

Present:

Club: Matt Clements, Gareth Daniels, Amelia Edwards,

CUSP: Chris Neild, Nigel Browne, Gina Parkin, Mark Gordon, Mark Cawdery, David Burkett, Philip Saich

Apologies: Alex Tunbridge, Dan Branowsky, Ben Phillips, Danielle Foster, Dave Matthews-Jones, Wendy Glancy, Chris Casey

Item	CUSP comment	Club response
Facilities redevelopment		
Cledara Abbey	Can we get an update on the planning process for the development?	We are not currently able to update; however, work is continuing in the background, and we hope to be able to provide a public update in October.
Training ground	Do the club feel the funds invested here could have been better spent on strengthening the squad? How impactful have the new facilities been in attracting new players?	Investing in the training facilities where the players and staff spend most of their time was viewed as essential. The project has certainly helped attract new players and staff.
South Family Stand changes		
General feedback	Lots of positive comments from fans about the new set up	Good, whilst the stand has only been operational for 2 league games it has worked well to date attracting lots of families and assisting us with our strategy to further grow the fan base.
Access route	Entrance: Can fans access via the back of the Main Stand rather than down the outside path and through those turnstiles? Exiting: Concerned that families need to mingle with away fans after the game. Also very crowded along the path, especially at night. Can fans be allowed to exit via the back of the Main Stand? If this exit route was allowed, it would alleviate these issues.	No – this is not feasible due to the Green Guide requirements to operate stands independently, primarily due to access and egress calculations. The Club, in conjunction with the Police, can implement alternative egress strategies and will do this when required.
Naming	This is called a variety of names, can we make it clearer it's the South Family Stand everywhere?	Official name is the Mead South Family Stand.
Food offering	Should we be offering 'unhealthy' items like candy floss in an area for young fans?	A mix of catering options is available within the stand, including healthier options.
Training nets	These have been parked in the sightline of fans at that side of the stand, so can they be kept out of the way?	This feedback has been received and the goals are now being located in front of Block H1 (closest to the control room). We have taken off sale the front four rows which were previously being blocked, all other seats have unrestricted views. Goal storage is being looked at as part of the redevelopment plans.
Special needs fans	Some have been advised to move here from the Main Stand but have found the clappers and other noise disrupting. Is this relocation able to be reassessed?	Location to stay as is, however, feedback noted in relation to clappers.
Smoking	We understand the whole Mead South Family Stand area is now non-smoking. Can this be made clearer?	Yes, comms to be issued and signage to be reviewed.
NRE		
Fan Zone	Feedback positive, only issues (i) make sure catering units are open for beer at 1.30pm (ii) look for more entertainment options, e.g. a buckeroo (Brewboard had one at an event recently)?	(i) Issue with external vendor which has been addressed. (ii) We will review options for extending what entertainment is offered...

CUSP / CLUB MEETING NOTES
12 SEPTEMBER 2024

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Tannoy	Feedback continues that this is not working well	Issues were noted at the first game which were fixed. No issues appear to have been noted since, we will keep under review. If issues recur, to help with resolving them, please be specific about exactly where and when.
Away fans		
Sitting in home areas	Fans have expressed concerns that away fans seem to be in the home areas now. Whilst hospitality areas are well behaved, elsewhere they have been loud and made home fans uncomfortable. Are stewards empowered to take action (including relocating them whenever possible)?	Any sightings should be reported to stewards who will take necessary action to either relocate or eject.
Flares	What action has been taken re the flares thrown by the Crawley fans? Will the club get a fine? Have searches been tightened up at all?	No fine for CUFC, FA liaising with CTFC. Searching processes are viewed by SAG as good however, we believe most devices are being brought in by minors over whom we have limited searching powers. EFL directive for any devices that are activated is to let them fully discharge before being removed.
New South Habbin set up	What is the feedback on how this is working so far from away fans?	Positive feedback so far, including new seats.
New ticket office, shop and general front area		
General	What is completion date with signage and area finished (e.g. sign for Main Stand, Mead South Family Stand and Away South Habbin)? There have been some confused fans at matches to date wondering where things are. Will there be extra parking spaces made available for disabled fans when the old units are removed?	Signage in place & map installed. Support also provided by Abbey Helpers. Parking to be reviewed once unit has been removed (planned by end of September) and groundworks complete. New bike racks and Voi racks on order and a priority for this area. CFU Cabin to be relocated behind Kids' Zone fence.
Concrete area	The large concrete area next to the new ticket office has no drainage and hence is a great big puddle when it rains. Not good for those queuing.	Aware, and looking at solutions.
New shop	How has this been working so far? Are sales up?	Very good start with record sales.
Under 14s	Have tickets sold to under 14s now got the age printed on each ticket to avoid confusion?	Now on tickets.
New advertising boards		
Brightness	These are very bright and distracting in the dark for those in North Habbin, particularly the ads with white only where the lighting is brighter than the floodlights. Have the players commented at all? Can you dial this down?	Brightness has been reduced and the white advertising file changed. No comments from players.
Programme		
Price increase	What was the reason for the increase to £4? How are sales going so far?	Increase in production costs & better-quality product. Selling well.
Content	If fans would like to add further content, is this an option? For example, quiz, articles, more info on opposition team, etc	Seven pages are currently dedicated to opposition – own team currently prioritised. Suggestions can be emailed to

CUSP / CLUB MEETING NOTES
12 SEPTEMBER 2024

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		supporterservices@cambridgeunited.com , but unlikely to make any further amends this season.
CUSP page	Thanks for providing a page for fans groups. We will provide content as often as possible.	Great!
Main Stand		
Bird poo on seats	Has a resource been found to check/clean pre match?	All stands now checked pre-match.
Smoking area	Can this be moved away from the bike park area?	Moved to gate 47
Light in South Habbin	This shines into the eyes of a part of the Main Stand, so can it be addressed?	Reported into Maintenance Dept
Pipes	Are these now banned in the main stand?	Yes
Home stewarding		
Stewards blocking the view	We have had complaints that stewards are walking up and down unnecessarily during the game (Main Stand) and standing up five minutes before half and full time (all around the ground). Both of these are blocking the view for spectators. Can these be reviewed?	Relayed to Safety Officer and we will feed back once reviewed.
Catering		
Quality and stock levels	Whilst we now have some good feedback on the offering, still comments across the stadium re issues here. How should fans deal with complaints re food at the time?	New Catering Manager in place as of start of Sept. Any issues should be reported to Abbey Helper at the time.
Serving staff	Specific issue with the Mead South Family Stand at Crawley where service was slow and then shut with people still in the queue.	First game, issues now resolved.
Beer	The price has been increased to £6 which is seen as expensive.	Increased due to purchase prices, view that £6 is fair market price and is good value compared to Cambridge and sports stadia generally.
Toilets		
General	Various comments across the stadium re issues here. Can you confirm all toilets and Portaloos are checked for cleanliness and stock ahead of each game?	Yes – the cleaning contractor now reviews. Issues on the day should be reported to a steward or Abbey Helper.
Main Stand	Some are now exclusively for hospitality which has reduced the capacity for the rest of the stand. Can this be reviewed?	This arrangement has been in place for the past three seasons and is required to remain as is until the redevelopment takes place.
New badge		
Process	Can we get an update on this?	Press release issued last week, no further information to be provided.
Other		
Stevenage games	Are there specific plans in place to ensure fan safety etc for both the games (given they are Tuesday evening again)?	Yes – this will be reviewed in advance with the Safety Advisory Group (SAG).
Half time 'sumo'	Not seen as enticing to watch	Feedback to be relayed to sponsor.
Location of half time things	If we have other things, can they not always take place right next to the (largely empty) central main stand area. Perhaps move round the ground?	Noted, but pitch protection and player warm ups etc a priority.

CUSP / CLUB MEETING NOTES
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Season tickets	How many have been sold, and how many of the reduced junior ones did we sell?	3,219 total, further details not released due to commercially sensitive nature.
Other matters	Various questions raised re recruitment, contracts, investment	These are not within the remit of the CUSP meeting.