

**Minutes of OUSP Meeting
Wednesday 13th April 6pm**

at

Bangkok Glass Training Ground



1	<p>Attendees: Paul Scaysbrook (Chair) (PS); Janine Bailey (Secretary) (JB) Grace Bailey (GB) Joe Nicholls (JN) Ben Heath (OxVox) (BH)</p> <p>By invitation: Andy Taylor (AT); Lee Barton (LB); Tom Law (TL) (OUFC)</p> <p>Apologies: Richard Jackson (Vice-Chair) (RJ)</p>	Action
2	<p>Minutes of Last Meeting Minutes of meeting on 2nd March had previously been agreed online.</p>	
3	<p>Matters Arising</p>	
3a	<p><u>3/5</u> AT had not yet forwarded the maintenance plan to OUSP. AT is still getting quotes for variety of works. Top items are lighting/bike rack/bollards. AT will circulate the maintenance plan to OUSP, probably after season ends.</p>	AT
3b	<p><u>3/6</u> OUSP feedback was that cycle users prefer current location behind the East stand. On Saturday OUSP noted several motorcycles in the area and underlined the merit of having designated M/C area.</p>	
3c	<p><u>8 Fan Behaviour</u> Club is waiting for EFL to publish sanction tariff so that anything they publish is consistent with EFL before considering whether to publicise OUFC sanctions. JB and PS are to watch upcoming match from control room, which will be helpful to understand how safety is managed and see some of the issues faced.</p>	
3d	<p><u>10 Mental Health</u> Actions discussed at last meeting have not been progressed yet by AT. This includes proposal for MH awareness training for fans and holding an annual five-a-side “Joey Beauchamp” tournament. AT explained that there will be a club-wide approach re Joey Beauchamp, which could incorporate 5 a-side, and other items will be progressed.</p>	AT AT
3e	<p><u>11 Family Area</u> There is still no Olly the Ox. AT agreed this role will be advertised. Feedback from OUSP on potentially relocating family area is evenly split, with some very passionate in each direction. AT advised that it will stay where it is in North Stand in order to have the amount of space to consolidate and grow. Better delineation of family area and centre section of NS will be implemented. AT explained that the pre-match/half-time experience for families needs improving. He is looking at feasibility of separate refreshment areas, family-focused graphics and asked OUSP to forward any further suggestions. Olly’s Den will stay as sensory room. There will be some activities in corner.</p>	AT/ OUSP

4	<p>Ticketing and Commercial</p> <p>PS welcomed TL and LB to the meeting. A number of questions and comments from fans had been circulated to TL and LB ahead of the meeting.</p>	
4a	<p><u>Season Tickets:</u></p> <p>Some ST holders felt that the club had not recognised the supporters who had renewed for 2020-2021 (during Covid). LB explained that STs that year were sold in good faith, anticipating that football would return. Regrettably almost the entire season was played behind closed doors. The club’s approach was to try to add value going forward rather than give back money e.g. the Golden Ticket offer in 2021 gave out prizes to around 10% of ST holders. The Cup ticket scheme for first 3 home matches was offered, but unfortunately we did not have a cup run that gave attractive home ties. The Fan Wall was offered to thank those committing to a purchase for 2021-2022, the club understands that those who had STs in the previous year may have felt disappointed.</p> <p>There is always a balancing act to negotiate between STs being our core revenue stream and adding value to fans.</p> <p>There will be more detail to share on 2022-2023 STs shortly. There will be an interest free finance option available through V12. The Club takes on the interest costs on these finance packages on behalf of fans, and anticipates increasing demand for next season in view of the current economic climate.</p>	
4b	<p><u>Family Pricing</u></p> <p>A number of fans had asked why we did not offer a “kids for a quid” match, and why Charlton did not extend their Kids for a Quid offer to our fans.</p> <p>Charlton did not let us know about their £1 offer, although they should have done. For us, the strategy to encourage younger supporters uses a variety of schemes. This included a Family promotion day for the home match v Morecombe (£5 for all concessions including kids, adults £10). The club also worked with the Academy / RTC to get more kids along. The new Group booking scheme is designed to bring young supporters from schools and grassroots clubs. That has been very successful and is growing.</p> <p>Match adverts tend to promote “tickets from £20”. OUSP suggested this could deter casual family attendance, with a family of four expecting to pay upwards of £80, whereas in fact 2 adults and 2 children could attend for half that amount depending on the ages of children and location of seat. For this season the £20 figure has been used as part of “20’s plenty” ticket pricing. Generally the feedback they have had has been good. They will consider our comments going forward.</p>	
4c	<p><u>Ticket Promotions</u></p> <p>There can be 4 promotion opportunities per season, we had ours against Morecombe (as above); against Wigan, when ST holders could nominate two people to receive a free ticket; and against Wimbledon and Cheltenham when ST holders could purchase discounted tickets for friends and family. This was felt to both add value to ST holders, and also benefit by having regulars to introduce new fans, which works well.</p>	
4d	<p><u>Tickets for disabled fans</u></p> <p>It was not felt appropriate to offer across the board discounts for disabled fans. Those fans who require assistance from a PA will have a PA ticket provided at no cost. Some clubs discount wheelchair tickets when the viewing area has a restricted view.</p>	

4e	<p><u>Reciprocal pricing</u></p> <p>Some clubs have offered reciprocal pricing deals particularly for Tuesday evening matches which are long distance and tend to not attract a huge away following. LB agreed that this would be looked into when next season's fixtures are out.</p>	LB
4f	<p><u>Ticket master</u></p> <p>OUSP provided several examples of the poor user experience with Ticketmaster. LB confirmed that the club is aware of the many issues with the system and share fans frustrations. In the short term they are pushing for improvements to the system for our supporters. In the medium term are exploring all possible options for ticket sales.</p>	LB
4g	<p><u>Away Tickets</u></p> <p>OUSP raised once more the specific frustration that for away matches there is no facility to select your seat. Ticketmaster are developing an away ticket tool whereby many of these issues could be alleviated when visiting other clubs who also use Ticketmaster. This will rely on away club to provide the relevant information so may well be of variable effectiveness.</p> <p>OUSP suggested that it would really help to have an area blocked for the Fanatics at away games. LB agreed that in principle this could be done. Logistically club would need to know that all those getting tickets were ST holders to maintain fairness of allocating away tickets. It may help to reduce the complaints we and the club receive regarding clashes between fans wanting to sit and those standing at away matches, although inconsistency in approaches to stewarding at away matches is a factor in this. Communication will be key on this. Further discussion will take place between JN/Fanatics/LB/AT</p>	JN/LB/AT
4h	<p><u>Third kit</u></p> <p>OUSP asked whether we need three kits if the second is sufficiently different, as disposable income is taking a huge hit for everyone is it right to softly pressure fans into buying a third kit? If we really need three could we commit to keeping the third kit consistent for 2 seasons (subject to sponsorship) so that fans know it will at least get some use?</p> <p>The commercial thinking is that having three kits gives fans more choice. Our replica kit sales are growing year on year, and this year the third kit sold as much quantity as the second away kit. Both kits are all but sold out so demand is evidently there, and it is a key revenue for the club.</p>	
4i	<p><u>Replica kit stocks</u></p> <p>Some kits sold out in popular sizes well before Christmas, could a second batch be ordered for Christmas?</p> <p>The purchasing of Replica Shirts takes place up to 9 months in advance of launch. A huge amount of work goes into forecasting our orders but it's not without challenges. We hope to have a more flexible approach in the coming season. Club kits for next season are already in production.</p>	
4j	<p><u>Away kit selection</u></p> <p>Many clubs wear their first colours away from home, for example Sunderland wore their first kit last Saturday at our place. As we are "The Yellows" could we wear yellow away from home when there is no clash?</p> <p>Kit selection is made by the first team, and is final.</p> <p>The black away kit seems to have been superseded by the white kit for most away matches. Many fans buy the second kit in expectation it will be worn more than the</p>	

	<p>third and will wear it to away games. Could we at least communicate to fans which kit will be worn ahead of away matches?</p> <p>TL agreed that the club could put kit colour in match preview, and will do so for next season</p> <p>JN thanked the ticket office for their efforts, their positive approach and all they do for fans. LB and TL thanked OUSP for the opportunity to listen to and feedback to fans and expressed their willingness to receive future supporter feedback via OUSP.</p>	<p>TL</p> <p>OUSP</p>
5 5a	<p>Equality, Discrimination and Inclusion</p> <p><u>Disability</u></p> <p>AT had not yet passed on any of the Access Card scheme information to LB and TL. PS therefore outlined the scheme, explaining that venues can become accredited, and that it offers higher level of disability awareness and support for fans. PS and GB urged club to support this. LB agreed to contact with Brentford/Shrewsbury who already operate the scheme.</p> <p><i>(TL and LB left the meeting)</i></p> <p>Level Playing Field match: PS reported that this had gone well, considering the short notice organisation. AT will have it on his radar for next year so that it can be better planned and have a greater impact.</p> <p>PS asked if appropriate seating arrangements had been made for PAs in wheelchair platform (9c minutes 2nd March). AT said that it would not be possible for the PAs to sit in the row in front of the wheelchairs as, if they stand, they will block wheelchair users' view. It was suggested that higher seats (e.g. bar stools) could be put out behind the wheelchair bays. The bays are not big enough to accommodate the larger chairs/scooters plus a PA seat. AT will continue to explore options.</p>	<p>LB/PS/GB</p> <p>AT/PS/GB</p> <p>AT</p>
5b	<p><u>#HerGameToo</u></p> <p>GB announced that Sophie Roberts has been appointed as an advocate for HGT for OUFC. Sophie will work with GB on HGT initiatives. GB reported that the HGT meet and greet with the women's team and the T shirt competition had received lots of interest. GB has been in touch with Debs at the FSA, who has a remit for the women's game. AT agreed that the club would support a HGT event, with female role models connected with OUFC. AT and GB agreed to set a date for late August/ September once the fixture list is out.</p> <p>There was discussion around some fans feeling threatened by HGT. It was explained that the intention is not to feminise football, rather to make it less intimidating for women, and acknowledging that for the most part there is not a huge problem at OUFC compared to some clubs. Often it's a question of raising awareness. Well over 20% of our database (29,000 individuals) identify as female.</p>	<p>GB/AT</p>
6	<p>Safety, Stewarding and Site Update</p> <p>AT had circulated responses to a number of outstanding matters ahead of the meeting. They are appended to these minutes as item 9.</p> <p>NMcW has arranged for PS and JB to observe the MK Dons match from the control room to help with understanding of fan behaviour, safety and stewarding issues.</p> <p>OUSP asked whether car park management could be extended to provide Lollypop type coverage of the zebra crossing. The almost constant flow of pedestrians makes this a</p>	

	bottleneck both before and after the game. Unfortunately, the club cannot operate traffic control in this area as it is not on our footprint.	
7	<p>Any Other Business</p> <p>AT asked OUSP to collect suggestions and feedback on how the matchday experience can be improved next season within the stadium constraints we have. In particular ideas for improving the North Stand to better accommodate families and wheelchair users.</p> <p>A brief discussion was held on supporter fundraising to support the club (e.g. the old 12th man fund). BH said that OxVox can make donations but not collect money for others. This will be addressed in future meeting.</p> <p>BH provided a helpful update on current OxVox activity, which is focused at present on Stratfield Brake.</p> <p><i>(AT left the meeting)</i></p>	OUSP
8	<p>OUSP Terms of Reference and Elections</p> <p>JB summarised the meeting she had with Ashley Brown (AB) of the FSA to talk through the first term of OUSP, procedures for elections and possible amendments to Terms of Reference (ToR).</p> <p>AB had explained that, when setting up the OUSP, allowance was made for a large potential panel (up to 12 members) to see how the Panel evolved. These larger supporter councils are most useful for “Forum” type set ups where the club wants a wide representation and fairly general discussion, whereas smaller panels (8-10) work well when it’s a more specific consultative group with perhaps sub-groups (like HGT, Disability). AB agreed to act as the independent chair of the Election Management Group (EMG) for the forthcoming election.</p>	
8a	<p><u>Terms of Reference</u></p> <p>After discussion, the following changes to the Terms of Reference (in bold) were proposed by PS, seconded by GB and agreed by all present constituting two thirds of the OUSP:</p> <p>3. Panel Structure</p> <p>The Panel consists of up to nine representatives, one of whom is nominated by the OxVox committee, and up to eight nominated by supporters.</p> <p>OxVox representation will be from a committee member as agreed by OxVox, and may vary throughout the year.</p> <p>The Panel may utilise sub-committees for specific issues or projects, to meet as required. An OUSP representative will lead sub-committees; however the other members do not need to be part of OUSP.</p> <p>Panel representatives are expected to attend all panel meetings and full meetings, either in person or via video call.</p> <p>Meeting dates (including changes to dates) are agreed no less than 14 days in advance</p>	

8b	<p><u>Election Policy</u></p> <p>As well as removing the arrangements for the inaugural elections, the following amendments to the Election Policy (in bold) were agreed in order to eliminate some ambiguity:</p> <p>6.6 If a hustings is appropriate the EMG will arrange for candidates to address the fanbase and field questions from the floor. This may be held in person or via video conference.</p> <p>8.3 The election result(s) shall be announced no more than 10 weeks after the nomination period opens.</p>																					
8c	<p><u>Elections 2022</u></p> <p>PS, JB and GB were appointed following the inaugural nominations in 2021. Following FSA advice, in order to have appropriate rotation of panel membership they drew lots to establish when their initial terms of office would end. These were confirmed as:</p> <p>2022 Grace Bailey 2023 Janine Bailey 2024 Paul Scaysbrook</p> <p>There are six vacancies for 2022, with the Grace Bailey, Richard Jackson (co-opted) and Joe Nicholls (co-opted) eligible to stand for election in 2022.</p> <p>The election timetable for 2022 was agreed as:</p> <table data-bbox="240 1064 1374 1344"> <tr> <td>Tuesday 3rd May</td> <td>Nomination forms issued</td> </tr> <tr> <td>Tuesday 24th May</td> <td>Nominations closed</td> </tr> <tr> <td>Thursday 26th May</td> <td>Nomination statements posted on webpage and hustings held*</td> </tr> <tr> <td>Thursday 2nd June</td> <td>Election opens*</td> </tr> <tr> <td>Thursday 23rd June</td> <td>Election closes*</td> </tr> <tr> <td>Wednesday 28th June</td> <td>Election appeal period ends*</td> </tr> <tr> <td>Friday 1st July</td> <td>Results announced</td> </tr> </table> <p>The Election Management Group (EMG) will be:</p> <table data-bbox="240 1444 869 1579"> <tr> <td>Ashley Brown (FSA)</td> <td>Chair</td> </tr> <tr> <td>Paul Scaysbrook</td> <td>OUSP rep</td> </tr> <tr> <td>Michelle Young</td> <td>OUFC supporter</td> </tr> </table> <p>NB: The OUSP Secretary will forward these dates and policy documents to the EMG, but will not be part of the EMG or participate in the election process due to a close family connection to one of the candidates.</p>	Tuesday 3rd May	Nomination forms issued	Tuesday 24th May	Nominations closed	Thursday 26th May	Nomination statements posted on webpage and hustings held*	Thursday 2nd June	Election opens*	Thursday 23rd June	Election closes*	Wednesday 28th June	Election appeal period ends*	Friday 1st July	Results announced	Ashley Brown (FSA)	Chair	Paul Scaysbrook	OUSP rep	Michelle Young	OUFC supporter	
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9	<p>Safety, Stewarding and Site update (AT)</p> <p>As discussed, please find below resolutions etc for items highlighted at previous meetings</p> <ol style="list-style-type: none"> Blue Badge Holders- With regards to the improper use of the disabled bays I have made a point of adding it to my matchday checks. Any found to be improperly parked are notified via PA system, however this misdemeanour is not enforceable. Currently we don't have the resources for the car park management company to manage. Their role currently only relates to traffic flow. Hopefully we can negotiate a different approach for disabled supporters 																					

over the coming months prior to the new season.

2. Away fan access to home area-

This has been a long-time concern for us and is an issue up and down the country. We do not allow this to happen as a matter of course only OX (and certain other's that I forget off the top of my head) postcodes are allowed. We monitor all new registrations leading up to the game and exchange information with our counterparts at other teams. The most recent issues have been away supporters that live within the Oxfordshire borders buying tickets in home areas. The most recent example was a group of eight Ipswich fans that were ultimately ejected for celebrating when Ipswich scored and then wondered why they were getting evil looks!!

3. North Stand Stewarding complaint-

This follows on from the away fans in the North stand email. You forwarded on a complaint made via messenger. She mentioned raising a formal complaint but has never done so directly. It's likely that any CCTV would now be unobtainable. As I mentioned at the time the subject of the complaint was spoken to and warned regarding his behaviour.

4. Sexism-

This phrase has now been added to our programme ad for the Report It line. Next seasons posters will have that phrase added to them and then A4 posters put on the back of toilet doors.

5. Away fans behaviour-

Ongoing work being done across the country. Safety Officers communicate directly before games to identify any potential risks. EFL will launch their own initiative soon, likely to be posters and a day of action!! I'm hoping to speak to Lord Mann soon about a project that Eintracht Frankfurt run involving their teenage fans. Fair bit of work, don't know where to start, may come to you for some ideas and input.

6. Blue Bollards-

Stadium manager not averse to this, was keen to point out that there have (until now) been no reported incidences of people walking into them. We just need to find an agreeable solution with regards to highlighting them and keeping them visible. I'm pretty sure we can get something sorted by the start of next season.

7. Maintenance items-

All items that have been highlighted for refurb, replace are in the process of being priced up. This includes, lighting, bike racks, toilets etc. As we potentially enter the last few years (hopefully) at the Kassam it's prudent to only spend where we really must. That's not to say that we won't be doing anything, it's just that we must prioritise spending.

8. North Stand Rapid Extension System –

I think this has been actioned successfully? The announcement has been scripted for twice during the game and pre-match comms are now circulated separately.