

# **CITY MATTERS MEETING - MINUTES**

**CFA HQ Boardroom**

**Thursday 31<sup>st</sup> January 2019**

## **Attendees**

### **Fan Representatives Present**

Adam Purdue	<b>Families &amp; Young People Representative (Chair)</b>
Mark Barber	<b>Disabled Supporters Representative (Vice Chair)</b>
Sophie Boden	<b>Female Fans Representative</b>
John Browne	<b>LGBTQ Representative</b>
Andrew Bucknall	<b>BAME Supporters Representative</b>
Matty Dove	<b>Under 25s Representative</b>
Kevin Parker	<b>OSC Representative</b>
Patricia Robinson	<b>Over 65s Representative</b>
Colin Savage	<b>Seasoncard Holders Representative</b>
Simon Walker	<b>Seasonal Hospitality Representative</b>

### **Club Representatives Present**

Omar Berrada	<b>Chief Operating Officer</b>
Danny Wilson	<b>Operations Director</b>
Carolyn McNab	<b>Group Human Resources Director</b>
Lisa Eaton	<b>Head of Supporter Services</b>
Andrew Gilligan	<b>Head of Research and Insights</b>
Elliot Ward	<b>Public Relations Manager</b>
Josh Emerson	<b>Communications (minutes taker)</b>

## Format and Structure

Each City Matters meeting will be divided into three parts with two main topics tabled for discussion, these can be items put forward by the Club and/or Fan Representatives, followed by a Q&A.

## Agenda

1. Equality & Diversity
2. Discussion: Turnstiles, Smoking & Catering
3. Q&A
4. Future Meeting Dates and Topics

## ITEM 1

### Equality & Diversity

TOPIC	SUMMARY
Introduction and overview	An overview of Manchester City's equality and diversity work stream is provided which covers the Club's continued and ongoing commitment to developing an inclusive environment for fans, staff, players and participants. This includes the Premier League Equality Standard and Manchester City's recent award as an Advanced Level Club.
Premier League Equality Standard	<ul style="list-style-type: none"><li>• The Standard, which was reviewed by the Premier League in 2015 to replace and build on Kick It Out's Equality Standard for Professional Football Clubs, has been designed to reflect current equality legislation and case law, and provides a framework to guide professional football clubs towards achieving equality, ranking them Preliminary, Intermediate or Advanced.</li><li>• To achieve the Advanced Level of the Premier League Equality Standard, clubs undergo an assessment led by a panel of independent experts and must demonstrate that they are committed to a cycle of continuous improvement with regards to equality, and that it is mainstreamed throughout their organisation.</li><li>• Following Manchester City's assessment in June 2018, the panel commended the Club's "palpable enthusiasm and commitment to furthering equality and diversity and noted the close alignment between the Club's philosophy and inclusion".</li><li>• Whilst fan representatives welcomed the fact that the Club had achieved the Advanced Standard, they felt that this was still a basic standard, noting that there are other standards outside of football that comply with EU and International regulation, and think the Club should be aiming higher and work to attain these too.</li></ul>

	<ul style="list-style-type: none"> <li>• The Club note that other forms of accreditation and standards outside of football could be considered as part of its ongoing commitment to inclusion.</li> </ul>
Inclusion discussion	<ul style="list-style-type: none"> <li>• With regards to the collection of data the Club comments that it utilises national publicised data to provide evidence and act as a reference point, this is complemented by staff and fan data which is captured through surveys.</li> <li>• Fan representatives ask whether the Club would consider working, or consulting with, other organisations and charities locally to further broaden understanding of key issues.</li> <li>• The Club comments that it works with a number of organisations and charities throughout the season to consult on issues and develop its understanding on specific matters. There is agreement that further consultation could take place. The views and suggestions of fan representatives will be welcomed.</li> <li>• Following the presentation fan representatives debated with the Club regarding operational issues specifically in relation to disabled fans.</li> <li>• Fan representatives inform the group that the disabled entrance to the meeting was out of service and was out of service at the previous meeting three weeks ago.</li> <li>• The Club notes whilst one of the disabled entrances to the City Football Academy was out of service, two others were in service.</li> <li>• The Club is informed that there are issues around location of disabled bays in the CFA stadium.</li> <li>• The Club notes that there they have a total of 66 bays in the Academy Stadium, 56 are pitch side and 10 are located on the upper level of the East Stand.</li> <li>• The Club is informed that there is a lack of access for some fans to toilet and refreshment facilities.</li> <li>• The Club notes that it employs stewards to manage access to facilities for disabled supporters located on the upper level and will review the match operation at the Academy stadium to address this.</li> <li>• The Club is informed that there have been difficulties in speaking with the access team, purchasing tickets and non-response to emails were covered.</li> <li>• The Club would like to apologise to all supporters for any inconvenience caused during the implementation of the new ticketing system. With regards to disabled supporters specifically, the Club ensures that a representative from the Supporter Services team attends every MCDSA meeting, and these issues were discussed in detail at the last meeting.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Club would welcome comments from fan representatives regarding any other areas that they believe require improvement.</li> </ul>
Introduction of a sub group	<ul style="list-style-type: none"> <li>• Fan representatives informed the Club at the meeting that they had discussed and agreed names to serve on a sub group, as originally proposed at the last meeting and welcomed the Club's acceptance of this.</li> <li>• Fan representatives who will meet with the Club: Mark, John, Sophie, Andrew.</li> <li>• The sub group will meet following the Club's investigation into these issues which will help to determine the agenda.</li> </ul>

## ITEM 2

### Discussion: Turnstiles, Smoking & Catering

TOPIC	SUMMARY
Turnstiles and stadium access on matchdays	<ul style="list-style-type: none"> <li>• In previous season's the East Stand could be accessed via any turnstile, however this has since been changed to specific turnstiles only.</li> <li>• Fan representatives suggest that this is causing a number of ingress issues relating in longer queues at some turnstiles and no queues at others. M and N are highlighted as examples of this. The Club agree to investigate this and will report back to the City Matters group.</li> <li>• The Club explained that the reason this change was introduced is because the data collected showed that the majority of supporters used the turnstile situated the closest to their seat.</li> <li>• Fan representatives suggest that the signage and information regarding stadium access is problematic and can lead to confusion.</li> <li>• It is suggested that barriers which are erected outside of the stadium for some fixtures around away areas can also create a negative atmosphere between home and away fans.</li> <li>• Access from Ashton New Road is referenced as a walkway has been closed off.</li> <li>• The Club works with relevant stakeholders including Greater Manchester Police ahead of each fixture to identify the appropriate security measures. The Club notes that this will continue to be reviewed and comments will be noted.</li> </ul>

Smoking in the Stadium	<ul style="list-style-type: none"> <li>• Fan representatives understand that the Club cannot permit smoking within the stadium on matchdays but suggest that smoking does take place during concerts.</li> <li>• The Club note that this is not the case, and that anyone smoking in the stadium at any time is doing so illegally.</li> <li>• The Club will address issues with regards to smoking in certain areas and review existing security measures with stewards who are tasked with identifying and enforcing anti-smoking regulations.</li> <li>• More broadly, the Club is committed to the campaign to make Greater Manchester smoke free.</li> </ul>
Catering	<ul style="list-style-type: none"> <li>• Fan representatives would like to have a sub-group established to discuss this area and the introduction of new initiatives and trials as well as the level of service on matchday.</li> <li>• The Club have appointed a new Head of Catering who can meet with the City Matters group to discuss ideas and initiatives.</li> <li>• Fan representatives ask if separate queues for cash payment and card payment are still in operation.</li> <li>• The Club comment that this is not the case in every area of the stadium but more generally would encourage contactless payment to improve the speed of service.</li> <li>• Fan representatives ask if new queuing systems are still be used or trialled.</li> <li>• These have been implemented in parts of the stadium, however there are limitations in terms of space and regulations. The Club understand that there are solutions to the problems that have been listed previously and are keen to continue to trial various systems.</li> </ul>

### ITEM 3

#### Q & A

TOPIC	SUMMARY
Does the club have an awareness or policy relating to children's tickets being upgraded to adult tickets in the Family Stand, especially for big games?	Since the expansion of the Family Stand, supporters have had the opportunity to upgrade junior tickets for all night matches as we appreciate that parents are not always able to bring children, especially during school term. In recent seasons, as general demand for tickets has increased, we have relaxed the entry criteria in this area of the stadium. The capacity, location and regulation of a family area will be reviewed as part of any future stadium developments.

<p>Non-seasoncard holders have been given free tickets to matches and even had the opportunity to be player escorts by attending Family fun days, while season ticket holders who are unable to attend the fundays have been unable successfully to apply to be player escorts- could the club please outline the policy on this?</p>	<p>Anyone attending Man City Kids Fanzone has to be a Citizens member as they have to go through the ticketing system to get their free ticket (the only exception is a group booking but we are trying to resolve this). The other ways of becoming a player escort are through the Man City Kids app or the Junior Citizens portal – to comply with GDPR, the competitions are hosted on these platforms and winners are selected at random. All fans need to do is download the app or log on to the website.</p>
<p>Why is the Ticket Exchange limited to 6 games?</p>	<p>Six games equates to 30% of the total number of home Premier League matches. The Club's understanding is that supporters who wish to be Seasoncard Holders intend to attend as many home matches as possible, so feel that offering the option to trade 30% of those matches is a fair number. You can list your seat as many times as you like, the trades only count should your seat be sold.</p>
<p>What is the plan for the people relocated from Block 125/126 for the Tunnel Club, as their deals to keep their old seat price runs out this summer? They have not been given the priority permanent reallocation they were promised at the time</p>	<p>Supporters that were impacted will be contacted in advance of the 19/20 Seasoncard renewals to be advised of the process. As previous seasons they will be provided with an exclusive relocate window.</p>

<p>Can a seat exchange system be put in place for Hospitality supporters?</p>	<p>There are no plans at this stage, however we are happy to ask our hospitality seasonal customers if this would be of interest and give consideration as to how this could work.</p>
<p>How many home tickets are made available for resale by 3rd party sites (e.g. Hot Tickets / Viagogo)?</p>	<p>A number of official resellers have been appointed by the club. All of the resellers purchase an allocation of hospitality on a seasonal basis and some purchase seats in 93:20. In total, 500 seats are purchased. None of these resellers have access to general admission seats. The club is aware of tickets being made available for purchase on unofficial third-party sites which have not been purchased by official resellers and is working hard to address this issue. In some instances, tickets are being listed by Seasoncard holders.</p>
<p>On the front row of the Family Stand there were a group of away fans for the Utd &amp; Liverpool games (in the same block of seats) - why is this?</p>	<p>The Club never knowingly sell tickets to supporters of an opposing team. For high profile matches such as Liverpool and Manchester United, additional sales restrictions are in place, and in many instances, we do not sell to anyone that is not a member. Actions are taken against anyone found to be reselling their ticket to supporters of the opposing teams.</p>
<p>Is there a process to upgrade a season ticket to hospitality and only pay the difference?</p>	<p>Seasoncard Holders are eligible to a 10% discount off any hospitality package that they purchase. If supporters contact the Hospitality Sales Team and advise they are a Seasoncard holder, they will receive the discount.</p>

<p>Ticket Exchange refunds taking 45 days &amp; why did club stop crediting v next season's card. Can that be an option again?</p>	<p>We process the payments on the first working day of the month, a match played on 2nd, will not be processed until the following month. The 45-days are advised to take this in to account. The change from e-purse to BACS refund was due to supporter feedback, but we recognise that a number of supporters would prefer a 'credit' option. This is currently being explored by the Club, with our new ticketing partner.</p>
<p>People have had seats "regraded" and had to pay more despite not moving but are still being charged increases as well- can this be explained?</p>	<p>If a supporter regrades (i.e. a concessionary is being used by an adult) they are required to pay the difference between the 1/19 of the Seasoncard price and the Adult match ticket price. If the Adult (non-Seasoncard holder) was to attend in their right, they would be required to pay the Adult match ticket price. We are happy to look in to examples if they are provided.</p>
<p>It seems that some screens on the concourse show replays/ Sky sports (news and earlier games) and some don't. Some have sound and some don't- can this be consistent?</p>	<p>Each concourse television has two elements set locally, the channel and the volume. The default (or correct) setting for each is:</p> <ul style="list-style-type: none"> <li>▪ Channel - an MCFC specific channel designed to interact with our IPTV system from which we can cluster together screens and unify the outputs. On the concourse there are two outputs, the food and drink menus and the MCFC channel controlled by the Event Production team. If SkySports News and SkySports Main Event are being shown on two separate screens, this is incorrect.</li> <li>▪ Volume - should be muted on all screens</li> <li>▪ There are a few technical and non-technical reasons why these channel or volume settings can deviate from the default. Our audio-visual matchday checks spot-check TVs because we have circa 1200 screens on-site. We operate a Matchday -1 (day), Matchday and Matchday +1 day support service which will on the instruction of any member of staff in the stadium come and fix any deviations from the default.</li> </ul> <p>We would actively encourage supporters to report TV issues to a steward who can then contact an appropriate colleague by phone or radio.</p>

<p>Do the club intend to install the loop system in the suites that are hosted and what is the law re that system?</p>	<p>There are a number of documents that state where hearing loops should be provided to comply with regulations.</p> <p>The Equality Act 2010 - Service providers are required to make changes, where needed, to improve service for disabled customers or potential customers</p> <p>Part M of the Building Regulations - the aim is for all people to have access to, and the use of, all the facilities provided within buildings.</p> <p>BS8300: Buildings Code of Practice 2018 - detailing the required design of buildings for meeting the needs of disabled people and promotes equal access to services and buildings.</p> <p>The stadium bowl has an induction loop that supporters can utilise their hearing aid by switching to T or blind or partially sighted supporters can be provided with headsets to listen to the audio commentary.</p> <p>There are portable induction loops at all reception areas, at the food and drink concessions, within the store and available within the hospitality areas.</p> <p>As part of the Etihad Campus project, we have requested that a review of the current system is undertaken, and where possible for the loop to be hardwired, where there are currently portable options. There is currently no timescale for this work to be undertaken but it has already been identified as area for potential improvement.</p>
<p>Is it feasible to put the announcements, verbatim, on the big screen in the same way the substitutions are displayed? (People in the East stand struggle to understand)</p>	<p>The new public address system is currently being installed and the phased introduction of the new speakers and backend systems will be taking place over the next couple of months. The priority area is the stadium bowl, and this will be the first area that is switched over. The new system will bring much improved intelligibility to any announcements that are made as well as better control on volume of each level in each stand</p>
<p>Provision of sanitary products in women's toilets. Will the club provide for free as part of the "on the ball" initiative? Many premier league clubs already have</p>	<p>The Club will be implementing the "on the ball" initiative this season.</p> <p>In addition to the Etihad Stadium, the Club will provide free products at the Academy Stadium and within all buildings campus wide for staff and visitors.</p>

<p>Can the club respond to complaints about stewards frequently standing up pitchside and obscuring views of people in lower rows at key moments?</p>	<p>The pitchside stewards are instructed to sit so as not to obscure the view of the pitch. However, they are also required to stand in response to the reaction of the crowd i.e. if the crowd stands then they will, or if there is a crowd incident in their area. They will also stand in relation to on pitch incidents such as a red card.</p>
<p>Stewards near Block 120, under the spiral, say they are not allowed to go into the toilets to enforce the smoking ban. The club have said they will investigate this problem. Could we have an update please?</p>	<p>We use plain clothes stewards to identify smokers in the toilets. They will then notify the stewards in high vis uniform who will address the respective supporter(s). The club targets an area each match based on information shared in the previous match debrief where the stewards report on any smoking activity in their level/stand.</p>
<p>Could you please clarify whether screens will be erected on either side of the 3rd tier opposite the family stand? (These were shown in the brochure advising the planned stadium changes before the 3rd tier was built).</p>	<p>There are no immediate plans to install screens in the South Stand of the stadium. However, this will be considered as part of any future stadium development plans.</p>
<p>The PA system in EL1 is not working properly- is this due to be replaced?</p>	<p>Work commenced earlier this season to replace the stadium's public address system in its entirety, which should impact the quality and volume of the sound. It is scheduled to be completed by March 2019.</p>

<p>Feb 2019 is the 10th anniversary of Football V Homophobia- what plans do the club have to support this?</p>	<p>In line with Football v Homophobia's month of action, throughout February the club will be engaging with fans, the local community and staff through a variety of activities.</p> <p>Football v Homophobia will be teaming with the City in the Community to deliver a workshop for degree students who are currently studying to become community football coaches.</p> <p>Staff from the club's Equality and Diversity working group will be invited to attend a question and answer session with FvH Director, Lou Englefield and players from our men's, women's and academy teams will be taking part in a social media campaign.</p> <p>The club will also be promoting the month of action across its network including social media, it's website and match day programme.</p>
<p>International Women's Day (8 March) - plans from the club? As part of the promotion of CM could we have a female fan meet-up</p>	<p>There will be activity taking place that fans will have the opportunity to engage with. This year there will be a public event that celebrates our female athletes and it will be open to everyone. Further details will be made available nearer the time.</p> <p>We have supported meet-ups and events for female fans in the past, working with Women at the Game. We believe these events are most successful when they are fan led. For example, the events with Women at the Game were organised by Official Supporters Clubs. We are happy to discuss future events for female fans. We are organizing the #SameGoals festival on the 9th of March, it could become part of that.</p>
<p>Noticed at the Wolves match the club were promoting use of Kick it Out app. Can the club share their stats on instances of all discrimination (racism / homophobia / biphobia / trans phobia / sexism /etc) that are raised to them and then outcomes (if possible).</p>	<p>We are unable to provide statistics in relation to instances of discrimination at the Etihad Stadium. The Club takes matters of this nature extremely seriously, and actively supports campaigns and initiatives, both internally and externally, where we can use our influence and voice to support the eradication of discrimination from the game.</p>

<p>Gender pay gap - second report due this spring. Does the club have any plans to proactively produce an ethnicity pay gap report?</p>	<p>The Club continues to focus on enhancing its understanding of the various factors which contribute to pay gaps in relation to gender and ethnicity, as well as identifying evidence to support new initiatives. There are currently no plans to produce additional reports.</p>
<p>Can the club fly a "Champions" flag at the stadium? Is there an official one?</p>	<p>We recognise and celebrate the Premier League and Carabao Cup success of 2017/18 with large graphics on the external façade of both the Colin Bell and East Stands. Celebratory moments of last season and beyond are also displayed around the stadium.</p>
<p>Peterloo massacre 200th anniversary: there were plans to hold a City v Utd game in co-operation with the National Football Museum People's history museum and Manchester City Council: is this still on?</p>	<p>The Club is not aware of any discussion having taken place, but will investigate this further.</p>
<p>Have you been contacted regarding tweets that have been posted by the Club in reference to undefeated match runs and Newcastle United.</p>	<p>The Club's content team engage with our fans in many different ways on social platforms and use statistics as one such method to do so. Our younger audience indicate that they are in favour of this type of static driven content, however we will continue to review.</p>
<p>Why has the club reduced the number of turnstiles that can be used and has it notified the local authority of the changes as per Section 8(2) of the</p>	<p>Section 8.2 in the Sports Ground Act only relates to the physical changes to the sports ground not the allocation of supporters between those entrances. With regards to the physical changes to the turnstiles, we have increased following the single allocated entrances with an additional 6 turnstiles added to the stadium. (3 at P, 1 at N1, 1 at M1 and 1 at B).</p> <p>This change has enabled us to quantify the exact number of people entering a single entrance per game and balance the</p>

<p>Safety of Sports Grounds Act 1975?</p>	<p>number of people going to each entrance so that there is a more even split around the stadium. Our current ingress model for a standard Premier League game leaves every entrance at the stadium capable of ingressing its entire capacity in under 55-mins, which is 35-mins faster than the Green Guide requirement of 90-mins.</p> <p>We continually monitor ingress in real time on a matchday and post-match to look at improvements around site for queuing configurations and signage to help the ingress journey.</p>
---	--

#### ITEM 4

#### Future Meeting Dates and Topics

<p>Thursday 28<sup>th</sup> March</p>	<p>CFA</p>
---------------------------------------	------------