

**Minutes of OUSP Meeting
Tuesday 14th December 6pm by MS Teams**

1.	Attendees: Paul Scaysbrook (Chair) (PS) Richard Jackson (Vice-Chair) (RJ) Janine Bailey (Secretary) (JB) Grace Bailey (GB) Joe Nicholls (JN) Paul Peros (OxVox) (PP) By invitation: Andy Taylor (OUFC SLO) (AT) from item 6.	Action
2. 2a 2b	Minutes of Last Meeting Minutes of meeting on 11 November had previously been agreed online. Minutes of meeting on 18 th November were agreed (below) <u>Minutes of Meeting held on 18th November</u> Attendees: Janine Bailey (Secretary) (JB) , Grace Bailey (GB) , Richard Jackson (RJ) , Joe Nicholls (JN) Paul Scaysbrook (PS) <u>Election of Chair and Vice-Chair:</u> The OUSP unanimously voted Paul Scaysbrook as Chair and Richard Jackson as Vice-Chair. The OUSP thanks Greg David for his significant contribution to setting up the Supporters' Panel and his enthusiasm as its Chair, and wishes him well.	
3	Matters Arising from Minutes NMcW is arranging for OUSP to meet with safety officer and TVP liaison at the ground on DATE TBC. All panel invited to attend. RJ to send photos of signage at SoL as examples to AT.	RJ
4 4a 4b 4c	OUSP Actions since last meeting: 4a PS and JB met (via Teams) with NMcW: and will have regular catch-up meetings to maintain communications, with input from rest of OUSP ahead of any meeting and feedback at next minuted OUSP meeting. Key Points discussed: <u>Wigan match</u> OUSP had contacted the Club after the Wigan postponement and suggested options for compensation in view of the extraordinary circumstances of the postponement. The Club's proposal for compensation of £20 to be credited to ticket holders' Ticketmaster accounts was agreed to be the most equitable to all fans. This will be announced by the Club shortly. <u>Safety meeting</u> NMcW agreed to arrange site meeting between OUSP, safety officer and TVP liaison. 4b <u>FSA</u> Application for Associate status with FSA has been approved and details circulated to OUSP. 4c <u>Safety/stewarding</u> JB had followed up on fan concerns over the conditions of cycle parking by the East stand. There are a number of problems including lack of lighting, low-set cycle racks meaning fans have to get right to the ground to secure their cycle, and uncleared leaves and debris piled up at the racks. This was raised with AT and NMcW. Lighting is under review (see below). AT has arranged for StadCo to clear the area. JB will continue to monitor.	JB

<p>5</p> <p>5a</p> <p>5b</p>	<p>Fans' Matchday experience</p> <p><u>East Stand fans' Group update</u></p> <p>The fans group is progressing on a game-by-game basis. In the new year they may do some fundraising.</p> <p>The planned meeting with AT and safety officer has still not happened. This needs to take place as matter of urgency so that the group is better placed for forward planning. There had been some issues with stewards not letting fans have access behind walls to put up flags.</p> <p>It was noted that at the Rotherham match there were more flags which were noticed by many fans. The atmosphere is improving. The group is looking to build on this to have more things happening as we go forward.</p> <p><u>Ideas for J's Sports Bar</u></p> <p>Sally wants to make it a real hub as a Supporters' bar – she has suggested things like a fan wall. JN looking to find right person/people to work with her on that. There could also be potential for more weekday activities with our supporters e.g. when Premiership matches are being shown.</p> <p>She is really responsive to suggestions. It was agreed that once we have a link person for this we should start to collate suggestions and ideas. It is important that we can move on suggestions once they are made to not lose momentum and support.</p>	<p>JN / AT</p> <p>JN</p> <p>OUSP</p>
<p>6</p>	<p>Proposed fans forum</p> <p>OUSP is conscious that, primarily due to Covid, there has not been a Fans' Forum for some time, and that it is an important aspect of fan-club communication. OUSP had proposed holding a Forum, with limited numbers of fans attending to maintain social distancing, but all could participate via live-stream. The Club agreed in principle, suggesting a target date of January. The suggested "question-time" format would have questions submitted in advance (to OUSP not to the Club), so that a wide range of questions could be asked rather than being too focused on one or two issues (currently likely to be stadium/ownership). Ideally those fans submitting questions would be able to ask their own question, whether in person or online.</p> <p>OxVox have wanted to hold a forum but not been able to due to Covid. There could be merit in hosting this jointly with OxVox to facilitate a wider remit. PP will discuss with OxVox committee.</p> <p>OUSP will continue to liaise with Club over best dates and formats (which may have to be fully online dependent on Covid advice).</p> <p>AT joined meeting</p>	<p>PP</p> <p>JB / AT</p>
<p>6</p>	<p>Equality, Discrimination and Inclusion. (E.D.I) Update</p> <p>OUSP noted website has had out of date information replaced</p> <p>PS and GB are to be OUSP Accessibility reps</p>	

	<p><u>Match Accessibility:</u></p> <p>PS and GB have looked at LPF (Level Playing Field) survey responses from OUFC fans. Subsequent to the survey wheelchair users were moved from SSU to NS without consultation so their responses now would probably be less positive.</p> <p>The Club’s five-year access audit by LPF is due. This will be done towards the end of the season (due to LPF’s lack of availability before then). Meanwhile GB, PS and AT will meet to review LPF and CredAbility guidance and see what improvements can be made.</p> <p>It was noted that the emergency cord in accessible toilet in NS was cut off at ceiling level. AT will review all accessible toilets to ensure they have operating cords.</p> <p>Representation of Minority Groups</p> <p>RJ and JN have established positive communication channels with some of our LBGTQ+ fans. We look forward to building on this and involving our fans in the next Rainbow Laces day.</p>	<p>GB/PS/AT</p> <p>AT</p>
7	<p>SLO Report</p> <p><u>Lighting</u></p> <p>Lighting immediately around the stadium is poor. Many of the lights are not even connected, and it is made more complicated by there being 5 different systems. A full inspection of lights is currently underway and it is hoped that lighting will be significantly improved before end of January.</p> <p><u>Parking:</u></p> <p>TVP parking – AT has agreed with safety team to that TVP should not park on disabled bays in future.</p> <p>OUSP had raised car park safety issues from fans. NMcW and AT are looking at the effectiveness of the Car Pak management procedures in key locations after the match and ways to improve it.</p> <p><u>Concourse</u></p> <p>Quotes have been received for work including replacing broken toilets/urinals and deep cleaning floors. Hopeful by end of January at least one of these jobs will be done, but getting contractors is proving very difficult.</p> <p>Some of the toilet doors have been repaired, others are now broken! Ongoing list for repair with Stadco. AT will review on Thursday.</p> <p><u>#Hergametoo</u></p> <p>AT is meeting with Eve from #HGT on Friday. AT will send over any useful info from the meeting to GB. GB has been in touch with Lauren Hayes who is also speaking to #HGT, and current plan is that match on 5th Feb will be designated #HGT.</p> <p><u>Fans Group</u></p> <p>The Club is very supportive of this group and how it really helps the team. Could be key differential in any promotion push!</p> <p>Safety team needs to have info on planned activities a week ahead, the Fans Group is planning to have a 2 month outline schedule. A meeting needs to take place between Michelle, AT, JN and 2 of the fans group to agree how this can operate. AT will speak to Michelle tomorrow to get date for w/c 20/12/2021 .</p>	<p>AT</p> <p>AT</p> <p>AT</p> <p>AT/ GB</p> <p>AT/JN</p>

	<p><u>Fanzone</u> Club is now planning Fanzone for either Cambridge on 26 Feb or Burton on 5 March to then be reviewed. Each match will need a separate events licence, with specific features detailed. It is likely to include food, beer, OUFC in the Community, PopUp shop (the Terrace). OUSP to collate any other suggestions and feedback to AT asap (he will be applying for licence in next couple of weeks).</p> <p>One suggestion was to have attractive photo opportunities (e.g. with trophies)</p> <p><u>Concourse Catering</u> Club is in conversations with a number of breweries and any deal would lead to new beers being on offer. They all say draught beer is not a feasible option: realistically for speed and safety we need beer supplied in plastic bottles, which is not what we want to do in terms of sustainability but is a practical necessity.</p> <p>OUSP raised the continuing problem of queues, which are exacerbated by not serving alcohol until the start of half time. The caterers are often let down by agency staff not turning up. For the last match Bailey planned to do a pop up beer only stall in the East stand but staff did not turn up. They are piloting a pre-order app in the boxes then hope to roll that out, which will speed things up.</p> <p>OUSP agreed that the food choice is poor in comparison to other venues – even Oxford City (look at @FootyScran for inspiration).</p> <p><u>Away Match Volunteers</u> AT will be looking for (1-5) matchday volunteers as supporter liaison for away games, working with AT to provide a presence, information and be a point of contact for away matches. Any volunteer would get a match ticket/some distinguishable “uniform”. Will do things like where to collect tickets, where to park, which pubs etc.. They will need to be reliable and understand different match experiences (e.g. coach, car, train travel, different seating areas).</p> <p>AT will put call-out will to whole fanbase. OUSP pointed out that the Yellow Army used to do this kind of thing and would have some good candidates. Where OUSP know fans who could be good in this role they can encourage them to apply.</p>	OUSP
8 8a	<p>Ticketing <u>Proposals for premium seats January 2022</u> The vaccination centre was planning to move from the first floor from 1st January enabling the club to consider some premium seating packages. However the recently accelerated booster vaccination programme has led to the vaccination centre now needing both the ground and the first floor so any plans are on hold.</p> <p>Options for premium packages are being considered for when this opens up, any ideas on what it might encompass should be fed back to AT.</p>	AT
8b	<p><u>Allocation of away seats</u> (paper circulated in November) A similar scheme was trialled by WWFC when they played us. The police and safety group were very unhappy with it from a safety point of view. It is not something that the Club will take further right now. The OUSP will continue to push for singing areas at Club and national level.</p>	OUSP

<p>8c</p> <p>8d</p> <p>8e</p>	<p><u>Batch tickets for Fans' Group</u></p> <p>The club agreed to the suggestion that a suitable number of tickets could be ringfenced as a group sale to the Fans' Group which would enable them to be in adjacent seats. It would need to be done fairly for all fans. Lee is happy to work with OUSP to achieve this and he will find out best practice from other clubs. JN to liaise with LB on this. This goes some way to addressing the issues raised above in 8b.</p> <p><u>Communication on away games</u></p> <p>There had been a couple of away matches recently where communications to fans had been less than clear. For example, the first posts about Sunderland tickets was ambiguous about whether there would be tickets on the day. For the MK Dons match allocated blocks were changed and booking an additional wheelchair space took a week for MK Dons to respond to. AT explained that the MK Dons seat change was decided on the day due to the weather, enabling our fans in the front rows to move back out of the rain. Often issues over communication arise from the other club changing things.</p> <p>AT does tweet from the @OUFCSLO account with updates but not everyone is on social media. Once the Away match volunteers are in place this should improve and can be reviewed.</p> <p><u>Wigan compensation</u></p> <p>Announcement is pending on the £20 credit to Ticketmaster. PS pointed out that wheelchair users do not use Ticketmaster, but get tickets direct from the club. AT will check with Gemma how their credit will operate.</p>	<p>JN/LB</p> <p>AT</p>
<p>9</p> <p>9a</p> <p>9b</p> <p>9c</p>	<p>AOB</p> <p><u>Covid Passports</u></p> <p>The Club does not anticipate having more than 10k supporters at any of the next 3 games, therefore will not be requiring Covid "passports". Statistically not all ticket holders turn up to matches so the reported attendance (tickets) is always much higher than actual attendance (people).</p> <p>It is possible that we will see a crowd of over 10,000 against Sheffield Wed (22nd Jan) which will require Covid passports, so the club is keeping it under review.</p> <p><u>Facebook Page</u></p> <p>JB has begun drafting a Facebook page to provide an additional route of communication with fans. Will share with OUSP, and give all OUSP access before going live.</p> <p><u>Fan-led review</u></p> <p>All OUSP are encouraged to read the fan-led review (previously circulated), and consider implications for OUSP and the Club. Tracey Crouch hopes to bring legislation for Independent Regulator for Football to next Parliament, FSA is encouraging fans to write to their MPs to express their support for this.</p>	<p>JB/OUSP</p> <p>OUSP</p>
<p>10</p>	<p><u>Date of Next Meeting</u></p> <p>Agreed next meeting should be brought forward a week to enable discussion of arrangements for Sheffield Wednesday match and invite NMcW, Michelle and TVP. JB will circulate dates via doodle poll for 12th/13th January, probably on Teams.</p>	<p>JB</p>