

**MINUTES of a MEETING of the
FANS FORUM OF CELTIC PLC**
held at Celtic Park, Glasgow
on 29 October 2018 at 19:00

Attending:

Club Representatives: Alexis Dobbin (Disability Liaison Officer) (“AD”)
Chris Duffy (Company Solicitor and Secretary for the Forum) (“CD”)
Kerry Keenan (Head of Multimedia & Marketing) (“KK”)
Chris McKay (Finance Director) (“CMcK”)
Michael Nicholson (Company Secretary) (“MN”)
John-Paul Taylor (Supporter Liaison Officer) (“JPT”)
Brian Wilson (Non-Executive Director, Celtic plc and facilitator of the Forum) (“BW”)

Fans: A list of attendees is attached at Annex 1

1. Opening

BW welcomed everyone and opened the meeting, introducing the table of representatives from Celtic and explaining the last minute change of agenda from that previously circulated.

2. Fans Forum Update

CD informed the meeting that the future Fans Forum dates were set for 18 February and 15 April 2019 to best coincide with school holidays and Celtic fixtures. He again welcomed feedback on the Forum – including its structure and format – along with suggestions for future agenda topics and new attendees.

CD then ran through the actions update published online, highlighting from the points raised at the last meeting that a programme of improvements to the toilet facilities in the Stadium was well underway and work had been undertaken by Ticketmaster to improve the website and telephone lines. He also noted that whilst a click & collect type system for tickets had been discussed it was ruled out as being viable.

He also summarised the other items that were now resolved and could be removed from the tracker along with the earlier items which were to remain on the list and be revisited at the appropriate time.

3. Accessibility and Consultation with the Fans Forum

CD then gave an update on the current status of the Club’s work around accessibility ahead on the 2018 AGM where a report would be given to the meeting. Citing the cooperation with the CDSA he emphasised that this was to be an ongoing process and highlighted three examples of work which was continuing – the purchase of new land near Celtic Park to create more Blue Badge parking, the review of ticketing processes to maximise utilisation of spaces and the potential for creating a new wheelchair section within the stadium.

JPT and AD then gave an update on some of the initiatives that had been completed over the last 12 months, both in terms of stadium upgrades like the Changing Places facility which was very near to completion, improved signage and access readers and

initiatives like the successful 'Touching the Treble' event, the provision of blankets at the stadium and the enhanced match day role of AD at away matches.

AD also introduced the planned 'Disability Awareness Day' for January and welcomed suggestions from the Forum as to what that day should entail.

Jim McSheffrey queried whether there was a waiting list for accessibility seats which JPT, AD and Jim Lewis of the Visually Impaired section confirmed (42 for VI and around 200 for wheelchair and ambulant tickets) before Peter Joyce explained the attempts made by the CDSA to maximise the utilisation of seats. He suggested that more use of match by match tickets rather than season ticket would assist with this and confirmed that discussions were continuing with the Club on this. He also noted the CAFÉ recommendations for the number of accessible seats in newly built stadiums, which BW noted was a useful benchmark, taking into account the age and existing layout of Celtic Park. Peter also added that disabled supporters still experienced issues as a result of the behaviour of other fans (crowding at the front of North and South stands pre match and hanging flags from upper tiers around the Tommy Burns View) and urged everyone again to be aware of this and try to change behaviours where possible – this resonated with the attendees, including David Hood.

Lee House suggested that mental health awareness should form part of the planned awareness day and AD agreed this would be incorporated before Peter and Jim praised the appointment of AD and the work that had been done to date by AD and the Club generally.

4. Marketing & Communications and Consultation with the Fans Forum

KK then presented on the current status of the Sign for Celtic campaign, detailing how and where it was being advertised and some of the upcoming competitions that were planned. As well as welcoming feedback on this, she looked for some input on a potential Fan Awards idea and/or a day of interaction at Celtic Park with the Club on a large scale, akin to the event held at George Square a few years back. She also invited discussion on what the brand of Celtic really was and whether a 'refresh' of some sort would be welcomed by the supporters generally.

KK agreed with Kevin Mackin that disabled fans would be catered for appropriately in any events that the Club planned going forward but agreed to look into whether a separate event would be better for that group. KK received a fairly positive response to the Fan Awards suggestion upon a show of hands, with Alison Docherty in particular welcoming the idea. Several fans backed the idea of a 'Celtic' day, suggesting a school and bank holiday rather a working day to maximise numbers.

On the brand refresh, fans discussed whether existing phrases like "A Club Like No Other" worked as a mission statement before it was decided that working groups may be a good way to take the discussion forward. KK agreed to take this on (and subsequently had a number of attendees sign up at the end of the meeting).

5. Other Consultation with the Fans Forum

Following a question posed by Gordon Cowan about the safety of Celtic supporters who would be attending Ibrox in December and other queries about the congestion prior to the Rangers match at Celtic Park, BW agreed to ensure that the planned topic of Safety and Security was added to the agenda for the next meeting of the Fans Forum. MN then gave an update on the status of the Fairhurst review into the

congestion experienced in the North stand underpass prior to the Rangers match, referencing the most recent press release and confirming the scope of the investigation. The meeting then discussed at length the differing views of attendees on whether or not the Club should take the ticket allocation for Ibrox and related issues. The views were wide ranging and a show of hands on a couple of key questions presented an almost 50/50 split. Confirming that spectator safety was always paramount, the Club undertook to take on board the feedback when making decisions in this area.

It was agreed that issues relating to supporter behaviour would be added to the agenda for a future meeting.

The charge applied by the ATM machine at Celtic Park was questioned by Bryan McDonald, along with the telephone charges for the outsourced Ticketmaster ticket services and the postage charges for certain tickets. CMcK and CD agreed to look into both points again and report back at a future meeting. It was also agreed with Alison Docherty that the anomaly of away student prices showing as available online but not being available in practice from Away clubs would be passed on to the Ticket Office to investigate and with Gerry McDonnell that match scheduling would be added to a future Forum agenda.

6. Close

BW then thanked all attendees for their contribution and concluded the meeting.

Annex 1: Fans in attendance

Simon Appleby
Bradley Heeps
Jamie Metcalfe
Brenden Darcey
Frank Smith
Alison Docherty
Jim Docherty
John Ballantyne
Jim Lewis
Lee House
Jonathan McFarlane
Bryan McDonald
Jim Hammil
James Muir
Michael Scott
Bobby McCullagh
Keith McGinty
Sean Morin
Gordon Cowan
Stephen Bissett
Jeanette McGowan
Mary Cannon
David McComish
David Barrett
Gerry McDonnell
Michael Dyer
Simon Mullen
Michael Glancy
Julia Donahoe
Peter Joyce
Kevin Mackin
David Hood
Jim Gallagher
John Flannagan
Alex Gallagher
Mary Fegan
Jim McSheffrey
Thomas McAdam
Davie Dunsmuir
Sarah Jane Conway