

CLUB ADVISORY BOARD – THURSDAY 21 SEPTEMBER 2023 - MINUTES

Attendance:

Humphrey Ker

Shaun Harvey (SH)

Fleur Robinson (FR)

Andy Harris

Arfon Jones (AJ)

Barry Daniels

Paul Jones

Dave Bennett

Andy Pierce

Andrew Wynne

Matthew Scott

Hannah Chirgwin

Julie Greenwood (JG)

Apologies:

Rob Clarke

Kerry Evans

Tony Williams

Matt Davies

The Meeting began the meeting with apologies from those board members who were absent. The minutes from the last meeting were agreed as a true record.

Matter arising not covered on this agenda.

A request was made for the sanctioning guidelines to be available on the Official website. JG to action this.

CAB Membership

The matter of CAB memberships was discussed, and it was confirmed that the current members would retain their position on the board unless they had been replaced by the organisation they were representing. Pete Jones has stepped down and been replaced by Barry Daniel. Barry Jones also stood down to be replaced by Arfon Jones. SH thanked those members who remained in post for their continued support, the departing members and welcomed the new members.

Membership Review & Ticketing

SH presented the latest sales for both UK and International members. As of the 21 Sep 2023, UK members were 11,914 and 1,600 international members SH stated these figures show that most UK members had renewed, and we had seen a reduction in the number of international members but could envisage this increasing as the documentary aired. 75 tickets per match were allocated for purchase by international members. CAB members thought this was both the right thing to do and proportionate to the number of match tickets available on a match-by-match basis.

Members were asked by SH what thoughts they had in relation to ticket distribution for home games. Members raised the issue of linked members in a network on members accounts. In some instances, having multiple members linked meant that many tickets could be purchased at one time by one person. This is also true when attending the Club Shop, that anyone with a linked network could purchase multiple tickets. It was raised whether there could be a cap on the number of tickets purchased. The subject was discussed, and members agreed unanimously that a network should be capped at 6.

The balloting ticket system was discussed, and questions asked if someone could win ballots continuously and was there a function to suspend accounts that have previously been successful. The overall view was that this wouldn't be the right thing to do, as every member should have the same chance of receiving a ticket for each game. SH confirmed it was the Clubs intention to issue a survey to members regarding the % of tickets made available to the ballot for home games in the coming days and a second survey would be sent to those members who had not renewed as yet this season.

Away ticket collection was discussed, FR confirmed that away tickets were managed by away Clubs and the only option was to collect from the Shop or send by post. However, that posting had been found to be unreliable, as tickets would not arrive on time or were lost, and tickets could not be reprinted. The Club would reinstate a posting option to include at the cost of the fan. The Club would not take responsibility for any loss of tickets or late deliveries.

Ticketing sale times at 1000 am and 2.00pm were discussed and found to be acceptable, as no other time could be identified as more suitable.

The ticket exchange scheme was confirmed as been a positive development and experience. This would be kept under review to ensure that improvements when identified could be actioned.

Charity Projects for 2024

Members were asked to nominate projects for the Club to consider supporting in 2024. This initiative was designed to allow fans to raise funds for these projects rather than the Club itself.

The 3 projects that were unanimously agreed upon were:

- To provide a powerchair football court at St. Christopher's School
- Renovation and improvements at the Miners Rescue Centre
- The creation of a memorial garden at the stadium

The Club would contact the various organisations to agree the scope of the projects and understand the costs.

Fans would be able to select which project they wanted to support, and we would set up a 'just giving' link to allow supporters to donate individually, as well as the organised fan groups.

Matters Members wish to raise.

AJ raised the issue of the **Women's team playing their football at 'The Rock'**. SH and FR confirmed that there was no other suitable location for the Women's team to play in the premier league with requirements of the league, so we hadn't really chosen to play there, it was the only place to play.

Why do the Club not reply to emails? Overseas fans would like to visit the club and take up hospitality packages, but emails are not being answered. SH stated it is wrong that we do not answer to emails and FR re-enforced this. The overseas email that was referred to was responded to that same day.

What was the latest on the KOP development? SH stated information had been published to update supporters. **Will there be a temporary stand installed?** SH confirmed there was no basis upon which a temporary stand could be financially viable.

Can the Club explain their position on copyright? Club IP has a significant value and the Club need to protect that value for the long-term benefit to be realised by the Club. The Club will be creating a licencing policy to meet the various request that are received so we can adopt a flexible approach to the requests received and take a proportionate position while protecting the value.

When will the retail shop be restocked? SH confirmed stock has been ordered for Christmas. This will include another 20,000 shirts. Also new training wear has also been ordered. FR confirmed this will be in very soon and that there were not any intentions to open a town centre shop.

The searching of bags was raised as was elderly fans taking flasks in the stadium in cold weather. JG confirmed there are several prohibited items which are not allowed into the stadium in line with ground regulations, and flasks are on this list. Any medical liquids will be accommodated, and supporters should contact the Club in advance, so arrangement can be made.

Will Wrexham AFC be celebrating the 10th Anniversary of hosting Britain's first autism friendly football match? The Club will mark the Anniversary in some way.

How will season tickets be allocated and issued for the new KOP? That will be reviewed at the time.

At the recent Newcastle match there was a flashing display of the new floodlights. **Have the Club considered side effects on fans?** Information was sent out in pre match communications so any fans who might be negatively impacted by the light show were aware. There were no reported issues.

When will the SToK Cae Ras become cashless? This is under review and currently no time scales are in place.

Any update on fans purchasing bricks in the New Kop? This will be considered at the time.