DUNDEE UNITED FOOTBALL CLUB SUPPORTERS’ LIAISON GROUP

SUMMARY NOTES 2017/18 MEETING 4

HELD AT TANNADICE PARK ON SATURDAY 23rd DECEMBER 2017.

Present:- Colin Stewart (Chair), David Dorward (DUFC), Maureen Phillips (Independent), Blair Louden (Independent), Steven Drake (Independent), Stewart Haddow (Independent), Andy McCarle (DUSF), Joe Rice, Kay Sievewright (ULT), Stuart Campbell (ArabTrust), Tom Cairns (DUBC) Moira Hughes (Supporters’ Liaison Oﬃcer), John Lindsay (Independent)

Minutes: Michelle White

Apologies: Ian Barr

Not present: Derek McFarlane (Independent), John McKenzie (Independent)

Invited along to the meeting was Graeme Anderson – Operations and Match Safety

* Colin welcomed everyone to the meeting. He introduced Graeme Anderson.

* Graeme explained the roles and responsibilities of those involved in match safety, including pre-match communications, health and safety and risk assessments. He explained the main purpose of the team was to ensure everyone’s safety before, during and after matches. A question was raised about bags not being searched in hospitality and this will be investigated. The issue of safety involving supporters walking down Sandeman St as those in priority parking are pulling away was discussed. Moira agreed to bring it up at the next Supporters’ Liaison Meeting.
* Stuart was invited to give an update on the Jim McLean statue on behalf of ArabTrust. Supporters’ groups have been contacted and there is a deadline of January for responses from those interested in helping. A meeting will then be arranged to decide methods of fundraising and logistics. Stuart emphasised that while ArabTrust are facilitating this initial phase, the project will be for all fans to access and support.
* David let us know that the Board will be making money available to the manager during the January transfer window for sourcing additions to the squad and/or negotiating contracts with existing players. This money will not affect any other business within the club.
* Ticketing:

The issue of the jump in price from U12s season tickets to the next level was discussed. The club are happy to hear any suggestions or ideas for how this can be addressed while still maintaining the necessary income. The club are heavily reliant on income from season tickets compared with other clubs who may have cheaper options for young teenagers so this needs to be considered. Any suggestions should be made to Colin by **11th January 2018**.

Sales of half-season tickets are going very well.

Moira will send out details of season ticket sales (age brackets) to the group to support suggestions for improvements.

* The pop-up shop was very successful with positive feedback about accessibility and convenience. Plans are already in place to repeat the project next Christmas. A full report will be given to the Board. Suggestions were made about perhaps holding the pop-up shop in town before the start of the new season with the release of the new strip.

The possibility of selling United merchandise in other stores was discussed. The relevant people will discuss in detail to determine feasibility. Michelle will put individuals in touch with each other.

* The issue of season ticket holders not having a sticker reserving their seat was raised as those coming to the game late due to working/volunteering pre-match have found others in their seats. Colin will discuss the practicalities of placing stickers on every season ticket seat with the relevant people and feedback to the group.
* An issue with service at food outlets in George Fox Upper was raised. This will be looked into to determine if there is an issue with understaffing or if improvements can be made to efficiency of service.
* David gave an update regarding changes at Board level. David McGrory has resigned from the Board and David Dorward and Jim Fyffe have become full directors. It was agreed that these are positive changes, bringing fresh ideas and a commitment to supporting the team and moving forward. The possibility of associate directors being more involved in Board meetings was also discussed.
* Joe revealed a new link on the website giving more detailed information about accessibility and allowing 360° views of the stadium and views from the stands. An accessibility statement will accompany the information.
* Colin will work with David Southern to investigate the logistics of and potential issues with installing an electronic ticketing system. It was agreed that the club need to move away from paper tickets but time will be taken to ensure efficiency and appropriateness.
* ArabTrust and the Community Trust will work together on developing diversity and inclusion. Work will be more structured and ongoing as well as through one-off events. Moira will also be involved in her role as Supporters’ Liaison Officer.
* Joe gave very positive feedback from the players’ visits to Ninewells. Plans are being developed to continue this work, making more links and visits.
* Andy McCarle gave an update from DUSF. Comparisons were made with similar groups at other clubs. Progress has been slow – it was hoped to have 400 members by Christmas, current numbers are around 270. Promotions have been done via Social Media, radio and a leaflet drop and it is felt more exposure is needed. David Dorward advised that representatives of DUSF have met with the Chairman, who has been supportive, and agreed to a Foundation leaflet drop within Tannadice prior to a match. David stated that given the DUSF's very clear statement that none of the money they raise would be given to the Club while Stephen Thompson was Chairman, he was pleased with the Chairman and the club’s recent supportive response to the Foundation.
* Colin reiterated the SLG’s open door policy to Supporters’ Groups who are not yet represented.

* AOCB – none

Next Meeting 27th January 2018 at 11am