

CLUB ADVISORY BOARD MEETING – OCTOBER 31, 2022

Notes of the Meeting

Members

Barry Jones	Wrexham Football Supporters Society – Apologies
Matt Davies	Wrexham Football Supporters Society
Andy Harris	Wrexham AFC Community Trust
Tony Williams	Wrexham Supporters’ Federation - Apologies
Peter Jones	Wrexham Supporters’ Federation
Paul Jones	Wrexham Supporters’’ Federation
Dave Bennett	Wrexham Supporters Association
Rob Clarke	Wrexham AFC Former Players Association- Absent
Andy Pierce	Wrexham Disabled Supporters’ Association
Andrew Wynne	Season Ticket Holder
Matthew Scott	Corporate Season Ticket Holder - Apologies
Hannah Chirgwin	Non season Ticket Holder (Member) – Apologies
Humphrey Ker	Executive Director
Shaun Harvey	Advisor to the Board
Fleur Robinson	CEO
Kerry Evans	Wrexham AFC DLO

The meeting was opened by Shaun Harvey who thanked everyone for their attendance.

Previous Meeting Notes

The notes from the meeting of the 19 August were accepted by all as an accurate record.

Approval of Rule and Guidance for the CAB

The Rules and Guidance for the CAB as previously circulated were agreed and adopted. These will now be posted on the Club Website. Members were reminded that the election procedure from each body represented on the CAB needed to be added to the Rules & Guidance when agreed with the Club. It was hoped that all would be complete before the February meeting, so the elections could proceed in accordance with the Rules that had now been adopted.

KOP Development

The members received a presentation of the KOP development which focussed on fan facilities on the concourse and the Club hospitality area. There was unanimous enthusiasm for the design and the improvement this would deliver for fans.

Community Captain

In celebration of 30 years of the Premier League, the National League are inviting nomination from each Club to be named as our Community Captain. This could be a fan, community participant, staff member, football figure or a group who has shown exceptional commitment to the local community through their support of the Club. Nominations are to be submitted to the CAB by the 15th November 2022 and the nominee will be decided by the CAB Members.

Stadium Naming Rights

The Club introduced the discussion topic of Stadium Naming Rights, making it clear that no sponsor was currently lined up and the discussion was to assess what the reaction of the Club's fans would be if a stadium naming sponsor was secured. After a lengthy debate, the unanimous view was that the fan base wasn't likely to object, as long as it was a reputable company and that 'The Racecourse' or 'Cae Ras' remained in the stadium name.

Match Day Experience

Several ticketing concerns were raised:

The timing of Match Tickets going on sale was discussed. Members felt that on balance the current approach was correct.

The implementation of 'Ticket Exchange' for when season ticket holders couldn't attend was discussed. It was felt that with tickets still available for general sale for games, the time wasn't right, but this should be kept under review, and considered along with proposed membership packages and ticket pricing at the February meeting.

A loyalty scheme was discussed for supporters who regularly attended away games but then missed out when matches were popular or allocations small. This can be considered but will not effectively work if Clubs sell tickets direct to our fans for games. For away games where tickets by the Club, a priority approach is already adopted.

Some supporters had problems with the electronic ticketing system. Club to create a fan user guide to include an online tutorial. The printing of tickets was also discussed for fans who may not be as technically conversant as others.

Other topics:

Queuing times in the University Stand at the bar were discussed. The Club will review current practice to see if service can be sped up.

Mobile phone signal strength was a concern in the Macron Stand for calls from 1400 hours. The Club acknowledged there was very little that could be done to improve this situation.

Cashless Stadium

A debate was had to consider whether the stadium should become cashless from next season. The general view was that this should happen although much thought would be required to ensure that revenue wasn't lost and the fan experience not diminished as a result.

Matters Members wish to raise

The Departure time for away travel discussed because of the late arrivals of some coaches at Oldham and Chesterfield. It was acknowledged that some issues were unforeseen and as such, unavoidable but increased attention would be given and if any doubt exist, an earlier departure time set.

The Club confirmed that it continues to use both Colliers Park and Lex, despite rumours suggesting otherwise.

It was felt that the new presentation boxes for shirt sponsors was an improvement from the delivery in a plastic bag that had happened previously, and that no commitment had been made to have these framed.

The Club confirmed that it wasn't its intention to ban any media outlets from the Racecourse Ground unless their actions against the Club gave legitimate reason to do so.

A question was asked as to why there was a high turnover of staff at the club? Apart from not being true, staffing matters of a specific nature fell outside the remit of the CAB. The Club acknowledged staff had left our employment but weren't concerned.

Any Other Business

Usage of the new Accessibility platform was discussed, as it was not used as much as it could be by away supporters. It was built to ensure that we could accommodate all visiting supporters together. It was felt this was the right thing to provide and in the future this area was likely to be allocated to home fans when the Kop is complete.

The Club agreed to look at how fans of the Club could contact member of the CAB with any issues they wanted raising at this meeting. It was agreed that this shouldn't be used instead of normal communication lines to the Club for general queries.

Next Meeting

February 9, 2023 at 7pm in the Centenary Club.