



Supporters Parliament

Meeting held on Wednesday 9th October 2019

at the Montgomery Waters Meadow

The Shrewsbury Town Supporters Parliament would like to send our condolences to MPM Executive Chairman Mark Morris' family and friends on his tragic passing during the summer.

Mark worked hard with us at the Supporters Parliament, Shrewsbury Town Football Club and other supporters' groups to provide a high-quality level of service to both home and visiting supporters.

Mark will be missed by us all.

Present

Chris Wynne (SP Chair); Mike Davis (Supporter Liaison Officer); Brian Caldwell (CEO); Lawrence Ellerby (Safety Officer); Ian Whitfield (Media Manager); Jamie Edwards (STiTC); Joshua Wynne; David Allsopp; Janet Bould; Paul Coyne (Away Supporters FC); Barry Davies; Daz Davies; Geoff Davies; Rachael Dilloway; Andy Garden (Proud Salopian); Nick Gurden; Helen Hall; Barry Hawkins; Ian Jones (1); Rob Lewis (OSC); Jill Lucas; James Nightingale; Rebecca Nightingale; Ian Payne; Shaun Peever; Glyn Price (Away Supporters FC); Lynn Price; Stewart Price; Paul Chidley; Barry Hawkins; Charles Crosland.

1. Apologies

Roger Groves (Supporter Liaison Officer); Chris Allen; Ray Allen; Ian Jones (2); Malcolm Lane; Marion Lane; Selwyn Plant; Colin Storey; Richard Vernon.

1. Welcome and Apologies received

The meeting was opened by Chris Wynne with everyone in attendance welcomed, particularly a couple of new faces. For their benefit, Chris introduced those on the top table representing club and

Supporters Parliament. A number of apologies had been received which would be made available along with those present on the minutes produced.

2. Review of Minutes from last meeting

Chris confirmed that the minutes of the last meeting from August had been agreed between the club and the Supporters Parliament and were available to view on the club website and also Chris had a copy with him for anyone wishing to view.

3. Disability Supporters Club – Jamie Edwards Presentation

Jamie Edwards of STFCitC (Shrewsbury Town in the Community) described a brief history of the work of STFCitC working with disabled Shrewsbury Town FC supporters, explaining that during the last four years the club and STFCitC working together have become one of the leading clubs within the West Midlands for providing activities for supporters with disabilities, one of which includes a Cerebral Palsy club (details on their website <https://www.shrewsburytowninthecommunity.com/activities/shrewsability/>). The purpose of these activity groups, as listed on their website, is to ensure that anyone can represent Shrewsbury Town Football Club regardless of their age, gender, disability or from a deprived background. Crucially Jamie explained that these projects are all sustainable since the original charitable funding for these projects ended in June 2019.

Jamie announced that following STFCitC's successful bid, funding from the Wembley National Stadium Trust who are a charitable organisation aiming to deliver sporting activities to local communities and are funded by Wembley Stadium ticket sales. (Details about this organization are on their website <http://www.wnst.org.uk/>). The funding is to allow STFCitC to launch several new projects to engage with supporters through matchday activities, predominately for 16 years+, but the funding is not designed to sustain them, this will be achieved through fees and other fund-raising methods.

STFCitC's Disability Awareness Programme is linked to a current volunteer programme along with programmes in both primary and secondary schools. The programme consists of a theoretical workshop and a practical session, which involve participants playing football in order to understand some of the challenges people with certain impairments face. The programme will be delivered over five weeks for a total of ten hours delivered annually.

STFCitC's matchday Disabled Supporters Club (DSC) is linked to the Shrewsbury Town's Supporters Parliament. Jamie explained that nationally people with a disability struggle to access physical activity sessions during a typical week which can add to obesity which then potentially leads to more strain on NHS services. The aim of this project is to provide a preventative/social prescribing approach to addressing this issue. An Activator session for people with disabilities will operate every Saturday matchday from 1pm at the Community Football Hub pitches at the Montgomery Waters Meadow. The sessions will be designed to encourage supporters take part in a one-hour football activity session before attending the match on the day & will be designed to include all impairments.

For the careers who accompany the supporter to the sessions, the Hub will be open for them to go and enjoy some light refreshments freely available while they wait & is also a place for any other disabled supporter not taking part in the sessions to socialize with others before heading to the

game. Rather than simply arriving at the Montgomery Waters Meadow, heading up to the balcony or other areas for disabled supporters and wait for the game to start, but instead providing an inclusive and safe environment where they could also participate in physical activities.

STFCitC aim to create a Post 16-years squad working with Severndale Special School, who have a Futures centre at Shrewsbury College who would also work with STFCitC. A college league can be formed and include Derwen College, Ludlow & Shropshire College & Telford College of Arts & Technology who will play in a festival once a month at home and across the country. During the next two years, the hope is that this will develop and expand further.

Extra Time Hub is a project which has received funding from Sport England to begin a series of activities for the over 50's, to ensure that they receive regular weekly exercise while interacting with others. They can also take part in the activities, which will help to reduce social isolation, by taking part in projects including walking football, gardening, bowls, etc. **Volunteers over 50+ years** are required to assist in the long term running and maintenance of the Extra Time Hub projects at the **Mercedes Benz Football Hub next to the stadium which takes place Thursdays 10:00am - 12:00pm & Castlefields Community Hall Tuesdays 13:30pm – 15:30pm**. There are also potentially sites at Baschurch & Dorrington. The volunteers will, over time, take control of the Hubs to ensure the continuation of the projects to deliver for the local communities. The equipment provided from the creation of these Hubs will be maintained through subscription fees paid by those taking part & being linked to Shrewsbury Town Football Club allows those taking part a chance to discuss matches past & present and enjoy the company of others who may not interact with others much in their own homes &/or community.

Kick Cancer, similar to the Extra Time Hub in partnership with the Lingen Davies Cancer Fund, provides a place for people recovering from cancer to have a safe environment to take part in projects with others who too are recovering from cancer using sports to aid their recovery with the project held at the **Mercedes Benz Football Hub next to the stadium which takes place Thursdays 14:00pm - 16:00pm & Ludlow Football Stadium Wednesdays 10:00am – 12:00pm**.

Visit www.shrewsburytowninthecommunity.com/kick-cancer/ for more details.

4. Match-day Experience

With only five home Sky Bet League One fixtures having been played by the time of the meeting, Chris Wynne (SP Chair) explained to the supporters in attendance that the number of home games for Shrewsbury Town Football Club since the August meeting has been limited due to some matches being called off due to international duties for Ryan Giles with England's Under 20's and Omar Beckles and Aaron Pierre called up for Grenada. As a result, the number of matches for supporters to provide feedback has become limited along with the (at the time of meeting) called off fixture with Bury FC due to their expulsion from the English Football League.

A supporter asked whether the club considered moving the Newcastle United Under 21 Leasing.com match from Tuesday 8th October 2019 to the weekend of Saturday 12th October 2019. With the removal of the Bury fixture from the schedule the move of the fixture could have provided the club with a possible larger crowd and as a result better revenue for the club? Brian explained that the dates were set with the EFL in advance and in hindsight it is possible the club could have looked to move the fixture, however, at the time it did not cross his mind.

A supporter asked about entry for disabled supporters who are unable to use the turnstiles and have to enter through the doors within the South Stand. Unlike stewards in the West Stand who have a handset to scan the supporter's season ticket/match-day ticket/fan card, the South Stand supporters have to wait for a handset to be made available for them to complete entry into the stadium. What were the club going to do to address this issue?

Lawrence Ellerby (Safety Officer) explained that he was made aware of this issue after the Fleetwood Town FC match & he has already made arrangements with the Turnstile staff for an extra scanner to be made available for the steward in charge of this door within the South Stand to be trained to use a scanner and use it when required as it has been done for some time in the West Stand. Lawrence wished to express to everyone that he planned to check all stands to ensure that this issue does not happen in any stand in the future.

A supporter asked whether Shrewsbury Town Football Club had any plan to compensate season ticket holders for the removal of Bury FC fixture by the English Football League with supporters being out of pocket as a result? This is a difficult question to answer, explained Brian Caldwell (CEO) as this was discussed at a recent EFL meeting of Sky Bet League One clubs. From a club point of view, Shrewsbury Town Football Club has lost a football match to be played at the Montgomery Waters Meadow, which means that the club have lost a considerable amount of revenue, which is more than just ticket sales but also lost revenue through sponsorships, hospitality & catering resulting in a loss to the club as a rough estimate of £50,000+

This is an issue which Brian wishes to discuss more with other Sky Bet League One clubs going forward to have some kind of blanket approach from the league, rather than one club offering season ticket holder a partial refund in some way while another refuses to do so. This also impacts those who have sponsored the club for the 23-season fixture and other season long packages which the club operate & could increase the losses made by Shrewsbury Town Football Club through no fault of their own. Brian is considering all other options including any potential home FA Cup fixture which all depends on negotiations with the visiting club or even a discount for season ticket holders traveling to an away league game receiving some kind of discount. The football club are also trying to look into multiple options to compensate the supporters and sponsors in some way that does not cause major harm to Shrewsbury Town FC's finances.

A supporter asked why the Bury Football Club was still on the Shrewsbury Town's website as an upcoming fixture? Ian Whitfield (Media Manager) explained that a feed on www.shrewsburytown.com called "Opta Stats" automatically activates on all EFL club websites the stats for their next registered fixture & for Shrewsbury Town Football Club the next fixture on their database was originally Bury Football Club. Ian had raised this issue with stats provider and he explained that this will be corrected. Details are here <https://www.optasports.com/about/the-opta-difference/>

Brian wished to inform those present who may not be aware that Shrewsbury Town introduced more family orientated initiatives "Look with Lenny" which is an activity sheet and a pencil given to children entering the family area of the Montgomery Waters Meadow to provide them with an activity if they get bored with the game which has been well received by parents and children alike.

Brian also wished to inform supporters that Lawrence nominated someone who works in the Family Stand to be the Family Liaison Officer, which will not interfere with the work of Supporters Liaison Officers. The role interacts with the families and children as they enter the ground via the turnstiles & Brian feels that this will enhance the work achieved by Jamie's team at Shrewsbury Town in the

Community to continue to encourage them to attend more matches with a fun and welcoming environment.

Brian and Lawrence explained a new initiative whereby they analysis the ticketing every week along with Martin Gaunt (Ticket Office Manager), who was not in attendance at the meeting, to identify children who have visited the Montgomery Water Meadow for their first ever football match & commemorate this with a certificate with their first match identified & signed by the manager of Shrewsbury Town Football Club sent around a week after their visit.

A supporter asked about the television feed within the Montgomery Waters Meadow with errors and whether a live Sky feed is available?

Brian explained that during the close season, Shrewsbury Town Football Club changed the supplier for the match day feed from ADI to Stadium TV who provide live match statistics and score updates. Issues with regards to incorrect or delayed posting such as goal scorers advertised after the final whistle which were identified in early games have been identified as broadband issues which have since been corrected. Sky is still provided through the channel & provides an advertising stream for the club along with information continually updated on the panel on the right-hand side of other live games score. However, one supporter made the club aware that only Premier League and Championship live scores were displayed and not League One or Two. The supporter felt that Sky Bet League One scores should take precedence as it is the league which the club resides in and other leagues should be just displayed for a brief time, the club said they would raise this with Stadium TV.

A supporter wished to complement the improvements made to the buffets in the concourse at the Montgomery Waters Meadow with the addition of the outdoor catering vans helping to improve the speed, quality & range of products for supporters to purchase on a match day.

Lawrence asked those present who normally reside within the South Stand of the Montgomery Waters Meadow for their opinion on the moving of the outdoor catering van closer to the stand following the move of the FanZone to the adjacent position next to the Mercedes Benz Football Hub & Smithy's Bar. Lawrence is also investigating the possibility of the outdoor catering units in both South and West Stands serving alcohol at half time to try and reduce queuing times within the concourse & all feedback from supporters would be greatly received.

Email to be sent to Lawrence.Ellerby@shrewsburytown.co.uk or sp@stfcsupporters.com

Brian informed the supporters present that comments made at a previous Supporters Parliament meeting about investigating the introduction of a chip and pin system as a method of payment for supporters was placed on hold as Mark Morris of MPM was in hospital at the time. Since Mark's passing, Brian has not approached MPM about this potential new system until recently and both MPM and Shrewsbury Town Football Club will investigate a possible trial to be made in one of the stands. Issues including wi-fi signal strength/bandwidth are also being investigated by both parties & Brian hopes something can be done in the future. Brian added that with the lack of ATM cashpoints currently within the local area of the stadium being a factor in investigating this service.

It was commented on by a supporter that they had experienced chip and pin card readers at many football grounds around the country & in many other different sports grounds where some only use chip and pin card readers to accept payments. The supporter mentioned grounds such as Edgbaston Cricket Ground during the 2019 Ashes series and Wembley Stadium, which had cash only and card only bars.

A supporter raised the issue of the yellow paint on the steps of the Montgomery Waters Meadow, which has been rubbing off onto supporter's footwear. Lawrence believes it is the age of the paint that is causing it to come off the edge of the steps but he will investigate the matter further and added that with the upcoming level of fixtures combined with the upcoming seasonal weather, this may not be addressed until the end of the season.

5. FanZone Update

The FanZone opened for a soft launch prior to the visit of Fleetwood Town 28th September 2019; Mike Davis (Supporter Liaison Officer) was present for the soft launch, which ran smoothly. Several issues were raised on the day including: incorrect pricing advertised online to those charged at the onsite bar which is being addressed for future games; drinks purchased in Smithy's Bar and served in glasses were not always transferred to plastic glasses when leaving to enter the FanZone, this was not always enforced by the stewards operating both indoors and outside. Mike did ask for feedback from supporters on their experience within the FanZone and Smithy's Bar so that between the Supporters Parliament, Shrewsbury Town in the Community and Shrewsbury Town Football Club through the Hospitality Department improvements can be made to give our supporters the kind of FanZone that they want to use on a match day and as a result provide our Football Club with more revenue.

The green fence which segregates the home supporters coming out of the West Stand from the away supporters coming out of the Northern Away Stand will be moved after the Sunderland match to be held at the Meadow 26th October 2019. This move of the fence will allow home supporters to return to Smithy's Bar after the match without having to wait for the away supporters to depart which in turn is hoped will improve the match day experience for supporters and increase revenue for both Shrewsbury Town in the Community and Shrewsbury Town Football Club.

When a full away end is expected, such as the upcoming Sunderland match on 26th October 2019, it is anticipated that with fifteen plus coaches of visiting supporters arriving, the FanZone and Smithy's Bar would potentially be over capacity with their early arrival before a Shrewsbury Town fans arrive at the ground. The current plan being discussed by both of the SLO's, Brian, Lawrence & Jamie is that Smithy's Bar would be for home fans only and the outdoor FanZone would be a mix of home and away supporters.

Following a suggestion from a previous Supporters Parliament meeting, STiTC, Shrewsbury Town FC & the SP have been investigating a form of bespoke plastic glass, such as ones used at other major sporting events and festivals, where the plastic glass is hired for a charge for the supporter to use and return for a refund of the hire charge or the supporter keeps the plastic glass. Lawrence added that this system was first brought to Edgbaston Cricket Club after their CEO experienced it during the Rugby world Cup and has been extremely popular since it was introduced.

A supporter suggested that until a solution is actionable for a plastic glass hire system, would it be an easier solution to just use plastic glasses on a match day both in side Smithy's Bar and outdoors in the FanZone? This is something which is being considered, but Lawrence is confident long term that glass indoors could continue and transfer to plastic glasses when people head outside and only if it becomes a regular issue that they would look again at 100% plastic on a match day.

Email to be sent to sp@stfcsupporters.com

A supporter asked why only lager was served and no Woods real ale at the FanZone soft launch?

Jamie explained that it was a one-off situation with only lager being served due to timing issues in installing both the equipment in time for the launch. Similarly, the range of food available for the new bar was not as they had hoped due to power issues, which could not be rectified in time for the soft launch, & it is Jamie's hope that these can be addressed in time for the Sunderland match. Brian added that the feedback received so far reflects the issues already identified and should be addressed for the Sunderland game. Jamie added that if supporters want any kind of decoration of the FanZone such as flags, shirts, etc. would make it feel more warmly please provide the ideas or, if supporters, or supporters groups, wish to donate then they can explore further such as the OSC banner.

Jamie asked what would supporters like to see at the FanZone, either on the stage or other activities in the area, which would alter supporters usual matchday experience at various pubs and venues around Shrewsbury and head to the Montgomery Waters Meadow?

Glyn replied that recently, Shrewsbury Town's away game to Tranmere Rovers provided him with a great experience. He and his team mates in the Shrewsbury Town FC Away Supporter' Football Club travelled to Tranmere from their match in Chester, they arrived at the FanZone which was a large outdoor marquee which was decorated with all kinds of flags, banners and other decorations with a bar and a large projector screen featuring a live football match which featured the Brighton Hove Albion vs. Tottenham Hotspur game and compared to the current setup in the Shrewsbury Town FanZone of the matches only shown indoors in Smithy's Bar. Glyn was informed by a Tranmere supporter that more of their own supporters use their FanZone than some of the local pubs in the local area now, which reflected in his observation on the day.

A supporter asked why has the price of drinks both alcoholic and non-alcoholic increased so substantially, for example San Miguel £4.30 per pint compared to £4.00? & that if drinks are cheaper in local bars such as the Wild Pig then home supporters will not use the FanZone facilities as much due to cost.

Jamie explained that the bar within both Smithy's and the FanZone is not his responsibility as Shrewsbury Town in the Community is a registered charity and that both of the bars are run through Shrewsbury Town Football Club's Hospitality Department. Brian explained that he would investigate the Hospitality Department pricing in the FanZone as the cost is similar to those on a match day in the Sovereign Suites & in his view £1.70 for a Pepsi is too much for the supporters in the FanZone. Chris explained that he brings his son to games & wants to support the FanZone, but the pricing has to be competitive or supporters could be put off, regardless of what activities are put on by STFC or STFCitc.

6. Proud Salopian Update

Andy Garden has been working with Brian and the Club along with the Supporters Parliament and the OSC to set up the Proud Salopians supporters' group - representing Shrewsbury Town supporters from across the LGBTQ+ community and their allies. With the support of Shrewsbury Town in the Community, the Reech Community Hub will be the venue to host the official launch event of the group prior to the home game vs Gillingham (Tuesday 22nd October 2019)

Guest speakers from the Football Supporters Association (FSA) and Pride in Football along with representatives from other LGBTQ+ groups from around the country will be in attendance to talk to and answer any questions from supporters, with light refreshments also available to all attendees.

A new banner will be created for permanent display within the stadium (with special thanks to Matt Burgess who has created the design), which has been funded by the FSA's Fans for Diversity campaign. The exact location for the banner is yet to be confirmed.

Fund raising has been on going through the summer with a limited-edition pin badge available for supporters to purchase and show their support for the organisation, as well as raising donations towards Shrewsbury Town in the Community. These badges have been well received by the fanbase and only a limited number remain. The places where badges have been purchased from around the world continues to surprise and encourage Andy, he has been shipping to places as distant as Portland, Oregon and Ontario in Canada - demonstrating the extent of the support within our fanbase globally.

Andy explained his ambitions for Proud Salopians to work alongside Shrewsbury Town Football Club and existing supporter's groups on an ongoing basis to improve the match-day experience for supporters from the fanbase who identify as LGBTQ+, to continue to improve and build on what is already an inclusive & welcoming environment around the club, and to establish links with local support networks to encourage potential fans to attend who may not have previously felt comfortable or confident in attending matches.

7. Supporters Group News

Rob from Shrewsbury Town Official Supporters Club (OSC) explained that the OSC were still taking bookings for the away trip to Lincoln City FC on Friday 18th October and that numbers are reasonable, but were not expected to be high owing to the fixture move and the departure times in order to arrive at a reasonable hour.

Jill from the Away Travel Club explained that the number of supporters traveling on their coaches continue to be good.

Chris from the SP informed the supporters present of the addition of a new signpost on the land between the Mercedes Benz Football Hub & the Lidl supermarket. The signpost is named 'Smithy's Post' in honour of Chris Smith and has directions & distance to all of the other 22 Sky Bet League One football clubs. It is down to the work of Danny Davies who is a regular traveler on the Away Travel Club coaches. Chris explained that Danny came up with the idea to raise funds by way of a competition to guess the time of the first goal on away coach trips. Having originally made a donation to the Safe Standing campaign, it was decided to continue the 'First Goal Time' competition. Danny had the signpost idea a while back and approached CEO, Brian who liked the concept. After the sad passing of Chris Smith, it was unanimously voted for by the Away Travel Club to name the signpost after him. Chris (SP) stated he spoke with the Smith family to seek their approval for naming the sign after Chris and says they were thrilled and honoured with both the concept that the Away Travel Club wished to name it in Chris' memory. It is hoped that this memorial sign will be a visitor attraction at the Montgomery Waters Meadow for both home and away supporters as, to Chris's knowledge, there is nothing similar to this within the English Football League at this time.

The mileage printed on the sign for each individual football club's location is based as the crow flies method of measurement and not the millage on the nation's road network. Brian explained that concept is that every season the signs would change in accordance with the teams within the Sky Bet League which Shrewsbury Town Football Club is a part of. One sign currently is blank, this sign

should have been Bury Football Club, however, with the current situation it was suggested that the sign should lead to the old Gay Meadow for the remainder of this season.

One supporter in the room commented on the sign “It is a wonderful ongoing reminder of all Chris did for our club”

Mike read out an email sent to the Supporter’s Parliament from Justin of South Stand Flags, enquiring whether supporters would consent to adding additional flags to the stand. Those present were positive with the idea of this proposal. Brian added that he is a “flagaholic” and is in favour of adding additional flags within the stand, adding that not all of the current flags provided by South Stand Flags are used in every game. Since the flags have been added to the stand, Brian has noticed the atmosphere has greatly improved within the stadium as a whole. He believes that this project entertains and inspires the children in the family stand, and other areas of the ground, to enjoy the atmosphere and will in time potentially move to the stand & participate in the flag waving and atmosphere generation. Lawrence added that both Justin, from South Stand Flags, & Scott, who operates the drum within the Safe Standing area, work closely with him, Brian and both of the club’s SLO’s in ensuring that the match-day operations which they operate not only help generate a fantastic atmosphere, but do not upset or offend supporters within the ground.

Jamie enquired whether any flags not planned for use within the stadium could be displayed within the FanZone? This suggestion will be passed on to South Stand Flags for consideration.

8. 1978/79 Reunion event on November 23rd – Update

Chris introduced the plans for an event to be held at Shrewsbury Town’s Montgomery Waters Meadow commemorating the achievements of 1978/79 squad for winning the Division Three (League One) title. Chris explained that Roger Groves (Supporter Liaison Officer) who was unable to attend this Supporters Parliament meeting is organizing the event and will provide an update to supporters through Shrewsbury Town Football Club’s website.

9. STFC App – Video and Update by Brian Caldwell

Brian explained that following feedback from some supporters at previous Supporters Parliament meetings that some supporters who are not on any form of social media platform miss out on some of the content generated by the club. As a result, Shrewsbury Town Football Club’s media team have been working with Greg Docherty’s father Colin to develop an app with a hopeful launch date Saturday 26th October 2019.

<https://youtu.be/BMP7P5eD7qw>

Brian said that to his knowledge there are very few clubs within Sky Bet League One which have their own bespoke app and that many including Shrewsbury Town Football Club currently only use the iFollow app as a platform to communicate with their supporters. Brian explained that the app is currently a work-in-progress & is not yet the finished product, which the club would like to offer in the future. However, over time it is the ambition to continually improve the app further, such as sponsorship opportunities within the app for local business to appeal directly to Town supporters. The iFollow will be available within the app; however, this will not be integrated at this time with links to the relevant video products being made available.

Brian wished to express his gratitude to Colin for his hard work and dedication so far in the app's development with the club's media team following his sons' successful loan at Shrewsbury Town Football Club 2018/19 season.

Rob Lewis (OSC) asked whether the away travel details for both of the main travel organizations OSC & Away Travel Club could be listed on the app & on the club's website for Shrewsbury Town supporters seeking away travel information to easily locate? Brian explained that the proposal currently with regards to away travel information on the app service is that supporters could select one organization as their preferred method of away travel, potentially it means that if the coach pick up point, or pick up time, changes for a specific fixture the app once updated with the new information would inform the supporters who follow that travel organization. Similarly, if the coach has "x" number of seats remaining for a fixture, this information could be sent to those following the travel organization. Rob replied asking if any information on the website is translated to the app automatically? Ian Whitfield (Media Manager) replied yes, this would be automatically updated on the app as it is posted to the club's website.

When launched, the app will be free for all supporters to download from their relevant app store with iFollow service charged separately in the same manner as it currently is. The club would like to hear feedback from supporters using it in order to find any errors and correct them as well as ways to improve the user experience.

10. SLO News

Mike Davis (Supporter Liaison Officer) explained that in his new role as SLO, the match day experience for him has changed significantly & positively with supporters approaching him with issues and concerns which he has passed on to Brian or the relevant person at Shrewsbury Town Football Club & has seen the issue being addressed & resolved.

Mike explained that they communicate with the SLOs from every club, which Shrewsbury Town Football Club will play, whether it be for clubs visiting the Montgomery Waters Meadow, or for our own supporters traveling to other clubs. When Fleetwood Town recently visited the Montgomery Waters Meadow, the SLOs from STFC communicated to their Fleetwood counterparts such places within the local area that the traveling supporters could go before the match, this information was then distributed to the traveling supporters. This process is replicated when our own supporters travel across the country to other clubs with all away details received would be posted on the club's website and social media feeds along with contacting both the OSC & the Away Travel Club.

Mike wished all supporters to know that if there is an issue they have, to please contact himself or Roger Groves (Supporter Liaison Officer) either in person, email or via social media.

11. Stadium Steelwork Maintenance Update

Brian explained that the workers continued the work several weeks before the meeting date.

- West Stand is now complete both externally and internally.
- South Stand is near completion with finishing touches to be applied.
- North Stand is near completion with finishing touches to be applied.
- Family stand external areas are complete and just require internal area's to be completed.

Brian has been informed that the work is anticipated to be completed before Christmas 2019 & he hopes that supporters will have noticed and approve of the look of the stadium from the works completed so far.

12. Away Supporters FC Update

Glyn Price explained that three years ago the Shrewsbury Town Away Supporters Football Club ceased playing matches with teams from other football clubs due to lack of interest from supporters willing to play matches. Recently, Glyn communicated with many of the former supporters who played for the Away Supporters FC & explained that there was a lot of renewed interest in reforming & playing matches once more, approximately 50-60 people showed interest.

By the date of the meeting, the Away Supporters FC had assembled a playing squad and kits along with other playing equipment to play the opening matches with five matches played. One of the matches was against supporters of Bury Football Club who had not seen their team play a match due to the circumstances with the EFL & FA. Glyn explained that as a wonderful gesture, Brian donated tickets to the Away Supporters FC to present to the Bury supporters they were playing against to attend the Shrewsbury Town vs Burton Albion match, which ended 0-0, days before Bury FC were expelled from the English Football League (EFL).

Early in their newly formed life, the Away Supporters FC kit was borrowed from one of the player's Sunday league teams. The group launched an online funding campaign with the goal of raising £500.00 to purchase a new complete kit for the team in Shrewsbury Town Football Club's blue and amber style and match day equipment from balls to water bottles to funds towards pitch hiring costs at Bayston Hill.

Glyn explained that Shrewsbury Town Football Club has produced a fantastic offer on the new kit for the Away Supporters FC, providing the shirts for free with only the rest of the kit and equipment to be paid for by the funds raised with the remaining funds to be donated to Shrewsbury Town Football Club.

Glyn wished to announce that any supporter can join in with the Away Supporters FC from any age 13+ by contacting them directly or through the Supporters Parliament.

Full details of the fund raising via this link <https://www.crowdfunder.co.uk/stfc-asfc-relaunch-fundraiser>

Paul Coyne provided some of the results for the Away Supporters FC first five games of the season Rochdale (H) 0-5 followed by Bury (H) 0-0 with details on their Twitter feed via this link https://twitter.com/STFC_ASFC/

Glyn explained that the Club Shop wish to do a launch of the new Away Supporters FC kit to show off to the supporters.

13. A.O.B

- **On the Ball**

Andy Garden (Proud Salopian). Several weeks prior to the SP meeting, a subject he'd seen on Twitter regarding women's feminine care products being made freely provide to both staff and supporters

within the lady's toilets at the Montgomery Waters Meadow as part of an initiative called 'On the Ball' (details on their Twitter feed <https://twitter.com/OnTheBaw>). Clubs such as Everton & Southampton in the Premier League and AFC Wimbledon in Sky Bet League One operate a scheme, along with a number of non-league clubs who either come to a deal with the suppliers directly or send a member of staff from the club to purchase from a local supermarket close to their stadium.

Andy has raised this issue with Brian during the summer & wished for supporters to be more aware of the campaign. Brian is planning on discussing the matter with the Clubs current sanitary provider or potentially Lidl to see if a deal could be made to provide this service.

- **Cleaning TV Screen within the concourses**

A supporter asked whether the TV screens within the concourses of the Montgomery Waters Meadow are cleaned on a regular basis. Brian replied that the screens are cleaned fairly regularly, but they will endeavour to improve the screen cleaning process.

- **Block 2 ticket pricing**

Would Shrewsbury Town Football Club consider bringing Block 2 of the Montgomery Waters Meadow ticket pricing in line with the rest of the Category B price structure? Brian will keep this in mind when the club look into the pricing for 2020/21 season and beyond.

- **Shirt to the President**

Will Shrewsbury Town Football Club send a home shirt to Cheney Joseph Football Association President of Grenada? Brian said not at this time.

Next meeting of the Shrewsbury Town Supporters Parliament is Wednesday 27th November 2019.