

25th meeting

Latest ATT Voices Panel meeting at PPG Canalside

- ATT Voices Panel meeting in February 2019

- Fans' panel meeting attended by Operations Director Ann Hough, Marketing Manager Jonathan Wilkinson, Supporter Services Manager Robyn Kennerdale, Club Ambassador Andy Booth, Ticket Office Supervisor Dan Cooper and Supporter Services Executive Rachel Taylor

11 members of the Voices Panel were in attendance

Details from the February 2019 'All Together Town' meeting have today been released

The meeting topics were Eradicating Unacceptable Behaviour, St Andrew's Road Car Park, Golden Gamble prize/hospitality

Andy Booth opened the meeting by welcoming the Voices Panel and introduced two new members to the Panel.

Apologies were received from Directors and members of the Panel

The Panel asked that their thanks were passed onto David Wagner for his service to the Club

Eradicating Unacceptable Behaviour

RK advised that following a number of high-profile incidents the Premier League had asked Club's to bring up the subject of 'Eradicating Unacceptable Behaviour' with supporters at their Fan Group meetings. RK gave details of the PL statement to the Panel. The Football Supporters Federation (FSF) have also been asked to pass onto their members.

RK informed the Panel that following a complaint to the Independent Football Ombudsman last season they had advised the Club should publish policy/ guidelines of the sanctions connected to a breach of ground regulations or offence on our website. Details were circulated to the Panel for discussion

VP asked about the timescales for supporters who have been banned to attend an appeal as some missed three matches before they can get an appointment

AH advised unfortunately they could not commit to a quicker time frame currently try to work to three games, try to work round the supporter's commitments as well

Any further comments to be e-mailed through to the Club

The VP were asked their views on whether this should be extended to social media. A number of staff had been subjected to abuse on their own personal accounts and also via Club accounts

VP suggested similar policy should be produced and published advising supporters of the sanctions relating to abuse to staff via social media and the Club should have a zero-tolerance approach

VP asked how do other Clubs deal with abuse, could we put up posters at the Stadium

AP - HTAFC MarComms to investigate how other Club's deal with social media abuse and draft a policy or statement relating to social media abuse

Exiting St Andrew's Road Car Park

VP explained that there had been some inconsistency on the exit from the St Andrew's Road Car Park on a match day with vehicles some games been able to turn right and other matches been blocked off. This had led to some confusion with drivers

AP - AH to get further information from the Events Panel and revert back to VP

Golden Gamble prize/ hospitality

VP advised they had been lucky to win the Golden Gamble 'money can't buy' prize on several occasions. Before the Club gained promotion to the PL you received Directors' Box tickets, signed ball, visit to the dressing room/pitch side and a gift. Now you receive match tickets in the Executive Area, seats on a table in the White Rose Club with food. Don't see this as been money can't buy. Spoke to another winner who has only been when in the PL and he said he was 'underwhelmed' and supporters could buy the match tickets and food anyway

AH explained that due to PL requirements unable to have seats in the Directors' Box and gain access to the tunnel/ dressing room area. She would send the feedback to the Blue and White Foundation department

Proud Terriers

Unfortunately, Proud Terriers were unable to attend

Potential financial/ operational impact of Brexit

Unfortunately, the VP member who proposed above was unable to attend

B & W Season Card Discount

DC stated that the previous season had an issue with Blue and White Foundation discount been taken off season cards, for season 2019/20 this has been done automatically along with Terrier Exchange

AOB

Season Cards

VP stated that the Season Card prices were good, can we promote this to the wider audience nationally to gain more recognition

DC advised will get good national coverage on the BBC Price of Football when their results are released

JW speak to National Press on a regular basis but they don't always print what we send them

DC advised season cards are going extremely well so far

JW stated we have a marketing campaign in place for different stages of the campaigns giving different messages to different audiences

HTAFC Crest

VP asked if the Terrier dog was being used next season

JW advised this was only on the shirts for one year but would continue to be used in other areas of the Club

Training Ground/ HD1

VP asked if both projects were progressing

VP enquired if we knew anymore regarding the match day car park situation at the Stadium

AH advised that we would ask HTAFC Chief Executive Julian Winter to attend the next VP meeting to give an update on both projects

Away Loyalty Points

VP asked if the Club would continue to use the Loyalty Points scheme

DC still to be discussed for next season now we have full data from two years

VP added makes sense to carry on using

£30 price cap

VP said it was excellent to see the PL had agreed to continue with the £30 adult price cap, would be good to look at the junior prices as well as felt some Clubs were increasing junior price to cover the adult ticket cost

Clappers

AH asked the Panel what their views on clappers were? Do we carry on using them, it is a cost to produce, what designs do you want to see on them

VP gave their views, suggestions were only in the Family Stand, hand them out at the turnstiles to those fans who want them, carry on with them as part of the match day now, would decrease the atmosphere if we didn't use them

VP member commented that he thought the players were not as engaging with the supporters as previously

AB advised that extremely hard when not winning matches, from his perspective players don't think the supporters want them to go over and to clap them when you have lost as they feel they have let the fans down

HT Ladies

VP congratulated Huddersfield Ladies on their recent win in the SSE Women's FA Cup against Charlton; could this be recognised by the Club

AH advised working closer with them and the coach is now working within the Foundation

Voices Panel

VP asked if the Panel could be more involved with decisions i.e. season card details, badge consultation, kit as previously

VP advised they are happy to be used as a 'sounding board'

AH commented that the Club appreciate the feedback and value the support from the VP.
Over the last number of months been difficult due to the circumstances at the Club to consult
The Voices Panel asked if their best wishes could be passed onto Dean Hoyle

Date of next meeting

To be confirmed