



## **Minutes of Bradford City Supporters Board Meeting**

**Venue: University of Bradford Stadium**

**Date: Thursday 31/08/2023, meeting commenced at 7.00 pm**

**In attendance: Tony Bates (Chair), Steve Gorringe, Adam Baker, David May, Christine Tarren, Marco Townson (BCAFC), Ryan Sparks (BCAFC).**

**Apologies for Absence: Wayne Robinson, John Barker, Jonnie Carrington, Ian Taylor**

### **1. Welcome & Introductions**

The Chair welcomed all members present.

### **2. Review of Minutes/Actions from previous meeting**

The Minutes of the 29<sup>th</sup> July 2023 Meeting, having been circulated were accepted as a true and correct record together with the separate circulated Action Log which forms part of the record of meetings.

Matters arising from these documents were as follows:

The recent announcement of partnership with the Community Foundation was discussed. The call for volunteers which was part of that announcement will be reviewed by Wayne on his return from holiday.

### **3. Updates from the Club not captured on Agenda**

A discussion took place regarding the ticket pricing and arrangements for the Middleborough Cup game. Club have learnt lessons from play off final and there will not be reserved seating for certain season ticket holder. Ticket pricing for all categories will be £5 when bought before day of game. Full Midland Road stand will be given to away team as aim is to have as many attendees as possible and Middlesborough travel well. All involved looking forward to a high attendance and hopefully a memorable cup tie.

### **4. Pre-Season game in Spain – Outcome of Club Review:**



Review complete, learning to take and covered with all parties. Keen to repeat exercise in the future but still to be worked through what that will look like and when. Some parts of the review were commercially sensitive so not minuted within this paper.

5. Questions from Fans (responses in italics):

- a. Kiosks in Kop – continue to not be open regularly when will this change  
*Analysis of this has taken place and it is found that customer numbers and demand does not currently warrant all kiosks to be open. This is monitored as an ongoing item, and decision may change on certain fixtures*
- b. Kiosks at half time – have they considered pre-pulling pints before half time to help with rush?  
*This is already standard practice in the suites, but because of differences in refrigeration in how beer in the Kiosks is stored this is not a feasible option in those locations. There are no short term plans to invest in further updating the refrigeration for the kiosks.*
- c. What are the clubs plans for Half Time entertainment (i.e. Junior football, disability teams, etc.?)  
*Discussions around this are already underway, but will be part of the remit of the Clubs new Fan Engagement Officer when they are appointed*
- d. Question regarding Midland Road opening on Saturday match days. Believe is stand should open at 1:30, but it is often 15 to 20 minutes after that?  
*Club explained that the stands cannot be opened until all maintenance and security checks are complete. They will review website regarding opening times on match days to make it clear that the advertised opening time is subject to some change on match day based on those factors*
- e. Specific question regarding ticket for carers attending with those on disability ticket to away game  
*Confirmation from club that the carer ticket is not linked to the number of points that carer may have, but given the limitations of how the current ticketing system works, recommendation is for customers to ring ticket office directly to arrange carers ticket if the points threshold is an issue. Specific email from supporters forwarded to club for information.*
- f. City Points (Loyalty Points) visibility of child/dependent points  
*There are no plans to display this in the app (under friends and family) so only way to see this currently is through a specific customer account for each customer*



**6. Working Group Update:**

It was agreed that an offline meeting without the club is required to review and refresh this work as currently only 1 or 2 people are finding time to participate in activities.

**7. Community Foundation Partnership Update:**

Covered in Matters Arising

**8. Any Other Business**

- a. Half time draw tickets, club will look into the prizes after feedback
- b. Community tickets (for schools), Club have reviewed current process for allocation to try and broaden the use to areas which would have more need. Aim is to be more equitable and strategic with allocation. Games will be categorised to alter amount community tickets available based on projected ticket sales
- c. Governance Meeting once a month, Supporters Board to be represented and Marco to forward details to TB and he will circulate
- d. Supporters Board Membership – It was agreed we will push for new membership to the Supporters Board following the same criteria and comms as the last comms for this last year. We will continue to aspire to broaden the gender, age, disability and ethnic background of membership aligned with the ToR

**The date of the next meeting is scheduled for Thursday 28<sup>th</sup> September 2023 via Microsoft Teams**

The meeting closed at 8.00 pm.