

Minutes of OUSP Meeting

Thursday 13th March 2025, 7.30 pm

Court Place Farm and Hybrid



		Action
1.	Attendees and Apologies for Absence	
	<p>Janine Bailey (Chair) (JB), Matthew O'Donoghue (Secretary) (MO'D), Grace Bailey (GB), Pete Chilton (PC), Ohad Green (OG), Pete Green (online) (PG), Paul Peros (OxVox) (PP).</p> <p>Invited: Aaron Knightley (OUFC) (AK).</p> <p>Apologies: Paul Scaysbrook (PS), Andy Holding (AH)</p>	
2.	Approval of Minutes of previous meetings	
	<p>The minutes of the meeting on 16th December 2024 were approved. The minutes of the Ticketing Review Meeting were approved.</p>	
3.	Matters Arising	
	<p>Item 7 – Blue Badge Holder Parking - The impact of the new parking set up has settled down, but requires ongoing monitoring and review.</p>	
4.	Actions since last meeting	
	<p>JB/MO'D 2 x informal catch up with SLO. Meeting notes uploaded to Pumble <i>30 Jan</i> – Ticket feedback meeting <i>1 Feb</i> – Supported OxVox distributing QR code cards for stadium <i>14 Feb</i> – OG attended 1st ticketing workshop <i>15 Feb</i> – post match followed up with the Club regarding the incident with cameraman at the Portsmouth game <i>18 Feb</i> – JB, PS, MO'D met with FSA, TW, AB, AK and 3 OxVox reps. See 6 below <i>20 Feb</i> – JB representing OUSP and GB HGT attended OUiTC evening at which their impact report was presented and a Panel discussion held, as well as their "Friends" campaign launched. We have shared details in socials <i>27 Feb</i> – JB attended FSA EGM re amendments to elements of group membership <i>9 Mar</i> – Womens HGT match with OUiTC, OUFCW, GB, JB <i>9 Mar</i> – JB attended FSA Womens Voice in the Men's Game conference</p>	

5.	SLO matchday volunteers update																			
	<p>AK provided an update regarding the recent appeal for matchday volunteers, to be called Matchday Liaisons, a recruitment process is ongoing. There are plans for a gazebo outside the ticket office and to revamp the first game packs and stadium tours provided for first time fans. The plan is to have 2 liaisons in the gazebo and 2 moving around the ground. Plans for an entertainment section in the exhibition bar are being explored. The current Matchday Ambassadors to be co-opted into the role of the liaisons.</p> <p>AK, JB and Jane Hughes at the FSA to have a meeting to discuss what procedures should be in place if a member of OUSP applies for one of the matchday liaison roles.</p> <p>In the role as SLO, AK has responded to several points we have raised, e.g.</p> <ul style="list-style-type: none"> - Now sharing ticket sale windows on his socials - 'Report it' posters have been updated to be clearer and are being replaced in all concourses - Enquiring as to the availability of on the day sales in advance of all away matches. - LRC coaches - disabled fans drop off points if pre-arranged. End of season LRC catch up meeting within the club <p>AK to meet with representatives from Yellow Division before the Watford fixture.</p>	AK/JB																		
6.	FSA Proposal for Fan Advisory Board																			
	<p>Following the meeting arranged by the club and FSA on the 18th Feb, the FSA have drafted revised Terms of Reference for OUSP/FAB and revised MoU. These were circulated to those of us at the meeting for comments, and then issued last week for us to review.</p> <p>The timeline for this process was reiterated and can be seen below:</p> <table border="0" style="width: 100%;"> <tr> <td style="padding-left: 40px;">02 March 2025</td> <td>Feedback and comments on ToRs & MOU to be sent to jane.hughes@thefsa.org.uk</td> </tr> <tr> <td style="padding-left: 40px;">03 March 2025</td> <td>FSA to finalise proposals for Terms of Reference & MOU</td> </tr> <tr> <td style="padding-left: 40px;">06 March 2025</td> <td>Documents to be distributed to all OUSP members</td> </tr> <tr> <td style="padding-left: 40px;">13 March 2025</td> <td>OUSP meeting to discuss the FSA proposed Terms of Reference and MOU</td> </tr> <tr> <td style="padding-left: 40px;">31 March 2025</td> <td>Additional feedback and comments on ToRs & MOU to be sent to jane.hughes@thefsa.org.uk</td> </tr> <tr> <td style="padding-left: 40px;">TBC - April 2025</td> <td>OUSP meeting to ratify ToRs, MOU & supporting documentation</td> </tr> <tr> <td style="padding-left: 40px;">30 April 2025</td> <td>Terms of Reference, MOU & Election process agreed</td> </tr> <tr> <td style="padding-left: 40px;">30 June 2025</td> <td>Deadline for Club submission of the 2024-24 review & 2025-26 Fan Engagement Plan to the EFL</td> </tr> <tr> <td style="padding-left: 40px;">31 July 2025</td> <td>Election of independent FAB members completed</td> </tr> </table>	02 March 2025	Feedback and comments on ToRs & MOU to be sent to jane.hughes@thefsa.org.uk	03 March 2025	FSA to finalise proposals for Terms of Reference & MOU	06 March 2025	Documents to be distributed to all OUSP members	13 March 2025	OUSP meeting to discuss the FSA proposed Terms of Reference and MOU	31 March 2025	Additional feedback and comments on ToRs & MOU to be sent to jane.hughes@thefsa.org.uk	TBC - April 2025	OUSP meeting to ratify ToRs, MOU & supporting documentation	30 April 2025	Terms of Reference, MOU & Election process agreed	30 June 2025	Deadline for Club submission of the 2024-24 review & 2025-26 Fan Engagement Plan to the EFL	31 July 2025	Election of independent FAB members completed	
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	<p>OxVox have been in contact directly with the FSA to arrange a meeting to raise some points regarding the makeup of the FAB and the details of the FAB chairman role.</p> <p>OG mentioned regarding shortlisting panel in the TOR. Due to OUSP receiving the Confidentiality Policy, Election Policy and Code of Conduct the day before the meeting, it was decided that an online meeting will be arranged later in March to discuss the details of these documents and a meeting in April to ratify the changes.</p> <p>The majority in the meeting are happy with the MoU and ToR, with the proviso that there may be some changes as a result of the ongoing conversations with the FSA.</p>	
7.	Planning for March Ticketing Presentation from the Club	
	<p>OUSP were informed by the club that the proposals for the Ticketing Presentation had not yet been signed off. As a result, the date of the Presentation from the club will be pushed back to allow for sufficient time to review the proposals and provide some feedback before the presentation.</p> <p>In light of the discussion regarding FAB, we agreed that 3 members from OxVox should be allowed to join the presentation. AK to feedback to Lee Barton</p> <p>A date for the presentation will be agreed based on availability</p>	MO'D
8.	Plans for Fans Forum	
	<p>PP provided an update regarding the status of the upcoming fans forum. OxVox will be meeting with Tim Williams to arrange a date. The panel will be made up of senior officials from the club.</p> <p>JB reiterated the offer of help from OUSP for the Fans Forum</p>	
9.	Establish Current Panel Member Terms of Office	
	<p>Current ToR allow for 9 elected members, appointed for a 3 year term each, with 3 standing down each year (but allowed to re-stand if they wish).</p> <p>In 2023 an admin problem at our end meant that one valid application went to SPAM and was not picked up until after the appointments were processed and confirmed. We consulted Ashley Brown and agreed that the best course of action was to appoint the extra person for one year, then in 2024 all of those appointed in 2023 would re-apply as well as those due to reach the end of their term in 2024.</p> <p>It was also agreed that, with 6 posts up in 2024 that, if going to election those with the highest votes would serve 3 year terms, the next 3 would serve 2 years. If there were insufficient candidates for an election then lots would be drawn for the 2 and 3 year terms. This draw needed to take place.</p> <p>Draw was overseen by PC with PP as witness, both of whom are not affected by the outcome. The terms of office dates are confirmed as:</p>	

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10.	Any Other Business																															
	<p>A discussion regarding potential conflicts of interest with those who are on the panel but also volunteers with the club with incentives will need to take place as part of the ongoing FAB proposal review.</p> <p>JB asked AK to liaise with Andy Taylor regarding a date for a DSA meeting.</p>	<p>JB/MO'D</p> <p>AK/JB</p>																														
11.	Date and Invitees for Next Meeting																															
	Meeting date to ratify the FSA FAB proposals in April to be confirmed subject to availability	MO'D																														

Appendix 1

Ticketing working group 1st meeting – Feb 14, 2024

Attendance: Gemma Olive, Aaron Knightley, Daniel Steward, Ali Wolfe, Ohad Green

Dedicated Phone Line for Disabled Fans

Gemma said that apart from high-demand matches such as Leeds away or Peterborough, phone traffic is generally low, so a dedicated line is unnecessary. They also encourage disabled fans to update their profiles to access accessibility benefits online, such as a complimentary carer ticket.

12:30 Kick-Off Ticketing Issues

Gemma explained that 12:30 kick-offs are now scheduled only four weeks in advance, depending on the broadcast company choices. Matches are sometimes rescheduled in response to police advice.

Ticket Exchange

Pushing the Ticket Exchange Window Closer to Kick-Off

A two-hour buffer is required between closing the exchange and updating the ticketing system. Additionally, turnstiles open 1.5 hours before kick-off. Reducing this buffer would not leave enough time to reallocate a ticket if the season ticket holder decides to attend or transfer it to someone else, ensuring the holder retains flexibility.

Extending the ticket exchange window - While they will not open the ticket exchange earlier, in many cases, it is available up to 14 days before the match.

Ticket exchange promotion - New signs would be soon installed at the family stand.

Using Ticket Exchange Credits in the OUFC Shop - This is not possible, as the ticketing and retail systems are separate.

Preventing Single Unsold Seats

Gemma stated that such a system would restrict seating choices for fans who prefer specific stands. Additionally, they noted that single seats tend to sell regardless.

Group Bookings

Gemma explained that allowing fans to easily regroup would add significant workload to their small team (three staff members, compared to seven or more at other clubs). Additionally, in most cases, there are plenty of available seats, and many fans do not sit in their allocated seats. For the best chance of securing group tickets, the club recommends purchasing a home membership for priority booking. Fans can also request seat relocations, including to a different stand, by contacting the ticket office.

Two-Phase Allocation System (Based on the Leeds Away Experience)

Gemma stated that even when they called fans on the waiting list for Leeds away, many declined the tickets offered, suggesting that implementing such a system may not be worthwhile.

Loyalty Points System

O UFC confirmed that they have explored the possibility of a loyalty points system, but implementation is complex. This season, they have focused on expanding the Yellow Account system to gather more data. However, challenges remain, such as multiple accounts being created by the same fan.

A fan-raised issue regarding different price bands

Gemma explained that this case was due to a specific technical error – this hasn't happen again since and she double checked the price bands.