

Supporter Consultation Group

First Meeting | Minutes

Date | Wednesday 30 April - 7pm (90 minutes)

Location | The Memorial Stadium - Boardroom

In Attendance

Supporter Consultation Group Representatives

Nicola Kumi - Family & Juniors Representative (**NK**)
Danielle Smith - Women's Supporter Representative (**DS**)
Gary Brindle - Senior Supporters Representative (**GB**)
Allen Williams - Diversity & Inclusion Representative (**AW**)
Anthony Cockayne - Season Ticket Holder Representative (**TC**)
Lucy Durcan - Season Ticket Holder Representative (**LD**)
Ian Sams - DSA Representative (**IS**)
Martin Hudd - Supporters Club Representative (**MH**)

Bristol Rovers

Mitch Waddon - Head Of Media & Engagement (**MW**)

1. Welcome & Introductions

- **MW** welcomed the representatives to the first SCG meeting and each member introduced themselves and their role with the group.

2. Group logistics & votes

A. Chair vote

- **MW** explained the first order of business was for the SCG to determine their Chair. This individual, going forward, will chair the meetings and work with the Club to set the agenda.
- **IS** was happy to offer his services with a unanimous vote determining **IS** as the SCG Chair. **MW** to chair the remainder of the first meeting with **IS** taking the role from the second meeting onwards.

B. Minutes

- **MW** said that the Club will provide minutes from each meeting. In this instance, as the sole Club representative, **MW** was to take notes and detail these as minutes and action points from the first meeting, to be shared with the SCG prior to publication on Club channels.

C. Meeting times

- The group collectively agreed to 90-minute meeting times, with each item on the agenda being given an allocated time period for discussion.
- The group unanimously agreed to meetings being held on Wednesday or Thursday evenings.
- A group discussion determined that the SCG will meet monthly for the next six months, with a further discussion around regularity of meeting held at the September meeting.
- The Club and SCG committed to determining the time and date of the next meeting within the meeting itself. The May meeting will be determined at the end.
- **NK** asked about potential absences due to unavailability. **MW** said that absences were understandable. The Club, where appropriate, will provide video links to attend SCG meetings, and SCG members can ask other representatives to present their points in upcoming meetings if they are unavailable.

D. Term-times

- **MW** said that the hope for the SCG would allow different supporters to bring their views as time progresses, and so the SCG should determine their term length before roles become available again.
- **MW** clarified there was significant interest from supporters in being involved. **TC** said it was important for those supporters to get their opportunity to be involved.
- **AW** suggested the group commit to a season, giving time for the representatives to bed in and provide continuity for other supporters to give feedback.
- **MW** suggested a staggered approach to representatives changing, allowing for a continued level of experience in the group, which the SCG agreed.
- Unanimous decision on the next conversation around change in representatives to be in 12 months' time, at the April 2026 meeting.

- **MW** added that, should any representative find themselves unable to continue due to a change in circumstances, the Club would completely understand and that individual would be able to step away.

E. Any Other Business

- **MW** clarified that the majority of meetings will be held at The Memorial Stadium.
- **MW** explained that some topics in the meetings will be discussed under embargo or with confidentiality. This will be made aware prior to each meeting and will be listed as such in the following minutes. The group agreed.
- **GB** raised the idea of communication between the SCG, and suggested a WhatsApp group. DS offered to create a WhatsApp group for the eight representatives.
- **AW** suggested official Club ID for authenticity for the representatives, so to ensure supporters feel comfortable talking to them about their views. **MW** to action.
- **TC** requested clarification of the requirements of the role. **MW** explained that the SCG will serve as a first port of call for the Club to share updates, ideas and initiatives, and asks the representatives to bring feedback from supporters and provide their own ideas for progressing the Club in an open and transparent format.
- **MH** said the most important thing is that supporters want to feel listened to. **NK** said there is a need for Club communication imminently on the back of the Club's relegation. **MW** assured that communication from the Chairman is imminent, likely to be after the end of the season, while media opportunities are being set up for the incoming Director Of Football too.

3. Club Updates

A. Club Magazine

- **MW** said the Club would like to delay the tenth edition of the Club magazine until July or August, and use it as a 2025/26 preview rather than reflecting on the 2024/25 season. The SCG unanimously agreed, with the condition that the decision is communicated appropriately with subscribers and supporters.
- **MW** said that, while the magazine is popular with the internal team, the product is running at a financial loss and the interest is not seen in the sales. The Club is considering all options - including ending the production. The SCG agree to speak to supporters for opinions concerning the magazine and its future.

- The conversation around the future of Pirates Monthly will be continued into the May meeting.

B. Fanzone update

- **MW** shared that enhancing and improving the Fanzone is a priority for the Club during the off-season, including child-friendly activities. More details will be provided in the coming meetings and the SCG will be invited to provide feedback during the summer, ahead of the 2025/26 season.

C. Parking

- **RB** to update in the next meeting.

4. Representative Updates

AW

- **AW** raised the idea of recognising Servicemen and Armed Forces who support the Club, potentially with an Armed Forces Day. **MW** to explore with the Club.

DS

- DS asked about reinstating the Young Pirates scheme, and reintroducing the first game experience for young fans. **MW** advised that plans are in motion to reintroduce the scheme and the Club will present more on this in the near future.
- The idea of 'goodie bags' for first time supporters was also raised, which **MW** mentioned could form part of the wider conversation regarding the Young Pirates.

NK

- **NK** asked if junior Season Ticket Holders will get the proposed Young Pirates scheme included in their Season Ticket. **MW** will investigate.
- **NK** suggested holding a draw for each home game for a Young Pirate or Junior Season Ticket Holder to be a mascot for the team.
- Possible options for rewarding Young Pirates and Season Ticket Holders with kit options were also discussed.
- Improvement in kids' options at Stadium Store was also discussed. **MW** advised that changes are already commencing in the Store's offerings with more details available in the near future.

TC

- **TC** is eager to explore and discuss the benefits to being a Season Ticket Holder. What can the Club do to make Season Ticket Holders feel special, valued and appreciated? **MW** to discuss with the Club and **TC** to collate feedback from Season Ticket Holders.

IS

- **IS** updated that the DSA is looking to get cladding added to the front side of the Accessibility Bay in the West Stand and East Stand to protect from the wind.
- Options are also being reviewed for the Cooling FX Stand.

NK

- **NK** suggested that the date for the summer Funday be confirmed as soon as possible so supporters can make plans. **NK** also suggested that the Club reconsider the day being on a weekend as opposed to weekday evening, as it was for last season. **MH** added that the new home shirt should be on sale for the Funday too.
- **MW** pointed out that the team's pre-season schedule will largely dictate the possible date for the Funday but will take the discussion further with the operational team.

GB

- **GB** asked for clarification around the new big screen for the Memorial Stadium. **MW** shared that the foundations for the screen have been installed and progress is being made.
- **GB** raised a safety concern in the South Stand, stating a young fan was hit by a thrown object by an away supporter at a recent fixture. GB says the security response was not timely. **MW** to take forward.
- Queries were raised regarding the emergency medical response in each stand, in particular the South Stand. **MW** to raise.
- **GB** also raised a concern with the quality of beer in the fan zone. **AW** suggested the lines might need clearing. **MW** to take forward. A follow-up point was raised about the standard of coffee also.

MH

- **MH** asked if the Club would be willing to explore allowing away fans from certain clubs into the bar areas, citing other Clubs that do so. **TC** raised the potential safety concerns. **DS** suggested categorising based on police decision. **MW** to take forward.

LD

- **LD** raised that the Supporters' Bars are feeling unwelcoming, lacking in spirits and do not hold adequate seating. **MW** to take forward.

5. Any Other Business

- The group unanimously agrees to hold the next meeting on **Thursday 29 May 2025** at 7pm at The Memorial Stadium.
- The group unanimously requested for details of pre-season fixtures and any tours to be shared as soon as possible, allowing fans to be prepared and make plans.

AGREED ACTIONS		
Action	Owner	Due
ID passes for the SCG to be produced ahead of the 2025/26 season	Mitch Waddon	Aug 2025
Collate feedback regarding the Club's Monthly magazine ahead of a further discussion	SCG representatives	May 2025
Explore the option for an Armed Forces Day in the 2025/26 season at BRFC	Mitch Waddon	May 2025
Receive guidance from STHs on how they can feel appreciated and ensure they are receiving value for money	Tony Cockayne	May 2025
Raise safety concern in the South Stand after incident at Reading fixture / Follow up on Emergency Protocols for the stands	Mitch Waddon	May 2025
Explore opportunities to permit select Club's away supporters into BRFC bars	Mitch Waddon	June 2025