Minutes of OUSP Meeting Friday 29<sup>th</sup> October 2021 3pm by MS Teams



1.	Attendees:	Action
1.	Greg David (Chair) (GD), Janine Bailey (Secretary) (JB), Grace Bailey (GB), Joe Nicholls	Action
	(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	
2.	Minutes of Last meeting	
	JB noted one amendment under <b>Election of Chair</b> it should read <b>"AB</b> handed meeting	JB
	over to GD". The corrected minutes were approved unanimously.	
	PP joined meeting.	
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.	JB
	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	OUSP
	is a problem.	
4	Panel Working Operations	
4a	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.	
4b	Panel Communications	
40	<u>Supporters Panel page</u> has now been updated and laid out with sections to enable	
	more relevant information to be available and accessible.	
	Social media – 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	OUSP
	represents all fans and so members should bear that in mind in social media posts.	
4c	The club " <b>Report it"</b> page was recently shared on OUSP Twitter in response to a fan	
40	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

5	<b>Stewarding and Ticketing Issues at Plymouth match</b> 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:	
5a	<u>Ticketing</u> 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.	
5b	<ul> <li><u>Risk Assessment</u></li> <li>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.</li> <li>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.</li> </ul>	
5c	<ul> <li><u>Briefing for Stewards</u></li> <li>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.</li> <li>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. OxVox has collated info in the past, and has seen vast differences between stewarding in different areas.</li> </ul>	
	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.	AT and OUSP
5d	<u>Hospitality Boxes for Away fans</u> 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	AT
	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.	

6	Bristol Rovers FA Cup tie	
	OUSP wanted assurance that the BRFC match would be better managed regarding ticketing/security. AT explained it was already designated high risk, so more police, more stewards, bigger segregation area. OUSP asked why we lose home fan seating to accommodate this bigger segregation area, especially when other clubs do not seem to do this. Can't this be done with better stewarding/ more police? AT confirmed that we are reducing size of home area but have not reduced BRFC allocation. They are entitled to 20% for an FA cup tie. AT – historically matches v BRFC have been difficult so safety has to be considered to reduce risk of injury. OUSP maintain this is detrimental to our supporters especially North Stand ST holders who are having to be moved.	
	OUSP will seek a meeting with Safety Officer and 2/3 panel members to discuss these concerns and ways to address them.	GD/AT
	OUSP welcomed the reduction in price for this match and the Morecambe match.	
7	<b>Changes to Season Tickets 2021-2022</b> OUSP raised concerns over lack of consultation and communication from Club regarding a number of changes made which have affected many fans' matchday experience. AT officially apologised for situation. Agrees there was a lack of planning coordination and Club should have handled things better. Part of problem was due to pandemic working arrangements with staff on furlough/working remotely. Specific concerns :	
7a	Loss of 1893 Club and reserved parking	
74	Vaccination clinic takes the entire first floor means Club cannot use lounge previously used for 1893 Club hospitality. Club did not want to block this even though they could have. OUSP felt fans understand this, but suggested that Maurice Evans lounge is empty and could be used for something. Bar never more than 50% full – why can't greater access be given? Part of joy of these areas is camaraderie of seeing fellow fans, this is missed. OUSP urged Club to look into this.	AT
	The loss of reserved parking was a key issue, and one that could not reasonably be explained. At least one elderly fan will not renew season ticket without parking. Previously reserved parking was in car park area B in front of Ox. This area is coned off from general access and is has plenty of spaces, meanwhile the main car park is full two hours before kick-off. OUSP requested the club look into making this area available for reserved parking for previous 1893 Club members for a reasonable cost.	AT
7b	Relocation of wheelchair viewing platform to North Stand	
	Fire Brigade would not sign-off wheelchair platform in SSU. There is no fireproof lift, and evacuating 12 wheelchair users, one by one, using evac chair (as lift can't be used) would take far too long to be safe. PS registered frustration that it had been acceptable for years but now changed, and again that communication was poor. Wheelchair users were promised a meeting which never happened. PS suggested we leave as is but keep on agenda and involve wheelchair users fully in future plans.	PS/AT
7c	Screening off of long-held seats adjacent to dugout	
	These screened off seats must remain until safety officer agrees change, which takes into account EFL guidance on proximity to dugouts. OUSP will discuss with safety officer when they meet.	GD
	AT to update on these points at next meeting – and keep us informed of any changes.	AT
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8	<b>Post-Match Survey</b> 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.	OUSP
	Catering	
	Confirmed what we knew – takes too long, stock levels inconsistent. Farrs 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.	
	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.	AT/
	All to continue to engage and make suggestions for improvements.	OUSP
9	Concourse	
	OUSP discussed a number of points around stadium.	
	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.	AT
	<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.	
	Non slip flooring was suggested. AT will look into this.	AT
	AT has personally filled up all sanitary boxes (including East stand) today (Friday).	
	<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).	
	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.	AT
10	Fan Experience	
10a	<u>New matchday fan group</u> 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.	
	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.	JN
	AT doesn't see an issue with access on Saturday mornings for putting out flags – group should contact him.	JN/AT

Music         Music           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.         OxVox           OUSP agreed to do a survey to get top 3 and some playlist suggestions. Oxvox could email link to survey morkey or look at other survey providers.         OxVox           Tomorrow pre-match -the volume will go right up 15 mins pre-match. Noted that sound system in East Stand isn't good quality.         AT           11         November Full meeting with Club Confirmed Thursday 11 <sup>th</sup> November 6pm. AT will notify venue. OUSP agreed to invite AT and NMcW.         Agenda items:           1. Tricketing 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 regulation? Other clubs seem to manage it. (GD to submit suggestion).         GD           2. Fans with disabilities Need for Disability Lision Officer         Safety / stewarding / away ticket sales Further discussion following BRFC match and meeting with safety officer         OUSP           3. Fancy foroup update         Farmone Although weather not best now, could possibly do something in December. What would fans want in it? OUSP to get sorme views before meeting.         OUSP	104		
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