



IPSWICH TOWN SUPPORTERS' FORUM:

Date:	Monday, 14 March 2022
Time:	6.30pm
Location:	Portman Road
Club attendees:	Mark Ashton - CEO, Dan Palfrey - PR Manager, Stuart Hayton - Club Secretary, Elizabeth Edwards - SLO, Sally Boyle - Executive Assistant, Peter Over - ITFC PLC Director.
Supporters' Forum attendees:	Paul Peachey, Barry Calver, Mandy Garner, Andrew Kerrison, Mark Ramsay, Martin Swallow, Teresa Swallow
Apologies:	Sandra Cuningham, John Marrazi, Steve Beckett, Mary McCourt, Phil Taylor

Item	Action
1. DP explained that the minutes from last supporters' forum were agreed not be shared as we have since had two streamed fans' forums under the new ownership. The group agreed.	
2. Direction of fans' forum groups It was agreed that ITFC will evaluate during the Summer as to the direction of the forum. For example: streamed /recorded to engage and include a wider audience.	DP/MA
3. Away tickets for Gold card members (MG) MA highlighted that the away support this season has been fantastic, particularly the support at MK Dons in February. MG asked if there are more Gold card members than ticket allocation. The demand for Gold cards is likely to increase when we are in the Championship. It has been reported that some Gold card members have shared their ID number to friends/family, therefore reducing the ticket allocation to non-members. MA highlighted that supporters should be rewarded across the board for loyalty. MA is liaising with Gavin Preston (head of ticketing), it is key that we have the data behind each ticket purchased. MG highlighted that supporters purchasing tickets first seem to be allocated the worst seats – in the corner. It was acknowledged that EE has worked hard to secure safe seating for supporters.	DP/GP/MA
4. Correspondence with clubs on away ends (MR) MR commented regarding the away fixture at AFC Wimbledon. When we scored, a large amount of fans surged to the front. MA has written to AFC Wimbledon highlighting the safety of the Supporters. ITFC are not	

<p>intending to send any of our stewards to away fixtures. Unfortunately, the EFL to not take any action in such cases.</p> <p>SH commented that at Portman Road we need to look at the stadium in relation to where the disabled supporters are located. At present both home and away supporters sit in the same section, therefore not ideal for the away supporters.</p>	
<p>5. Stewarding and behaviour in Sir Bobby Robson Stand (MR)</p> <p>MR also mentioned that the stewards located in the lower Sir Bobby Robson Stand need to be robust /experienced, he reported that the behaviour seems to be getting worse. Need more stewards. A big issue seems to be vaping and bringing in alcohol. SH mentioned that the Safety Team look closely at Section 6 in lower Sir Bobby Robson Stand.</p> <p>The process is that SH will write to supporters to remind them of their conduct - if poor behaviour continues supporters can and will be banned. The Club has appointed a new Safety Officer – Neil McCluskey. It was discussed as to whether Section 6 should have a safe standing area, SH highlighted that we have to offer away supporters safe standing should we implement for home supporters.</p> <p>Should safe standing be implemented the natural area would be the lower tiers, this season extensive renovations will be undertaken, this includes - PA system, a large screen, knocking through of the corner between the Cobbold and Sir Alf Ramsey Stand. DP confirmed we have carried out matchday surveys and supporters’ matchday experience differs from each of the stands.</p>	
<p>6. Matchday music and atmosphere (PP)</p> <p>PP commented on the fantastic atmosphere this season and questioned the music played. DP confirmed that the Club put it to supporters via a vote at the beginning of the season to see what music they would like to walk out to and if they would like goal music.</p> <p>DP and MA have met with the Blue Action group and had a positive discussion. We’re unable to move them more centrally in the Sir Bobby Robson Stand due to current season tickets occupying those seats.</p>	
<p>7. FanZone (AK and MR)</p> <p>MR commented on the success of the FanZone and addressing the long bar queue issue. DP confirmed that the attendances have been soaring over the 4,000 mark.</p>	
<p>8. Season tickets 2022/23 (PP)</p> <p>PP asked about season tickets for next season. MA confirmed that this would be confirmed in the coming weeks. [season tickets were published on 24th March]</p>	
<p>9. Attending Academy matches at Playford Road (MG)</p> <p>MA confirmed that the training ground is still an operating red zone. Parents of players are now watching matches at training ground. The</p>	DP

<p>Club will update supporters when we're safely able to open Playford Road up. MA also confirmed that once pitch renovations have taken place, we will look to host more U23 and Women's matches at Portman Road.</p>	
<p>AOB</p> <p>MS commented that there is disruption on the coaches travelling to away fixtures. The main issue is that people bring alcohol. It was confirmed that there is a rule book for travelling on supporter coaches. It appears that lockdown hasn't help for anti-social behaviour. We have experienced very little trouble in the past. SH confirmed that we've had three issues this season on Portman Road with fans fighting.</p> <p>A discussion around wheelchairs took place. It was agreed that the Club will look to source new wheelchairs. Lee Smith to investigate.</p>	<p>SH</p> <p>LS</p>
<p>Date of next meeting: TBC</p>	