

CITY MATTERS MINUTES
Thursday 13th October 2022

Attendees

City Matters Representatives Present

Kevin Parker – **Official Supporters Club Representative**
Francesca Lever – **LGBTQ Representative**
Mark Todd - **Disabled Supporters Representative**
Daniel Bowden – **Families Representative**
Simon Walker - **Seasonal Hospitality Representative**
Mohammed Ullah – **Black, Asian or of Mixed Heritage Representative**
Jayne Comer – **Women’s Representative**
Alex Howell – **Under 25’s Representative**
Angela Worrall – **Season Ticket Members Representative**

Patricia Robinson – **Former Over 65’s Representative**
Colin Savage – **Former Season Ticket Members Representative**

Club Representatives Present

Luke McDonnell – **Head of Safety and Security**, Manchester City
Carl Capewell – **Senior Safety and Security Manager**, Manchester City
Francine Warburton – **Head of Fan Support**, Manchester City
Elliot Ward – **Head of Corporate Communications**, Manchester City
Justin Brett – **Equality and Inclusion Lead**, Manchester City
Victoria Wilson – **Service Coordinator**, Manchester City

Apologies

Roel de Vries – **Group Chief Operating Officer**, City Football Group
Danny Wilson – **Managing Director – MCFC Operations**, Manchester City
Heather Leigh – **Marketing Director**, Manchester City
Michael Ash – **Over 65’s Representative**

Agenda

****Meeting rescheduled from Thursday 8th September following the passing of HM Queen Elizabeth II****

Ticketing and Hospitality

- Ticketing Sub Group Update

Safety and Security

- Safety and Security at Manchester City
- Sanctions and Bans Policy 2022

2022 Elections

- Summary

ITEM 1

Ticketing and Hospitality

Topic	Overview
Overview	<p>The Club provided an overview of the topics discussed at the recent Ticketing Sub-Group Meeting, including IFX (Integrated Fan Experience) and 'Manage My Membership'.</p> <p>City Matters congratulated the Club on the development of M Bar which has been very well received, while asking if another development of its kind could be built in other areas of the stadium so access is available from all seating areas/stands. The Club thanked the group for their feedback and welcomed any further ideas they may have.</p> <p>City Matters asked for clarification of ticketing terminology to ensure there is consistent use across all Club online and social platforms in reference to Ticketing Schemes. The Club confirmed this is now case.</p>
Seat Relocation – Cup Fixtures	<p>Following feedback and suggestions from City Matters, the Club trialled the option for Supporters on the League Cup scheme to relocate themselves and their Friends and Family (F&F) in a priority window for Manchester City vs Chelsea (Carabao Cup).</p> <p>The feedback from this was extremely positive and the Club confirmed it will look to implement this moving forward.</p>
Fan Behaviour at Away matches	<p>Copenhagen vs Manchester City went extremely well in Denmark with no issues or poor fan behaviour before, during or after the match. This gave the police and Club representatives time to speak with fans regarding their likes and dislikes when travelling to Away match. Both parties concluded this was a very successful and positive trip.</p>
IFX	<p>The Club outlined the principals of IFX and 'Manage My Membership' (MMM) and provided examples of developments that the optimisation squad have made. The most recent improvement that they are looking to implement is adding Friends and Family (F&F) at the transfer stage - this was welcomed by</p>

<p>Action Point</p> <p>Action Point</p>	<p>City Matters. City Matters asked for the opportunity to put ideas towards the developments and discovery within MMM.</p> <p>City Matters Reps to provide screenshots to Francine of where previous seasons matches are showing on the Ticket Exchange page.</p> <p>The Club agreed to discuss ways in which reps can provide their ideas and suggestions for MMM improvements in the next Ticketing Sup Group meeting.</p>
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ITEM 2

Safety and Security

Topic	Overview
<p>Overview</p> <p>Actions following MCFC vs Aston Villa (May 22)</p> <p>Sanctions and Bans</p>	<p>The Club outlined the structure of its Safety and Security department, aims and objectives of keeping fans safe and ensuring they have an enjoyable match day experience every time they visit the Etihad of Academy Stadium. The Club presented its new Sanctions and Bans policy which includes new sanction and appeal panels, as well as revised sanctions for offences.</p> <p>The discussion focussed primarily on fan behaviour, the pitch incursion and the throwing of missiles (flares).</p> <p>The Club explained the offences which took place at the match, the fine which the FA has issued to the Club and explained its commitment to work with fans to deter pitch invasions in the future.</p> <p>The objective from the Club is to create an independent, streamlined investigation process.</p> <p>The Club presented its new policy for investigating offences, including the process from investigating (with the Club's new dedicated investigations team) to panels, both the initial sanction panel and appeal panel (whereby a fan has the opportunity to appeal a decision the Club makes).</p> <p>The Club confirmed that this process also applies to away matches and that it has introduced a new approach this season, whereby MCFC stewards travel to away matches. The sanction panel has been utilised this season and examples were presented to City Matters.</p> <p>City Matters asked for clarity on how an investigation is triggered, which is through a fan reporting an offence. There are various ways to do this; Kick it Out app, speak to a steward, phone or email Supporter Services.</p> <p>The Club explained the changes that have been made to sanctions, uplifting the previous 3, 6 and 12 match bans, to 5, 10 and 1 year for various offences.</p>

Fan Behaviour Messages	The Club presented its current fan behaviour messages which are published on website, socials and in-bowl. The Club noted City Matters feedback that the variance and frequency of these could be increased. It was agreed that this will remain a standing item for the Club and City Matters to discuss over the season.
Action Point	City Matters asked for a breakdown of offences, investigations and the subsequent sanction or ban issued. The Club agreed to present figures to City Matters throughout the season. The Club also intends to communicate this to the wider fan base.

ITEM 3

2022 Elections

Topic	Overview
Summary	<p>The Club presented a summary of the election process to City Matters, including selection criteria for the 8 candidates who were shortlisted for the fan vote.</p>
Action Point	<p>The Club presented an overview of the campaign from digital platforms and social media, through direct printed letters and in person voting at the Etihad Stadium.</p> <p>Over 3,000 fans took part in the vote, with Angela Worrall and Michael Ash both winning their respective categories.</p> <p>City Matters and the Club will work together over the coming season in preparation for the next election in 2024 to proactively encourage fans to put themselves forward to stand for election. The aim is to increase both the number and diversity of candidates.</p>