

Minutes of OUSP Meeting
Thursday 11th November 6pm at Training Ground

1.	<p>Attendees: Greg David (Chair) (GD), Janine Bailey (Secretary) (JB), Grace Bailey (GB), Richard Jackson (by MS Teams)(RJ), Joe Nicholls (JN), Pauls Scaysbrook (PS) By invitation: Niall McWilliams (OUFC MD) (NMcW), Andy Taylor (OUFC SLO) (AT) Apologies: Paul Peros on behalf of OxVox</p>	Action
2.	<p>Minutes of Last Meeting These had previously been agreed online</p>	JB
3	<p>Matters Arising from Minutes <u>5. Stewarding:</u> It was noted that since feedback at last meeting stewards in the North Stand were more friendly, and in the higher risk match v BRFC they had managed the demarcation line between fans more discreetly. The nature of stewarding is such that there are frequent changes of staff. Safety team staff are spending more time in this area. <u>6. Bristol Rovers FA Cup tie:</u> AT clarified that allocation for FA cup is 15% not 20%. Attendance for FA cup matches was down overall – we were 7th highest round 1 attendance – as it has been since pre-Covid. Stewarding had not been a problem for that day. The club had received couple of letters of thanks from BRFC fans re stewarding. It was a designated high-risk match, and there was a significant police presence due to the history between the clubs. The meeting with safety officer had not yet taken place. NMcW, as the responsible officer who signs off safety arrangements, agreed that Panel should raise and feedback safety issues through him pro tem. It was suggested that the January full meeting with the club could invite safety officer, and that in the meantime the Panel could contact TVP liaison officer and arrange to meet him. NMcW agreed to discuss with them and arrange for them to attend meeting after Christmas. <u>7a. 1893 Club/Reserved Parking:</u> the area near the Ox (previously used by 1893 Club) remains coned off from main car park, only accessible from the VIP entrance, and is not being filled up. The club was not clear if/how many more VIP spaces were needed. Could cones be relocated? Club will look into this. Panel suggested allowing previous 1893 Club members to apply for a paid space but this is not possible as under byelaws club cannot charge specifically for parking. Vaccination clinic will be moving downstairs from 1st January, opening up the first floor for matchday use. This will give potential to provide a premium matchday package. Club agreed that before launching any package for this area the club will consult with the OUSP. At the December Panel meeting the club will suggest a variety of options. Panel raised the loss of spaces to Autoglass and Webuyanycar.com, and TVP parking on disabled bays for BRFC match. It was noted that the Club has approached the Science Park on several occasions to increase matchday parking, but the Park is private land and they won't allow it. The Club has arranged car park management at significant cost to the club following a number of near misses in the car park. <u>7b Relocation of wheelchairs:</u> Panel want it to stay on agenda but as a watching brief. The club is looking at whether there are any other cost effective options for these fans and will keep us updated and consult as options emerge.</p>	<p>OUSP</p> <p>OUSP/ NMcW</p> <p>NMcW</p> <p>NMcW</p> <p>AT/OUSP</p>

	<p><u>7c: Seats adjacent to dugout</u>: OUSP had looked into EFL guidance and could not see reasoning for these seats remaining netted off from fans. The SGSA guidance may be what dictates this. AT to clarify whether things have changed in any way.</p> <p>OUFCl will always adhere to the letter of any safety guidance.</p> <p><u>10b Pre-match music Survey</u> had been undertaken. The three most popular choices have been sent to the Club for consideration. This season the team runs on to “OX4” by local band Ride. Turning up a bit 15 minutes before match generally well received. Sound quality in north and east stands is poor; the capital investment needed to improve this will not take place in the short term.</p>	AT
4	<p>Memorandum of Understanding</p> <p>NMcW and GD signed the Memorandum of Understanding. NMcW welcomed the Panel, and looked forward to it demanding a higher level of accountability from the club.</p>	
5 5a 5b	<p>Ticketing</p> <p><u>Impact of reduced price v Morecombe and BRFC FACup</u></p> <p>Morecombe match price reduction was very successful. Some local schools were also given free tickets. Fan group worked on atmosphere for Morecombe match and Panel noted that lots of things came together to make this successful day. FA Cup attendance was good, bearing in mind FA Cup attendance history.</p> <p><u>Selling tickets to away fans: discussion paper</u></p> <p>Allocation of tickets for away matches does not allow for seat selection, and for some fans sitting is important (age, disability etc.) whilst many around them will be standing. This affects fans visiting OUFC as well as our fans on the road. Often there is an informal split with a standing/singing section naturally congregating at the back of the stand. However if strict seat allocation is enforced by stewards (as happens at some grounds) this cannot take place.</p> <p>The Panel agreed there is merit in looking into creating a lower/upper split when selling our away tickets enabling those who need to sit to have a seat further down. Doing this for visitors to our club could set a standard for others to follow.</p> <p>It was agreed to forward the paper to Lee Barton, head of ticketing, and to discuss at a future meeting.</p>	<p>Next meeting</p> <p>GD</p>
6	<p>Fans with disabilities</p> <p>Panel discussed a number of points regarding fans with disabilities, including inappropriate parking on blue badge spaces, relocation of wheelchair users (already discussed), provision for ambulant disabled and outdated information on the website. Panel requested the club have a named Disability Liaison Officer, with expertise. AT is Equality, Diversity and Inclusion (EDI) rep. encompassing fans with disabilities. The club welcomed naming a Panel Disability Representative to contribute in this area. The club is about to undergo an EDI and Level Playing Field (LPF) audit and agreed that the Panel could participate in these audits. Panel will agree named rep.</p> <p>Agreed that Panel should have a standing agenda item for EDI.</p> <p>Panel discussed examples of fans being nervous about attending matches, either returning post-Covid or for reasons including anxiety and physical challenges. Where people had met these fans and helped them navigate the turnstiles and orientate themselves it had been a positive experience. It was agreed that this is something</p>	<p>OUSP/ AT</p> <p>JB</p>

	<p>the Panel could help with. We can suggest fans get in touch via OUSP channels if they want additional help.</p> <p>It was noted that the access map on the website is not clear to read. AT will look into having it enhanced.</p> <p>There were discussions around the quality of signage at the stadium, it was agreed that more and better signage should be obtained. RJ was familiar with signage at the SoL which is clear and helpful. He agreed to send photos as examples of good signage. AT will then follow up.</p>	<p>OUSP</p> <p>AT</p> <p>RN / AT</p>
7	<p>Safety / stewarding/away ticket sales (See also item 3 above)</p>	
7a	<p>Panel discussed policing at the BRFC FA Cup home tie, which was deemed a high risk match. The club had reviewed the TVP report.</p> <p>Panel will nominate a safety rep who will contact TVP liaison officer to establish a working relationship.</p>	OUSP
7b	<p>A number of fans (including BRFC fans) were unhappy at the early kick-off time for the FA Cup replay. The club confirmed that the time was agreed between the two clubs and many factors including the possibility of penalties extending the finishing time were taken into account. Ticket sales were not expected to be high for us with two attractive away league fixtures either side of this one. The club noted the fan feedback, and accepted that the Panel should in future be consulted on changes that affect fans' matchday experience.</p>	OUFC
8	<p>Concourse</p>	
8a	<p>The club is still awaiting some quotes. New TVs are being sponsored and have been ordered to replace those in the concourses. It is not clear why the existing ones are not being switched on this season (maybe lost remotes?), AT will investigate.</p>	AT
8b	<p>Some of the toilet doors have been repaired; AT is carrying out a walk round next week to establish status of repairs. Panel requested that particular attention be given to the North Stand ladies which had many cubicles out of order.</p>	AT
8c	<p>Discussion was held around the time at which alcohol can be sold in the concourses. It makes it difficult at half time when sales do not begin early enough to enable the queue to be served in a timely way, then getting the drink as the second half kicks off (or even later) means that it is drunk quickly in order to get back to watching the match. Panel accepts that the club has to find a balance between safety and commercial needs, however suggest this is reviewed.</p> <p>It was noted that licensing restrictions prevented the sale of alcohol on Sunday before noon, even though gates opened at 11:30.</p>	NMcW to feedback
9	<p>Fans' Group update</p> <p>JN updated Panel. The new group is around 50 fans. A team of 5 is leading on this and liaising with AT. The old Ultras have been supportive of this initiative. The aim is to bring things in slowly and steadily: initial focus on noise/singing but also Mickey Lewis flag has come out last few games and some flag waving.</p> <p>Lots of fans want more displays and colour at the match and have a Whatsapp group where they liaise over match activities. Advance planning and communication with the club will be essential to ensure that any items used meet fire regs and have</p>	

	<p>been factored in to the ESRA. JN will undertake this type of liaison. For Rotherham match JN and Archie to meet with safety officer and get their input documented and within regs.</p> <p>Club and Panel reiterated their support.</p> <p>It was suggested that for away matches this group would benefit from having tickets in adjacent seats if it is possible to have batch tickets. Panel will raise with LB along with item 5b</p>	OUSP/GD
10	<p>Fanzone</p> <p>AT updated the meeting. There is plenty of interest in having a matchday fanzone, and he hopes to have one for the Wigan match but there are logistical issues, not least that catering suppliers are already heavily committed to events in the run-up to Christmas. The Panel had gathered some suggestions for AT. AT to update and let Panel know of any help they can provide.</p>	AT
12	<p>AOB</p> <p>AT raised a request on behalf of Armed Services supporters about their role with the Panel. The Panel recognises the importance of our armed services personnel, however agreed that if the OUSP were to co-opt at this stage it would be seeking members of minority groups e.g. our BAME and LGBTQ+ fans.</p> <p>Nonetheless, the Panel would very much welcome working with the Armed Services Supporters Group on specific projects.</p>	