

Company Number: 00109065

Cardiff City Football Club Limited (the “Club”)

Minutes of the SLO Meeting held on October 8th, 2026, at the Cardiff City Stadium at 6pm.

PRESENT	POSITION /Area
1. Wayne Nash (WN)	Head of operations CCFC
2. Paul Corkrey (PC)	Supporter Liaison Officer (SLO) CCFC
3. Billy Gregory (BG)	Disabled Access Officer (DAO) CCFC
4. Mona Sububba (MS)	Head of Ticketing CCFC
5. Tomos Hopkins (TH)	Communications CCFC
6. Vince Alm (VA)	Cardiff City supporters club
7. Kieran Jones (KJ)	DSA
8. Mike Spear (MSP)	CCST & Travel group
9. Tony Jefferies (TJ)	Travel group
10. Kevin Lewis (KL)	Travel group
11. Esther Jenkins (EJ)	Travel group
12. Gerald Wadley (GW)	Travel group
13. Gareth Hopkins (GH)	Travel group
14. Lynda Hopkins (LH)	Travel group
15. Jane Norburn (JN)	Travel Group
16. Lawrie Murphy (LM)	Travel Group
17. Christian Evans (CE)	South Wales police
18. Simon Chivers (SC)	South Wales police
19. Jon Scammell (JS)	Travel Group
20. Steve Smith (SS)	Travel group
21. Jorden Bromley (JB)	Travel group
22. Bazz Davies (BD)	Travel group
23. Richard Blake (RB)	Travel group
24. Alun Phelps (AP)	Veterans Association
Apologies	
Keith Edwards	Travel group
Gordon Cronin	Travel group
Lee Williams	Travel group
Andy Williams	Travel group

1	PC thanked everyone present for their attendance and began the meeting
2	Minutes of the previous meeting These were agreed and are currently available on the CCFC website

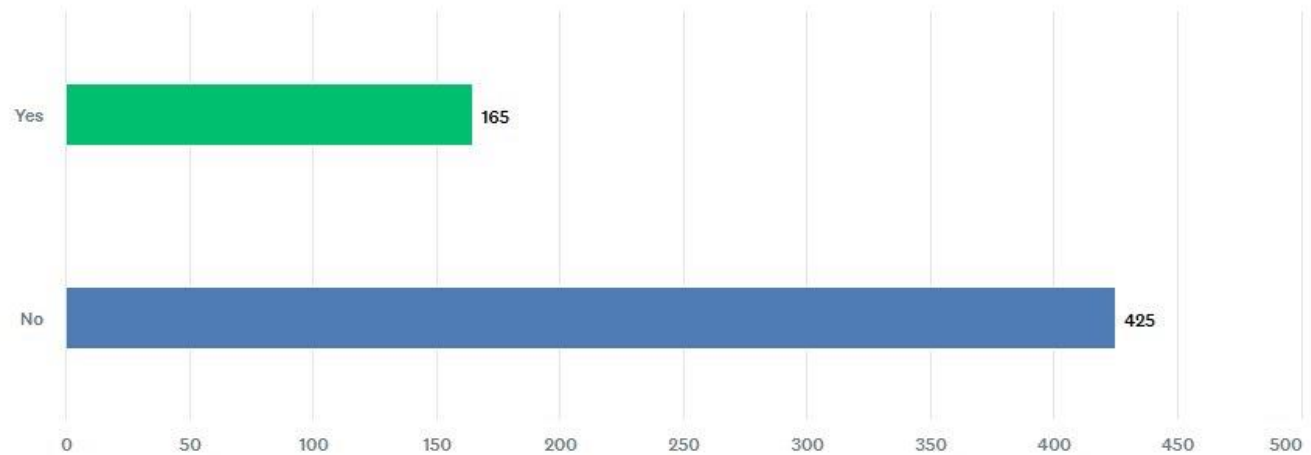
3	Welcome and Agenda PC Welcomed everyone and began the meeting Agenda Agreement that the minutes of the previous meeting were accurate. Alt text and accessibility improvements to website (Thomas Hopkins) Swansea City Away – Survey results Operation Goal First four away fixtures – Review Home Matches – Review / Wrexham Incidents Upcoming ticket information (Mona S) Supporter Group updates Any Questions? Any Other Business?
4	Alt text and accessibility improvements to website (Tomos Hopkins) Following on from a discussion at the latest Fan Advisory board meeting Tomos Hopkins agreed to demonstrate the official website gadget that the club are using to engage with more fans. He explained the functions and how to use them and told us that many fans were benefitting from the accessibility options which are now available. Questions sent in beforehand 1, When the alt text feature doesn't work on platforms such as X (formerly Twitter), is there a contingency plan? For example, adding the alt text in the thread of the original tweet. It's hard to tell when alt text 'doesn't work', because often it shows up on one/some platforms (web browser on computer) but not others (mobile app), so some users have issues but not others. This has been a recurring issue since X was taken over/rebranded from Twitter. We're exploring contingency options with "User Way" as part of best practice plans. 2, Would the comms team look at adding alt text into the captions on Facebook and Instagram? From what I can understand, the alt text feature only works on these platforms if the user uses screen readers. This is not the case for all visually impaired people. We use alt text on Facebook and Instagram as often as possible, but we will also look into best practice workarounds for when it does not appear for all users. Unfortunately, a lot of the onus here is on social media companies to improve accessibility provisions on their platforms - there is not much more that users can do. TH will be interested in seeing examples as mentioned in the question to better understand the issue. -3, On X: a common post that consistently lacks alt text is the 'Next Game' graphic. Whether this is because of the Nord VPN sponsor link, I am unsure. Comms will incorporate this going forward, with thanks for raising the issue.
5	Swansea City Away – Survey results To get a broader viewpoint from the fan base the club sent out 1500 e mails to the supporters who travel to most away games based on club data. The e mail contained a survey asking for feedback about the controlled measures that still occur at these Derby games after all these decades. The results of the survey are available in the index. They were very similar to the results we had from the travel group, but we opened the room for further discussion

	WN explained that him and the SLO had travelled and met with Swansea City FC and the police in an attempt to start looking at taking small steps in getting away from these controlled measured and suggested that not fans could also be allowed to travel to a ticket collection point in private vehicles under strict control and then travel on to Swansea finding suitable places to park, this was the system used to move away from conditions at Bristol City. Swansea rejected this compromise and stated that due to not playing last season the next fixture could be volatile and suggested we see how this season goes before looking at any change to current system. Of course, Swansea cannot dictate how we travel but the Safety advisory group can reduce our ticket allocation quite significantly if they felt there was greater risk under new conditions. KJ, I think it will look negative by the fans if we do nothing based on this survey, but I can also see that many are not happy to take further reduction of tickets so it's a difficult one. WN, we agree and we are not suggesting doing nothing full stop, we do expect all stakeholders to move forward, we are not talking about free travel currently simply a move in the right direction. MPS Fully understand the whole picture here but for me it's about human rights and this does not feel right after all these years. VA expressed his frustration with it all and the fact everything seems to favour Swansea, they try every trick to gain advantages and get away with it ,he said to be honest if they at least found a way to give us our 2000 allocation it would be a start. WN concluded by saying he would be speaking with Steve Borley and Mona to see where we are with the ticket allocation and how we can move things forward, taking into account the views of our fans.
6	Operation Goal – working together to tackle youth-related anti-social behaviour PC This initiative has come about following many months of anti-social behavior by young fans, especially around the city center, some of the fans involved are as young as 12 years old and some have already suffered beatings after getting involved with rival fan groups, mostly by social media. SC, we do not want to criminalise these children and it is important we act now to stop this growing and leading to worse situations. Operation Goal is a partnership approach designed to engage with young supporters and prevent incidents before they occur. Working together, South Wales Police and Cardiff City FC are committed to promoting positive behaviour, building positive relationships with young supporters and helping ensure everyone can enjoy matchdays safely and responsibly. This scheme is in its infancy, but it is something we will keep you updated on. WN Sadly we wrote to over sixty parents and gave a phone number so they could get back to us and only two replied, hopefully this new initiative will help these young fans, we want them here showing their passion, supporting the club but without causing issues and we hope this new scheme will help so we fully support it.
7	First four away fixtures – Review Derby County 2771 Cardiff fans travelled one arrested after refusing to leave stadium footprint once ejected and three warnings. QPR 1271 Cardiff fans made the trip there were some issues and ejections. Portsmouth 2184 Cardiff fans attended this fixture; there was a minor incident following the game but nothing serious Bolton Wanderers 1999 Cardiff fans travelled to the game and following a last-minute goal there was an incident by the coaches at the exits, Lancashire police were reviewing footage. PC Its fair to say there have been a few minor incidents but considering over 8000 Cardiff fans have attended away games the incidents are very low. It's fantastic support that the club appreciates.
8	Home Matches – Review / Wrexham Incidents 91,653 fans attended the first four home matches, an average of 22.913 per game. The one serious incident was at the Wrexham game, a Cardiff fan threw a coin that struck a young Wrexham fan in

	the face, this was picked up by the new Dallmeier CCTV we now have installed at the stadium, and the culprit has been identified. There were also confrontations on the segregation lines at the final whistle which resulted in club bans and warnings being issued It's important to communicate again the use of the new CCTV that is installed, it is very accurate and all incidents are now captured and can be replayed if investigations are needed. Generally, the home games have gone well and once again the club thanks the fans for their continued support.
9	Upcoming ticket information (Mona S) MS Ticket information should now all be with the travel group for the upcoming games and available on the website, Blackburn will be issuing digital tickets whilst Wolves will be paper tickets (Wolves will sell out quickly) I have been in touch with clubs we are due to play asking if they would agree to reciprocal ticket prices, sadly very few will agree but Middlesbrough were an exception and have agreed to reduce prices for our supporters. We will continue to ask opponents to agree lower prices. PC The FSA campaigned for lower prices and the Premier league agree to £30 away tickets, but they are generally higher in the Championship KJ The FSA monitor prices but agrees more should be done to campaign for a better deal in the EFL. MSP If you ask other fan groups, they say their clubs will do reciprocal prices, but this looks like its not the case and thanked Mona for trying to get a better deal for us. VA Agreed and said he had brought this issue up many times over the years, and fan groups agree to it but then the clubs do not.
10	Supporters' groups updates Cardiff City Disabled Supporters Association KJ, we have recently had £375 raised from our Just Giving page, following this a local Fire company managed by Jane and Richie Corp, has arranged for the remaining £1500 to be sponsored. Howdens will be supplying the units and Jane and Richie's company will do an uninstall of the old equipment and installation of the new units. Dates are to be confirmed, but more than likely in the next international window. Perry NG and Ella Hilliard are the two new Player DSA Ambassadors. Events will be announced soon for a Q&A Cardiff City supporters club VA Very busy with the coach organisation but the new ticket booking system we are now using in conjunction with Mona and the ticket office is working well and is a big help to us. We open our office midweek ahead of away games but it's good to see our members using the online booking process. Cardiff City supporters Trust MSP. A New committee have embedded in. A Food bank collection planned and agreed with the Club to take place before Southampton home game in December. Quite a few members have asked if the words for Men of Harlech can be put up on the screens, at same time it is being played over the system. The Trust are very much involved in the initiative to get the museum up and running. Members have been enquiring as to the future of travel restrictions for Swansea Derby games
11	Cardiff City memorial garden The Veterans are continuing their brilliant work organising for ashes to be placed in the garden and the general upkeep and maintenance of the large garden, it's a lot of work for the volunteers. MPS We would welcome more volunteers to assist in the garden and encouraged anyone interested to get in touch or simply turn up at the garden on a Tuesday morning between 10 am and mid-day.

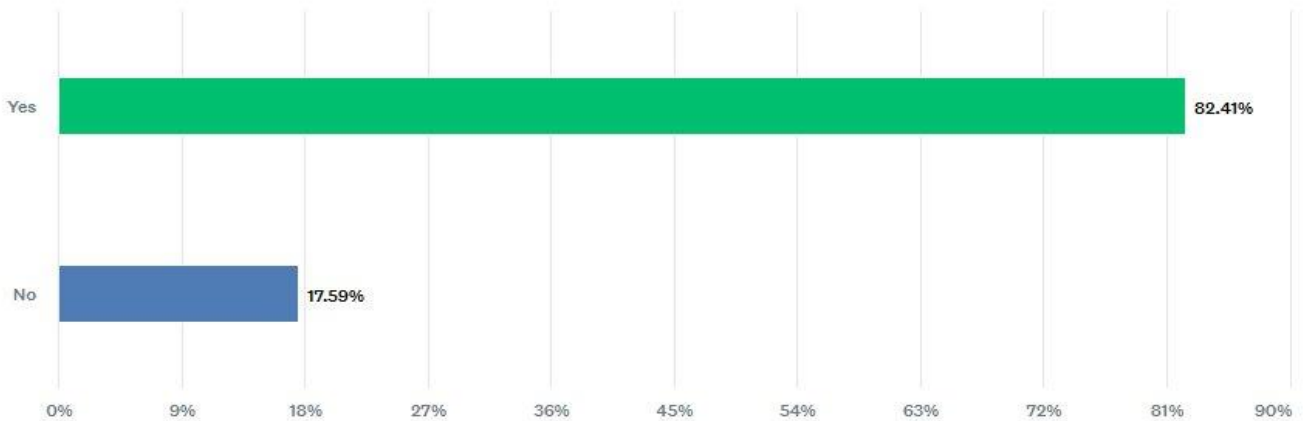
	WN Confirmed that the walkway stones had been professionally cleaned and were looking much better, he was currently looking for quotes to get the memorial gates repaired, and revitalised, they will need a lot of work, and it will be an expensive job
9	Any other business? AP Are there any plans for a tribute by the football club to recognise the 60th anniversary of the Aberfan disaster later this month? WN Yes, there are plans in motion and there will be a delegation led by head coach Brian Murphy to Aberfan Cemetery on Tuesday 20th October, Mark Denham is heavily involved in this, and the Birmingham game is the closest to the anniversary. MS confirmed that the foundation is also looking to provide tickets to bring children down on that day, it's very important to the club. VA, they have been planning for over a year now and I am sure the club will show the greatest respect. KL I am disappointed that Blackburn are charging for parking including minibuses and believe we should charge away fan to park coaches here, our club doesn't charge why should we pay? WN Asked the police for clarification on this, the traffic commission requests coaches/minibuses to be at the stadiums by a certain time, forcing them to park at these locations, should they then have to pay to park there, can't they simply park free elsewhere? SC They must park in accordance with the Traffic commission rules, but this seems a bit off that you follow rules then get penalised by having to pay, I will write to the traffic commission for Wales to ask advice and get back to you. WN At Cardiff we want to continue to encourage buses into our away compound and if we did charge on a reciprocal basis, it would make sense VA, do we want to encourage fans here or got it for tat and charge them money, its not the fans who travel here fault, it's the clubs. Fans already pay a lot of money on away travel without additional costs. MSP, I agree it's not a race to the bottom, and clubs should not try to profit off this
	Survey results Can be found below

Do you agree that the current control measures should remain in place for another season?



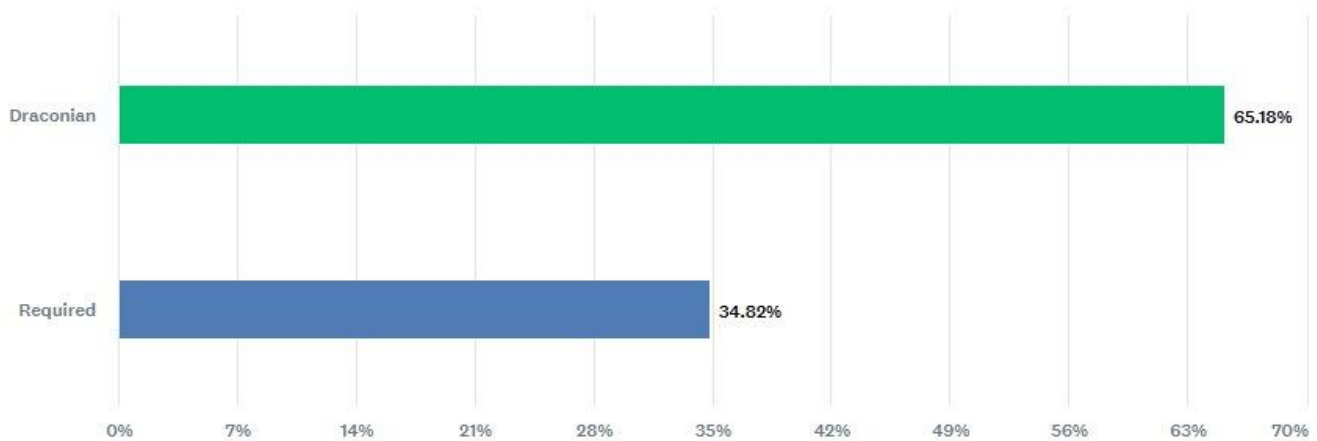
Answer Choices ▼	Percentage ▼	Responses ▼	
● Yes	27.97%	165	...
● No	72.03%	425	...
Total		590	

Are you in favour of a partial removal of restrictions as highlighted above?



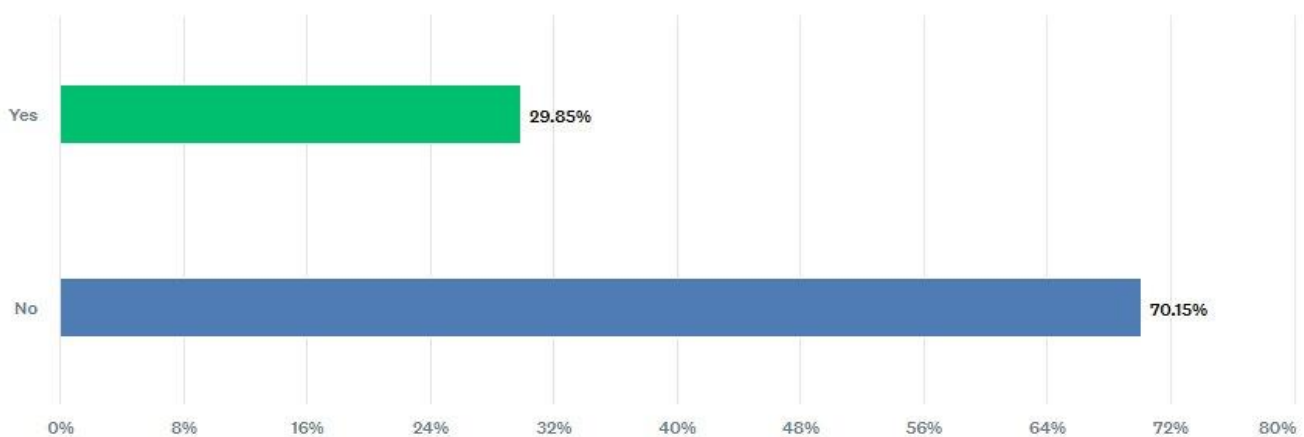
Answer Choices ▼	Percentage ▼	Responses ▼	
● Yes	82.41%	478	...
● No	17.59%	102	...
Total		580	

Do you think the ticket and travel control measures are draconian or required to ensure public safety?



Answer Choices ↓	Percentage ↓	Responses ↓
● Draconian	65.18%	380
● Required	34.82%	203
Total		583

Is a potential reduction in tickets allocated to visiting supporters worth the removal of full or partial restrictions?



Answer Choices ↓	Percentage ↓	Responses ↓
● Yes	29.85%	177
● No	70.15%	416
Total		593

What do you think the consequences of the partial removal of restrictions would entail?

 Negative: 38%  Neutral: 34%  Positive: 27%  Undetected: 1%

What responses say

Responses to the partial removal of restrictions were mixed, with a slight negative lean. Many anticipate improved travel convenience and a more enjoyable away fan experience, citing increased autonomy and modernized approaches as positives. However, a similar number express concerns about heightened risks of violence, disorder, and the need for continued police management, referencing past incidents and the behavior of a minority. Some feel current restrictions are excessive, while others believe they remain necessary for safety. A few suggest that a measured, partial relaxation—such as allowing independent travel to a rendezvous point—could balance safety and supporter freedom. Overall, views are divided between those prioritizing ease and enjoyment and those emphasizing caution and security.

What do you think the consequences of the total removal of restrictions would entail?

 Negative: 43%  Neutral: 38%  Positive: 17%  Undetected: 2%

What responses say

Responses to the potential removal of restrictions on Swansea City ticket and travel controls were mixed, with a slight negative tilt. Many expressed concerns about increased risks of disorder, violence, and challenges for police enforcement, referencing past incidents and ongoing rivalry. Some respondents suggested a phased or controlled relaxation of restrictions, emphasizing the need for strong policing and gradual change. A notable minority felt that with proper management, removal could improve fairness, fan experience, and align with practices at other fixtures. A few highlighted potential impacts on ticket allocation and fan movement. Overall, while some see benefits, most are cautious, stressing the importance of careful planning and monitoring to mitigate risks if restrictions are lifted.