

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

Minutes of the SLO Meeting held on Tuesday 10th October 2023 at Cardiff City Stadium at 6pm.

PRESENT

Paul Corkrey (PC)
 Wayne Nash (WN)
 Mona Sabbuba (MS)
 Gavin Hawkey (GH)
 Ben Jones (BJ)

POSITION

Supporter Liaison Officer
 Head of Operations
 Head of Ticketing
 CCFC Community Foundation Director
 Fan Engagement & Disability Access Officer

Christian Evans (CE)

South Wales Police

Rob Jeffery (RJ)
 Keith Morgan (KM)
 Kieran Jones (KJ)
 Peter James (PJ)
 Kevin Lewis (KL)
 Kelvin Milward (KM)
 Allyson Rees (AR)
 Gerald Wadley (GW)
 Hugh Bellamy (HB)
 Mike Spear (MS)
 Tony Jeffries (TJ)
 Luke Summerfield (LS)
 Gareth Hopkins (GH)
 Clive Francis (CF)

Supporters Trust Board Member
 Supporters Trust Board Member
 Disabled Supporters Association
 Travel Group Member
 Travel Group Member
 Travel Group Member
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 Travel Group Member

		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	Cardiff City FC Community Foundation GH introduced himself as Foundation Director to the group and raised the Premier League Fans’ Fund. The goal of the fund is to strengthen links between communities, fans and the club, fostering a connection of belonging to the club with meaningful communication. GH asked for any ideas from those present to submit an application for use of the funds, with up to £25,000 available per season for a Championship Club, CCO and supporters to work together on one project. The application will be assessed based on local needs, consultation, approach to safeguarding, track record of delivery and more. Funding window opens on 1 st December and closes 22 nd December. Eligible expenditure would be project management, staff costs, training, resources, equipment. Ineligible expenditure would be capital expenditure, match tickets, gifts, incentives.	

	<p>It was suggested by those in the room to focus on a heritage project with the new museum being built. The fund can help to connect the history of the club and the community. More ideas will be circulated from the supporters in attendance and GH.</p>	
4	<p>Fan Engagement</p> <p>WN introduced the Football Advisory Board and stated it is clear that all political parties will support the fan-led review and its three main objectives of club sustainability, systemic stability, and cultural heritage. The Government will impose specific licence conditions to ensure engagement is of an appropriate standard. To comply, football clubs will need to demonstrate a framework to discuss key matters and other issues of Supporter interest. This will see Premier League clubs introduce Fan Advisory Boards and nominate a board-level official responsible for the club's fan engagement activities. WN continued that Cardiff City's board have given approval to follow the Premier League's template to meet the regulator's requirements.</p> <p>Nominated board level representation and structure will be as follows:</p> <ul style="list-style-type: none"> a) Nominated board level representative (NBLR) – Steve Borley will be the NBLR for all matters relating to the fan led review and will be Chair of the Fan Advisory Board, b) Structure of Fan Advisory Board (FAB) There will be 9 Club & 9 Supporter representatives. c) Club Representatives - CCFC CEO, CCFC FD, Head of HR/ED&I, Head of Operations, Foundation Director, Head of Commercial, Head of Fan Experience, Head of Communications & Head of Ticketing. d) Supporter Representatives There will be 6 statutory Supporter representatives, 2 Supporters Club, 2 Supporters Trust, 1 Disabled Supporters Association, 1 Corporate member or Sponsor elected by their committee's. These positions are fixed (save for resignation) for a 2-year period. e) 3 representatives will be elected by the Season Ticket and Member fanbase; to comprise of 1 Season Ticket holder or member, 1 U25 Season Ticket holder or Member & 1 Female Season Ticket holder or member. The elected members initial term is 1 year (and 2 years thereafter). f) The Supporters representatives will also elect a Chair and they will be the FAB Vice Chair. g) The Club's SLO will be the FAB secretary. <p>There will be four meetings a year to discuss:</p> <ul style="list-style-type: none"> h) Competition matters; i) Enhancing the fan experience j) Stadium development and projects; k) Sustainability and corporate and social responsibility initiatives; l) Improving fan products and services m) Football governance n) History and Heritage <p>We will continue with regular Supporter Liaison Officer Group meetings where Travel Group members (that includes the Supporters Club, Trust, Disabled supporters Association and Independent travellers) focus on operational matters including ticketing, travel, and fan behaviour at Home and Away fixtures.</p> <p>We will introduce a Fans' Parliament 'City Hall' event (In Feb and Sept) where a larger number of Supporters can speak to the Chairman, CEO and Club FAB members.</p>	
5	<p>Previous Fixtures</p> <p>PC listed issues that arose from the last few home games outlining that there are consequences for people's actions through our control room. PC reminded everyone of the anonymous hotline for anyone experiencing abuse or discrimination on a</p>	

	<p>matchday. The club is aware that the system is not being used as effectively as previously hoped, so barcodes will be introduced on the back of every seat to increase awareness and ease the ability to report.</p> <p>PC mentioned that supporters invading the field of play could mean a hefty financial penalty for the club.</p> <p>CE added that in the eyes of the law, pitch invasion is a low level offence. Multiple individuals were arrested at previous Cardiff and Wales games for this offence, but there is only so much the police can do. Clubs will need to take civil action to recover money from the individual.</p> <p>WN stated that five individuals were arrested from the Swansea City fixture who entered the field of play. If they go to court, they will be charged and face a banning order.</p>	
6	<p>Upcoming Away Fixtures</p> <p>MS provided ticket information for upcoming away fixtures.</p>	
7	<p>Home Atmosphere & Attendances</p> <p>PC stated that the Club is always looking at ways at improving attendances. Ticket prices are currently one of the lowest in the EFL.</p> <p>CE asked whether a Fan Zone was still in the plans.</p> <p>WN responded that the club had applied for planning permission. The Fan Zone would cost a couple hundred thousand pound. Covid hit and delayed plans for now.</p> <p>PC mentioned that the club is limited on promotions for tickets – only can do this at four games per season and the offer must be offered to the away team as well who must approve.</p> <p>The club is currently looking at incentives for local football clubs, schools and local businesses and a half-price ticket offer around Christmas time.</p> <p>AR raised a discussion around prices and quality of the current food/drink offering at the stadium.</p>	
8	<p>Any Other Business</p> <p>PC reminded everyone of Erol Bulut’s recent visit to the Rose & Crown pub in Pontypridd. The club is looking to visit other local pubs throughout the season. A Q&A and raffle took place with photos afterwards, generating £1000 for the Cardiff City FC Community Foundation.</p>	
9	<p>Close</p> <p>With no further comments, PC brought the meeting to a close.</p>	