a PA free of charge. Details of eligibility are on the website, or contact the ticket office.</p> <p>Space for mobility-impaired fans not in wheelchairs (e.g. using rollator): we have ambulant disabled supporters attending including those with rollators. The ticket office can advise on the most suitable seats.</p> <p>Designated disability steward: there is not a regular steward covering the main NS wheelchair area. Having consistency would be really helpful in building trust and understanding.</p> <p><u>Match feedback and outstanding EDI issues</u></p> <p>OUSP note there is no low level counter in the shop, although the staff are helpful when supporters in wheelchairs are in the shop. AT will follow up to see how this might be addressed.</p> <p>Low attendance matches - For some pre-season and low attendance cup matches the North Stand was not open, thereby removing access to the raised wheelchair platform. For the Swansea match when tickets first went on sale some wheelchair users were told the NS would be closed, and so bought tickets in South. On the day, the NS and raised platform were open. It is not clear whether the arrangements changed (in which case the wheelchair users could have been contacted), or whether some ticket office staff were wrongly briefed. Either way, going forward the needs of wheelchair users should be considered alongside the safety and commercial requirements of partial opening. OUSP will raise this with Lee Barton in October meeting.</p> <p>AW is putting together simple survey on disability for Safety Advisory Group (SAG) meeting at SAG request. OUSP agreed to work with AW/OxVox on this.</p> <p>AccessCard registration – AT has tried to follow up application to be a registered provider, but they have not returned calls. Club can apply for listing on their site, and can agree to recognise and promote the card without waiting for this accreditation. AT will follow up with Lee to start recognising the card and thereby more easily recognise and accommodate supporters with a wide range of visible and invisible disabilities.</p> <p>Report It posters have not yet gone up in toilets. There is a reprint due to a spelling error. They will go in frames on the backs of cubicle doors.</p>	<p>AT</p> <p>AT</p> <p>PS/JB</p> <p>AW/OUSP</p> <p>AT</p> <p>AT</p>
5	<p>Review of Matchday Experience to date</p> <p>5a It was great to see Olly and Olivia back. AT working on schedule to have them appear in different areas of the ground e.g. outside SStand, in club shop. Let him know of any area we think they should visit on matchdays.</p> <p>5b The scanning issues with digital version of tickets for fans with plastic tickets now appears to be resolved with new digital tickets having been issued as needed. All recognised that Gem and the ticket office did a great job reissuing tickets.</p>	<p>OUSP</p>

	<p>Stadium</p> <p>5c Cleanliness – AT reported that despite regular cleaning we are not fully on top of pigeon poo. It is ongoing problem for any outdoor venue.</p> <p>5d Toilets: There are a number of ongoing issues which have still not been resolved including blocking/flooding of cubicle in SSL ladies; broken seat and broken locks in NS ladies. AT will follow up. Soap dispensers not filled ahead of match. STadCo has this on their schedule of weekly maintenance. However, our experience is that it is not being carried out fully/regularly. E.g. SSL gents had only 1 of 3 soap dispensers with any soap in before kickoff. OUSP to check toilets in their blocks, and ask fans in their area to let us know if stocks are not being replenished. This info will then be passed on to AT/StadCo.</p> <p>5e Access to Reception toilets – Some fans have asked us why there is no longer access to the toilets ahead of the match in the main reception area. These have been used by some fans in the past before the turnstiles open. AT responded that this area should be exclusively for hospitality, media and scouts only and no-one should be allowed access without a ticket or pass for that area as it contravenes ground regulations. The club has shown some flexibility in the past which has led to this facility being abused of late with people asking to use the toilet and then either loitering in the reception/lift lobby or disappearing into an area of the stadium they are not permitted to enter. Stewards are asked to exercise discretion for supporters with a disability. When operating an event on the scale we do, the club has to take into consideration who, why and they allow into any area of the stadium at any given time. OUSP notes that the toilets in the Bowlplex are available.</p> <p>5f The tannoy volume has been increased for around 15 minutes before kickoff to help lift the atmosphere, and in response to comments last season that it was not loud enough. Several fans in the East Stand reported that it was too loud at the last match. HL agreed. Others felt that volume in the NS and SS were about right, but will monitor. All agreed that it is difficult to hear PRB. AT to review, settings are the same across all stands, so should be the same.</p> <p>5g JB has written to StadCo regarding safety and the state of car parks and lighting. A site visit with M Doyle (StadCo) and NMcW to take place next week. AW reported that some of the overgrowth has now been cut back in the East Stand car park. JB will also raise painting of disabled bays. AW suggested that these points could also be raised via SAG, JB will feedback if needed via AW.</p>	<p>AT</p> <p>OUSP</p> <p>AT</p> <p>JB /AW</p>
<p>6</p>	<p>#HerGameToo week 17th – 21st Sept</p> <p>GB updated on the following plans: [<i>POST MEETING EDIT: Following the announcement of the death of HM Queen Elizabeth II, the activities planned for the 16th – 18th will be re-scheduled. The even on the 21st will go ahead.</i>]</p> <p>16th GB interview on Radio Oxford</p>	

	<p>17th MKDons dedicated #HerGameToo match. OUWFC will be in attendance. AT getting female baller and speedcage. The programme will include several special features on women. LED board will have #HerGameToo graphic. CW doing promo videos next week</p> <p>18th Billericay – dedicated #HerGameToo Womens match</p> <p>21st Role Models for Female fans event. Will take place in Training Ground Pavilion. We are the first club to hold an event like this as part of the #HerGameToo partnership. Robin Cowen will host the discussion with a number of female role models associated with OUFC. (Robyn, Amy Cranston, Lauren Haynes, Gemma Simms, Kath Faulkner). Radox and CW will be covering the event for media. AT can do teas and coffees, also soft drinks. 200 custom OUFC/#HGT badges have been ordered.</p>	
7	<p>Mental Health Initiatives</p> <p>Young Minds Match on 8th Oct – DW online meet with Luke for that match tomorrow.</p>	DW
8	<p>SLO Items (AT)</p> <p>Already circulated notes from update meeting on 18th August. AT still recruiting for more turnstile ops, ambassadors, programme sellers – all paid roles plus ticket. OUSP will include in next mailing. OUFC doing Freshers week at Brookes both for recruiting vacancies and to get students coming to matches.</p>	
9	<p>Any Other Business</p> <p>9a Birthday messages for ST holders. These have not been sent for some time and nobody quite knows why. It will restart – OUSP to follow up with LB in October.</p> <p>9b AW updated on current OxVox actions, which are focused around Stratfield Brake and upcoming AGM.</p> <p>9c Match with a focus on sustainability – reusing and reduce waste.</p> <p>9d Emily at Cherwell Larder has contacted AT regarding winter warmer event/activity that they are running. AT suggested that OUSP and OxVox could be involved in getting supporters to do some fruit/pumpkin picking for this as a community activity. AW suggested a winter sleepout to raise funds/awareness for local charity.</p> <p>9e AT reported that he has commissioned a graffiti artist to work on entrance to turnstiles to include flag, crest etc. He is also considering mural for the players’ tunnel - might fans donate to it? Possible – would need more information.</p>	AT/LB
10	<p>Dates of Next Meeting</p> <p>13th October - Lee Barton (Retail and Ticketing)</p> <p>8th November – PRB and Adam Harris – Commercial</p> <p>8th December – Michelle Walton – Safety (subject to change)</p>	