



## BWFC Supporters' Trust

# MEETING NOTES

**Subject:** BWFC & BWFCST Quarterly Meeting No 4

**Venue:** University of Bolton Stadium

**Meeting Date:** 05 Aug 2022 @ 10.00am

**Present:**

BWFC: Neil Hart (NH), Ben Cowcill (BC), Phil Mason (PM)  
BWFCST: Ian Bridge (IB), Sue Higson (SH), Martin Parnell (MP), Ian Pegg (IP),  
Terence Rigby (TR), Mike Smith (MS), Paul Wood (PW)

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## MINUTES

### 1.0 Purpose of Meeting

The meeting is the fourth scheduled quarterly meeting between senior BWFC personnel and BWFCST board representatives as referenced in the joint Memorandum of Understanding signed by both parties in August 2021.

### 2.0 Matters Arising

- a) Minutes of third quarterly meeting held on 06 May '22 were approved and are available on the trust website.
- b) **FanZone** was discussed with BC updating on recent events.
  - FanZone will be open for the Wycombe game on Saturday 06 Aug '22 from 12.00 noon and will also open after the game until 6.00pm.
  - Progress on the facility has exceeded the original planning with the Yr1 to Yr3 programme being substantially complete ahead of schedule.
  - Facilities will include bar (named in honour of Dave Higson as per trust suggestion), various food outlets, 2 big screen TVs, Bolton FM entertainment, wc facilities, and with a gin/prosecco bar to be added shortly.
  - Trust have also their own unit which will be staffed by trust members during match-day opening to provide access to trust board members and for new member sign-ups.
  - NH confirmed that ticket holders from the previous week's away fixture at Ipswich will be provided with a free drink as a thank-you from the club.
- c) **Cashless Operation and ANPR Carparking**
  - Both club and trust have received adverse comments about operational problems experienced at the Huddersfield friendly fixture. NH advised that these are being taken on board and requested that the trust redirect any future communications to [carparks@bwfc.co.uk](mailto:carparks@bwfc.co.uk). Situation to be monitored with the larger attendance for the first home league game, with club in constant contact with the system provider, ParkingEye.
  - Cashless operation is also generating some negative comments, but NH confirmed that stadium had been moving towards cashless operation throughout season '21/'22 and that the majority of supporters were used to the systems in place. As carparks, situation to be monitored on a game-by-game basis



**d) Bus Operation**

- There has been an increase in bus fare costs to £8 which was recently announced. NH advised that the bus services are still being subsidised by the club as previous seasons and that the increase in fare from last season is needed to go some way to offsetting the large increases charged by the service operators.
- NH advised that the numbers using the service on a matchday were in the region of 300-400 supporters.

**e) Fan behaviour**

- There is to be a SAG meeting week commencing 15 Aug '22 and BC confirmed that the trust would be invited to attend.  
Post meeting note: IB and PW attended the SAG meeting held on Tues 16 Aug – minutes awaited.
- Trust representatives attended a workshop on Post Pandemic Fan Behaviour organised by the FSA on 25 July '22 (see notes issued previously). BC said that he would introduce the club's new head of security and confirmed that stewarding is now outsourced to a local company, Exclusec Security. It is envisaged that this will result in more consistent stewarding on a matchday.
- The whole situation continues to be monitored, with the club looking to act proactively to improve safety and matchday experience.

**f) Level Playing Field Audit**

- Matchday inspection required to complete the audit was scheduled for 06 Aug '22 but has now been cancelled by Level Playing Field and is to be rescheduled.
- LPF Audit is required to enable further assessment of upgrade works to disabled facilities, but the trust will continue to work closely with the BWDSA to ensure appropriate input is made into any subsequent works

**g) Fan-Led Review (FLR)**

- NH advised that developments in relation to both the FLR and potential inclusion in the Fair Game project are still under assessment and consideration.

**h) Surveys**

- NH advised that the club still plan to carry out a fans survey and will consult with the trust in preparation of same.

**i) Potential future events**

- There will be a 25 Year Anniversary Dinner held in the Premier Suite on 30 September '22. Trust offered assistance in promoting.

**3.0 Any Other Business**

- a) Away season ticket – NH advised that not many supporters had subscribed and that away ticket allocations will be handled as previously.
- b) Ladies football – NH advised that the BW Girls teams were active, along with an Under 18s team. The club would look to develop further in time.
- c) In light of recent associations between other football clubs and cryptocurrency and NFT organisations, NH reported that nothing of this type of development by BWFC was on the agenda.

**4.0 Next quarterly meeting date**

To be held on Friday 04 Nov '22

