

Company Number: 00109065
 Cardiff City Football Club Limited (the “Club”)

Minutes of the SLO Meeting held on Thursday April 2023 at Cardiff City Stadium at 6pm.

PRESENT	POSITION
Paul Corkrey (PC)	Supporter Liaison Officer
Wayne Nash (WN)	Head of Operations
Mona Sabbuba (MS)	Head of Ticketing
Amy Jones	Head of Fan Engagement
Ben Jones	Fan Engagement & Disability Access Officer
Peter	Marketing Team
Wayne Palmer (WP)	South Wales Police
Christian Evans (CE)	South Wales Police
Gerald Wadley (GW)	Travel Group Member
Hugh Bellamy (HB)	Travel Group Member
Rob Jeffery (RJ)	Supporters Trust Board Member
Kieran Jones (KJ)	Disabled Supporters Association
Peter James (PJ)	Travel Group Member
Kevin Lewis (KL)	Travel Group Member
Keith Edwards (KE)	Travel Group Member
Andrew Williams (AW)	Travel Group Member
Tim Wegener (TW)	Travel Group Member
Rhys Bunce (RB)	Travel Group Member
Clive Francis	Cardiff City Supporters Club

		Action
1	Welcome PC thanked everyone present for their attendance and began the meeting.	
2	Previous Meeting Minutes PC stated that all will have received the minutes from the last SLO meeting and that minutes of SLO meetings can be found on our official Club website.	
3	Supporter Engagement PC detailed that EFL clubs are required to meet supporters at least two times a year with representation from senior management. WN added that Fan Forums take place before some matches with Ken Choo and Mehmet Dalman. WN proposed that once a year, the Club could look at holding a large group supporter meeting with Ken Choo, Mehmet Dalman and Steve Borley present. A meeting with the Manager and the fans was proposed and Amy Jones will liaise with Fan groups to look at this, possibly early season	

4	<p>EFL Supporter Sanctioning Guidance</p> <p>PC reminded the group of the document outlining a new process for dealing with unacceptable behaviour at football matches.</p> <p>WN stated that the new policy has four levels of sanction. Supporters are now clearly made aware of the consequences of their actions. More information on the levels of sanction can be found in our customer charter; https://www.cardiffcityfc.co.uk/club/customer-charter-supporter-code-conduct</p>	
5	<p>Blackpool and Rotherham</p> <p>PC said the Blackpool fixture went well, however the farce at Rotherham made a lot of fans angry. KJ said he had sent an email to Blackpool to thank them for being extremely supportive for the disabled fans, they were very helpful all game. Everyone was thankful that the ticket and coach travel was covered and KJ said he would get an invoice over to the club from the DSA for those members who had permission to travel to the away game in their own vehicle. The DSA would reimburse the fans directly and then invoice the club, WN said this was acceptable and would make things easier.</p>	
6	<p>Upcoming Away Fixtures</p> <p>MS provided ticket information for upcoming away fixture for the last games of the season.</p>	
7	<p>DSA</p> <p>KJ thanked everyone for attending the recent evening for the Guide Dogs Charity quiz, nearly £1700 was raised for the charity, the Lord Mayor was extremely grateful for this support.</p>	
8	<p>Reporting Procedure</p> <p>PC reminded all of the reporting procedure for home and away matches. The contact number to report an incident is now 07484 070422. Discriminatory abuse will be logged, and appropriate action will be taken. It is important that any incidents are reported when they happen.</p>	
9	<p>Coaches</p> <p>Several members of the travel group said it was getting harder to secure coaches, following some damage on coaches.</p> <p>One bus at the Swansea game was damaged and this has sent a lot of fear amongst the coach companies</p>	

	<p>Behaviour</p> <p>SWP said there was an increase in anti-social behaviour at away games, several fans were ejected and refused entry at the past few away games, some being too drunk and others just misbehaving.</p> <p>Under 18 travel was getting harder with only the Supporters club allowing unaccompanied under 18 travel, must be 14years and above with a signed permission form.</p> <p>The remainder of the travel group said they will not allow unaccompanied travel, they must be with an over 18.</p>	
11	<p>Any Other Business</p> <p>PC opened up to floor</p> <p>A few at the meeting expressed their disappointment about the price of the End of Season Players evening saying they are being priced out and it is just becoming a corporate event.</p>	
12	<p>PC closed the meeting and will get back to all on date and time of next meeting</p>	
