

**City Matters – Minutes  
9<sup>th</sup> August 2023**

**Attendees**

**City Matters Representatives present:**

**Simon Walker – Seasonal Hospitality Representative (Chair)**  
**Jayne Comer – Women’s Representative**  
**Mark Todd – Disabled Fans Representative**  
**Mohammed Ullah – Black, Asian & Mixed Heritage Representative**  
**Alex Howell – Under 25’s Representative**  
**Angela Worrall – Season Ticket Members Representative**  
**Simon Walker – Seasonal Hospitality Representative**  
**Kevin Parker – Official Supporters Club Representative**  
**Daniel Bowdler – Families Representative**  
**Michael Ash – Over 65’s Representative**

**Club Representatives present:**

**Danny Wilson – Managing Director, Manchester City Operations**  
**Francine Warburton – Head of Fan Support**  
**Hannah Whipday – Fan Operations & Success Manager**  
**Chloe Jordan – Fan Support Co-ordinator**  
**Elliot Ward – Head of Corporate Communications**

**Agenda**

- 1. UEFA Champions League Final:** Club to update on the latest discussions with UEFA.
- 2. Entertainment Destination/North Stand:** Club to outline next steps and plans for further fan engagement.
- 3. Premier League Fan Engagement Standard:** Club to share latest update from Premier League and page turn Club’s draft Terms of Reference document with City Matters.

<b>TOPIC</b>	<b>SUMMARY</b>
<b>UEFA Champions League Final: Club to update on the latest discussions with UEFA.</b>	<p>The Club has submitted its review of the UEFA Champions League Final to UEFA and has sent the independently authored City Matters report to UEFA as per the agreement with City Matters.</p> <p>The Club has requested a meeting with UEFA to discuss the contents of its own review and the City Matters report. The Club has also requested that City Matters representatives Simon Walker and Alex Howell attend the meeting as Chair and author of the report.</p>

	<p>The date for the meeting will be confirmed in the coming weeks.</p> <p>City Matters reiterated the points made within their report and requested that the Club make a public statement acknowledging the difficulties faced by fans. The Club reaffirmed its commitment ensuring that learnings are taken forward by UEFA and applied to future finals.</p>
<p><b>Entertainment Destination/North Stand: Club to outline next steps and plans for further fan engagement.</b></p>	<p>The Club confirmed that works will now commence following the approval of the planning application.</p> <p>In addition to one of the City Matters sub-groups focusing on the North Stand development over the course of this season and the duration of the full construction project, a separate meeting will be hosted by the Club to include City Matters and other fan groups within the next 8 weeks.</p> <p>The Club will use this meeting to gather further views on the matchday experience.</p> <p>The Club also confirmed it will communicate any operational changes to matchdays which result from the construction works ahead of the Club's first home match.</p> <p>This will include, amongst other items, routes to Metrolink, car parking, buggy service and entrance changes to the stadium for fans with tickets in the North Stand.</p>
<p><b>Premier League Fan Engagement Standard: Club to share latest update from Premier League and page turn Club's draft Terms of Reference document with City Matters</b></p>	<p>The Club updated City Matters on the latest information relating to the Premier League's Fan Engagement Standard and the approach the Club will take to engaging with City Matters over the course of the coming season.</p> <p>The Club shared its updated Terms of Reference, which outlines the purpose and aims, responsibilities, membership, recruitment, term limits and the overall structure of City Matters.</p> <p>There are a total of six sections in the Terms of Reference:</p> <ul style="list-style-type: none"> <li>• Purpose and Aims</li> <li>• Responsibilities</li> </ul>

- Membership, Recruitment and Elections
- Structure and Format
- Reporting

City Matters made a number of recommendations to further develop sections within the Terms of Reference. These include:

- Coordinating the distribution of relevant Club materials to fan representatives
- Participation from City Matters in the process to review applications for new roles
- To discuss the long-term future of diverse representation for City Matters
- Further clarity on handover periods for new fan representatives
- The ability of non-elected fans to attend City Matters sub-group meetings as observers

These will be reviewed by the Club and incorporated where relevant to build on the existing Terms of Reference.

Following a discussion between the Club and City Matters it was agreed that there will be an annual vote for the role of City Matters Chair.

The Terms of Reference will be formally published later in August for all fans to read.

The Club confirmed its Fan Engagement Plan (the document which summarises the respective work streams the Club and City Matters will collaborate on) will also be shared with the City Matters prior to its publication.

An updated volunteer agreement and code of conduct will be distributed to City Matters representatives.