

Chairman: Michael Dunford (CEO)
Present: Zac Newton (Club Secretary), Virginia Pike (London Supporters Branch), Andy Symons (Argyle Fans Trust), Jan MacGregor (Senior Greens), Graham Clark (Cornish Supporters Branch), John Penney (Vice Presidents), Steve Helley (PADSA), Lee Jelf (Green Taverners), Alan Oliver (Regular Away Match Attendees), Mark Smith (Devonport Supporters), Michael Cooper (Lyndhurst Supporters), Mike Gale (Grandstand Supporters)
Minutes Nikki Forsyth

MINUTES OF ARGYLE FANS ASSEMBLY MEETING HELD ON:
 Saturday, February 9, 2019

		Action
1	<p>Welcome MD welcomed everyone to the inaugural meeting of the Assembly.</p>	
2	<p>Apologies Apologies were received from Mark Edwards (Northern Supporters Branch) and Chris Corbett (Argyle Pride)</p>	
3	<p>Rationale for the Assembly being established Aims to be a constructive forum to act as a sounding board for what's best for the club/to explain decisions/to make supporting Argyle as pleasurable an experience as possible. Important to have as wider representation as possible. Club aims to be open with discussions with awareness of commercially sensitive information. Simon Hallett is supportive and keen for the Assembly to be positive and challenging. Whilst Simon Hallett/James Brent are acknowledged as being the two major shareholders, the real owners of the club are the past, present and future generations of supporters.</p>	
4	<p>Terms of Reference Proposed ToFR discussed. Clarity that assembly is not place to discuss individual complaints as MD still holds Thursday surgeries where 1:1 discussion takes place. So far MD met 30 supporters across 5 sessions - largely positive/helpful in making decisions GC - Fans need reminder of how to book an appointment.</p>	

	<p>Assembly reps to talk to fans, particularly season ticket holders, with an acceptance that there are finite funds so all that is wanted will not be done. MC – How will assembly reps advertise themselves? AS – Potential offer to forward via AFT website if needed Discussion around private numbers/emails/GPDR restrictions. Decision to put on club website with generic Argyle email which can be forwarded to appropriate rep whose seat number will also be advertised. Discussion around fans not online. Assembly information to be published in future copies of the match programme. Discussion around reps non-attendance at meeting. Agreement that the name of sub be advised to the club prior to meeting. For any vote representatives will be asked: “are you mandated to vote accordingly?” Forum will be as open as possible albeit there was an acceptance that some issues may be commercially sensitive.</p>	<p>PAFC to publicise surgeries</p> <p>PAFC to advise fans of how to contact assembly reps</p> <p>PAFC to put Assembly info/contact details in next programme*</p>
5	<p>Regularity of Meetings/Timings Future timings to be 10.30am-12.30pm on Saturdays of home match. Timings are flexible and can be adjusted. TofR to be altered to allow for 5 meetings a year with a caveat to call a meeting at short notice. Next meeting in April will be last of season. Then the next meeting is likely to be just prior to the start of the 2019-20 season. GC - Will TofR be attached to minutes to allow clarity? Agreed. Representations from U18s/Family Zone still required.</p>	<p>PAFC to attach TofR to publicised minutes</p>
6	<p>Raising Items of Business To be forwarded to the club prior to meeting. Club will also raise agenda items. However there will always be an agenda item for any other business to be discussed.</p>	
7	<p>Compilation of Minutes/Circulation The meeting agreed that draft minutes to be sent to MD/ZN by the following Tuesday for comment. Thereafter the draft document will be distributed within 24 hours to Assembly representatives who will in turn have 48 hours to register any suggested corrections/comments. Final approved draft will then be published by 5pm on the following Monday (9 days after meeting).</p>	

8	<p>The meeting felt that this timescale was sensible and would be seen as being a positive starting point in gaining the trust of the wider fanbase.</p> <p>Confidentiality</p> <p>The meeting accepted that there may be occasions whereby some items tabled for discussion may be considered of a commercially sensitive nature and would not be included within the minutes. The aim is to create an honest/open forum with a purpose that benefits the future of the club and it was likely these sensitive issues would be few and far between</p> <p>MD confirmed there would be no requirement for Non-Disclosure agreements to be signed by Assembly members and hopefully that would signify the level of trust existing between Argyle and the Assembly.</p>	
9	<p>Questions raised by the Senior Greens</p> <p>1) Why are the new dressing rooms only built to League 1 specifications? When would they be upgraded if we is promoted.</p> <p>ZN – Dimensions are as required for both the Championship 7 Division 1 (dressing rooms - 30sqm). Premier league standards differ but clubs are granted a period to upgrade.</p> <p>MD – Compliant sizes and facilities are required so the stadium can be considered for staging future International/Representative matches. Targeting 2020 Mayflower celebrations. FIFA requirements are that dressing rooms must be similar size/have similar facilities. This also applies to media area (mixed zones), increased capability.</p> <p>2) Why is the website not showing the academy and other games until a few hours before?</p> <p>Quite a few people have been unable to attend because of not being shown on the website.</p> <p>MD – Rick Cowdery now has support from Daniel Cole so publication should be on website. Request from fan previously for tweets/updates during game. Unable to provide this but scores will be on website. Youth games advertised during game/on digiboard. Sometimes games are changed on day some clubs have been known to have requested that games be played behind closed doors.</p> <p>ZN – Club don't own all areas of website including fixture area. Fixtures can be slow to be updated. Club will publish when know on website/social media. Publicity will be at least 24 hours before match but</p>	<p>MD to update JM so</p>

<p>10</p>	<p>awareness that information can get superseded quickly on website in news section. Several examples of poor publicity - games not advertised until day of match.</p> <p>3) When will the Green Taverners Suite be closed and unavailable for meetings? Will it be before our May meeting?</p> <p>MD – GTs do fantastic work for the Club. They moved their existing building at their own expense. 11000ft² space due to be completed by mid-Jun and open for pre-season games. Currently there is a short-term agreement in place whereby they can continue to use the existing site(earmarked for the new the ice-rink).Hopefully that facility will be available until the end of the season. Meeting next week to discuss ‘wind down’ when more information will be available. New build progressing well but it unlikely the existing facility will be available much beyond mid- May. Likely therefore that there will be a gap in available booking dates between the wind down and the opening of the new facility.</p> <p>Why are the external lights beside the changing rooms not lit at the end of an afternoon match when they are on for an evening match. It is quite dark for elderly people especially where the path narrows. ZN confirmed lights would be on from today.</p> <p>SH – Difficulties in same area for wheelchairs was raised with Jon Back at grandstand meeting.</p> <p>MD -Temporary Dressing rooms are in place until May.</p> <p>4) We have had several complaints regarding the Barn Park end floodlights for people sitting in Devonport. When will this issue be sorted?</p> <p>MD - Additional floodlights were added at BP end to ensure we are compliant with the lux levels demanded by the EFL. Will be adjusted again when Grandstand is completed. Goalkeepers have been consulted and are satisfied with existing settings.</p> <p>Lighting engineers have made slight adjustments to levels which appear to have now solved the previous issues being experienced by some fans in the Devonport End.</p> <p>Any Other Business Round table questions.</p>	<p>SG committee can be informed of availability for May mtg</p> <p>ZN to ensure lights are on at end of afternoon matches with immediate effect.</p>
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	<p>JM- Digiboard advertising games when tickets aren't for sale. Needs to say when tickets are on sale.</p> <p>MD – Today board is in tribute to Cardiff player together with black armbands worn by player. Andy Bradford can and does change the board remotely on a daily basis.</p> <p>JM – Bradford ticket information incorrect on website - under coach rather than tickets.</p> <p>MD – Need for a standard policy to be introduced as to when home and away match tickets will be available. Suggestion 6 weeks for home games and two weeks for away games. For 2019-20, season ticket holders will be issued with their membership cards at the point of sale. Sales likely to commence mid-April.</p> <p>JM – New ticket office has no cover above sales windows.</p> <p>MD - Cover is work in progress. Needed to open first to enable queuing system to be developed will be sorted by end of season. Different windows allotted to different categories.</p> <p>GC – Signage agreed for shop front?</p> <p>MD – Waiting for completion by Plymouth University. As per original design including historical plaque.</p> <p>AS – Trial of cash turnstiles until the end of the season?</p> <p>MD - When capacity is 18000 aim to allocate unreserved seating area which includes cash turnstiles. SAG to amend safety certificate. Will mean loss of 10% capacity. Allow ability to allocate larger away support. Can't be done this season due to reduced capacity. <i>Since 1961 highest seasonal average was 16,100. 60% of supporters enter the stadium 30 minutes before k-o.</i></p> <p>AO - In Championship we only achieved attendances of circa 15,000 for even big games.</p> <p>ZN - Tickets can't be sold on turnstiles.</p> <p>GC – When 'Quid 4 a Kid' more directions needed to prevent double-queuing. League 1 gates are higher than previously so Championship gates would hopefully reflect an increased on previous championship seasons.</p> <p>MG – When will information be released re seats 'lost' in new grandstand to Premier seating?</p>	
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<p>11</p>	<p>MD – Very unlikely that more than a dozen or so season ticket holders will be affected by the installation of Premium seating as it is anticipated that the former Directors Box will house the majority of these seats in the upper level. It is hoped that most season ticket holders returning to the Grandstand will be able to enjoy a seating position within a few feet of their former seats. Seating configuration may differ slightly due to the development being considered a new build and as such must comply with latest legislation concerning exit widths and emergency exits. Best endeavours will be made to allocate virtually the same seat. Those affected will be invited to ground in next month. Will likely start new season in Lyndhurst and when the Grandstand re-opens the Directors Box seating will be situated within the central block of the lower seating section.</p> <p>GC – Who made the decision to change the ‘Argyle Green’ from Moss Green (6005) to Bottle Green (6007) and when was decision made? GT building is in 6007.</p> <p>MD - Decision was made last season. New 19/20 kit designs will reflect the same shades of greens as current season.</p> <p>AO – Why can’t seating be chosen when early in queue for away tickets? Can’t swap ticket at a later date either.</p> <p>MC – No choice on tickets when early in queue.</p> <p>MD - Away club decides order of sale. If start to sell 2nd block Club will have to pay. Club do the same with our away allocation in block 22/23. Seats should not be restricted only block sold.</p> <p>SH - Accessibility of new shop. Access audit completed.</p> <p>MD - 50:50 have agreed to fund cost of providing automatic doors.</p> <p>LJ - How do non-internet fans know about the Assembly?</p> <p>MD - Article in Rochdale programme to include contacts.</p> <p>JP – Use of separate area for sugar/milk near drinks sales to reduce queues at kiosks.</p> <p>MD – SAG have stopped live TV at end of games due to fans blocking exit routes. Need for more sales points.</p>	<p>PAFC to invite affected fans to Grandstand</p> <p>MD to clarify when/who made decision</p> <p>MD will clarify with Box Office</p> <p>PAFC to put Assembly info/contact details in programme</p> <p>Club to look at use of additional space to reduce queues</p>
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<p>12</p>	<p>MC – What can fans do to support club to stop pyros being taken into ground? MD – They are very small now. Anonymous text system through to the Safety Office will soon go live to register complaints relating to racism/pyros. Discussion around previous ID of culprits and resulting disagreements. ZN - Fans need educating as to the consequences of igniting flares etc. 3-year ban from all stadiums if found guilty.</p> <p>MC – installation of handrail for elderly? MD – Majority are temporarily in Lyndhurst due to redevelopment. Unlikely to happen this season.</p> <p>MC – Fans leaving early enmass, standing resulting in missed goals/arguments. ZN – Stewards have instructions to clear stairwells. Tolerance this season.</p> <p>VP – Contactless availability for payment for refreshments? ZN – All kiosks do now have a contactless facility.</p> <p>VP – Consideration to be given next season to introducing handrails in one particular block within the Lyndhurst to assist elderly fans. Majority of elderly fans next season will return to the Grandstand. MD – Problems in block 14 with standing. In future would prefer unreserved seating? Need also to look at ‘elderly friendly’/’mental health friendly’ areas.</p> <p>MD – Thanked all representatives for their attendance and the meeting concluded at 12.45pm.</p> <p>Date of next meeting The next meeting convened for Saturday, April 6 at 10.30am. (Home to Charlton Athletic).</p> <p>Signed:</p> <p>Date:</p>	
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