

Supporter Consultation Group – Meeting Five
Wednesday 10 September 2025 – 7pm – The Memorial Stadium

1. In Attendance

Supporter Consultation Group Representatives

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

Bristol Rovers

Ritchie Bates - Director Of Commercial (RB)
Mitch Waddon - Head Of Media & Engagement (MW)

Apologies

Lucy Durcan - Season Ticket Holder Representative (LD)

2. Actions and discussion points – previous meetings

A. SCG to provide details to Club for Club passes and enhanced DBS checks

At time of meeting, half of the SCG members had completed the necessary registrations for their identity passes. The Club is working with the other half to complete the process in the near future.

B. Club to investigate Monzo payment issue for junior supporters

The Club has undertaken an initial investigation into this possibility but needs to explore future with other stakeholders and providers, as installing may be out of Club's control.

- C. Club to confirm outcome of discussions on Aws Servicemen/ Key workers proposal and acceptance of Defence Privilege Card and Blue Light Cards

AW was pleased to present alongside the Club that an agreement has been reached for the Club's Remembrance fixture on Saturday 8 November 2022 will be free for servicemen and women, and veterans.

Progress is also being made on Defence Privilege Cards and Blue Light Cards, with the Club exploring other offerings in and around Bristol.

The SCG collectively thanked AW for his work and liaison with the Community Trust.

- D. Club to confirm outcome of review of NK and LD's review of added benefits for STHs offered by other Clubs.

Club has progressed work on what can be offered for the 2026/27 season and beyond, including vouchers, offerings, discounts and other examples. The Club is also working on collabs with sponsors. For the short-term and this season, the Club is looking to incorporate benefits that are experience-based and discounts for cup games. More information will be shared in due course.

- E. Outcome of Club consideration on implementing SLO roles. Carried forward until time allows

The Club wishes to first hire a matchday SLO role to take responsibility for this project. The Club will continue to work on this with the relevant departments as time allows.

- F. Club / SCG comments on new food and drink offerings success in easing flow of footfall around SW/S stand areas after previous feedback.

The Club has been exploring and has found a workaround to provide hot food and beverages in the south stand moving forward.

Alternative options regarding alcohol beverage availability in the East Stand are also being considered.

Each Club kiosk and bar now provides a uniform offering to supporters and the Club is continually reviewing the signage in these areas, other than kiosks from which the pitch can be viewed which are prevented from offering alcohol under EFL regulations. All kiosks now offer drink and food, so fans need only queue at one outlet.

Club delighted to say they have found a workaround now after discussion with the SAG on plugged in card readers.

G. Update on walker/ wheelchair storage issue

The Club has prepared a proposal for sharing with the Disabled Supporters Association.

H. Outcome of replacing plastic glasses with structurally robust versions.

The Club is considering all options and continues to look at this.

I. Outcome of Club review of use of East Stand hospitality loos by ladies (given lack of ladies facilities on that side of the ground) and accessible needs fans.

The Club has made necessary exceptions for supporters where it has been correct to do so, and also reallocated facilities in the away terrace as and when required.

J. Outcome of review of provision of female health products.

The provision of female health products has been allocated to a member of staff as part of their matchday responsibilities.

3. Club Updates

A. Screen update

The Club explained that the decision to incorporate a screen on this side was to ensure the 10 – 15 per cent of supporters unable to view the new, bigger screen still had an option. This new screen was as large as could be facilitated on the East stand at this time.

B. Club AOB

MW briefly explained to the SCG the working of the media and engagement department and will share a deck at the next SCG meeting with more detail regarding the Club's engagement strategy.

4. SCG issues and Fans Feedback

A. Football Bill

The Club feels appropriately and effectively challenged by the SCG and is welcoming of all fan feedback presented to the Club.

B. Game day feedback

- Disappointment there was no warning that the kids area was not going to be opened on mid week games.

The Club acknowledges and takes on board with feedback – a concern with evening / nighttime visibility led to the decision with risk assessments and this will be communicated moving forward.

- Issues with all card machines not functioning in South Stand bar at HT and pumps in fanzone malfunctioned.

The Club recognized an issue with card machines and has undertaken necessary steps to rectify, including agreement with the necessary parties that the same wired payment connections as used throughout the stadium can now be used in the South Stand area

There was an issue with a loose hose and loss of pressure in the fanzone bar which was identified and rectified as soon as practically possible.

- New signs for toilet cleaning not updated game after game

This has also been added to the matchday responsibilities.

- One West Stand turnstile open for Oldham game

The Club will investigate.

- Hole in SW stand roof for walkway to screen going to be made good?

There are future plans for the walkway access to be cladded but the Club will pick up with the supporter in question for further advisement.

C. Retail/ Ticketing feedback

- Request for away travel information

The Supporters Club has historically worked with fans to provide away travel, with the Club's support, and supporters should be referred by Club staff to visit the Supporters Club cabin on match days or the Supporters Club website for bookings.

The Club also provides details on how to access away travel with the Supporters Club on the Club website, and will include this information in a future email.

D. Points scheme

- Fans reported issues with points for Spurs game not being added

The Club will take forward and would like to reiterate that any supporter who did not receive their points can have them added to their accounts at a later date in the Club shop, with proof of purchase.

The Club is actively encouraging supporters to purchase tickets online prior to fixtures, rather than in-person on matchday, hence the slightly lower prices on tickets before matchday. Adding the points when purchased this way is an automatic process.

- Practical issues arising, for example husband and wife couldn't both get to all games, missing a 5pt at home. Also disabled and carers falling out of sync. Ended up in different priority Groups and can't sit together. Work around?

Club is constantly reviewing points system and is looking at schemes around certain home and away games, including for how to keep this fair for Season Ticket Holders as priority for home cup games, and to ensure supporters have plenty of opportunities to enhance their points.

- Fans who work gig economy zero hour contracts often can't make decision on attending away games until Friday so get no credit for attending away games. No less loyal than others in attendance. Work around

The Club recognizes this frustration for a small group of supporters but any workaround for this would be open to abuse and could not be fairly managed.

E. Derby approach to collecting fan feedback and responding to issues

- *For immediate feedback regarding breaches of anti-abuse policies, the Club has an active 'report it' number which is in use on matchdays, is available on our screens and in other in-stadium media. The number is 07451 288910.*
- *The Club will be funneling future feedback through a dedicated member of club staff, who will then collate responses from the Club's Senior Leadership Team.*

F. Pirate Crew feedback

- Disappointment the ticket offer is only in specific stands. What do PC members in other stands do.
- *The Club clarified that there will be two to three designated games that Pirates Crew members have the option to claim tickets for all of those, as per the perks of the membership. Club has the designated 'family stand' with the EFL that must be*

primary stand for family days but the Club will investigate the feedback that fans would prefer to be able to use their own stand for additional Pirate Crew tickets and see if this can be achieved under EFL requirements.

- Date of Xmas party needs to get in diary so parents can ensure their availability to take their children

The Club will take this forward.

- Have wall art posters all been sent now?

The Club database says that all wall art posters have now been posted out. Any supporters not to receive theirs are encouraged to reach out to the Club.

G. Fan idea re a survey of those who travel from London direction and interested in shared travel or in numbers exist some sort of organized travel.

The Club encourages supporters to utilize social media and work with the Supporters Club to implement such a shared travel scheme if there is enough interest.

5. Monthly focus area - Owner and Player fan engagement.

- Club feedback on discussions with Owners on more communication on progress being made on Ground and Quarters projects.

The Club, and the ownership, is committed to providing meaningful updates regarding progress on the Memorial Stadium and Quarters redevelopment projects. The Club appreciates the hunger for updates and is excited to present these at the right times in the most meaningful ways.

SCG mentioned any news is good news however small and keeps fans aware that the projects are still being worked on and moving forward.

- Group discussion on fan engagement propositions for the Club and Chairman to consider

The SCG and Club representatives debated the merits and drawbacks of certain engagement and content ideas around the Bristol Rovers ownership. SCG members made clear the interest from some supporters in more communication and content from the Chairman, a point Club representatives acknowledged and would take into future consideration. The SCG will consider with fans what they would like to see more of. The Club shared that the owners would like to, in the future, attend an SCG meeting.

- Player to fan engagement

The Club reiterated plans are in place for further player engagement with supporters, particularly around matchdays. Players not involved in matchday squads will be included and participate in engagement opportunities with the support of the Community Trust.

6. Representative Updates not covered above

a. Disabled Supporters Association

The DSA has a social event on September 25 2025 in the Thatchers Bar at The Mem. The DSA wishes to stress it does not only support mobility issues but all issues which have a bearing on the ease of a fan attending games. All those with any additional needs either permanent or temporary are encouraged to attend. Those wishing to attend can ask for further details via BRFCDSA@gmail.com

The Club is looking into with the Community Trust an access ramp for the indoor play tent adjacent to the Pirates' Deck area.

7. AOB

- *The SCG put on record their dismay and upset regarding the abuse received by Isaac Hutchinson and his family, and shared in the sentiments of the Club statement.*
- *MH shared his thanks to the Club for their support in providing team-sheets to members.*
- *The Club noted that Sensory Packs would be available for free for any person requiring them from the Barrow AFC home game moving forward.*
- *The Club and SCG agreed that feedback regarding the Women's team, including the experience at home Women's games, would be beneficial.*

8. Date of next meeting

The Club and SCG agreed the next meeting will be held in early November 2025 with a date to be confirmed following the publication of the FA Cup first round schedule.