

Minutes of OUSP Meeting
Monday 30th January 2023
at
Drayton Village Hall



1	<p>Attendees: Paul Scaysbrook (Chair) (PS); Janine Bailey (Secretary) (JB); Grace Bailey (GB); Henry Lane (HL); Ben Heath (OxVox) (BH) By invitation: Tim Williams (TW); Niall McWilliams (NMcW) (item 3 only, via Teams); Andy Taylor (AT) Apologies: Pete Chilton(PC); Dean Worrall (DW)</p>	Action
2	<p>Minutes of last meeting Had been agreed online and are available on OUFC website</p>	
3	<p>New Stadium Following meeting of Council Cabinet on 24th January NMcW updated the meeting. NMcW thanked all for contributing at Cabinet meeting and with getting fans to email. The result couldn't have been better. This is only the first step in a very long journey. The continued active support of the fanbase, especially in Kidlington, will be essential to success. OUSP and OxVox are recognised as stakeholders in the process, and our views will be sought on what we want to see in and around the new stadium.</p> <p>Q&A</p> <p>Q. What is planned to ensure the wider fanbase beyond OUSP and OxVox are involved? A. The first meeting to gain fan input is with a small group of fans before match against Barnsley. A full stakeholder engagement plan, which will provide more detail, is having final tweaks ahead of publication next week. The club wants to engage with Kidlington residents, and has to do this carefully to not compromise the planning process.</p> <p>Q. What is will be done to create a good relationship with the local sports teams and women's team as mentioned at Cabinet meeting? A. A strategic overview of sports in Kidlington is needed. All funding sources which could be applied to developing local sports provision will be explored to ensure good quality sports facilities for generations to come. OUFC will participate in a stakeholder working group with clear terms of reference to develop a strategic plan for sports in Kidlington. We want our women's team to access the same facilities as men.</p> <p>NMcW committed to giving regular updates.</p> <p>NMcW left the meeting. OUSP and BH (OxVox) agreed that once the two supporter groups have the Engagement Plan we would review it and agree how best to work to achieve aims both in joint and separate activities. All agreed it provides an opportunity to engage specifically with diverse groups in the fan base e.g. disabled, families, older fans.</p>	<p>NMcW</p> <p>OUSP / OxVOX</p>

4	<p>Matters arising from minutes of last meeting (8th November):</p> <p>4. New scoreboard was welcomed. The package has been enhanced and will include some video replays at half time /pre-match but not yet in game. The pre-match goal video and Support Our Stadium video were well received. Video replays (of non-contentious action) could be an add-on. OUSP to obtain feedback on how much fans would want this.</p> <p>Other possibilities were discussed including feasibility of video stream into sensory room (which uses different technology), and whether highlights could be screened in the concourses at HT. These are likely part of a different package and probably more appropriate to look into for new stadium.</p> <p>4b Britannia Club/Hospitality/Downstairs bar – AT will follow up discussions on trialling short-term bar passes.</p> <p>7 Cherwell Collective: CC and OUFc are struggling to find space in timetable for a matchday event, but as a partner something will take place. AT is liaising with Emily at CC and will keep us informed.</p> <p>8d GB had suggested that variety of voices for pre-match tannoy announcements would be more engaging. It was suggested this could also be integrated with the scoreboard for video announcements. GB will email AT/CW to get this underway.</p>	<p>OUSP</p> <p>AT</p> <p>AT</p> <p>AT / GB</p>
5	<p>Half Season Review</p> <p>TW acknowledged that the first half of season has been difficult, on and off the pitch. The change in ownership took longer than anticipated, which led to some uncertainty. The injury situation has had huge impact. On the pitch we can beat anybody in the league on our day, but players are not consistently performing to their best and there are clearly things that need working on.</p> <p>The Board is not satisfied with current results on the pitch. For them it is a long-term project, and planning for next season is already underway, including looking at team structure.</p> <p>TW confirmed that Mark Thomas is going to Derby, Grant Ferguson (GF) and TW are recruiting his successor with a specialist agency.</p> <p>GF and TW have a different approach to transfers with more emphasis on data and always making a team decision.</p> <p>Adam Benson (AB), new Chief Commercial / Marketing Officer is starting this week.</p> <p>Fan Engagement</p> <p>There was frank discussion of the need to improve fan engagement. Whilst meeting with OUSP meets EFL requirements, OUSP stressed the importance of engagement with the wider fanbase, and suggested that both GF and TW could be more visible.</p> <p>TW agreed that it could be better. He explained that improving fan engagement will be one of AB’s key objectives. The balance between commercial demands and fan connection is really important at our level, and the club will work to be excellent at this. TW accepts that paying fans must get the best experience with improvements all the time.</p>	

	<p>A number of specific suggestions were discussed:</p> <ul style="list-style-type: none"> • JB suggested OUSP introducing TW to fans in concourses/stands before a match. TW agreed and will let JB know when he will be available. • KR is main voice in ifollow videos. Agreed that it would improve balance to include GF and TW in some of these weekly videos. TW to discuss with CW. • All agreed that in-person Fans' Forums should take place regularly and be scheduled with plenty of notice. The option to send in questions had good uptake and showed the breadth of topics of interest to supporters. TW agreed to schedule next one for when GF is next over in February. TW to liaise with CW/GF. Agreed to look into holding them in different locations around the county to make them accessible to more people. • All agreed that an Open Training Day/Family Day should take place as part of pre-season. Agreeing a date/venue would be part of pre-season planning (Stadium ideal venue, but likely to be Training Ground). 	<p>TW / JB</p> <p>TW / CW</p> <p>TW / CW</p> <p>TW / AT / CW</p>
6	<p>Matchday Points</p> <p>Singing Section</p> <p>We have been asked if club would consider singing section in East Stand, with a "sit anywhere" approach. Any trial would need to be agreed soon to be factored in before Season Tickets go on sale. AT agreed to liaise with Lee Barton to look into</p> <ul style="list-style-type: none"> • Data on how many fans would want this • Implications for ST holders (both those wanting this and those adversely affected) <p>Arsenal Match</p> <p>Feedback has already been sent to AT, who will provide responses. Overall the experience was positive.</p> <p>The match highlighted existing issues which were exacerbated due to volume of crowd, such as concourses / food concessions struggling to cope; lighting and potholes in car park.</p>	<p>AT</p> <p>AT</p>
7	<p>SLO Items from November</p> <p>Formal mechanism still needed to report facilities issues - OUSP tend to get involved as fans around us raise points which only crop up when the stadium is in use, but ideally these points would go straight to club.</p> <p>AT will arrange to communicate a facilities feedback email address so that fans can report things directly.</p> <p>TW has set up regular meeting with stadium company. JB agreed to continue to forward any points reported on facilities / site to AT so that they can feed into these meetings.</p> <p>AT confirmed that a walk round of Car Park now included on matchday routine, esp Cat A matches.</p> <p>Outstanding concourse points – still several misspelled "Report It" posters remain in SSL "Recycling Points" need labels removed or bins categorised</p>	<p>AT</p> <p>JB</p> <p>AT</p>

8	<p>Any Other Business</p> <p><u>Values</u> PS raised a question about the club’s values. We were surprised at the recent choice of “Guest of Honour” particularly after many fans had raised concerns both through OUSP and directly with the club at the start of the season. All agreed that there is a difference between recognising someone’s footballing achievement and putting them in a position of “Guest of Honour” in front of young, impressionable fans. TW acknowledged concerns and agreed the club should be fully inclusive.</p> <p><u>Card Payment</u> TW agreed to look into card payment for programmes in concourses</p> <p><u>Fog</u> Following the Ipswich match the club has asked EFL for clarification on protocols when playing in fog.</p> <p><u>EDI</u></p> <ul style="list-style-type: none"> • AT has call scheduled with Access Card • MW had concerns over seating in concourse for ambulant disabled. Perhaps Level Playing Field can suggest safe options? • LPF weeks of action date confirmed 25th Feb. OUSP happy to contribute and liaise. • HGT match Sat 11 March. GB to liaise with CW <p><u>Bristol Match KO</u> OUSP asked for clarification of the reasoning behind the 12:30 kick-off, and why it was not announced sooner. TW confirmed that it was on police advice and that the default KO is 3pm. The time cannot be changed until police put their advice in writing. He emphasised that the club takes advice from police, SAG and Safety team very seriously and will follow it. The implications of not doing so could be reduced capacity or even loss of safety certificate.</p>	<p>TW</p> <p>AT</p> <p>AT/ PS/GB</p> <p>GB</p>
9	<p>Date and Invitees for Next Meeting</p> <p>AT to find out timescales for consultation on ticketing, hospitality etc. so that February and March meetings can be meaningful. Will feedback to PS and JB asap.</p>	<p>AT/JB/PS</p>