



BWFC Supporters' Trust

MEETING NOTES

Subject: BWFC & BWFCST Quarterly Meeting No 9

Venue: Toughsheet Community Stadium

Meeting Date: 06 October 2023 @ 11.00am

Present:

BWFC: Neil Hart (NH), Phil Mason (PM), Siobhan Chaplow (SC), Chris Gibson (CG)
BWFCST: Ian Bridge (IB), Robin Fletcher (RF), Ian Pegg (IP), Mike Smith (MS)

MINUTES

1.0 Purpose of Meeting

The meeting is the ninth scheduled quarterly meeting between senior BWFC personnel and BWFCST board representatives as referenced in the joint Memorandum of Understanding signed by both parties in August 2021.

2.0 Matters Arising

- a) Minutes of quarterly meeting held on 07 July '23 were approved and are available on the trust website.

- b) Matchday Buses:

NH confirmed that the bus service is operational and apart from a few initial and isolated comments, the service is working satisfactorily and will continue to be monitored.

- c) Disabled Facilities:

Audio Descriptive Commentary project, as initially put forward by Ian Pegg (trust board member) was given verbal approval and go-ahead by NH. First phase will be to recruit volunteers with a view to have the system fully operational in early 2024.

Changing Place Toilet now operational after completion on time and on budget. It is intended to feature the facility on Wanderers TV at some stage. Thanks go to Robin Fletcher, Phil Mason and Jenni Grant for their input into the project. The only item to be resolved is the final grant funding payment, which is ongoing.

Progress is now being made in line with many areas of the Level Playing Field Audit, with some items needing prioritisation and time to progress.

- d) Supporter Survey:

With specific reference to fans engagement with trust, it was agreed that the idea of a club/trust podcast be progressed (likely to be via zoom and then posted on trust YouTube channel). To be progressed.

- e) Trust Fundraiser:

IB advised that the BWFCST fundraiser is now closed and had raised a total of £2,225. Further discussions needed as to use of funds, which club have agreed to match, with preferred use being concourse improvement works. NH confirmed that some self-order units would be in place in the very near future and operation to be monitored.



f) Trust Events:

First event to be held in 1877 Suite on 10 Nov '23. Capacity 230 tickets and sales now stand at approx. 150. Speakers confirmed at Kevin Davies, Ricardo Gardner and Nicky Hunt and Phil Heys will host. Final push on ticket sales required.

g) SAG involvement for trust – NH agreed that fans should be involved and that he would take this up with Bolton Council.

h) Wanderers TV – MS said he felt that there were several areas of coverage (pre- and post-match) that could be improved. SC confirmed that the whole concept was under continuous review and development and pointed out that there are cost constraints that will dictate the progress of such development, which in turn will be helped by increased numbers of subscribers.

3.0 Any Other Business

a) David Jack 1923 FA Cup Winners Medal – after lengthy discussions with the Jack family, the medal is to be transported from Australia to Bolton by the trust board member, Alan Houghton (AH). Thanks go to the Jack family for loaning the medal and to AH for his input in transporting the medal.

b) Members questions submitted ahead of meeting:

Trust had received several direct questions ahead of the meeting from members and each was discussed as follows:

1. Possibility of incorporation of baby changing facilities in all toilets (submitted by Simon Nightingale) – *such facilities are in place in several of the Family Stand WCs and stewards can be asked for access/directions.*
2. Stadium seat degradation leaving marks/stains on clothing (submitted by David Mills – East Lower and similar from Gerard Greenhalgh, also East Lower) – *NH confirmed that the club were aware of seat degradation and replacement would likely be progressed if promotion were to be achieved.*
3. Update on Wanderers Bond benefits (hospitality, scarf, badge etc as submitted by David Shallcross) – *NH advised that email is now out to bondholders and that they would be asked to pick up their benefit items from the stadium if at all possible, in the very near future.*
4. Maintenance/refurbishment of memorial brick walkway to front of stadium (submitted by Tracy Rimmer) – *NH advised that there is no current proposal to carry out any refurbishment works and pointed out that there was only ever an initial 5 year guarantee on the bricks.*
5. Are (if so, when) all road signs being updated from Macron Stadium to TCS? (submitted by Kev Lees) – *NH advised that all local A roads had been completed and that motorways would be subject to surveys and potential lane closures on safety grounds.*
6. Question as to whether new screens are now complete (submitted by Kev Lees) – *NH confirmed that screens are complete, but that 2 further screens in vacant stadium corners are under consideration.*
7. Several queries from Diane Thornley:
 - Lift to East Upper out of order for a number of weeks – is this being attended to? – *PM advised that due to the age of the lifts (25 yrs +), this is an ongoing maintenance item and under constant review.*
 - Temperature of hot water in female WCs is too hot (H&S implications) – *to be reviewed.*
 - Lack of action from stewards re fans vaping and being ignored – *NH advised that further briefings of stewards is being carried out, that the reporting hot-line is operational and that this aspect of stewarding is under continuous review.*
8. Performance of tannoy systems still not good. Regard should be given to potential use in emergencies - query from London Whites member submitted via Martin Parnell (trust board member) – *NH advised that emergency PA system is separate from the normal tannoy system and is fully operational. He also pointed out that some of the problems with the normal system arise from the wireless system connections. All is under review.*
9. Several queries from Shane Stopforth (trust board affiliate)
 - Improvements/upgrades to Family Stand (North Upper) – is this being actioned? – *PM advised that works have been carried out and new X Boxes provided.*
 - Pre-match playlist – is there possibility that fans can have input, as is the case at some other clubs? – point noted. To be further considered.
 - Stewarding training in light of events with pitch intruder recently – *always under review.*
 - Replacement of Sam Hird? – *no comment available from NH.*



4.0 Next quarterly meeting date

To be held Friday 05 January '24 – to be confirmed

