

Supporter Consultation Group – Meeting 7
Thursday 5th February 2026 - The Memorial Stadium

Attendees

Supporter Consultation Group Representatives

Ian Sams - Chair & DSA Representative (IS)
Allen Williams - Diversity & Inclusion Representative (AW)
Danielle Smith - Women's Supporter Representative (DS)
Nicola Kumi - Family & Juniors Representative (NK)
Anthony Cockayne - Season Ticket Holder Representative (TC)
Lucy Durcan - Season Ticket Holder Representative (LD)

Apologies

Martin Hudd - Supporters Club Representative (MH)
Gary Brindle - Senior Supporters Representative (GB)

Bristol Rovers

Ritchie Bates – Chief Executive Officer (RB)
Mitch Waddon - Head Of Media & Engagement (MW)

1. Actions and discussion points – previous meetings

A. SCG passes to enable public meetings

Club to liaise with SCG members individually to confirm passes are in a fit and proper state. SCG intend to hold a fan enquiry desk at a future home game so ID cards will be required under the safeguarding requirements.

B. Club to investigate Monzo payment issue for junior supporters

The Club is still investigating this with payment providers.

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

Discussed below in Club Updates...

D. Outcome of Club consideration on implementing SLO roles.

The Club is looking into launching two SLO roles on matchdays, which the Club would like to approach in the summer. The Club is proud of its work across safeguarding for

supporters and is keen to improve on our matchday operation in regard to support for fans.

E. Update on walker/ wheelchair storage issue

The wheelchair storage is on the list of work for the Club's contractor to complete.

F. Outcome of replacing flimsy plastic glasses with structurally robust versions.

The Club recognises this is an area that needs improvement and is continuing to consider the financial elements to this, with an eye to improved materials for the 2026/27 season.

G. Defence Privilege Cards and Blue Light Card

The Club is looking to link up with other Bristol sporting entities to ensure consistency across Bristol sports clubs in providing this.

H. Pirate Crew

Christmas Party

The SCG asked how well the Christmas Party went. The Club knows there were opportunities missed in relation to the event and has reviewed for future events.

Outcome of review of process on Ticketmaster for Pirate Crew fixtures

This has been resolved and the Club will review this with a process test ahead of the next Pirate's Crew fixture, pencilled for Friday 3 April 2026. The Club are planning more events for the next PC game.

Decision on a member of Pirate Crew being selected for matchday mascots

The Club will discuss with the Community Trust to consider including Pirate Crew members via a draw where space permits..

Boxing Day fixture

There had been disappointment that the Pirate Crew deck had not been open on Boxing Day. The Club explained the issues that led to this and plans would be revised to improve resourcing of the facility in future seasons,

I. Shelving/ fan furniture under South Stand

As with the Wheelchair storage unit, this is on our list of jobs to be completed around the Stadium and will be installed in the near future.

The SCG also raised the possibility of shelving in the FanZone, which the Club agrees will be a good idea and will investigate.

2. Club Updates

A. Mem & Quarters redevelopment – impact of announcement

Supporter reaction was generally positive in terms of the Chairman's video communication, with supporters showing understanding for the unique access situation presented by The Memorial Stadium regarding development. Supporters welcomed the explanations given and other updates provided.

TC felt the reaction to the Charmain's communication was positive but also understood fan disheartenment towards the content re Stadium development progress, but also appreciation for the honesty.

The Club, with recommendations from the SCG, will continue to look at the level of communications around the Club in terms of updates from key personnel

B. Season Ticket offering, timing and pricing

Feedback on LG and NKs spreadsheet/ reviews of other clubs' offerings. When will ST invitation be sent. Obligations under Football Governance Act (26/27)

The Club has reviewed the detailed work completed by LG and NK and thanks both for their investigation into other Club offerings for season ticket holders.

The Club is in the process of finalising plans for 2026/27 season tickets. The Club is proud of the overhaul to the season ticket policy in 2025/26 (particularly age tier revisions) and, having undertaken such significant work, believes consistency in that system is now important with a few tweaks.

One of these tweaks will be different benefits for season ticket holders, which the Club is exploring across retail, refreshments and commercial partners. The Club is eager to get these right and locked in before confirming in any official communication.

The Club is working closely with Ticket Master regarding opportunities around Season Ticket Cards for 2026/27, and is also investigating a Direct Debit option payment option.

C. Club AOB

The Club noted a busy December and January period both on both the football and club operation side and work is already underway towards plans for the 2026/27 season, including further improvements across the operation.

3. SCG issues and Fans Feedback

A. Owner engagement/ meeting with owner and Stadium /Quarters update

The SCG provided feedback on the Chairman's update, as published by the Club at the end of December 2025. Feedback was largely positive. While there is fan disappointment where the Club is at in relation to stadium development, there is an appreciation for the transparency from the Chairman.

The SCG suggested future opportunities for communication from the Club directors and hierarchy. The Club shared that the next round of communication is being planned for Director Of Football Ricky Martin and CEO Ritchie Bates. . SCG stressed the Club should communicate all positive developments (unless confidentiality applies) as 99% of fans would appreciate knowing things are moving forward.

B. Game day feedback

Segregation – issues with Colchester caused by 7 seat segregation. Much improved with full segregation at Newport.

The Club shared that for the Colchester there was a specific issue in relation to the nature of the fans who attended. Segregation is monitored by the Club, in conjunction with the police (and the intelligence they receive on fans in attendance), on a match-by-match basis.

Wet flooring in Unit toilets causing slips – could there be 'dirt trap' mats at entry to at least reduce wet feet impact.

The Club will look into sorting this immediately.

Further complaints re toilet cleanliness, lack of hot water in ladies' toilets, no soap in ladies toilets.

SCG confirmed a complaint had been made but the complainant had not yet provided details on which location the complaint related to. The Club is eager to keep improving

in hygiene in these facilities and welcomes further feedback. Fans must include the details of specific toilet where problems have been observed.

Menu missing from food stall behind Thatchers. No food left 1hr before kick off. No sugar free drinks

This is Kiosk 5. The Club regularly audits menus ahead of home games.

NB – The Club checked after the SCG meeting and, because of new branding for Kiosk 5, the menus were temporarily relocated to inside the kiosk for the fixture in question. The issues in relation to food supply and lack of sugar free drinks will be passed to the Catering team to address.

C. Family space

The SCG noted an announcement for a family space / baby feeding area at Bristol City and asked about possible locations at the Memorial Stadium.

The Club noted a space has been identified for a neurodivergent space at The Mem but, due to a lack of room, a specific family space is unlikely at this time. The Club would delegate certain other spaces on matchdays, such as the Boardroom or offices, for such a need and will look into mother / baby passes for matchdays as and when required.

SCG suggested better signage showing the location of the existing baby change locations that do exist around the stadium. Club confirmed they are working on an improved stadium map which will include such detail.

D. Points scheme

Groupings for levels of points. Can we use all days required for this with additional points before league game season ticket holders get access?

SCG confirmed a complaint had been made that, in terms of dates when away tickets could be purchased, despite attending several away games the fans had been grouped into same group as season ticket holders with no additional points. The Club is pleased with how the Priority Points system has been received by supporters and will consider any potential anomalies as part of the constant review across our engagement and ticketing departments.

E. SCG Season 26/27

The SCG noted that, as per the first meeting, the 12 month period for the SCG representatives is nearing its conclusion and asked for clarification on next steps.

The Club have enjoyed meeting with the Independent Football Regulator and the Football Supporters Association over the last month, and part of those conversations have been in relation to supporter engagement and consultation.

The FSA praised the Club's willingness and spirit in creating and engaging the SCG but noted some areas which needed some review to ensure the best level of compliance. The Club is further investigating these recommendations and will feed back at the next SCG meeting.

F. Representative Updates not covered above

a. Disabled Supporters Association

IS is going to share the minutes of the most recent DSA meeting with the SCG to see the areas DSA is involved in. An issue was raised regarding fan treatment in the wheelchair area at Salford City, and the Club will check with Salford regarding waiver for where supporters were seated in this fixture. (Post meeting IS discussed with fans in that area. Whilst the location was disappointing being so far away from our own fans, the specific behavioural complaint was with 1 steward and other fans in the area had not been treated in the same way regarding showing club colours etc)

G. AOB

IS raised a complaint that was re food in hospitality for the Walsall game. RB confirmed he was already dealing with this as a matter of urgency.

No other business was raised by representatives or the Club.

(Outside of the meeting a suggestion to video or stream SCG meetings was discussed. All felt that the minutes reflect all of the information that can be publicly disclosed at that time. Streaming is not possible given the content of the meeting. A video could only be edited to reflect the minutes and would not flow given part of the answer to a question is at times confidential. It is difficult to see any significant benefit would be gained in producing a video of parts of the meeting whilst significant additional work would be required)

H. Date of next meeting

The Club will seek to hold the next meeting between the last week of March and first week of April 2026.