

Celtic Football Club: Fans Forum Actions Update following meeting on 29 October 2018

Date	Action	Current status	Next steps
8 May 2017	Progress discussions with Glasgow City Council regarding parking proposals around Celtic Park	Confirmation received that there will be no changes for 17/18. Dialogue ongoing with Council and transport operators.	Continue to monitor situation and liaise with all relevant bodies.
	Consider how best to use wider stadium environs for catering	Consideration being given to fan zone at Celtic Park.	Continue to develop project.
	Reconsider pricing of items in catering concessions	Prices have been frozen from 16/17 into 17/18 season and will be fully reviewed again following this season.	To be re-considered prior to 18/19 Season.
	Consider memorial for the Irish famine	Potential options for commemorating the Irish famine are being considered.	To be considered further.
	Contact Glasgow City Council in relation to lighting behind Celtic Park.	Issue raised with Glasgow City Council again. Club continue to maintain the land it owns.	Push for change to LED lights
23 October 2017	Review the ticket distribution process in the context of the prevention of Unacceptable Conduct	Club to review and consult at future Forum meeting.	Monitor and review changes made.
	Consideration to be given to what the Club can do around education, communication around engagement with fans regarding Unacceptable Conduct	Club is reviewing current programmes and will engage with supporters and advisers to develop this area.	To follow up on chosen initiatives.
2 February 2018	Liaise with stewards and security personnel at Rangers to ensure fan safety (particularly in respect of objects being thrown)	All issued discussed at length at a match debrief on 16 th March and actions highlighted on both sides to address the issues.	Continue to monitor the issue at future matches.
	Look into the issue of flooded toilets in the Lisbon Lions stand and give a little detail on the general stadium upgrade works being carried out.	All facilities inspected and minor defects fixed (as standard) but no major issues discovered. Detail on stadium upgrades etc. agreed to be provided at the next meeting.	Follow up following next meeting.

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9 April 2018	Consider stadium upgrades in the South Stand	Upgrade and modernisation works undertaken in 4 of the 7 toilets in the South Stand so far.	Continue programme of improvements.
	Raise issues with online ticketing portal and telephone booking line with Ticketmaster.	All issues relayed to Ticketmaster and further assurances regarding call centre staff numbers have been given. Online issues also addressed as far as possible with new GDPR compliant processes in place and Ticketmaster infrastructure improvements over the close season.	Continue to monitor situation.
	Look again at the criteria for the allocation of tickets for Semi Finals and Finals.	All feedback has been relayed internally and will be considered in the context of future matches.	Continue to consider any required amendments to the current process.
29 October 2018	Mental Health to feature in the 'Awareness Day' planned for January/February	This is being worked into the planning for the day with Celtic FC Foundation and its partners being engaged, along with other fans.	Review success of the day at February meeting
	Consider whether our disabled supporters would be better having a separate 'Celtic Day' (if it goes ahead)	Concept of 'Celtic Day' still being considered but the accessibility and enjoyment of all of our supporters is uppermost in everyone's thinking.	To consider when plans are further formulated.
	Discuss fan safety and stadium security further at the next meeting	To be added to the agenda for February Fans Forum. Also consideration to be given to inviting a representative from Police Scotland to attend and present.	None currently.
	Look into the charges applied across: - ATM at Celtic Park; - Ticketmaster telephone lines; and	Being reviewed by the relevant departments.	To be discussed at a future meeting.

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	- Postage charges for tickets.		
	Add match scheduling to a future Forum agenda	Consider whether February or April is better suited.	None currently.