



Fans Consultative Committee

6 September 2023

Present:

**LCFC:** Anthony Herlihy, Anthony Mundy, Louise Hollingsworth, Jim Donnelly

**Members:** Paul Angrave, Malcolm Carter, Samantha Guyler, Phil Simms, Emily Burditt, Harry Couch, Cliff Ginnetta, Linda Ginnetta, Alan Digby, Ian Bason, Graeme Smith, Judith Smoraczewska, Eddie Smoraczewska, Olusola Oni, Peter Wilson

**Apologies:** Susan Whelan, Nick Heard, Joshua Malam, Shaun Jackson, Becky Taylor, Dinesh Prajapati, Adrian Neale, Richard Smith, Naresh Patel

#### **Football Operations:**

- Agenda item not classically in scope for this group, but understandably there is an appetite from supporters to gain some insight, particularly in light of recent developments.
- The club to explore options of a session with appropriate representatives of the football operation, potentially including Enzo Maresca, one for FCC group and one a larger scale similar to previous Manager Q&A's.

#### **NFC:**

- 1600 Season Ticket Holders have opted for NFC this season. NFC is still optional for Season Ticket holders, members tickets are all NFC, (unless individual circumstances prevent)
- Majority of Premier League clubs are enforcing 100% NFC, but also look at individual cases.
- Club will undertake further consultations to break down the barriers identified.
- Print at home tickets have been withdrawn due to consistent problems.
- Supporters who have opted for a physical card, also retain the option to download their ticket onto their phone.
- Drop in Sessions – 35 supporters attended, lower than expected, but assisted with eliminating the fear factor of creating and managing online accounts and NFC for those that attended.

#### **Away Ticketing:**

- Premier League have a price cap of £30, the rules for the EFL are different and only state that clubs have to charge the same ticket price as a home area with a similar available view.
- The Club have tried to arrange reciprocal ticket pricing with every opponent faced up to the time of the meeting without success – Norwich have agreed to a £31 ticket.
- Foxes Trust will feed back the difficulties the Club has had to EFL Championship group within the FSA.



### **Fan Engagement Standard**

- The Club is still committed to a number of Premier League requirements, which includes the formation of a Fan Advisory Board (FAB). Discussions are ongoing with the Foxes Trust, as the Premier League FSA have made it clear that Supporters Trusts hold a special status within the FAB because of their composition and governance.
- The make-up of the FAB remains under discussion, noting FSA and PL guidance that the process should be transparent, independent input into selection is recommended and that at least part of the FAB should be democratically elected. Diversity is a key consideration and relevant professional experience is desired. It is anticipated that these skills will be acquirable among LCFC fans.
- The Foxes Trust are currently monitoring other clubs on their progress, some PL clubs have not yet published their plans.
- As the members of the FCC have held positions for longer than normal cycle, a re-election process will need to be explored for the group to run as a sub group to the FAB.
- Once FAB election processes have been confirmed, this will be circulated to the current FCC, as some members may wish to be nominated. Indeed it is the Club's intention to appoint a member of the current FCC to the FAB for the new cycle.

### **Stadium Development:**

- S106 terms will soon be agreed and ratified by the Club and council. Once the S106 is signed, the Club will have outline planning permission approved to commence with the project within a five year timeframe.
- The Club is still committed to the development, but timing will be crucial. Additional land (EON) was acquired post planning application, which now needs to be integrated in the plan. Divisional status is not an exclusive consideration, but Premier League status is evidently healthier for the business model.
- Member raised a question that should the Club gain promotion to the PL and building works start, but then suffer another relegation, what would happen to the progression of the development? The Club confirmed that the commencement of development work would be underpinned by a business plan that would take risk factors into consideration, making it unlikely that development would be affected by circumstances changing mid-project.
- Members asked if an update on development status could be shared on the Club's communication channels – even if this is minimal. AH to look into.
- Member raised the question on the use of the proposed Arena – the Club can only confirm an Arena is part of the current masterplan but do not have any further detail to share at this moment.
- DSA Member raised the issue of being told that any alterations to the current stadium are being put back until the stadium development – the Club confirmed that it would continue to ensure compliance with all accessibility regulations in the meantime.

### **Club Updates:**

- Publication of sanctions will begin at the end of September 2023 – the information shared will be redacted to protect identities, but will include nature of incident and sanction.



- Member questioned minutes of previous meeting that implied all FCC members agreed that all priority points should be removed as a sanction for the abuse of away tickets. Two members clarified their opposition to the sanction. Club to continue dialogue with FCC on the subject and monitor effectiveness.
- Member raised the concern with stewards ability to deal with fan behaviour – the Club confirmed that all stewards go through training and they can escalate to the control room if they don't feel confident to deal with a situation they encounter.
- DSA member raised concerns on the stewards near their seats – JD/AM to monitor at next match.
- Member raised how long the Club keeps CCTV footage – AM confirmed 30 days, although Bodycam footage is kept for a longer period.
- Member asked if the Club can publish a 'Rate Card' for sanctions – The Club clarified that as no two cases are ever the same and are accompanied by different context, it would be difficult to be able to generalise.
- Member raised the issue of drug taking at grounds – the Club confirmed that it is still a problem and are committed to tackling. Sniffer dogs have been changed this season and over 20 arrests were made at the first game. Amnesty bins are also provided outside the away turnstiles.

**AOB:**

- Home tickets on general sale – the Club haven't had tickets available for general sale so far this season. Membership sales are healthy but there will be cases where the away clubs do not take a full allocation. This may create availability, but with risks attached as it would be directly next to away fans, making it vital that the Club knows to whom it is selling tickets. If a supporter has no booking history they would need to create an account. AH also confirmed that internally, teams are challenged with creating targeted marketing campaigns around such fixtures with the aim of filling the stadium for every game.
- Food and Drink in concourses – Supporters feel pricing is too high. The Club confirmed that concourse prices have increased 10% across the last two years, in line with inflation, but will further investigate with the catering provider.
- Clap Banners – The Club to look at how these are distributed, including an option of having them in designated collection points for supporters to collect, rather than them being handed out as supporters enter the turnstiles.
- 1884 Sports Bar matchdays – the Club confirmed that opening will be two hours prior to kick off. Member raised concerns on the size of the queues.
- FCC – Minutes will be distributed no later than two weeks after the meeting. The date for the next meeting will be the first week of February 2024.
- Railed Seating/Safe Standing – AH to share findings of Legends survey as requested. No further updates since last FCC.
- Fan Representation on local Safety Advisory Group – AM to raise at next SAG meeting.
- South Stand TIFO Displays – Concerns around supporters sitting in bottom 10 rows having views blocked as players walk out. Can the displays be in another area of the ground? Supporters have missed key occasions (Champions League, season openers etc).