



## BWFC Supporters' Trust

# MEETING NOTES

**Subject:** BWFC & BWFCST Quarterly Meeting No 7

**Venue:** University of Bolton Stadium

**Meeting Date:** 14 April 2023 @ 10.00am

**Present:**

BWFC: Neil Hart (NH), Phil Mason (PM)  
BWFCST: Ian Bridge (IB), Sue Higson (SH), Alan Houghton (AH), Mike Smith (MS),  
Maggie Tetlow (MT)

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### MINUTES

#### 1.0 Purpose of Meeting

The meeting is the seventh 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 quarterly meeting held on 06 January '23 were approved and are available on the trust website.

- b) Matchday Buses:

Trust have held several meetings with Transport for Greater Manchester (TFGM), Go North West (GNW) and Mobilityways over recent weeks. NH to meet with Tyrers and once that meeting has been held, further updates will be given.

Trust have carried out survey and matchday assessment of current usage and results provided to relevant parties for further assessment.

IB requested that postcode data be made available by the club to assist TFGM in their assessments. NH agreed to progress issue.

NH did confirm that there will be a bus service in place next season with details to be announced once finalised.

- c) Disabled Facilities:

IB updated on recent meetings held by the disabled facilities working group and that several projects are now underway. There is a meeting to be held on 19 April with Level Playing Field and Bolton Council representatives to confirm new Changing Place facility and location. Architect has now been appointed by club.

Accessibility passport format now agreed and signed off.

BWDSA quarterly meetings with club are now scheduled and trust will input and assist as required.

- d) Supporter Survey:

NH confirmed that survey will close on 24 April '23 and that there will a final push to encourage as



many supporters as possible to complete. NH advised that completions to date had been very encouraging and that once the survey is closed the data will be collated and further discussions held to analyse the results.

Trust will also encourage as many supporters as possible to complete the survey, if not already done so.

e) End of Season Awards Evening:

Trust is sponsoring the Supporter of the Year Award and the nominations are now being received. Once the nomination line is closed on 17 April, a panel made up of club and trust representatives will select the winner.

f) Trust AGM and Wembley Debrief:

IB thanked NH and IE for their participation in the trust AGM in February, which was well attended both in person and live online. The Q&A with NH and the manager was very informative and well received.

All parties agreed that the Wembley experience was a massive success all round, with the only glitch being non-appearance of the large BWFC crowd surf flag due to some communication problems on the day.

g) Potential Trust Events:

Discussions took place regarding potential events for the next 12 month period and there seemed to be a general agreement that a Fans Forum type event would be very useful and build on the success of the Q&A held at the trust AGM. To be developed in more detail by all parties.

### 3.0 Any Other Business

a) Affiliates Input:

Several of the trust affiliates took part in a zoom call recently and several queries were received as follows:

- Availability of the Papa Johns Trophy at a forthcoming home game for supporter photo opportunities was discussed. It was agreed that this could be actioned, with a possibility of location in the Fanzone an option. To be discussed further.
- Performance of the PA system was discussed. NH advised that the club were aware of issues arising, in principle, from that age of the systems. It was accepted that some attention was needed but would need to be appropriately prioritised.
- Some issues had been raised by Her Game Too ambassador, Emily Parker (EP), in relation to several reported occurrences of abuse on travel to and away from recent games. PM advised that all reports have been logged and are being investigated and that all reports will be treated accordingly. IB asked if the trust could be included in the next Safety Advisory Group (SAG) meeting when scheduled. NH agreed to the request and also asked the trust to write to the club regarding format and frequency of the SAG meetings, which are currently organised by Bolton Council.
- EP has raised the question about the function of the Ladies team social media updates. To be discussed further with PM as this is under the control of the BWITC.

b) SH had been approached by turnstile operatives who had registered some concerns about matchday operations. NH asked the trust to write to the club and this will be further investigated.

c) '23/'24 kit release was discussed and NH advised that timing was currently under review.

### 4.0 Next quarterly meeting date

To be held w/c 03 July '23 – to be confirmed

