



**FANS
CONSULTATIVE
COMMITTEE**

8 March 2023



LCFC

Susan Whelan, Anthony Herlihy, Simon Capper, Anthony Mundy, Alistair Spiers, Louise Hollingsworth, Jim Donnelly, Kevin Davies

MEMBERS

Paul Angrave, Richard Smith, Malcolm Carter, Christine Graham, Dinesh Prajapati, Samantha Guyler, Joshua Malam, Shaun Jackson, Phil Simms, Becky Taylor, Emily Burditt, Harry Couch, Cliff Ginnetta, Ron Woods, Alan Digby, Di Statham, Graeme Smith, Gareth Miller, Quym Greaves, Sarah Mitchell

APOLOGIES

Nick Heard, Judith Smoraczewska, Naresh Patel, Olusola Oni, Peter Wilson

2021/2022 Accounts

- Communication surrounding release and detail well received.

GENERAL COMMUNICATIONS

- Important to maintain a level of consistency and the Club's approach to wide ranging topics hasn't changed. There are some matters that, by necessity, must remain confidential, and not a matter of comment by the Club.
- Club is in regular contact with its supporter groups.
- LCFC Help – The Club will look at reintroducing on social media platform at FCC suggestion, but will need to ensure that the Club personnel have level of security, and are not subjected to personal abuse, as had occurred previously.

SUPPORTER BEHAVIOUR

Away Matches

- Behaviour of some attendees at Leicester City away matches becoming a growing cause for concern.
- Away matches are becoming less enjoyable for some members, because of the supporter behaviour.
- Question raised: ID is not required to purchase alcohol inside the concourses – is this something that needs to be brought to the attention of the PL?
- Ticket collection checks will be in place for Brentford and ongoing – following the trial at Southampton.
- Sanctions: Removal of away priority points – members agreed that ALL priority points should be removed for abuse of away tickets, but the Club is to look at mechanisms for supporters to be able to contact the Club in advance, in the event of not being able to attend with a valid reason.
- 45 of 100 tickets notified for in-person collection at Southampton went uncollected – Club operations team are following this up. Members suggested any sanctions from this should be communicated widely.
- The DSA informed the meeting that if any of their members abuse the system, their privileges are removed immediately.

Home Matches

- Consistent smoking in toilets.
- More stewarding recommended at turnstile entry points.
- Members agreed that any sanctions should be publicised after each game.



RAIL SEATING/SAFE STANDING

- Extensive scoping work undertaken, alongside other potential work on East Stand that would potentially equip the stadium for concerts and a broader range of events.
- Costs remain volatile due to current economic conditions.
- Extensive further supporter consultation will be conducted, and ongoing in conjunction with the Sports Grounds Safety Authority (SGSA).
- Area for installation should not impact sightlines for other seats. Generally corners of stadium bowls selected, for this reason.
- 10 per cent of provision has to also be available in the away stand.
- Access seats wouldn't be affected.
- Remains fundamental that such an investment would have to be considered in the context of the proposed East Stand expansion and wider site development and its likely timeline.

SINGING SECTION TRIAL

- Consultations in SK1 and wider stadium to take place.
- Digital survey will be sent week commencing 13 March and invites for in-person consultations.

NFC

- Enhanced communications required from the Club – both pre-match and on the day of the game to alleviate issues with ticket downloads and impact on queues outside.
- Recommendation to have a team of staff dedicated to assisting with issues (similar to COVID passes).
- Member recommendation to increase visibility and numbers of stewards outside and on the turnstiles.
- With input and consultation – fans can feel reassured.
- Exceptional circumstances will be catered for (Under-16s not being allowed Google/Apple Pay, supporters with disabilities, supporters without access to a smartphone) but no reason why roll-out cannot continue.
- Club shared some confidential insights into potential introductions under consideration for 2023/24 which provided members with some reassurance that the introduction of NFC can remain gradual and manageable.

FAN ENGAGEMENT STANDARD

- Premier League introduction of the Fan Engagement Standard and its relevance to the Government's white paper on football governance was discussed.
- Establishment of the Fan Advisory Board to take place during the second half of the 2022/23 season. FCC status to remain unaffected.
- Plan for FAB formation to be completed by the end of the 2022/23 season, with FAB operational by start of 2023/24 season.
- Consultations and benchmarking exercise to be undertaken by the Club.



STADIUM DEVELOPMENT

- Section 106 agreement – final planning stages with the council
- Project will take two full off-seasons to complete once building works commence.
- Potential for retractable roof briefly mentioned by member. Club clarified the benefits it would offer would not be sufficient to make it financially viable.

AOB

- Request that seating should be enforced and only offered to those who will sit, in first three rows at away games: Will be revisited by the Club as an option.
- Under-16 tickets: Member raised a question relative to purchasing Under-16 tickets online. The Club confirmed that this is possible if the ticket is being purchased together with an Adult ticket. However, an Under-16 ticket cannot be purchased in isolation, as our terms and conditions and ground regulations both require all Under-16s to be accompanied by an Adult. In the circumstance where an Adult Season Ticket Holder wishes to bring an Under-16 to use an available seat next to them, this can be facilitated by the Adult contacting the Ticket Office directly.
- 1884 Bar – Clarity was sought on consistency of its opening hours on a matchday. This was confirmed as two hours prior to kick-off, and available to Season Ticket Holders.
- Stewarding outside stadium – Members raised questions relative to stewarding experiences during recent home matches. The Club explained that over last two seasons, it has undertaken extensive steward training. Club trying to employ more LCFC stewards and reduce number of agency stewards to ensure consistency, improve standards and enhance knowledge.
- Stewards blocking gangways impacting supporters with disabilities – JD to assess at forthcoming matches and liaise with the Safety Officer to resolve.
- Ticket arrangements for rearranged Aston Villa fixture – Members agreed to **proposed arrangements** outside of normal T&C's due to exceptional circumstances around the fixture's displacement and the time that has passed before its rescheduling. A window will be available for match ticket refunds and provision made for Season Ticket Holders who made their seat available for resale. Post-FCC update: Full details available [here](#).
- Water bottle policy – Member sought clarity on policy for bringing bottled drinks into the stadium. Sealed bottles of non-alcoholic beverages allowed; details are visible on ground regulations outside stadium.
- Water fountains – Member suggested potential provision in-stadium for supporters. AM to look at options for the concourses.
- Players warming up – Supporters with disabilities view being blocked as players stand to watch game. Feedback to be considered in matchday operations.

