



Bradford City Supporters Board – Meeting Minutes

Date: 26th October 2023

Venue: MS Teams Meeting

Attendees: Tony Bates (Chair), Wayne Robinson (Vice-Chair), Adam Baker, Christine Tarren, David May, Jonnie Carrington, Steve Gorringe, Ian Taylor, Marco Townson (BCAFC)

Apologies for absence: Ryan Sparks (BCAFC)

1. Welcome and Introductions

The chair opened the meeting at 7.00pm, welcomed members present and noted apologies.

2. Review of Minutes/Actions from previous meetings

The minutes from the previous meeting held on 28th September 2023, were circulated prior to this meeting and were accepted as a true and accurate record. Matters arising from the action log were as follows:

- a) Action 47. Adam Baker has arranged a meeting on 16th November to discuss the future direction of the working group and possible alignment with the charity partnership initiatives through the Supporters Board link with the Community Foundation. Adam will circulate the invitation to Supporters Board members in due course.
- b) Action 48. Following feedback at the last meeting regarding the match day half time draw tickets, Marco has spoken to Davide Longo (BCAFC Chief Commercial Officer) with a view to improving the range of prizes on offer. The Club will provide an update at the next meeting.
- c) Action 51. Marco updated the group on the issue raised at the last meeting, whereby some Stewards are informing supporters that certain items such as flasks would shortly be banned. There have been further examples of this at recent games. The club plan to re-train stewards on identifying the risk of items being brought into the ground that could potentially be used as projectiles. Update at next meeting.

3. Supporters Board Secretary Role

Applications will be invited for the vacant role of secretary once the recruitment process for new members has been completed. In the interim, Wayne Robinson will act as secretary and minute meetings.

4. Updates from Club not captured on agenda

The next governance meeting at the club will take place on Friday 3rd November. Jonnie will represent the supporters board if work commitments allow and will confirm over next few days.

5. Questions raised by Supporters

a) Ticket Office staffing on matchdays, long queues and not all windows open at the Grimsby game.

Response from Club: The ticket office recorded 224 ticket sales on the day of the Grimsby game, numbers which did not justify increasing the staffing at the ticketing windows. Marco explained that the club have a process in place to monitor demand and flex ticket office staff based on that demand.

b) Food quality at kiosks and often long queues

Response from Club: Marco advise that the club have a forthcoming meeting scheduled with Tiffin, the company that manage the catering kiosks at the stadium. This feedback will be raised at the meeting and an update will be given at the next supporters board meeting.

c) Leaking roof in Kop, worsened this season. Some Supporters having to move seats in heavy rain.

Response: This specific issue has been forwarded by the Chair to Paula Watson, Director of Operations at the club who will contact the supporter who raised the issue directly

d) Possibility of more entertainment (pool tables, arcade machines etc in stand concourses)

Response from Club: Space and the egress of supporters from the stadium are factors to consider in this. Pool tables will not be practical. Marco will take the action away to review internally and arrange an update at the next meeting.

6. Community Foundation partnership update

Wayne Robinson updated the attendees on the latest developments with the Community Foundation partnership. Firstly, the foundation has advised today that the volunteer who oversees Billy's Coop on match days has decided to step down from the role. The Foundation are now urgently seeking a replacement volunteer willing to give up a couple of hours of their time prior to kick off on match days to oversee the operation of Billy's Coop for our young supporters. The Supporters Board will re-share this appeal on their website and social channels.

A meeting will take place in mid November with representatives of the Foundation with the aim of developing specific volunteering opportunities for supporters to get involved in forthcoming Community Foundation initiatives. This will provide clarity for potential volunteers in terms of the activity, timing and time commitment required. Wayne will update the board of the output at the November meeting.

There have been a couple of expressions of interest in volunteering from the recent appeal for volunteers to support the charity, Tony will share the details and Wayne will contact the individuals.

7. Working Group Update

Discussion covered through action log review earlier in the meeting

8. Any Other Business

a) Tony Bates provided an update on the recruitment drive for additional members to join the Supporters Board. There have been 9 applications for the 4 vacancies available. Tony has made initial contact with the applicants and is now in the process of holding follow up conversations. Once those conversations have been

completed, Tony will circulate a summary to board members and the selection process will take place. The aim is to finalise the process prior to the next Supporters Board meeting at the end of November.

- b) Adam Baker raised the issue of timescales for consultation regarding season ticket pricing and arrangements for next season. Marco explained that the planning process would shortly commence and would discuss with Ryan Sparks to update at the next meeting.
- c) Adam has been contacted by a local businessman who is involved with a group that as part of remembrance commemorations are planning to unveil a blue plaque at Ibrox stadium to honour Jimmy Speirs. As Jimmy played for Bradford City and playing a key role in the 1911 cup final win, there is a proposal to do something similar at Valley Parade in his honour. Adam will forward detail of the proposal to Marco for consideration by the club.
- d) The Supporters Board congratulated and thanked Marco Townson for playing an active role in the Supporters Board meetings and expressed best wishes for the future as Marco embarks on a new role at Manchester United.

9. Supporters Board Only AOB

- a) The members of the Supporters Board unanimously agreed a nomination for Tony Bates and Wayne Robinson to continue in the roles of Chair and Vice-Chair respectively for a further 12 months.
- b) Wayne Robinson will draft the 6 monthly bulletin detailing the Supporters Board work over recent months and will circulate to board members for input prior to publication
- c) David May requested an agenda item for the November meeting regarding an update from the club on the effect that kiosks and bars going cashless has had on match day revenue. In particular, has the club seen a positive or negative impact following the removal of cash as a payment option?

The meeting concluded at 7.52pm

The next meeting is scheduled for Thursday 30th November at 7.00pm, via Microsoft Teams.