



Minutes of OUSP Meeting
Friday 29th October 2021 3pm by MS Teams

1.	Attendees: Greg David (Chair) (GD), Janine Bailey (Secretary) (JB), Grace Bailey (GB), Joe Nicholls (JN), Paul Peros (OxVox) (PP); Pauls Scaysbrook (PS) By invitation: Andy Taylor (OUFC SLO) (AT) Items 4c onwards. Apologies for Absence Richard Jackson (RJ) GD welcomed new Panel members JN and RJ	Action
2.	Minutes of Last meeting JB noted one amendment under Election of Chair it should read “ AB handed meeting over to GD”. The corrected minutes were approved unanimously. PP joined meeting.	JB
3	Matters Arising from Minutes <u>Fans with Disabilities</u> OUSP agreed we should petition club for a Disability Officer separate from SLO, ideally someone who has specialist knowledge. Blue badge parking – car wash has taken some spaces away - OxVox has looked into this. It was done by FK and our hands are tied. Reports of cars parked in blue badge area without displaying badge, we will have a look over next few games and see if this is a problem.	JB OUSP
4 4a 4b 4c	Panel Working Operations Panel Meetings SLO and any other club staff attend meetings at invitation of Panel. We are and will remain independent. Panel may specify parts of meeting for SLO or others to attend. Panel Communications <u>Supporters Panel page</u> has now been updated and laid out with sections to enable more relevant information to be available and accessible. <u>Social media</u> – whilst we wish to be contactable and accessible there are many well-known pitfalls of social media. OUSP Twitter and Yellows Forum (YF) accounts are to be used in general to signpost/act as noticeboard not to enter into discussions. Panel represents all fans and so members should bear that in mind in social media posts. The club “ Report it ” page was recently shared on OUSP Twitter in response to a fan who wished to know how best to contact the Club to report racist language and inappropriate behaviour towards his teenage daughters. The image included “standing” as one of the reportable issues. This was picked up on Twitter and YF and a number of fans interpreted this as the OUSP asking fans to report fellow fans for standing, which was not the intention. The OUSP agreed that there are few occasions when standing should be reported, and that the Panel supports safe standing. AT joined the meeting. OUSP agreed it would prefer “standing” be removed from the list. AT clarified that it forms part of the ground regulations and it has to be included here. There is currently no scope to change this. OUSP can look into supporting campaigns for change through FSA, EFL.	OUSP OUSP OUSP

5	<p>Stewarding and Ticketing Issues at Plymouth match</p> <p>OUSP was contacted by several fans via twitter, email and in person, concerned about fan segregation and overzealous stewarding in the North Stand. OUSP raised the issues with the Club on 18/10, AT responded on behalf of OUFC:</p>	
5a	<p><u>Ticketing</u></p> <p>Tickets – OUFC has identified 3 people with PL postcodes who purchased tickets in home area and are looking into how this was done to prevent future recurrence. It also seems locals were buying tickets for PAFC fans. If reported at the time of the match away fans will be moved but if not reported at the time then difficult to address.</p>	
5b	<p><u>Risk Assessment</u></p> <p>For every game there is an “ESRA” (Event Specific Risk Assessment) with safety officer, taking into account info from police, local authority, and away team safety officer and police force. Much is based on historical incidents. Taking all information into account the PAFC match was considered low risk. Plymouth suggested that around 50 “risk” supporters might attend, when in fact about 300 arrived, many by car, very early and with much alcohol. With PAFC top of the division OUSP felt the Club/PAFC should have anticipated a much bigger attendance than usual, especially as we are one of their shortest away trips.</p> <p>OUSP felt there were insufficient stewards/police in car park area. AT responded that for the reasons above there was not extra manpower brought in for this match.</p>	
5c	<p><u>Briefing for Stewards</u></p> <p>Evidently stewarding was an issue. In NS there is a more robust stewarding team on the segregation line between the two sets of fans. On this occasion not all stewarding seems to have been done appropriately. There was some trouble in away end and in concourse: 11 ejections and 4 stewards assaulted. Likely to have contributed to tone of stewarding.</p> <p>Panel members with experience of both NS and SS observed that there is generally a less friendly approach to stewarding in NS, and that the stewards in NS seem to get “forthright” very quickly. Panel highlighted that stewards were not handling issues equitably e.g. our fans told to sit down (when celebrating a goal), theirs weren’t.</p> <p>OxVox has collated info in the past, and has seen vast differences between stewarding in different areas.</p> <p>AT already has discussed the approach with safety officer and will keep under review. AT will spend more time in NS to review their stewarding approach. OUSP will continue to monitor and gather fan feedback.</p>	AT and OUSP
5d	<p><u>Hospitality Boxes for Away fans</u></p> <p>Another concern was at least two executive boxes were occupied by PAFC fans who were taunting the home fans in SSL. If hotter heads had been around it could have become unsavoury. AT explained that corporate hospitality boxes may have away fans in as it’s up to the box holder. Also, on a case by case basis, club allow away supporters to have hospitality box. Box holders are sent a code of conduct reminding them of expected behaviour which includes not to wear club colours (other than a scarf) in that area. It can be difficult to monitor from the front, but AT will remind stewards to keep an eye out. Fans can report at time to a steward or the report line so that it can be addressed.</p>	AT

8	<p>Post-Match Survey</p> <p>AT had circulated ahead of meeting. There were some good free text suggestions. There is scope to amend questions – OUSP to send suggestions to AT.</p> <p><u>Catering</u></p> <p>Confirmed what we knew – takes too long, stock levels inconsistent. Farris are working on improving things, e.g. looking at getting a pre-order app and collection point and/or a “beer only” queue to help with throughput. It has been difficult getting agency staff, which has affected service levels.</p> <p>Talking with other breweries to see if can get beer in PET bottles so they don’t have to be decanted to speed up, and enhance choice. Will take time and this season will have hiccups as the changeover works through.</p> <p>All to continue to engage and make suggestions for improvements.</p>	OUSP AT/ OUSP
9	<p>Concourse</p> <p>OUSP discussed a number of points around stadium.</p> <p>AT is following up with Stadco maintenance issues including number of broken toilet seats and doors. Club is getting quotes for replacement urinals and for steam cleaning toilet floors and other areas. OUSP asked if Club could also arrange for seat and door repairs. AT will look into this.</p> <p><u>Hot water</u> is not required in football stadia, and will not be put in. Sanitiser stations are in place. Hand drying is currently mix of towels and hot air dryers. Sometimes towels run out, club is looking into putting air dryers throughout the stadium.</p> <p>Non slip flooring was suggested. AT will look into this.</p> <p>AT has personally filled up all sanitary boxes (including East stand) today (Friday).</p> <p><u>Pigeon Poo</u>. Issue of bird poo on handrails was raised. This is a nationwide problem - club has had a specialist look at ways to affect pigeon roosting patterns to reduce impact, getting quotes from pest specialists. (Note that pigeons keep rats out so removing one problem could create another).</p> <p>AT will look at a cleaning schedule and will check that cleaning handrails is part of the matchday cleaning schedule, as if done the day before by the following day it is likely to have recurred.</p>	AT AT AT
10 10a	<p>Fan Experience</p> <p><u>New matchday fan group</u></p> <p>This will be an independent group, currently more about atmosphere/noise than colour. Mickey Lewis flag is being put out for tomorrow’s match. OUSP and OxVox can help with getting right lines of communication and contacts and have offered our support. AT – Club is behind it. It has to be independent and run by the fans involved, and keep open communications with all supporters groups and club.</p> <p>One of the fan group contacted OUSP about state and location of existing flags. AT will message him to come and have a look at what is there, but flags put away were in poor condition, and probably good to get new ones for new group. OxVox can help with finance. PP has details of flag manufacturer in Poland they have used before who does good work at good prices.</p> <p>AT doesn’t see an issue with access on Saturday mornings for putting out flags – group should contact him.</p>	JN JN/AT

10b	<p><u>Music</u></p> <p>Club has asked for suggestions for warm up and run out music. KR requested a short list of 3 songs to consider for walk on, then he and players decide whether to change. Suggestions were requested on Twitter, Yellows Forum and in person. Lots of comments from people suggesting having local bands – current walk-on song is OX4 by Ride – about as local as you can get, but not well-known/recognised.</p> <p>OUSP agreed to do a survey to get top 3 and some playlist suggestions. OxVox could email link to survey and if necessary give access to their survey monkey account. JB to check if a limit on survey monkey or look at other survey providers.</p> <p>Tomorrow pre-match –the volume will go right up 15 mins pre-match. Noted that sound system in East Stand isn't good quality.</p>	<p>OxVox JB/GB AT</p>
11	<p>November Full meeting with Club</p> <p>Confirmed Thursday 11th November 6pm. AT will notify venue. OUSP agreed to invite AT and NMcW.</p> <p><u>Agenda items:</u></p> <ol style="list-style-type: none"> 1. Ticketing Impact of reduced price v Morecombe and BRFC FACup. How we sell away tickets - Could there be a way to designate seats where expectation is to remain seated, so that those who wish to stand have ticket in other area? Can it be done for part of East stand? How can this be done within ground regulations? Other clubs seem to manage it. (GD to submit suggestion). 2. Fans with disabilities Need for Disability Liaison Officer 3. Safety / stewarding / away ticket sales Further discussion following BRFC match and meeting with safety officer 4. Concourse Maintenance, cleanliness 5. Fans' Group update 6. Fanzone Although weather not best now, could possibly do something in December. What would fans want in it? OUSP to get some views before meeting. 7. Family area Where is best location? (Big game – families have to walk all round stadium when gate is in place). What would families like to have? What will make experience better for children? OUSP noted that having kids in SSU for Spurs PJT created a great atmosphere. Ollies Den – currently houses sensory zone which getting 10/12 kids in so now being better used. Volunteers have uniforms and badges. No means to watch the game for parents at the moment. 	<p>GD OUSP OUSP</p>
12	<p>AOB</p> <p>Half time and pre-match entertainment – currently EFL Covid regulations prohibit this. If other clubs do this they are not following guidelines.</p> <p>Light facing N Stand flashes on and off, can be distracting.</p> <p>TVs not on in concourses. AT will check tomorrow.</p> <p>Is Club getting involved with #hergametoo? GB will check with CW.</p> <p>Dates of Next Meeting: Doodle poll will be circulated.</p> <p>Meeting ended at 6:10</p>	<p>AT AT GB JB</p>