



FAN ADVISORY BOARD

MEETING FIVE - 20 AUGUST, 2025

Supporter Representatives:

Paul Angrave
Emily Burditt
Ian Bason
Jo Lee
Ravi Tara
Graeme Smith

LCFC Representatives:

Susan Whelan
Chief Executive
Anthony Herlihy
Communications Director
Imogen Ward
Head of Fan Engagement
Louise Hollingsworth
Supporter Engagement Manager
Jim Donnelly
Supporter Relations &
Accessibility Manager

WELCOME & INTRODUCTION – SUSAN WHELAN

Chief Executive Susan Whelan opened the meeting and was pleased to welcome everyone for the fifth FAB meeting.

Minutes of the previous meeting were read and approved.

In line with Fan Advisory Board governance, a vote has confirmed the reappointment of Ian Bason as co-chair of the FAB for a second term. There were also no changes to the FAB Chairs for the FCC Working Groups.

It was agreed that Jo Lee and Paul Angrave would co-ordinate all comms for the FAB, as other members have additional FES responsibilities.

The Club are pleased to welcome Lee Billiard as the new LCFC Women's Director of Football.

ACTIONS FROM PREVIOUS MEETING

- LCFC Women's audience growth has been added as an FCC Working Group agenda item.
- FCC Working Group summary now publicised in same format as FAB.
- Ticket on-sale dates have been shared.
- The Club confirmed an EE 5G connectivity solution for King Power Stadium is being finalised and as soon as a date is confirmed, details will be shared via Club communications.
- The Club shared insights into its pre-season content planning for Club channels with the group. The plan was built in consultation with players and staff and aimed to include insights that would bring supporters closer to the squad and their preparations for the new season, using a selection of players and coaching team members. The process of profiling the new First Team Manager and embracing his interest in the Club's history, the city of Leicester, its people and culture were highlighted as the types of insight supporters would appreciate. Feedback from the members included a good first impression of the Manager, demonstrating the need to take fans on the journey, and the honesty of the Manager's early post-match interviews.
- Although it was felt this demonstrated a positive step in the Club's efforts to better communicate with supporters, members had an open and lengthy discussion about the previously raised communication gap at Board level, which is causing frustration and negativity amongst fans.

AGENDA ITEMS

FAN ENGAGEMENT FRAMEWORK

FAB Scope

- Agenda item raised by fan representatives for clarification of Terms of Reference (“Scope”) for the FAB and what is out of scope.
- During the construction of the Fan Engagement Plan, the Club worked with the Foxes Trust to develop guidance about what should be in and out of scope.
- Members proposed making these available in the public domain, but areas that fall in ‘Out of Scope’ require further clarification.
- Discussions took place around structured dialogue, the impact of the FAB and tangible impacts of the FAB compared with instances where it had provided more of an advisory function.
- Fan representatives requested a discussion on what should and shouldn’t be run via the Fan Engagement Framework.
- The live example shared was a TIFO request by supporter group, Union FS, that would impact supporters outside of their immediate group/area.
- Concerns were raised by fan representatives that the process for approval and implementation could be slower, due to such requests having to be discussed as part of the FEF. It was suggested that the broad principles of such initiatives could be discussed within the FEF, but that the Club should continue to engage directly with relevant supporter groups with regard to specific decisions and approvals.
- It was highlighted that, rather than becoming a barrier to such initiatives, the wider representation offered by the FEF stood to potentially further validate their introduction.
- In the case of the example given (TIFO displays) a member recommended the Club meet with Union FS to discuss proposed displays and an agreeable level of interaction with the wider FEF. Further feedback gathered can help shape agenda items for the FCC Working Group.

ACTION

Meeting date to be confirmed with Union FS by 1 September. Post meeting update: Meeting date confirmed for 23 September 2025.

The Club plan to clarify the FAB Scope and to make it more accessible.

FCC Working Group Feedback

- The fourth FCC Working Group was held on 10 July 2025, where a catering update was provided, along with the Club presenting a ‘You said, we did’ section.
- The breakout groups were chaired by Jo Lee and Ravi Tara and discussion topics included crowd displays and LCFC Women’s audience growth and matchday experience.
- The next meeting will take place on 25 September, with fan representatives requested to input on points to be raised.

Supporter Group Network

- The Club confirmed Harpreet Robertson, Consultant at Football Supporters' Association, has been invited to the next Fan Advisory Board Meeting, which will be held on 19 November 2025, to help start the consultation on Terms and Conditions for registered supporter groups.
- Members discussed how supporter groups shouldn't fear the implementation of the network, as being able to have a formalised relationship with the Club should be seen as a constructive means of engagement.
- Some members highlighted that set terms and conditions are important, as there should be an expectation for how groups conduct and represent themselves in order to be formally engaged with the Club and contribute to the development of policy.

Post meeting update: Harpreet Robertson has confirmed her attendance at the next FAB meeting on 19 November.

Away Priority Points Process Survey

- A draft survey was presented to the group for discussion, with suggested amendments and additions provided.
- Members requested context on why the Club is reviewing its policy in this area to be included in communications prior to the survey being sent out.

ACTION

Survey to be communicated by the end of August, with a two-week deadline for completion. Post Meeting Update: Survey will be sent by the end of September, following amendments to be made as per discussions in meeting.

Key findings fed back at the next FAB meeting on 19 November.

Sanctions Committee

- While the subject had been previously explored by the FAB on 16 October 2024, (link to minutes [HERE](#)), it was noted that the Foxes Trust (as part of recommendations from a wider survey) had called on the Club to revisit supporter representation in its sanctions process.
- An overview on the Sanctions Committee was shared with the group, detailing current personnel, meeting cadence, process and appeals.
- A rotating FAB representative on the Appeals Committee was recommended by the Club. It was agreed this would be a more manageable commitment than the first-stage Sanctions Committee due to the volume and cadence of meetings.
- Four FAB fan representatives put themselves forward for the Appeals Committee, with all other FAB members in agreement.
- Those representatives requested guidelines and training, and it was agreed this would be reviewed at the end of the season.

ACTION

The Club to finalise and coordinate next steps internally prior to implementation by 29 September 2025.

Club's Senior Leadership

- Fan representatives had requested a breakdown of senior leadership and reporting structures, which the Club shared with the group.

DIGITAL TICKETING IMPLEMENTATION

The following information was requested by fan representatives.

Demographic breakdown of physical cards

- 2024/2025 – 6,302 STH with digital tickets (28%)
- 2025/2026 – 17,867 STH with digital tickets (80%). 4,569 STH with physical cards of which, 3,114 are over 65, 585 are under 16 and 870 are registered with LCFC with a disability or ill-health.

Number of cards issued outside of exemptions

- The Club confirmed no physical cards have been issued outside of the three main exemptions.

Why have the Club introduced Match by Match ticket collections?

- Option provided for supporters who don't fall with exemptions, but don't use a smart phone.
- 32 supporters in total were given paper tickets to collect at Sheffield Wednesday, two of these did try and use a phone to enter the stadium and seven supporters didn't collect tickets.

How many over 65's did not apply for digital tickets?

- 963 did not apply and currently have mobile tickets.
- 249 had not downloaded their digital tickets nor asked for a card (at the time of the meeting). None of them tried to attend Sheffield Wednesday and the Club confirms they have now written to them.

Opening Game update

- The Club reported no issues with mobile tickets at the Sheffield Wednesday game.
- Few supporters (across all age groups) needed help downloading their tickets – the Club confirmed they had an additional 22 staff working to support this as well as conducting over 200 digital ticketing appointments in the run up to the game.
- More issues were reported from supporters using old cards or wrong cards, rather than issues with mobile tickets.

Update on number of complaints about digital ticketing

- The Club confirmed there have been two complaints to the Board Office since the announcement of digital tickets, which are ongoing.

Foxes Trust Survey

- A request was received from the Foxes Trust to discuss their survey results, with two questions in particular being highlighted.
- 1) What did the Club learn from the FT survey and planned actions as a result of the presentation?
- 2) What steps are the Club taking to enhance the matchday atmosphere and work with fan groups on how this should look?
- **Club representatives have met with Foxes Trust representatives twice to discuss the results.**
- Some supporter representatives expressed concern with how the survey was framed by the Foxes Trust, how it was presented to supporters and subsequent communications of its findings.
- The Foxes Trust's calls to action, developed through the findings of the survey, were reviewed by the group.
- Club representatives outlined the Club's initial position, which has been relayed to the Foxes Trust – that the appropriate findings of the survey should be fed into the Fan Engagement Framework to ensure any actions taken are representative of as wide a selection of supporters as possible.
- As two of the Trust's five calls to action related to Club staffing, it was agreed these matters were outside of the FAB's terms of reference and out of scope for the wider FEF.
- It was agreed that the remaining three calls to action were already active pursuits in the Fan Engagement Framework and could be further discussed and actions determined across FAB (20 August), Your 90 Minutes (11 September) and FCC Working Groups (25 September).
- To provide assurance that established fan groups continued to form part of such discussions, the Club reported 33 different meetings within the Fan Engagement Framework took place last season. These included FAB meetings, FCC Working Group sessions (all of which include established supporter groups), Your 90 Minute focus groups and individual supporter group meetings.

AOB

Category D Saturday fixture

- With the Portsmouth game on 18 October being moved to a 7:45pm kick off, it was agreed that Blackburn on 1 November, would be explored as an alternative Category D fixture.



DATE OF NEXT MEETING

Wednesday 19, November 2025