Leicester City Supporters' Society – The Foxes Trust

Society Board Meeting via Zoom Thursday 6th August 2026

Present: LW [in the Chair], SM, JB, HG, BT, SP, JM, CR, KT, PR

Ref	Item	Action	Date
1	The Chair welcomed everyone to the meeting following the summer break. Apologies: None		
2	**Approval of Minutes 08/06/2026 - Approved** The Board reviewed outstanding actions. The position of Company Secretary remained vacant. HMRC/tax matters: SM advised that, due to the difficulty of contacting HMRC, he proposed retaining sufficient funds to meet any potential liability until clarification could be obtained. Members agreed this was a pragmatic approach.		
3a	**FAB** BT reported that the next FAB meeting was expected to take place during the final week of August. Since the previous meeting, most communication between representatives had taken place through the FAB WhatsApp groups rather than formal meetings. BT explained that she wished to clarify the process within the group to ensure representatives understood when issues should be raised collectively and when they should be escalated through the FAB Chair. The Board discussed continuing concerns regarding season ticket holder benefits. BT reported that both the FAB and FCC had strongly encouraged the Club to make a meaningful gesture to supporters following relegation. However, the Club's announced		

benefits were widely regarded by supporter representatives as inadequate.

Particular concern was expressed regarding:

- £15 pricing for the Northampton Carabao Cup fixture being presented as a supporter benefit.
- Existing discounts being rebadged as new benefits.
- The absence of any significant gesture towards loyal season ticket holders.
- The Club failing to recognise supporter expectations following relegation.

SP added that proposals to trial food and drink discounts had been mentioned at the FCC.

Board members agreed that the Club had missed an opportunity to rebuild goodwill with supporters through relatively simple initiatives.

BT reported continuing concerns regarding the operation of the ticket office.

Issues discussed included:

- poor communication of ticket releases;
- inconsistent information regarding away ticket sales;
- staffing shortages;
- lack of internal handover arrangements within the Club.

Board members expressed concern that ticketing remained one of the Club's weakest operational areas despite repeated feedback over several seasons.

SM noted that, whilst season ticket benefits remained disappointing, membership packages had improved.

New benefits included:

- match ticket discounts;
- merchandise discounts;
- access to selected events;

	• continued priority access for tickets. Whilst welcoming those improvements, the Board agreed that season ticket holders remained comparatively disadvantaged. Board Members also discussed whether improvements had been introduced primarily to maintain membership numbers following increased season ticket sales. The Board undertook a detailed discussion regarding the Club's proposed League One pricing structure. Board members expressed concern that: • supporters would directly compare League One pricing with Championship prices; • re-labelling ticket categories did not represent a genuine reduction in prices; • the pricing model failed to recognise the Club's relegation. JM calculated comparative costs between season tickets and purchasing individual match tickets through membership. There was minimal difference. HG noted that uncertainty remained regarding how fixtures would be categorised throughout the season. Following discussion, Board Members concluded that supporters were unlikely to perceive the pricing model as representing good value and that comparisons with previous seasons would inevitably be made. BT advised that revised Fan Engagement Framework documentation had been circulated to the FAB for comment. Positive changes included: • recognition of supporter groups within the engagement structure;		

	- greater emphasis on transparency and communication; - amendments to the governance diagram. However, she considered the revised document remained largely unchanged from the previous version and continued to lack: - measurable objectives; - clear success criteria; - meaningful performance indicators. Board members agreed the Framework still appeared overly focused on process rather than delivery. The Board had received a positive response from Jo Lee from the FAB upon the FAB's receipt of the Trust's FEF review.		
4a	**LCFC Dialogue & Engagement** The Chair reported that, despite positive discussions with Club representatives at the end of last season, there had been very little meaningful follow-up from the Club over the summer. Emails relating to supporter issues, the Trust's Fan Engagement Framework review and matters concerning the women's game had either gone unanswered or received only holding responses. Members expressed disappointment that the renewed commitment to improved engagement had not translated into action as yet. The Board discussed whether it had now reached the point where the Trust should publicly challenge the Club over its approach to supporter engagement. Members reflected that: - little tangible progress had been made over the previous two years; - repeated representations continued to receive limited responses;		

	- supporters were generally unaware of the extent of the Trust's efforts behind the scenes; - many longstanding issues remained unresolved despite numerous meetings. JB questioned whether continued participation in the engagement structures was achieving meaningful outcomes and suggested the Trust should consider setting out publicly the work undertaken and the lack of progress achieved. Other members echoed the frustration but recognised the importance of maintaining credibility and acting proportionately. CR noted that the timing of any public communication would be important. Whilst supporters were understandably optimistic ahead of the new season, the Trust should ensure any statement was presented as a genuine concern about governance and supporter engagement rather than being perceived simply as negativity. HG advised that any future public statement should be supported by clear evidence and, where appropriate, discussed with the Football Supporters' Association. Board Members agreed that examples of poor supporter engagement would provide a stronger basis for future representations than general criticism. SM observed that many of the operational difficulties appeared to arise because responsibility for supporter engagement lacked clear strategic ownership within the Club. Whilst acknowledging frustration, he encouraged the Board to continue seeking constructive dialogue whilst ensuring concerns remained firmly evidenced. The ‘Your 90 Minutes’ session on Matchday experience, which was re-arranged at the last minute due to a pre-season game, only had 10 attendees. Many supporter group representatives were unable to attend. The Trust believes that it should be re-run.	LW	

	Following discussion, members agreed that the Trust should make a further attempt to engage senior Club representatives before considering any wider public action.	LW	
5	**Board Governance** The Chair advised that Andrew Smith had resigned from the Board, creating a vacancy. The Board reviewed recent feedback received regarding Board members. A complaint had been received concerning a Board Member’s online activity during the FIFA Club World Cup period, although this was balanced by positive feedback praising the Board Member’s contribution and engagement. The complaint was summarised for the Board. The Board member was invited to comment and explained the context surrounding the comments, noting that they related specifically to discussion around the FIFA Club World Cup. One post had been deleted. It was recognised that Board Members would inevitably attract differing opinions when commenting publicly on football matters. It was also noted that positive feedback had been received regarding the Board member’s wider contribution to supporter engagement, demonstrating that supporter opinion was divided rather than uniformly critical. The Board agreed that BoardfMembers should continue to express personal views responsibly whilst recognising that differing opinions were inevitable. The Board acknowledged that Board Members were still allowed personal opinions (including publicly) as long as they did not profess that those opinions were Board policy. **Resolved**		

	• The Board noted the complaints and the Board Member's response. • No further action was considered necessary on this ocasion. • Social Media Policy to be reviewed. The Chair and SM have looked at the rules and will circulate a proposed amended version plus some key questions to Board Members before the next meeting. Proposed amendments need to be agreed by October so that the AGM can vote on any changes.	LW/SM	
6	**Communications Subgroup** CR updated members on communications. No major changes to website or logo planned in near future. Difficulty in navigating website to renew. Look to have a link from front page.	LW/SM	
7	**Membership Subgroup** The online webinar with journalists was successful and received praise. Over 40 Trust members watched live and several have asked for a recording. JB to plan more in the series. Link to the recording to be shared with Trust menbers on Monday. JB proposed holding a dedicated meeting for Trust members. The purpose would be to: • explain the work undertaken by the Trust over the previous two years; • outline discussions with the Club; • explain the Fan Engagement Framework review; • seek members' views on future engagement with the Club. Members felt this would provide greater transparency whilst ensuring members were fully informed before any significant decisions were taken. The proposal received support.	JB	

	HG suggested gathering examples directly from Trust members & supporters regarding poor supporter engagement, ticketing issues and communication failures. Members felt that anonymised case studies, supported where possible by named supporters willing to share their experiences, would strengthen future representations to the Club. This proposal was welcomed. The Chair had received interest from over 20 Foxiles for a working group. SP to progress. Possible sweepstake for the new league suggested by JB. Leafletting at future games to be undertaken. DI's FanVoice survey software to be forwarded to JB by LW.	LW SP JB All LW	
8	**Finance & Operations Subgroup** SM presented the financial update. Members noted that the Trust remained in a stable financial position. Routine income and expenditure continued to be monitored, with expenditure remaining within agreed budgets. Streamyard had been purchased for a year for the webinars.		
9	**Community Subgroup** HG to progress Trust presence at an upcoming game. If no Fanzone available, look for alternative venue in the vicinity of the ground. JM gave an update on the proposed mural on the old Filbert Street site. Fundraising will need to be undertaken.	HG JM	

	JM gave an update on UFS's meetings with Active Collective and their proposed TIFO at the first game. LW to pass contact details on for Steve Smith Foundation to HG. The Trust to support where possible.	LW	
10	**LCFC Women Subgroup** LW had not been able to arrange a meeting with the Club as yet to discuss the Women's game but will pursue. Huge number of players sold, very few bought as yet. Season Ticket prices acceptable and still cheap compared to other clubs. Currently pushing for away coaches to be retained (post meeting - these were agreed). Only 3 women's shirts on sale in Fanstore. (Post meeting - More added for Northampton game) Cup games to be played in Nottingham which is of concern.	LW	
11	**National Dialogue** SM attended the recent meeting of what was GMOL and now renamed as Professional Referee Group (PRG). See information here. SM has been invited to the APPG for football supporters at Parliament in September. The L1 & L2 FSA Group have been discussing which teams still have programmes, but little on ticket pricing. Bradford reached out to the Trust to see if we could encourage reciprocal arrangements but LCFC have not responded to us on it. Football heritage survey received. To be responded to/ circulated. FSA currently updating which clubs have reps on the SAG. LW will continue to argue for representation despite LCFC's refusal.	KT LW	
12	**AOB**		

	Concerns raised about price of shirts. LW to look at prices. LW had been to meet with the DSA and raised some issues that Trust members had raised (Poor graphics used by club on socials for visually impared, away disabled parking and seating at women's games).	LW	

Date of Next Meeting: 21st September 2026 at 7.30pm

Chair: LW.

Action	Who	When
FSA training	JM, CR, SP, BT	Ongoing
Company Secretary	LW/SM	Re-advertise
Request a further meeting with senior Club representatives to discuss the lack of progress + Your 90 Mins & Women's game + SAG	LW	Week beginning 10/08/26
Explore holding a members-only meeting to explain the Trust's work and gather feedback	JB	Early in season
Link to webinar send to Trust members	PR	10/08/26
Develop a mechanism for supporters to submit examples of poor supporter engagement	LW	Week beginning 17/08/26
Circulate proposed amendments to rules	LW/SM	Week beginning 10/08/26
Renew link on website	LW/SM	Week beginning 10/08/26
Establish Foxiles group	SP	Early in season
Sweepstake for league	JB	Week beginning 10/08/26
Dave Ilnicki's FanVoice survey software to be forwarded to JB by LW	LW	Week beginning 10/08/26
Fanzone presence	HG	Early in season
Mural progression	JM	TBC
Pass Steve Smith Foundation details to HG	LW	Week beginning 10/08/26
Complete heritage survey	KT	Week beginning 10/08/26

Compare shirt prices	LW	TBC