

DUNDEE UNITED FOOTBALL CLUB SUPPORTERS' LIAISON GROUP

SUMMARY NOTES 2018/19 MEETING 3

HELD AT TANNADICE PARK ON SATURDAY 3rd NOVEMBER 2018.

Present: - Colin Stewart (DUFC - Chair), David Dorward (DUFC)

Ged Bell (DUSF), Denis McGurk (DUSF), Melanie Sievewright (ULT), Susan Batten (ArabTrust), Mike Barile (ArabTrust), Ian Wightman (DUBC), Peter McBride (DUBC), John Lindsay (Independent), Stewart Haddow (Independent), Maureen Phillips (Independent), Steven Drake (Independent), David Davidson (Independent), Claire Leslie (Independent), Blair Louden (Independent)

Apologies: Moira Hughes, Graham McLaren (Independent), Kay Sievewright (ULT), Doug Kennedy (Independent), Stuart Campbell (ArabTrust) Ronnie Sievewright (Independent)

Minutes: Colin Stewart

Guest Speakers: George Haggarty; Paul Reid

- Colin welcomed everyone to the meeting. New members introduced themselves. Colin informed the group that he had received an email from Fans United informing the group that they would no longer be participating in SLG meetings due to Mike Martin and Jimmy Fyffe not being in attendance.

It was noted that David Davidson and Claire Leslie, formally Fans United representatives on the SLG, had resigned from the organisation and had sought to remain on the SLG as independents. This had been agreed by the majority of groups involved in the SLG. With the resultant increase of independents, Colin indicated that whilst no supporters have ever been excluded from participating in meetings, there might come a time when a rotational system would need to be considered.

- **George Haggarty**

Chairman of the Jim Mclean Tribute Group provided an update on the statue project and communicated the following key progress points

- The project would sit within the Dundee United Community Trust (DUCT)
- A Memorandum of Understanding was in the process of being created between the statue group and the Trust

- The group had met with a number of sculptors and a confirmation on the identity of the successful applicant was imminent
- The group had been approached by the Fan Bet company who offered a percentage of supporter's winnings towards the statue project- DUCT would have the final say over this and all relevant decisions made by the statue group

- **Paul Reid- Commercial update**

Paul provided the group with an update on developments in this aspect of the Club's operations and outlined the challenges and realities of the Club operating in the Championship. He outlined that they were working to move all commercial activities to the next level and that a recent review of operations had focused strategy on three key areas- ticketing, retail products and stadium kiosks.

Paul was very positive about the relationship with sponsor Utilita and that the Club were pushing ahead with changes in retail provision and the implementation of an electronic ticketing system for next season. Paul also felt that it was vital for the SLG to provide a platform for feedback on these three key issues and that this would provide the most effective use of his visit to the meeting. A deadline was set for Friday the 16th of November for groups and independents to email Colin Stewart with a feedback return. This would then be looked at and a Club response provided at future SLG meetings. During this item the group raised several points-

- Replica strips
- Local companies running stadium kiosks
- Pre and post-match drinks and food provision
- Booking procedures
- Customer complaint processes

Supporters Groups' Feedback

Following on from a feedback process to evaluate the effectiveness of the SLG to date, Colin gave a summary of the returns which pointed to most being happy with the overall structure and frequency of meetings and all agreed that there needs to be more interaction on the part of the groups and independents that participate. In response to the points regarding the attendance of directors at meetings, particularly

of that of Chairman, it was reminded that this would occur, as planned at two points during the season as noted in the SLG strategic document agreed by the group in late July. It was also noted that David Dorward attends all SLG meetings.

Update from Supporters Groups.

Due to time constraints this item to be carried forward to the next meeting.

A.O.C.B.

Colin issued tickets for the Q&A with Robbie Neilson to everyone present.

Date of next meeting: Saturday the 22nd of December at 11am