

SAB Meeting – Tuesday 16th December 2025

Venue: Boardroom.

In attendance: Jane Dowson (Chair), Jordan Owens (JO), Mark Pitts (MP), Morrie Eisenberg (ME), Katie Holmes (KH), Sandra Clark (SC), Jack Douglas (minute taker), Lliam Brocksom, Paul McManus, Katie Watkin, Ken MacArthur, Maz Ferguson, Nikki Allan, Rachael Grimes, Dean Pearson, Jane Store.

Online attendees: Nicola Connolly (NC), Anders Palm, Jay Bhatt.

1. Attendance and apologies

Apologies from Josh Cawthorne with Jane Store filling in. Introduction from Sandra Clark, Senior Safety Officer.

2. Minutes of last meeting

All accepted.

3. Matters arising

Terms of reference still being worked on. Chair hands round a Premier League standards document, asking SAB members to go away and review the LUFC SAB informally, against PL criteria. JO on with developing the SAB website page. Chair has asked SAB members for personal bios and, if comfortable, photos.

4. Katie Holmes & Sandra Clark – Supporter conduct charter

KH outlines the ongoing work being done to produce the supporter conduct charter. This includes but is not limited to: Providing a safe and welcoming environment for all supporters, ticketing, investigations and sanctions, appeals processes, football banning orders, expiry of ban or suspension, discrimination, how to report an incident or concern, safeguarding, supporter education and related links.

Katie Watkin asks about categorising chanting that aren't necessarily deemed as hate chanting, using Jimmy Saville and Manor Solomon chants as an example. KH says club will always follow tragedy chanting guidelines. Certain examples of racism/homophobia/sexism abuse has automatic bans, ranging from different lengths regarding severity.

This document is with the club's legal team before it is finished and will be published and the idea of the charter is to make the processes more transparent for supporters.

Ken says an annual review of this with feedback provided to the SAB would be beneficial which members of the SAB and KH agree with.

Dean asks whether incidents are based on accusations or convictions. KH says this is clarified in the charter. Katie says the club should provide appendices on things such as mental health support for those accused, as there have often been example of fans being falsely accused/ ejected for alleged, untrue incidents.

KH says this is not just limited to home match days. This includes away games, fan behaviour and social media etc.

Group suggested education courses for first time offenders for examples of discrimination, combined with short term bans.

SC says a lot of staff, including stewards and hospitality, are consistently offered development opportunities to progress.

Maz asks for KH to provide previously promised balloting information at the next meeting.

5. Rachael Grimes – Feedback from Premier League Women in Football Meeting

One of the key takeaways was having clearer, less generic information communication from those at the top of organisation.

Rachael then says Newcastle United have members of their SAB attend pre and post-match safety meetings and suggests this may be beneficial for the SAB.

The White Ribbon campaign is mentioned.

Rachael says it would be helpful for more signposting to be available and Katie asks KH whether stewards can be provided with training on this. JO to speak to Helen Evans (EDI Lead) to look at club's approach next time around.

There was also a brief update given on the Independent Football Regulator, the Fan Engagement Assessment and Tackling Misogyny in Fan Representation.

6. Nikki Allan – Feedback from Premier League Disabled Fans Meeting

Nikki provides feedback from the Disabled Fans Focus Group, beginning by saying Give Vision headsets have been given to Crystal Palace supporters and has contacted Nicola Connolly (DLO) regarding this.

She then says a charity have been set up that can provide PAs for fans needing one that haven't necessarily got someone that can attend games with them.

Level Playing Field outlined an Accessibility Stadium Guide will be coming out in the near future.

7. Morrie Eisenberg club update

ME begins by providing an update on the stadium redevelopment. ME states clearly that away fans will remain in the West Stand and not in the South Stand, thanking the SAB for their involvement in feeding back concerns.

Club are close to hopefully being given approval for planning application. Club are putting in a lot of groundwork, in terms of providing infrastructure for the city.

JO to let SAB know outcome of impending highways report. Initially, he will send bullet points of themes for supporters/ groups/ businesses to write own letters supporting the planning

application. JO will also provide an example of a letter supporters can read for inspiration/further understanding.

8. Any issues/feedback from matches from previous/upcoming matches

Katie says tragedy chanting was evident in the Liverpool match. One away supporter has been charged with this offence. JO says club will look to work with Liverpool ahead of the reverse fixture next month to communicate tragedy chanting is not acceptable prior to the match.

Club expect to then follow this up for subsequent match against Manchester United.

SAB wishes to place on record they totally condemn all tragedy chanting of all forms.

Regarding Jimmy Saville chant being classified as a tragedy chant, the SAB would like to push for this to be classed as one. Josh Cawthorne to provide feedback on the work he is doing regarding this.

Maz wishes to say as a positive, there wasn't a single case of homophobic chanting in the Chelsea fixture at home.

Anders says queuing up tickets from the away collection point at Brentford is an issue. This is something the club are feeding back to the Premier League, similar to the organisation at Wolves.

9. Chair's business

Chair asks SAB members whether they would like the next group to be a ticketing working group. ME says club have been transparent over the previous two seasons regarding the three-year equalising process.

10. AOB

Group asks for the Women's table to be on the club's website, similar to the men's. JO to arrange with Digital department.

11. Date and time of next meeting

Thursday 22nd January 6pm