

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

Minutes of the SLO Meeting held on Wednesday 10th January 2024 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
Gareth Williams (GW)	
Ben Jones (BJ)	Fan Engagement & Disability Access Officer
Christian Evans (CE)	South Wales Police
Wayne Palmer (WP)	South Wales Police
Simon Chivers (SC)	South Wales Police
Keith Morgan (KM)	Supporters Trust Board Member
Kieran Jones (KJ)	Disabled Supporters Association
Hugh Bellamy (HB)	Travel Group Member
Peter James	Travel Group Member
Kevin Lewis	Travel Group Member
Kelvin Millward	Travel Group Member
Gerald Wadley	Travel Group Member
Tony Jeffries	Travel Group Member
Gareth Hopkins	Travel Group Member
Bazz Davies	Travel Group Member
Lee Stephens	Travel Group Member
David Sullivan	Travel Group Member
Esther Jenkins	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	Issue Reporting Mechanism GW introduced the new issue reporting mechanism. A lot of complainants contact us in the week following a matchday, meaning we cannot react in real time. In partnership with a company called Safety Culture, a QR code sticker will be added to the back of each seat, which when scanned, will send a message directly to the control room. This will be active from the Preston game. Posters with the QR code and reporting contact number will also be up on the walls around the stadium. Users can call/text the phone number or report via the QR code. Scanning the QR code will take users to a reporting screen where they can report anonymously, add photo/video evidence, and specify further details such as location, offence, etc. The Safety Officer will then report this to the CCTV operator for Control Room staff to monitor and act, if necessary.	

4	<p>Fan Advisory Board Update</p> <p>PC provided an update on the Fan Advisory Board. The FAB was originally going to comprise of 6 statutory Supporter representatives, 2 Supporters Club, 2 Supporters Trust, 1 Disabled Supporters Association, 1 Corporate member or Sponsor elected by their committees. These positions are fixed (save for resignation) for a 2-year period. 3 representatives would then 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.</p> <p>WN stated that with so many great applications, the Club has now increased the latter number from 3 representatives to 5; to comprise of 3 Season Ticket holders or members, 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). Every Season Ticket holder will have the ability to vote on the candidates with profiles on each candidate to appear on the website in the coming weeks to make an informed decision. The Supporters representatives will elect a Chair and Vice Chair.</p> <p>The Club's SLO will be the FAB secretary.</p> <p>WN added that the government will be introducing a Football Regulator and this will become a part of UK law. There will be four meetings a year to discuss:</p> <ul style="list-style-type: none"> a) Competition matters. b) Enhancing the fan experience. c) Stadium development and projects. d) Sustainability and corporate and social responsibility initiatives. e) Improving fan products and services. f) Football governance. g) History and Heritage. <p>The FAB will be focused on more strategic matters, SLO meetings will continue to be focused on operational matters, while the Fans' Parliament will be more of a wider open forum with the Directors of the football club.</p> <p>KM expressed his thanks to Club staff for the work they have put in to make this possible.</p>	
5	<p>Upcoming Fixtures</p> <p>MS provided ticket information for upcoming fixtures.</p> <p>KJ mentioned that the DSA have a bus for supporters in wheelchairs going to the Blackburn Rovers away fixture.</p>	
6	<p>Previous Fixtures</p> <p>CE updated those in attendance of police activity at recent fixtures.</p> <p>PC provided the number of ejections and anti-social behaviour at recent fixtures.</p>	
7	<p>Questions Sent In</p> <p>Q – Can you explain about any secure Bicycle Parking at CCS?</p> <p>PC explained that bicycle parking is available at Cardiff City Stadium.</p> <p>Q – Stadium access through the away sector is not always possible – why is this?</p> <p>PC answered that the gates are occasionally locked due to the Safety Officer making the decision based on what has occurred on the day.</p> <p>Q – What days are the Club Shop and Ticket Office open in the week, I have come down a few times and both were closed?</p> <p>PC answered that the open times are available on the club website.</p> <p>Q – Could more fixed seating be placed around the concourse?</p> <p>WN responded that this is something the Club will look at moving forward.</p>	
8	<p>Any Other Business</p> <p>HB thanked the Club for Erol Bulut's recent visit to Aberkenfig Social & Athletic Club for a Q&A with local supporters.</p>	

	PC took a moment to remember Michael Williams who has recently sadly passed away.	
9	Close With no further comments, PC brought the meeting to a close.	