

**SUPPORTERS' COMMITTEE MEETING  
WEDNESDAY 27<sup>TH</sup> MARCH 2019  
KCOM STADIUM**

**PRESENT:**

**SUPPORTER REPRESENTATIVES**

- **Senior Tigers** Barbara Wilkinson (BW) (representing 250+ supporters)
- **Hull City Official Supporters' Club:** Kathryn Townsley (KT)
- **Electric Eels:** John Sherman (JS)
- **Hull City Fans Forum** (Facebook): Mark Walmsley (MW) (Guest observer) (15,000+ followers)

**North Stand representatives:**

CONTACT INFO: [northstandrep@gmail.com](mailto:northstandrep@gmail.com)

- **Ash Durham** (AD)
- **Michael Yardley** (MY)

**South stand representative:**

CONTACT INFO: [southstandrep@gmail.com](mailto:southstandrep@gmail.com)

- **Jamie Kelwick** (JK)

**East stand representative:**

CONTACT INFO: [eaststandrep@gmail.com](mailto:eaststandrep@gmail.com)

- **Ben Andrew** (BA)

**West stand representative:**

CONTACT INFO: [weststandrep@gmail.com](mailto:weststandrep@gmail.com)

- **Melanie Dearing** (MD)

**APOLOGIES**

- Mark Tomlinson (East stand)
- Jo Frend (West stand)
- Bob Carroll (South stand)

**CLUB REPRESENTATIVES**

- **Ehab Allam** - Vice-Chairman (EA)
- **Vicky Beercock**- Head of Marketing and Communications (VB)
- **Helen Lewis** – Finance Manager (HL)
- **Kevin Hickson** – Facilities Manager (KH) (For facilities feedback [smc.enquiries@hulltigers.com](mailto:smc.enquiries@hulltigers.com) )
- **Henry Crane**- Stadium Catering and Deputy General Manager, Tigers Events (HC)
- **Ben Towse** – PR & Social Media Executive (BT)
- **Ann Holland** Supporter Liaison/Disability Liaison Officer (AH) (Day to day supporter contact)  
[ann.holland@hulltigers.com](mailto:ann.holland@hulltigers.com)

## **INTRODUCTION**

VB welcomed the members to the committee meeting and thanked them for attending. VB also thanked members for attending the productive 1-to-1 meetings throughout the season.

## **PREVIOUS MEETING ACTIONS DISCUSSION AND RECAP**

(FULL UPDATE IN APPENDIX, AS SENT OUT WITH THE AGENDA)

### **FACILITIES**

#### **1. HOT WATER IN THE STADIUM**

KH states that a new boiler has been installed in E9. KT adds that comments have been made on the improvements in hot running water in the ladies' toilets.

BW says that there are still issues in the South Stand toilets. KH apologises and adds that the upgraded system will be rolled out across the stadium.

LEGIONELLA TESTING: MD enquired about water tests done in the stadium. KH confirms that testing is performed annually on the facilities, coupled with random tests throughout the year to ensure that toilet facilities are at the required standard.

#### **2. SOUTH STAND CAR PARK**

BW states that vehicles are leaving the South Stand car park before the 15-minute period given to allow fans to vacate the stadium. JS says that he does see stewards attempt to stop vehicles moving.

**ACTION:** KH to look into vehicles moving directly after matches in the South Stand Car Park.

#### **3. DISABLED FACILITIES**

VB states that following on from feedback from a survey carried out with disabled supporters, there is now a Changing Places toilet facility at the stadium, and in addition to this a safe and warm space for disabled supporters to watch the match should the need arise. Disabled supporters will still be able to watch the match via the televisions provided. AH also adds that a sensory room will be available soon.

#### **4. OTHER**

BA says that introducing card payments in the concourses has drastically improved queue lines. HC says that 95% of transactions are card now.

### **NEW WEBSITE**

VB states that a new website is in the pipeline and a replica site has been built, but says to bear with the club as it works to complete the new website.

VB says that a new URL will hopefully be launched with the new website, and believes the most suitable url would be [www.hullcity.com](http://www.hullcity.com). The Club remains hopeful and optimistic that conversations with this can move forward with relevant parties.

MY says that hullcitytigers.com still irritates fans and agrees that getting the hullcity.com domain would help build relationship with fans but stresses he believes the Club will 'never get it'. VB acknowledges this and remains hopeful.

## **HALL OF FAME**

VB states that the Player of the Year Awards will feature a Hall of Fame award and the Club are exploring possibilities of a Supporter of the Year award for fans to vote on through social media.

VB says that last year's Hall of Fame awards was a launch event, stating that selecting five players per year for the award would not be sustainable and would look at one player per year moving forward.

## **CONTACT INFO FOR STAND REPS**

VB says that email addresses for stand reps are published on the website and in every matchday programme. <https://www.hullcitytigers.com/fans/supporters-committee/>

VB and BT agree that posting Stand Rep email addresses on Social Media would be beneficial if the Stand Reps agree with this. VB notes previous concerns about occasional volatility on social.

## **EAST STAND CLOSURE RUMOURS**

VB categorically confirms that East Stand closure is rumour and to ignore it.

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## **AGENDA COMMENCES**

### **GENERAL CLUB UPDATE:**

#### **1. CLUB SALE / OWNERSHIP**

##### **CLUB SALE UPDATE**

EA states that nothing has changed and that the club is still for sale and says that the valuation of the Club is fair.

MD & MY ask if the asking price of the Club is in-line with the debt levels. EA states that it is roughly the same but that the Club tries to align the level of debt to the value of the Club and the squad value, and that these items are always factored in the spend and planning.

EA states that any potential takeover is likely to be next season. EA confirms that talks are ongoing with new parties, but that these talks are in the early stages.

EA states that if players were to leave, the Club value would drop and more people would be able to afford a lower price, but says that it works both ways and that if top-quality players come in, the price of the Club would rise accordingly.

##### **PLAYERS AND MANAGER CONTRACTS**

EA states that he will not unsettle the squad and coaching staff by discussing player contracts whilst there are still eight games to go and we still have a chance of getting into the top six.

BA asks if EA can discuss coaching contracts. EA states that for the same reason, the Club will not publicly discuss coaching contracts with eight games to go, but that discussions are happening in the background.

EA says that the Club do have contract conversations with agents in the background, but nothing for the public domain at this stage in the season.

BA asks if the coaches are involved with recruitment. EA responds that the coaching staff have made a list and it is now with the recruitment team to find the players, leaving the coaching staff to focus on football.

EA states that the staff know how the Club go about recruitment and they are aware of what is going on in the background and that the staff have meetings about recruitment with the recruitment team and the Vice-Chairman.

JK queries whether there is a salary cap in place. EA states there is no salary cap.

## **2. CREST ROLLOUT PROCESS**

VB states that the Club is well underway with the crest overhaul having already completed numerous site reces to update the different sites. the Club will also be using the crest rollout to modernise the look and feel of the Club across the sites.

VB states the Club will roll out the crest from the first communication about the 19/20 season and pre-season, this will likely be May time, and should be completed by the end of the Summer with the caveat it is a mammoth job and no doubt there will be a transition period to get ALL crests updated elsewhere. Please feedback after August if you are still seeing the old crest anywhere.

JK asks if it would be possible to play in the new kit during the last game of the season. EA says this would not be possible due to the timings of the kit arrival this season but something we may be able to look at in the future.

AD comments on the involvement of fans in the crest redesign process and how it gave fans the chance to be involved in a once-in-a-lifetime experience.

## **3. FACILITIES- STADIUM CONDITION**

### **CLEANING AND FALCONGATE**

KH states that kiosks and entrance stairwells have now been installed with bird spikes in an ongoing attempt to manage the bird issue, but Falcons are a protected bird and there isn't much that can be done to move them. SMC have been in consultation with the RSPCA who referred SMC to the RSPB, DEFRA, the Wildlife Crime unit and a rep from the Falconry Services who have visited the stadium to advise on what can and can't be done to help navigate the persistent and unpleasant mess the falcons seem to be making.

KH states that the complaints have come to their attention and is now working on an action plan with the cleaning agency to review the cleanliness of the seats and the wider stadium.

BW states that West Stand seats are dirty and cracked.

KH says that the cracked seats are being reported by stewards in their post-match report and they are replaced as and when these are reported. If supporters feel this isn't happening, please feel free to report it by using the facilities email address. (see page 1 for contact email address).

AH states that fans are able to notify the Club through email or alerting a steward.

**ACTION:** BT to post the facilities contact details on Social Media so people can easily report any facility issues.

#### LEAKING ROOF

MD complains of the leaking from the roof.

#### TOILETS

KH states that work is ongoing in the toilets. Boilers have been fitted and mirrors have been added to some toilets. Litter sweeps, bin emptying and other cleaning procedures are in place pre and post-match.

#### STADIUM MAINTENANCE AND UPGRADES

EA states that it is a big stadium and SMC spends a lot of money on maintenance, in the last season alone over £1 million has been spent on upgrades and repairs throughout the stadium.

BA notifies that posters are ripped out of the male toilets in the East Stand.

#### **FALSE ALARM- BIRMINGHAM CITY MATCH**

VB states that this was a false alarm and it was identified as such within 30 seconds and it was immediately determined that no supporters were at risk.

VB also stated that this was a unique occurrence that accidentally triggered the alarm which has been isolated and will not happen again. VB states that the Safety Advisory Group (SAG) were completely satisfied with the procedures SMC have in place.

HL states that due to the unique accidental trigger, the alarm that was activated was not one that stewards were trained to deal with, but VB confirms that the stewards have a clear cue to jump into action in the occurrence of a real incident. EA further reassures the committee that the Club is further developing its stewards training following supporter feedback.

KH states that as with any occurrence of this nature, a full review is done of procedures, numerous meetings were immediately had with different internal and external stakeholders. This review was completed by the following Wednesday, and the Safety Advisory Group were completely satisfied with the SMC's procedures.

VB states that the concourse PA and tannoy systems had a complete audit in January 2019 and the system has been upgraded and 11 new speakers have been installed, but should there be any audibility issues still please report this to us immediately and we will get this looked into.

BW feels there should have been a quicker response from the Club.

VB states that there was only one enquiry to the Club over email regarding the false alarm and this email was immediately acknowledged by the Club. It was then responded to off the record once the behind the scenes meetings were completed and an approach agreed. This off the record response was to the Hull City Supporters Trust. VB goes on to state that due to the country being on severe alert, a decision was made that numerous stadiums had also decided not to release statements after false alarms, and disclosing particular details in public could make the stadium vulnerable in future. So therefore, for security reasons a formal statement was decided against. VB did however acknowledge BW and JS's feedback that vulnerable supporters would have benefitted from some reassurance from the Club with regards to the Club's stewarding operations.

EA adds that the questions presented to the Club were based on the confidential processes and in too much detail, and for security reasons the Club could not divulge that information.

EA adds that the questions asked were breaching the security protocol and the Club therefore took a defensive stance due to this.

EA also confirms that publicly releasing 'evacuation procedures' would also be against protocol, and this would make the stadium vulnerable. EA also went on to say that each possible incident has a different protocol, therefore ALL supporters are advised to take their direction from the stewards. EA takes onboard the feedback with regards to the stewards in the Birmingham City false alarm scenario, and reassures the committee that further training will be addressed as a matter of priority.

**ACTION:** EA AND KH to further develop stewarding training

BW feels that the bag checks aren't satisfactory. AD & JK feedback that the checks at their stands are rigorous, EA comments that wands have been bought a while back and should be being used, and asked the committee if they had seen them in use? The full committee confirmed that no-one had seen the wands/torches used on security checks at entrances.

**ACTION:** EA AND KH to address security checks

#### **4. TICKETING**

##### **BENEFITS FOR CURRENT AND FUTURE MEMBERS**

VB recaps on current benefits and adds that future benefits will follow, including a revamped Tigers Rewards scheme, App benefits, Partner benefits etc.

##### **CURRENT BENEFITS:**

1. Annual ticket price saving of 40%
2. 20% average saving on Tiger Travel
3. Three exclusive Members events a year
4. Raffle access to exclusive Club events like Player of the Year
5. 10% Soccer School discount through Tigers Trust
6. Exclusive monthly Members competitions
7. Free access to U18 and U23 Academy league matches at the KCOM Stadium and Roy West Centre
8. Pre-Sales for away matches and cup matches
9. 10% rebate in points to spend in Tiger Leisure

##### **COMING SOON- WIP**

10. Pre-Sales in retail for home shirts
11. Tigers Rewards is getting a facelift and complete review
12. We are working on an integrated points system for the concourse and on ticket purchases TBD
13. We are working on exclusive content options
14. We are working on whether our partners can offer discounts to our members
15. We are looking into the feasibility of having a car park/Members pass bundle

VB goes on to reiterate that a supporter survey is coming up in the summer, and whilst her team do research on what other clubs offer as benefits, the Club would love to hear from the supporters about what they would most like to see as a Members perk.

## CONCESSIONS

AD asks how the Club plans to introduce new members in. VB states that an announcement for a discounted membership for families has been signed off and is in the final stages before announcement.

EA states that the recruitment of fans is a wider issue, so the Club are discussing options other than the family discounts to introduce new fans.

BW asks if concessions will be brought back. EA says the concessions scheme will not return in the traditional form due to its nationwide failure in football with an aging demographic.

MY feels that the current system is failing due to low attendances. EA says that he can see the attendance levels and states that he is open to suggestions, but will not revert to a system that is acknowledged to be failing nationally.

EA says that the Club is listening and hence why the family discount membership option is being put in place, to allow families to attend for a cheaper cost.

EA also adds that he is fully open to suggestions from the committee and supporters for ticket models that aren't proven to be a nationwide failure, but also points out that dropping attendance rates are not just down to pricing, but mitigating factors outside the Club as well.

EA states that he believes a premium price should be in place for a one-off attendance, but stresses that the prices reduce with membership and consistent attendance through the Match Card scheme.

KT asks about the new family discounted memberships and asks if the scheme is based around children or around families ie would this include, say, her parents. EA says that the scheme is family-wide and not just specific to children.

AD asks if monthly payments are staying. EA confirms this.

KT asks if there will be reductions in place. EA states that the family discount is worthwhile and is further looking into member benefits/loyalty schemes.

MY enquires how long the Club thinks it will take for attendances to "bottom out" and begin to increase again. EA feels that the current system is not one that the Club can look to use well into the future, but thinks the current model is better than the national model.

EA adds that upon discussions with the Football Supporters Federation (FSF), the FSF said that the Club had a compelling argument with their current system and that there was no data to suggest that the national system was better than the Club's current system.

EA adds that the FSF acknowledge that the current nationwide system is failing other than at the likes of Manchester United and other similar clubs, but generally in football, the current national system is failing.

EA also reveals that there will be a price reduction for memberships in the highest priced zone and states that the Club does take feedback onboard and is prepared to listen to suggestions to what could be a sustainable alternative and has a chance of working, other than the current nationwide failing model.

EA says that the Club thought their “no-show” rate was high at 15%, but upon discussions with other clubs, their no-show rate is as high at 20%. EA adds that he does speak to other clubs to try and gauge what is happening at this club compared to other clubs.

VB confirms that the announcements regarding pricing and family discount memberships will be made within the next month and that cancellation cut off dates etc had been factored into the timings of the announcement.

AD asks if the Championship will cap any ticketing prices. EA states that there is no ticketing cap in the Championship.

#### MATCHDAY PRICING

#### DISABLED SUPPORTERS

MY asks about disabled ticketing. VB states that the Club follows Level Playing Field guidelines <https://www.levelplayingfield.org.uk/about/>

JS states that he feels the current disabled pricing at Hull City is fair in the League.

## 5. Marketing

#### TIGERS TV – LIVE

VB says that the Club are aware of the recent issues surrounding Tigers TV streaming service. VB reassures that the Club are more than happy to provide refunds in the interim whilst the kinks are ironed out, and that the Club are in constant contact with Stream AMG the streaming integration company and Drunk Animal the web providers about the issues. VB states that the Club have fixed one major issue to do with streaming re the web page loading times by moving over to a new hosting server and stripping back the functions on the page, and the Club are working on other recent compatibility issues to do with player freezing. VB also goes on to acknowledge that the new app will help user experience with live streaming.

EA states that Hull City isn't the only club to be suffering with streaming issues with the league's widely used streaming integration provider.

VB states that when matches are displaced/rearranged to midweek, it falls to the home club to decide whether streaming will be allowed. If the Club makes the call to allow this, Sky are then allowed to broadcast via the red button. So on occasions the Club has made the call to not stream whilst the Club impatiently waits for transparency over Sky red button match viewing figures to understand how it may be impacting the match attendance.

VB states that the EFL rules dictate the Club to benchmark minimum pricing of streaming on Tigers TV. VB also reveals that the Club wanted to charge a much lower price but this was against EFL rules.

VB states that when the Club compared iFollow to going independent, iFollow couldn't commit to multiple camera angles for every game throughout the season nor local commentary, and as a result the Club chose to go independent despite the higher cost to ensure a consistent viewing experience for fans.

VB confirms the Club are looking at revamping the Club podcast potentially with a partner in tow to help manage it, this would be a more behind-the-scenes style content with the players and footballing staff to get to know them a bit more.

#### MATCHDAY EXPERIENCE / ATMOSPHERE

VB states that the Club are trying to bring local entertainers and musicians into the Club for matchday entertainment instead of looking at bigger national companies. The Club's policy is to try and work with local companies and local suppliers as much as possible across all areas of the business.

VB thanks the committee for their donations to the Hull Foodbank and recognised the donation record had been broken, and that we will continue to do Foodbank drops at key times. VB also states that the committee will receive a newsletter showcasing a snapshot of the work the Club has been doing in the local community in the last year.

BW feels there is no atmosphere before the game. EA states that the Club are open to suggestions but were criticised for previous ideas and attempts to create a better experience.

VB confirms that the Club are looking to improve the Dugout Bar experience for Members.

VB states that the Club do have a very healthy budget to build a great matchday experience for supporters and is open to suggestions on how to improve the matchday experience. VB encourages supporters to feed into the survey in the summer with their suggestions.

VB also encourages supporters to Opt-In so they don't miss out on feeding into the supporter survey. VB also confirms the Club will endeavour to ensure supporters who prefer offline communications have a chance to feed into the survey.

AD questions big announcements to be delivered on matchdays (eg. Norwich's Farke announcement). VB confirmed this would be dependent on the announcement and the people it may involve, but the Club are open to exploring this.

#### MEMBERS EVENT

VB confirms the event has had a brilliant response from Members, and is now FULLY BOOKED. VB states that the Club are looking to do three Members events a year moving forward to add to the Members perks.

#### PRE-SEASON OPEN TRAINING DAY AT THE KCOM IS IN THE PLANNING

VB says the Club are looking to try and fit in an Open Training Day again at the stadium during pre-season, and are currently working with the football staff with regards to suitable dates based on the pre-season schedule and post pitch renovations etc. The event would be open to all supporters and the Club are looking into potentially doing an exclusive Members aspect at the event. This is currently all dependant on dates with the first team so is still a WIP, but if the Club can manage to make the dates for this work, they of course will.

#### PRE-SEASON TRAINING CAMP ABROAD

VB states that the pre-season camp is not confirmed to be in Portugal, other locations are also being considered, so not to book flights until the Club confirm, also confirmed the Club know how eager supporters are to get this info so they can book their flights and accommodation so she is chasing daily for this confirmation.

## **6. AOB**

### **COMMITTEE NEXT STEPS**

VB states that the committee meetings will continue twice a year, but further individual meetings will happen much more frequently throughout.

JK emphasises the 1-to-1 meetings are very productive.

### **SUPPORTER SURVEY**

VB states that an extensive online survey will go out to supporters over the Summer, allowing fans to present their opinions and give their honest feedback to the Club. VB states that the Club want to receive the feedback in time to action any relevant changes before the start of the 19/20 season.

HL states that her team are currently ringing members.

EH & VB confirm that ongoing informal communications are continuing with HCST.

(MY & MD still to have individual meetings)

BW passes on feedback that people are transferring from stand-to-stand. EA confirmed the Club are looking at addressing this.

BW also passes on that stagecoach stewarding are not being manned properly. KH confirmed the Club will look into this.

Club staff thanked the Committee for their continued hard work and commitment and subsequently closed the meeting.

## **MEETING CLOSURE**

Archive re committee meetings here <https://www.hullcitytigers.com/fans/supporters-committee/>

## **NEXT STEPS:**

### ACTIONS RECAP:

- Hull City to announce a family discount membership option in the next month, (please note cancellation deadlines have been factored in to the timings of this announcement)
- Now with the confirmed consent of the committee, Hull City will widely promote the Supporter Reps in addition to the Stand email addresses on social media (in addition to this info being currently online, and in every matchday programme)
- Hull City to address the hot water issue in the South Stand
- Hull City to look into the request of opening the Pitch Side bar from 2.45pm for disabled supporters (discussions to be had around the away fans still being in there at this point)
- Hull City to review the poster spots in the East Stand toilets
- Hull City to review the cleaning set up at the stadium, whilst significant cleaning is being done, the Club will address the need for a cleaner stadium as a matter of priority
- Hull City to clear fallen branches in the South Stand car park after heavy winds
- Hull City to look into vehicle movement in the South Stand car park directly after matches
- Hull City to look into food and drinks offers for Members
- Hull City to look into playing Sky on the concourse TVs
- Hull City to contact Tigers Trust with regards to complaints about the disrepair of the Arena
- Hull City to look into EFL guidelines and speak to externals with regards to committee members staying consistent for more than one year
- Hull City to ensure Committee meetings are not during Half Term moving forward
- Hull City to actively promote the SMC facilities feedback email address
- Hull City will continue to evolve the steward training programme
- Hull City will address bag checks and ensure the search wands are being used
- Hull City will continue to work with Stream AMG and Drunk Animal to iron out any streaming and streaming compatibility issues
- Hull City will continue to have 1-to-1s with supporters in between the supporter committee. Regular feedback/dialogue from the reps is also encouraged throughout the season. This should go to [ann.holland@hulltigers.com](mailto:ann.holland@hulltigers.com)
- Hull City will continue to look at ways of engaging supporters whose preferred method of communication is offline
- Hull City will continue to work on a new website and hope to be able to acquire the hullcity.com url for its launch
- Hull City will be sending out a community newsletter to the Supporter Committee members showcasing the work the Club has done in the community in the last year
- Supporter reps to continue to communicate to their groups/stands that due to GDPR supporters must ensure they have 'opted in' to Club marketing to ensure they are receiving the Club updates/ At least two email newsletters are sent each week, if they are not receiving these they have likely not opted in to Club marketing.
- Supporter reps to communicate that there will be a big Supporter Survey taking place in the Summer with all feedback welcomed. Supporters are encouraged to take the time to give the Club their suggestions
- Supporter reps to feedback on the tannoy system if they are still having audibility issues following the recent upgrade of 11 speakers

## APPENDIX:

### ACTIONS UPDATE FROM OCTOBER MEETING, SENT AHEAD OF THE MARCH MEETING FYI:

#### UPDATE REQUESTED ON TIGERS TRUST CEO:

##### **Tigers Sport and Education Trust has announced Catherine Bishop as its new Chief Executive.**

Catherine, one of the founding directors at social enterprise EN:Able Futures CIC, joins the Trust in April and will be responsible for leading and managing the development and strategic direction of the charity.

With a background in social economic regeneration, she has spent her career helping others to access opportunities and reach their full potential, using her knowledge and experience to manage projects on both a local and national level.

Catherine was also assistant director at regional development agency, Yorkshire Forward, and national director for programmes at the National Youth Agency, where she helped change lives and build communities through a number of programmes including the National Citizen Service (NCS) programme which was collaboratively delivered through Newcastle United and Middlesbrough football clubs.

The new appointment comes after the Trust's previous manager, John Davies, stepped down to pursue other opportunities, following a successful 28 years running the organisation.

Catherine Bishop said of her appointment:

*"I'm very excited and feel extremely privileged to be offered the opportunity to lead the Tigers Trust at this time. Social health and wellbeing is incredibly important in creating vibrant and inclusive communities, and I look forward to leading the various Tigers Trust sports and education activities in support of this. There is huge potential in Hull and the East Riding, and I'm eager to explore what we can do in order to further support growth and regeneration in the city."*

Commenting on the Board's decision, **Chair Sean Royce** said:

*"We are delighted to welcome Catherine to the team and we look forward to her bringing in fresh, new ideas to further enhance the Tigers Sport and Education Trust. As a value-based leader, Catherine is an ideal fit for us, and with her unrivalled experience I am confident she will help the organisation go from strength to strength."*

#### TICKETING

As previously mentioned a ticket option is being worked on. The launch of which is coming very soon. It will involve discounted memberships for families. More details will follow in the next month.

#### CLUB APP

The Club is **very** close to announcing the details around the new app, our IT team are just finalising the testing phase before this is rolled out.

#### FACILITIES UPDATE:

##### **HOT WATER IN REST ROOMS ON MATCH DAYS**

We have installed a new boiler system which we are currently still testing in E9. As it stands we believe it will meet our requirements and we look forward to being able to roll out the upgrade of several boilers throughout the remainder of the East Stand over the course of the summer. This will improve the hot water supply. In addition to this, all taps in the concourse are in the process of being upgraded and modernised to improve water flow.

### **DISABLED FACILITIES UPGRADE**

Following on from feedback from a survey carried out with disabled supporters, there is now a Changing Places toilet facility at the stadium, and in addition to this a safe and warm space for disabled supporters to watch the match should the need arise. Further upgrades to disabled facilities are also in the works.

### **UPGRADED LIGHTING AROUND THE EXTERIOR OF THE STADIUM**

Lights have recently been upgraded around the outside of the stadium to improve visibility.

### **WI- FI**

Conversations are ongoing with relevant external stakeholders on this topic.

### **TANNOY SYSTEM UPGRADE**

SMC have conducted a complete survey of the tannoy system in January 2019. 11 new speakers have been installed and adjustments have been made to the volume. The volume level is based on sound level regulations as dictated by Environmental Health.

### **BOLLARDS IN WEST PARK BEING TOO SHORT IN HIGH CROWDS**

This was escalated to Hull City Council's parks department and NPS Humber to look at making alterations as far as is reasonably practicable. A meeting took place 2 weeks ago to move this forward including addressing the lighting in West Park. We will continue to update on next steps as and when we get this confirmation.

### **CAR PARK AND MATCH DAY TRAFFIC ON WALTON STREET**

A meeting took place a couple of weeks ago with the Hull City Council Highways to try and push forward the proposed SMC management plan, the plan subsequently had feedback and has now been updated. We can confirm that as of the home match against QPR the second entrance has been reopened to improve the flow of traffic entering the car park, and to ease traffic congestion.

### **CATERING UPDATE:**

#### **COFFEE & HOT CHOCOLATE**

All of the hot drinks on the concourse are made with hot water. Each unit has one hot water boiler per shutter which we use to make all our hot drinks.

We only serve Douwe Egberts Black Coffee and have the mini cartons of UHT milk available for people to add as little or as much milk as they like. We have only had black coffee available for some years now.

Our hot chocolate came from a Swiss company who have ceased production recently of this product. We have replaced this with Cadbury's Hot Chocolate. There are still some of the Swiss hot chocolate around but within the next match or two, it'll be Cadbury's everywhere.

The hot chocolate does need a good stir and we provide wooden stirrers on the counters and shelves across the concourse for customers to use. The chocolate does sit at the bottom so staff are trained to encourage the customer to give it a good stir.

#### **EXTERNAL CATERING**

This has been something that we've tried with a couple of local street food vendors when we were in the Premier League for almost two full seasons.

Ultimately, it didn't stack up for these traders financially. With so much of the crowd arriving in the last half hour before kick-off, it's been tough for them to serve enough customers to make it work for them.

At full-time, very few people purchased from them as everyone made their way home.

It's certainly something we would look at again and we've got some great relationships with local traders as we've brought them in for Rod Stewart and ELO.

#### **CHIPS TO BE AVAILABLE IN MORE CONCOURSE STANDS SOON**

We are looking to upgrade our catering facilities in numerous stands where chip fryer facilities have never been integrated due to safety issues. We have had the green light to upgrade the facilities and supporters can expect to see chips in more stands in the near future.

#### **HALL OF FAME: NEXT STEPS**

The Hall of Fame will transition into a people's choice award honoured at the Player of the Year Awards moving forward. This will be a key penultimate award of the evening.

#### **SUPPORTER COMMITTEE CONTACT INFO**

Please note the committee contact info was immediately added into every single programme on the contacts page.

#### **OTHER**

##### **EAST STAND CLOSURE RUMOUR**

This is just a rumour; the East Stand will not be closing.

##### **MATCHDAY MUSIC**

Ongoing conversations are being had with local talent and music promoters to bring a variety of new and local music to the stadium.