



Supporters Parliament

Meeting held on Tuesday 3rd August 2021

Montgomery Waters Meadow

Present

Roger Groves (SP Joint Chair, Supporter Liaison Officer & Super Blues); Mike Davis (Supporter Liaison Officer); Helen Hall (SP); Brian Caldwell (CEO); Lawrence Ellerby (Safety Officer); Paul Delves (STFC Director); Lewis Poole (STFC Journalist); Rachael Dilloway; Rob Lewis (OSC & SP Social Media); Glyn Price (Blue and Amber Fanzine & Away Supporters FC); Chris Wynne; David Ruscoe; Richard Pulford Disabled SLO (Supporter Liaison Officer);

1. Welcome from Chair

Roger opened the meeting welcoming Shrewsbury Town supporters home to the Montgomery Waters Meadow for the first face-to-face meeting since 19th February 2020 before the pandemic began.

2. Apologies

Jayne Pullinger (Head of Safeguarding); Martin Gaunt (Ticket Office Manager); Jamie Edwards (STiTC); Andy Garden (Proud Salopian); Marion Lane; Malcolm Lane; Jill Lucas; Chris Chambers; Chris Allen; Ray Allen; Janet Bould; Daz Davies; Geoff Davies; Nick Gurden; Barry Hawkins; Jill Lucas; James Nightingale; Rebecca Nightingale; Lynn Price; Stewart Price; Paul Chidley; Barry Hawkins; Selwyn Plant; Colin Storey; Richard Vernon; Charles Crosland; David Allsopp; Paul Coyne (Away Supporters FC); Barry Davies; Brian Jones; Ian Jones(1); Ian Jones(2); Ian Payne; Shaun Peever; Paul Buckley; Lee Vaughan.

3. Confirmation of last minutes

Roger explained that the minutes from the previous virtual meeting were available on Shrewsbury Town FC's website and for those who subscribed to the iFollow service could watch the meeting in full.

<http://www.shrewsburytown.com/news/2021/july/supporters-parliament-minutes/>

<https://www.shrewsburytown.com/ifollow/video-archive/?video=233081>

4. Run through of match day and covid plans etc

Lawrence Ellerby (Safety Officer) started by saying that the match day experience will be slightly different to a normal pre-pandemic season, but not as restrictive as was seen in the 2020/21 season pilot games.

The plans that Shrewsbury Town Football Club have in place for the return of supporters to the ground are developed from guidance and with support from the EFL (English Football League), SGSA (Sports Ground Safety Advisory Group), SAG (Safety Advisory Group). The plans are designed to enable the return of the Montgomery Waters Meadow to a full capacity stadium as soon as possible, doing what not only is required, but also by doing things which the club felt was right for the supporters who may be more anxious about returning.

Several changes to aid with the stadium's Covid security compliance. In the 2020/21 pilot games, Shrewsbury Town FC utilized the four gates in the corner of the stadium for entry and exit of the stadium to allow for social distancing for supporters and gate staff. This system, which was adequate for the 1000 capacity crowd of the pilots, is not practical for the 2021/22 season and a return to capacity crowds. The traditional turnstiles used at the stadium will not be in use as the close confinement of them, along with close contact of supporters to the staff, would not be safe as they provided multiple touch points and offering fewer opportunities to clean during busy entry periods. As a result, the concourse exit gates around stadium will be used by the staff to scan supporters' tickets and allow them entry with little or no contact as nearly all exits leading straight on to the pitch-side allowing any supporter who does not wish to hang around can walk straight through to their seat.

Concourse facilities will be available as normal with the food and drink areas open for service and toilets open with supporters encouraged to continue to use a one way system which is clearly marked with the blue and amber arrows on the floors and new signage on the doors of each toilet entry and exit door.

Multiple hand sanitizer stands and dispensers will remain in place throughout all of the home and away concourses of the stadium for supporters to use.

Unlike the pilot matches in the previous season, the use of temperature checks before entry to the stadium will not be carried out and face coverings are recommended, especially within enclosed spaces such as the concourse area, for the safety of everyone but is not mandatory in line with UK Government advice for England. Brian echoed Lawrence's request that supporters continue to wear a face covering, if possible, within enclosed spaces to provide reassurance for those supporters who may be anxious about returning to football and the staff at the Football Club too.

A supporter expressed their concern about half-time in particular, when supporters head to the concourse to purchase their refreshments and consuming them indoors. Would supporters be encouraged, where possible to consume these products outside as it would be difficult to consume a pie or drink a pint through a face mask? Lawrence explained that it is difficult as we all would like supporters to return to watch games once more and it is individual's personal responsibility, but the club with its corporate responsibility to do everything we can to keep people safe, which is why the club are continuing to provide the outdoor catering units along with additional outdoor toilet facilities. Brian has asked Lewis Poole (STFC Journalist) to consult with the rest of the club's media team to create some signage throughout the concourse area encouraging supporters to use the outside facilities where ever possible during the half-time period.

On this issue another supporter asked if the club was aware of any other stadiums bringing similar processes to keep supporters safe and encourage them back into their stadiums? Lawrence replied that in conversation Martin Girvan from the SGSA, who inspected the club's plans for welcoming supporters back, he is recommending to the other sports venues within the area he inspects that they should follow

the model being used by Shrewsbury Town Football Club. Roger added that he and Mike in their roles as SLO's have had meetings with Martin in the past. He explained that Martin can be very direct when he sees an issue which needs resolving, but is keen to acknowledge and even promote things the club have done brilliantly, believing it is an encouragement to do something like wearing a face covering in this context and not enforcing people to wear them as it is no longer a legal requirement of attendance.

Lawrence explained that Shrewsbury Town FC's Supporters Code of Conduct has been updated since the previous Covid-19 version was released.

The updated version is here;

<http://www.shrewsburytown.com/news/2021/august/covid-19-supporter-code-of-conduct-202122/>

The FanZone will return as part of a weekend match experience with external catering units available to purchase various refreshments which will also be available for use at half-time as in previous seasons. This is ideal for those supporters who require some kind of refreshment, but do not wish remain within the concourse, have an opportunity to acquire something in safely. Additional toilets are being located outside of the stadium to provide an option for supporters who are not confident about using the facilities on the concourse.

Lawrence and Brian are aware that some supporters, both our own and some away supporters, are apprehensive about returning to large crowds at football matches. To try and help accommodate supporters with these concerns Shrewsbury Town FC have made Block 12 in the Salop Leisure Stand and Block 13 in the Rybrook Shrewsbury Stand, socially distanced stands similar to system the club used for the 2020/21 pilots. Existing season ticket holders within these blocks are unaffected as the club has worked the social distancing around their seats and this will remain the case going forward, but Lawrence did say that any supporter who wishes to move from these blocks or move into the socially distanced blocks can do at any time by contact the Ticket Office.

Sovereign Suite in the Roland Wycherley MBE Stand will open for match days as normal.

Brian reminded the supporters present of the procedure used for season ticket holders during the 2020/21 season. Season ticket holders who took part in the pilot matches had to use a printed ticket from the Ticket Office with a seat number provided by the Football Club to comply with the social distancing measures which everyone had to abide by. Since the lifting of all restrictions by the UK Government in England allowing for capacity crowds once more, all season ticket holders could once more use their season ticket cards to gain entry to the stadium.

Full home supporter stadium walkthrough video is here;

<https://www.shrewsburytown.com/ifollow/video-archive/?video=240543>

Additionally, Block 20 in the DM Recruitment Stand will be used for any away supporters.

Full away supporter stadium walkthrough video is here;

<https://www.shrewsburytown.com/ifollow/video-archive/?video=240544>

The players area continues to maintain a security red zone with no access around the players tunnel, in front of both home and away dugouts along with several seats adjacent to each dugout which are cordoned off to maintain social distancing measures protecting the players, which is part of the EFL's protocols with strictly no access for the public, or unauthorized staff, within these areas.

Lawrence wished to inform supporters that on the morning of the first home game of the 2021/22 season against Burton Albion, a mobile vaccination centre will be in place providing the Pfizer BioNtech Covid-19 vaccine for anyone 18 years of age and older, it will be situated between the Shrewsbury Town in the Community Football Hub and the Lidl store offering people their first dose from 9:30am on the day until 15:15pm.

Brian Caldwell (CEO) felt it is a really great opportunity for the club to help supporters, and the public in general, to gain access the Covid-19 vaccine with some age groups not yet taking up the offer of vaccination. The challenge is to encourage unvaccinated supporters to take the opportunity and promote, via social media platforms and by simply talking to people about the match day drop-in centre to encourage them to protect themselves, their families and others. Lewis Poole (STFC Journalist) & Rob Lewis (OSC & SP Social Media) promised to share the upcoming event on both platforms in the build up to the match and the club will ask the local press and BBC Shropshire to assist in raising awareness.

A supporter asked Lawrence if the parts of the Safe Standing area in Block 12 are also part of the Social Distancing measures? Lawrence explained that the club will certainly be including the small area of the Safe Standing area within that block as an option for those supporters who personally wish to maintain social distancing.

5. Travel

- Agreement with Shropshire Council to use Meole P&R as match-day car park
Brian explained that Shrewsbury Town FC and Shropshire County Council have come to an arrangement where supporters can park at the facility for a £5.00 per vehicle parking fee with the club stewarding the car park as had been done in the 2019/20 season thus providing extra match day parking to home and visiting supporters. This is beneficial to all parties as the club receive an extra revenue stream and local residents are less likely to have people parking cars outside of their properties on a match day which also help out the council.
- **Running of Town centre shuttle bus**
The shuttle bus service from Shrewsbury Town centre to the Montgomery Water Meadow via Shirehall (park up in the lay-by and not the car park as before) will run twice before a match & will operate as before the pandemic with the price of the service having to increase slightly in-line with the operating costs of the coach provider.
<http://www.shrewsburytown.com/tickets/matchday-travel-plan/>
- **Running of buses from Telford, Oswestry, Ludlow and Wem**
Brian wished to thank the supporters who have operated the bus services from outside of the Shrewsbury area from Telford, Oswestry, Ludlow and Wem, bringing supporters to the stadium for matches and returning them home and the club encourages supporters from these areas to support these vital services where they can to continue their service.

Mike introduced the newest member of the team Richard Pulford, Disabled SLO (Supporter Liaison Officer), who has been working with the club's media team and others to prepare for the upcoming season. Brian welcomed Richard to the team and wished him all the best working with both Mike and Roger and expressed how important it has been to work with all three of the SLO's to ensure that the club does the best it can for all supporters home and away, with or without a disability have the best match experience possible.

6. Community update – inc. 4G/FanZone/Community Hub/ work during covid (video)

Mike explained that Shrewsbury Town in the Community (STiTC) plan to release a new video presenting the progress made in building the new 4G pitch at the STiTC facilities located behind the Salop Leisure Stand, which has always been in use whenever he has visited the stadium. The work over the past decade has been phenomenal for the Football Club and the community of Shropshire as a whole.

The video is here;

https://youtu.be/j_trUhZf3N0v

Mike explained that STiTC have plans to also update the FanZone which will be announced in due course.

Brian added that STiTC have done some amazing work during the pandemic and continue to do what they can to support people in the local community, such as providing isolation packs for supporters in need demonstrates the incredible work they do on a daily basis with every penny invested in their organization going to helping those in need along with the many projects they continue to operate & he is very proud of Jamie Edwards (STiTC) and his entire team for their continued work.

7. Questions from fans

- Banners at the back of South

The banners in the Salop Leisure Stand required repair works to be carried out. This work has been completed and the banners were already in place at the time of the meeting.

- Club open day (reasoning for not having one)

This was discussed by the SP & SLO's with Shrewsbury Town FC, however, with the uncertainty over UK Government policies it was agreed that this season there should not be an Open Day at the Montgomery Waters Meadow.

Mike hoped that supporters would understand with all of the recent changes of UK Government regulations that one could not be organised in time especially with the uncertainty over the prospect that things could change in an instant and supporters would be disappointed if they had to cancel. Brian added that for an Open Day to be a success requires the presence and participation of the players and the Football Club are trying to keep them in a closed bubble especially after the well documented experience of the Manager Steve Cotterill.

- Have clubs plans to extend safe standing

Brian explained that Safe Standing currently has 555 spaces and the Football Club are not selling all of these places at every match. Only if the Safe Standing was selling out at every match could the club investigate expansion of the area.

- Drink offer for over 65's and logistics for use of the vouchers on a match day

Brian explained that it was difficult for the Football Club to compensate the value of the previous season lost by season ticket holders without affecting the players wage budget for the Manager to use. In the previous season, a wage cap of £2.5million per club was in place which was removed when the PFA (Professional Footballers Association) took the EFL to the court of arbitration and as a result the cap was seen as "unlawful". Since then clubs have returned to a Salary Cap Management Protocol (SCMP) meaning that EFL clubs can only spend 60% of a clubs turnover on player's wages. In previous season, the

Football Club has had money coming in from transfer fees of players who have been sold, but as of this season this is no longer happening.

As a result, the club faced a challenge of how to thank its supporters and compensate them in some way for the loss of value of the 2020/21 season tickets without impacting the wages for players. The easiest method was to reduce season ticket prices for the 2021/22 season; however, this would impact on the players wage bill under the SCMP.

The club works on a model of an average adult season ticket holder would have paid £315.00 for their season ticket and attended the four pilot matches towards the end of 2020, along with the 19 iFollow passes, would have only totalled an average £270 usage of the season ticket.

Brian received a number of emails criticising the decision that only season ticket holder who paid £270 or more, would receive a voucher booklet for a free beverage/food. The reason for this decision was that most supporters over 65 years of age paid around £220 per season ticket which meant that if they attended the four pilot matches as well as receiving the same 19 iFollow passes they would have received an average of £250 and the aim was to make up for the supporters who made a loss in value of their season ticket during that season.

Brian accepts that in certain situations there are families many of whom are season tickets & may have only used one code for their whole household, however, the Football Club has no data back from the EFL or iFollow service as to how many codes were used.

<http://www.shrewsburytown.com/news/2021/july/drinks-voucher-update/>

Brian did explain that season ticket sales for the upcoming 2021/22 season were (at the time of the meeting) over 3100 which is fantastic support as the Football Club try to prepare with as many quality players as possible within the Clubs budget and he hopes that supporters will once more see that they receive value for money from their season ticket going forward once more.

- **New kit update and release date**

Brian provided background for supporters on the change of kit supplier. Following the appointment of Manager Steve Cotterill, he wanted a clean slate in some areas within the Football Club and the kit supplier was one. Steve wanted a well-known brand to provide the kit for the club and Umbro was the preferred choice. During a normal season, even during the pandemic, a kit and training kit are ordered around December of the previous season to ensure that delivery times are achieved. Umbro negotiations began in March/April of this year and they hoped to provide a kit of some kind in time for pre-season, but this would not be a bespoke kit as normal given the time constraints. As a result, the Club had to choose the closest kit available in Umbro's current range for this season to ensure that there was a kit for the players to play in and to sell into the club shop.

Brian accepts that the club has received some criticism from supporters who are not happy with the colour of the new kit for 2021/22 season, but given the short turnaround time from signing the deal to production turn around, he feels it is the closest to the supporter's usual club colours and with the new contract being a 4-year deal that going forward there will be plenty of designs which fans will get behind. Shipping of the kits and training wear for the players, let alone for retail in the Club Shop has proved to be a difficult issue with the players having to use unbranded kits to begin pre-season training. This is an issue which Shrewsbury Town Football Club are not alone, with other clubs including West Ham, Brentford and Bournemouth having to use last season's training kits as many supplies are being delayed after the giant container ship EverGreen was blown off course in the Suez Canal and blocked the vital shipping route for cargo ships. Brian has been calling and emailing Umbro on a daily basis for updates on the arrival of the kit along with the Manager and Sib from the Club Shop to get these kits available for the first team squad for the first game of the season against Burton Albion, but also for the academy,

and community teams before they can be made available for retail sales and Brian is determined to get them at the stadium even if he has to drive to the port of arrival and remove them from the container when it arrives.

A supporter who expressed their view about the colour of the kit ordered is not to their taste but that “ship has sailed” and they accepted the reason for the delays in shipping. They asked if it was gamble with regards of a kit being available for the start of the new season would a different style but closer to the club brand been a better choice?

Brian explained that the “gamble” was expecting everything the club required arriving on time for preseason both on the pitch and available for retail sale in the Club Shop. Umbro were confident that everything would be available on time, however, in order to get a kit in time for the start of preseason, compromises had to be made by the Football Club on some element like the amber colour to yellow to be able to meet the deadlines while being as close to the club branded colour scheme.

In the long term during the 4-year deal with Umbro, Brian hopes to launch a retro kit at some point this season which he is sure that the fanbase will love and potentially could dwarf sales of this season home kit, but his opinion is that the quality of the Umbro brand will serve the Club and the fans very well.

The supporter accepted Brian’s response and noted at the time of the meeting that only 12 clubs in Sky Bet League One had home kits on sale for supporters. He then asked Brian if a full range of training wear would be available for purchase in the Club Shop before then end of this year. Brian responded that both the Football Club and Umbro are working hard to bring a full range of both kits and training wear for retail sale as soon as possible with current supplies which do arrive going as mentioned to the player, academy and community teams.

A supporter asked Brian if he could describe what the new away kit will look like with the hope that it would not clash with many other kits as the Admiral purple kit seemed to and why did the club cancel the contract with Admiral after signing a 4th year extension?

Brian explained that the new Umbro away kit would have an STFC badge on the left of the shirt with and Umbro badge on the right and would not be a blue, amber or yellow design, but that is all he could say at the time of the meeting about the away kit. With regards to Admiral extension, a fourth year was signed up to by both parties, however, with the arrival of Steve Cotterill as Shrewsbury Town’s new Manager, he felt that the club needed a change of direction with regards to the kits and Brian could not praise Admiral enough for their understanding and came to an arrangement to terminate the extension agreement.

A supporter asks will the new away kit be available for the team’s trip to face Portsmouth which would be the first clash of kits if the club still only have the new home kit available.

Brian replied that the club’s first away game is against Morecambe, but with their home kit being red and white means we should be able to use the current home kit which gives him a few more days to allow Umbro to meet their delivery target and Brian is willing to collect the away kits from the factory or ports to ensure it is there on time.

Transfer window update

Roger did say that many supporters have asked this question on social media platforms and the Blue and Amber Message board but the SP feel it is unfair for Brian, or Paul Delves (STFC Director), to discuss these matters at an SP meeting so it doesn’t impact on any form of recruitment.

Brian added that there is lots of hard work which goes on behind the scenes between the Manager and the Football Clubs Head of Recruitment Keith Burt using a team of scouts searching for the right players who meet Steve’s requirements before he meets them to make a decision on whether to make them a contract offer or not.

8. Update Away travel update

- **Away Travel Club**

David Ruscoe had been in touch with John Bailey explaining that he is waiting for an email from Lakeside Coaches confirming coach times and prices, provided that away supporter can travel to away games, with the pick-up locations being at the Wem Council Office, The Crown Abbey Foregate and Red Lion Wellington as in previous seasons.

- **Shrewsbury Town OSC (Official Supporters Club)**

Rob Lewis (OSC & SP Social Media) said that the OSC will continue away travel with the hope that, like the Away Travel Club, supporters can travel to away games. The OSC will continue to pick up at the Four Crosses Depot, Mile End Oswestry, the Montgomery Waters Meadow and Telford services. The OSC will also continue to operate a pay when you book system with Owen's Travelmaster accepting all payment over the phone and for the first time online via their website until 5pm the day before travel. After this time any additional bookings will only be accepted by calling Owen's on 01691652126

Brian wished inform supporters at the meeting that Morecambe have been having issues with their tickets system which is why there has been a delay in printing and dispatch to Shrewsbury Town's Ticket Office.

9. Update from Brian

Already done so we gave Brian a rest for a moment.

10. Update from Lawrence

Already done so we gave Lawrence a rest for a moment.

11. Update from SLO's/DSLO

Richard Pulford Disabled SLO (Supporter Liaison Officer) described a new match day service he has been working on with the Football Club's and Lawrence's assistance. The new service is for disabled supporters who are using any of the disabled gantry's the opportunity to pre-order food &/or drinks from the concourse. A menu is provided to the supporter when they emerge from the lifts at the gantry, they will make their selection and at half-time their order is brought up to them to enjoy. This is better for the supporter who before would either have to go down themselves to attempt to purchase their items in a busy concourse, or would send their family member or carer. This service will equally be offered to any traveling away supporter who visits the Montgomery Waters Meadow.

Brian praised Richard for bringing this issue to the Football Club attention and working with Lawrence and the clubs Caterers to find a solution which could be implemented. The match day experience is for every supporter attending a game at the stadium and Shrewsbury Town FC will continue to work with the SLO's and any supporter who has an issue that needs to be addressed, as the club can not improve the experience if they do not know of an issue. Lawrence added that the Caterers were very keen to do everything that they could to improve the match day experience, from their perspective, for disabled supporters along with all other supporters visiting their stands within the concourses and outdoors.

Mike Davis (Supporter Liaison Officer) said, that like all other supporters, how excited he and the other SLO's are to be back in the stadium on Saturday after such a long time away due to the Covid-19

pandemic. Mike also thanked all the supporters who took part in the trail matches during the 2019/20 season for helping the Football Club operate a flawless Covid secure match day, which was praised by the governing bodies monitoring the games. Brian added that he is excited to see supporters back in the stadium after the 2020/21 season which felt to him to be more like being at a reserve game with no supporters making an atmosphere as football is nothing without the fans.

Brian also wished to thank the supporters who have supported the club during these troubled times, from season ticket issues with around 90% of supporters telling the Football Club to keep the money from their 2019/20 season ticket to the drink's vouchers to name but a few as the club aims to rebuild.

If supporters require any assistance on match days, then they just need to come over and have a chat in person or email them on slo@shrewsburytown.co.uk and dslo@shrewsburytown.co.uk

12. A.O.B.

A supporter asked Brian why the club did not host any home friendly's this preseason?

Brian explained that at the time of arranging friendlies they were not sure if any supporters would be allowed into the ground to watch the matches and allow the club to cover the costs of hosting such a match after the expense of completely renovating both the stadium and training pitches. The Manager was of the opinion that he wanted to play away from home which has been a policy he has used at his previous clubs. Many of these games were organized in May 2021 when Non-League grounds such as AFC Telford United were allowed to have small crowds, but when making the arrangements, no one knew if crowds would be allowed back into stadiums, let alone capacity crowds.

A supporter asked whether the South Stand Flags will be in use for the first home game of the 2021/22 season against Burton Albion?

Lawrence explained that the flags were delivered by Justin from South Stand Flags and they are ready to be used, while Scott is coming into the stadium the day before to ensure that the drum is tuned ready to welcome supporters back to football.

A supporter asked for any information about the offer of a prize draw and signed photograph to accompany the voucher booklet?

Brian said that both the draws would begin as soon as possible with Glyn Price (Blue and Amber Fanzine & Away Supporters FC) offering to help the club where he could. The signed photographs would be done as soon the squad is nearing competition so that they are as up to date as possible.

A supporter asked if Brian believed that Ticket Master would be any better forward as the Football Club online ticket provider?

Brian explained that the Ticket Master contract was due to expire at the end of the 2019/20 season. The Football Club had to inform them whether they were extending the contract by the end of March 2020. At that time, the EFL season had been put back by two weeks with the season being extended into July of that year, but all of the season ticket information required for the gate staff scanners were on the Ticket Master and would be out of the club's ability to utilize at that time so they club triggered a one-year extension to facilitate the possible usage of the system. This has been triggered once more for the same reason that uncertainty of what will happen as the country unlocks from various lockdowns. It is high on Brian's list to review a further extension beyond the upcoming 2021/22 season, or to source another provider who could meet the needs of the Football Club and supporters in a better way.

A supporter asked will the Football Club be having a similar match day programme as in previous seasons

Brian explained that the programme has been physically reduced in size to 64 pages which supporters will see for the opening game of the season against Burton Albion. Lewis Poole (STFC Journalist) added that in the previous programs there were optional adverts which the Football Club had used, but these will not be used this season. Brian explained that the Football Club lose money every season as they do not know match by match how many will be sold. The idea going forward is to produce a programme which supporters feel there is enough content to make them want to buy a new issue each home game and the media team will work hard to develop content that supporters will enjoy and finding the content/advert balance and will be a suitable size to fit in your pocket.

A supporter asked has the current media team taken complete control over the match day programme from the previous editor & Media Manager Ian Whitfield

Lewis Poole (STFC Journalist) explained that is a team effort where he edits each issue while Matt Burgess creates the graphic artwork.

The supporter is aware of several supporters who wrote content previously had not been approached to continue their work for free, would the club's media team get in touch to see if they'd like to resume contributing to the match day programme?

Lewis explained that the media team is very much open to having supporters providing content for the match day programme and asks any supporter interested to contact the media team on media@shrewsburytown.co.uk

Brian's view is the more supporters willing to contribute to a match day programme the better as it can become a nightmare to create new content on a week by week basis which is fresh and interesting so involvement by voluntary supporters is key to improving the experience. So please everyone, buy a programme.

A supporter asked if cards will be accepted in the concourses this season.

Brian explained that this was looked into following a previous Supporters Parliament meeting with an additional Wi-Fi system installed for card payments to be speedily and securely taken, but also in the current climate of a Covid-19 world where a card transaction is safer for supporters and staff. Lawrence will investigate and report back to Brian, SP & SLO's.

A supporter asked if a microphone could be used for future meetings of the Supporters Parliament?

Brian said yes indeed that can be arranged.

A supporter asked how much money was raised for the NHS after the amazing generosity for the Get-Well Steve Cotterill banner?

Mike replied £2500 was raised after the cost of the banner. Brian added that he has spoken to Steve Cotterill about this and he is thinking about which charity he would like the funds to be donated to.

Rob Lewis (OSC & SP Social Media) wish to express his gratitude from himself, on behalf of the OSC & the whole fanbase of Shrewsbury Town Football Club to the Chairman Roland Wycherley MBE, Paul Delves (STFC Director), Brian Caldwell (CEO) Lawrence Ellerby (Safety Officer) and the media team of Scott, Matt & Lewis and everyone else at the club for the work and dedication to the supporters during this pandemic.

Next meeting Monday 27th September 2021