



Meeting Type	Date	Time
Fan Advisory Board Meeting	Tuesday 3 rd February	18:00
Attendees		Apologies
FAB: MS, LB, LP, RR, SW, CW . Online attendees: YW Club: GB, KA, AD, JC, JCam, JSib, MSilv, FVC SDSA Rep: MT CW omitted from original minutes and added 03/03/2026.		PP, LD

Meeting Notes

Welcome & Introduction – MS (Chair)

- Thanks and attendance taken by MS.

Concluded 18:02.

Minutes from Last Meeting, Publication Date, and Matters Arising

- Issue of timing with last minutes. Publication delayed. KA attributed to internal communication error, and apologies given.
- FAB said no social media notification given for last meeting minutes; notification requested.
- EFL survey (sent out by KA previously) raised by FAB. Nearly 1000 responses received. KA described survey as insightful, and helps the club to know where to direct attention – 41% attendees coming with children (meaning the club need to focus more attention on family offerings moving forward), 6% coming 2 hours before kick-off. 95% attendees feel safe in stadium. KA asked for further insights from the room. Discussion around arrival times to stadium pre-fixtured.
- KA noted survey was undertaken during period when sentiment was low.
- FAB said there was a push 5 years ago for earlier attendance and not much happened. GB responded that there is now more to draw attendance (The Dell, LEVEL1, etc). This attendance is also performance-dependant.
- FAB raised stats below EFL average – is that due to form and sentiment? GB says some responses may be but that the club does not want to dismiss concerns on this basis.
- Fan governance to be discussed in FAB membership piece.
- Wi-Fi issue again raised, with FAB saying many fans have “given up” on using it. MSilv says the Wi-Fi issue has been resolved, with a new set-up meaning repeat logins not required. FAB members responded that this is not the case, and that they have had to sign in again today. GB will investigate and an update is to be given by club’s IT team. Advert page with countdown unclear – how-to guide to be developed and shared. FAB suggested that this could be in the pre-match email.
- Fans are still raising that there are app glitches. Clicking on certain links (team sheets) does not take you to the required page, leading to fans seeking the information elsewhere. Supporter number not visible on ticketing page. JS mentioned that some of these issues in the stadium could be due to previously discussed Wi-Fi connectivity issues; user devices are falling back to 4G and therefore struggling.
- Agreed that minutes were an accurate representation of previous meeting.

Concluded 18:18



Operations Update

- New COO, Jonathon Clarke, introduced and welcomed by FAB. Discussed his focus on regenerating the St. Mary's footprint, and on making the stadium experience better.
- FAB asked for an update on the St. Mary's regeneration project. JC responded that a project of this size requires time and care, and being only three months into the job, focus has been on gathering information required to complete this project.
- FAB shared their interest in being used as a sounding-board in the public consultation phase of the project.
- FAB asked what the plans are for renewing concourse areas. JC said there is some remedial work to be completed in various facilities of the stadium before more improvements are made. Stadium to be repaired/renewed before new additions.
- JC mentioned that special events also limit the time the club has to complete works in the summer, and so these need to be carefully planned.
- FAB raised issues with toilet facilities, and that there have been no improvements in the last 6-9 months. JC said it is on his agenda and he will pick up the issue with the facilities team. KA reiterated JC's earlier sentiment that there are more pressing repairs to be done before fixing toilets.
- FAB said there is no system for reporting maintenance issues. AD responded that the club are internally using a reporting system called Raven, and this is being tested with a view to rolling it out to the public as well. For fans this will look like a WhatsApp number, to which issues can be shared.
- FAB mentioned ladies' toilets in Block 42 only have cold water. FAB agreed water temperature is a wider issue across toilet facilities in the stadium.
- FAB asked the club what is the plan for handrails – will these be all around the ground, or just on certain stands? KA said an independent assessment was undertaken and the step depth is not great enough to require handrails throughout, and that positioning the P-rails everywhere would make some walkways too narrow. AD agreed that this would make emergency exits less accessible. JC agreed that rails have been put in the right areas. FAB asked is there a way to tell which tickets are by handrails – there currently is no filter. MSilv says the club will look to include filters like these in ticketing in the future.
- FAB raised that some fans were vaping and drinking in stands last match. AD says reporting for poor behaviour can be completed anonymously via Raven when this is rolled out. For now, SFC Report should still be used.

Concluded 18:41.

Saints Foundation Update

- Saints Foundation Impact Report provided by Sam Fulling (Saints Foundation Managing Director) passed around the room for FAB to view.
- Headline figure is that for every £1 spent, £5 of social value is generated in the city.
- GB encouraged FAB members to take the impact reports away with them and to send across any feedback.
- PL Fans Fund launched, with a briefing call for club charities set for February. Details and timelines are not yet known but once more information is known, then ideas from the FAB are welcomed.
- KA to also catch up with ER on the WSL fan fund.



- FAB asked if there was some data on the impact internally (hires to stadium, new fans generated, etc.)

Concluded 18:48

Portsmouth Fixture Feedback & Discussion

- FAB raised that they were receiving pushback on fixture timing (kick-off too early), and that fans were frustrated as this issue has been raised before.
- FAB mentioned that the level of escorting could have been mentioned beforehand; travel was slow due to police escorts. The feeling is that fan time could have been saved: less time for check-in, later arrival, and kick off time could have been later.
- AD said that the kick-off time was decided by television (despite not being covered on the main Sky channel), and that there was insistence on 12 rather than 12:30. AD said check-in was long because the coaches have to leave on time due to the magnitude of the operation. Coaches are done in 3 packets, because all 44 coaches could not be parked at the same time, and it would lead to pedestrian traffic at the turnstiles. Roadworks were also being undertaken on the route. These decisions were made for practicality and safety purposes. When these reasons were explained in detail to FAB there was an agreement that it made sense; JS also mentioned that some of these things can't be shared in advance due to the police involvement (keeping routes, escorts, arrival location and times confidential etc.).
- FAB said that there was not prompt enough communication about the timing, and that it being so early was difficult for fans, with some needing to leave home at 5:30am – it being a Sunday, no public transport, and with coaches, no parking on site.
- JS asked what the FAB's suggestions for the parking issue would be given limitations of on-site parking due to 44 coaches departing from there. Table discussion around a resolution, highlighting a park and ride solution would require an even earlier start for supporters, and also considerations for local car parking options.
- FAB raised issues with how timings were communicated by the club; JS responded that this information was shared as soon as it was available to us.
- GB said that both matchdays felt safe, and that this conversation has to be about both experiences.
- KA asked how much of a problem this was, and the numbers of fans reporting issues directly to the FAB. FAB said these numbers are made mostly from conversations had on matchday, and that most traffic does not come via email.
- AD invited FAB to send complaints re. the execution of matches like these to him so that he can respond.
- FAB said that communication on timing was unclear; MSilv clarified the details and timings that went out, and fans were then asked to arrive an hour later after ticket sale. JCam agreed that a lot of information was shared, but that if read thoroughly it would have cleared up the timing issue and, despite being given an hour to board, some fans were still late.
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- Discussion around the matchday experience at Fratton Park – positive on the whole.
- Feedback on the Northam Fan Zone screening given by FAB. Not enough seating, but if there had been more there wouldn't have been space for all. Rain limited outdoor seating also. GB says 662 tickets sold to event, and it was a successful day.



- FAB mentioned someone couldn't pass on their Away ticket. MSilv responded that this ticketing issue had been raised previously, and that the FAB had concerns about Away tickets being passed on, so this no longer being possible is a good thing.

Concluded 19:19

Commercial Update

- MSilv gave some numbers relating to ticketing/hospitality – noteworthy is that turn up rates are down 3% (which is usual for the winter).
- Previous concerns were raised re. Away tickets being shared in a timely manner; MSilv said we have not yet received these tickets from the other teams.
- Ticketing app was updated in v4 ahead of Coventry, with some issues for users with Hotmail/Yahoo email addresses; mitigated with comms encouraging all to update app and log back in.
- Away tickets for the WBA game will be digital; PDF tickets to be sent out to those ticket holders who do not use the app – MSilv encouraged these fans to reach out to the club.
- Working on moving ticketing within the club app, and the aim is to fully launch next season. FAB might be involved in a small trial this season.
- The club have been working with football ops to reduce the number of empty seats (player comps) and to put these back on sale. FAB asked how many tickets are made available to non-paying attendees. MSilv confirmed numbers available in line with EFL regulation.
- The club are looking at a reward system/loyalty points for attendance for next season (in very early stages).
- FAB queried the allocation of away tickets and where these are positioned. This depends on the club; Sheffield Weds, ex. have restricted view seats.
- Mobile ordering via Skippio being trialled in units 8 & 33 from Charlton match onwards.
- FAB asked how to prove season ticket discount; MSilv shared where this can be found within the app.
- Discounts moving forward to be discussed within next commercial subgroup, perhaps with discounts being phased out and credits being given instead.
- JCam asked FAB to direct people with issues on matchdays to the matchday SLOs (teal vests) as they are prepped to answer all supporter services questions on a matchday.
- GB confirmed that VIP event with manager will definitely go ahead for those who purchased the Platinum package, but that it has been a difficult one to lock in due to personnel changes.
- The club are exploring the idea of free coach travel to Preston for the last game of the season, and would like to discuss this with the subgroup. Looking to target and reward those fans who frequently travel to Away games on official club transport.
- FAB raised that a fan was charged a £1.50 booking fee for a free ticket to a women's game. MSilv said this shouldn't be on the free tickets, and will investigate. FAB also said booking fee has only been present on women's tickets this season.
- Club gave update on LEVEL1. A successful Christmas period. Currently reviewed at 4.7/5.
- FAB asked what percentage of visitors to L1 aren't fans; GB said about 80% of current visitors are new.

Retail Update



- Raised that replica kit numbers were limited. MSilv explained that orders are made a year in advance. A reorder is made available in August to arrive for Christmas but initial sales not strong enough to warrant this.
- No change to postage over the last few years, despite delivery charges being up 25% in UK. Free delivery is now on £150 orders, and postage up £1 from December.
- FAB asked if the delivery charges are in line with other clubs. MSilv said other clubs are selling larger quantities so don't make such a loss.
- Positive feedback on click & collect services from FAB.
- 80% of 1976 shirts sold over first few days of offering.
- MSilv discussed upcoming retail offerings, to come in March-April.
- Limited upcycled range to be released this month. No real profit in this but the club want to show commitment to sustainability.
- GB ran through 1976 anniversary plans, as in previous meeting. At 5.5k tickets sold for Legends match so far.
- 28th April Celebration Dinner – individual tickets and tables available. Proceeds from fundraising at the dinner to be split amongst 1976 players.
- Summer 2026 plans run through, as previous meeting; Take That, Let's Rock, McFly.

Concluded 19:55

FAB Terms of Reference (Membership)

- FAB would like to create a working group to discuss terms of reference and membership, and have asked KA and JCam to take lead on this. All in agreement.
- Progress made on seeking new members, but will be shared to the wider group following the creation of this working group.

Concluded 19:57

Communication Update

- FAB raised concerns about the club's communication re. the passing of Martin Chivers. JS presented the comms put out: spread in social media posts, 2-page programme spread, app post, website post. FAB responded that a lot of Chivers fans are of an age where they don't use social media, so that these efforts may have been missed.
- FAB concern that the applause for Martin Chivers was mid-week, and not the immediate game afterwards. JS said within 24 hours, the club had applied to the FA to wear black armbands for the Doncaster game.
- Wider discussion around what makes an ex-player a 'Legend'.
- GB expressed sentiment that the club have a great relationship with ex-Saints, and care very deeply about them. JS reiterated.
- Season ticket prices have not yet been communicated as undecided.
- Official history of the club being written by Duncan Holley, likely to be published in late 2026 or early 2027.

Concluded 20:05



AOB

- KA raised that FAB mentioned performing other work for fans and their engagement, but that the club weren't particularly aware of all of this, and suggested going around the room to share examples. The FAB said it would be more useful to share in a subgroup, but the club reiterated the importance of our awareness of FAB activity.
- FAB have reached out to Solent University to ask Sports Journalism students to help with promotion, with 6 people currently interested. A FAB member is on the Midnite committee. Rest of resources are used for gathering feedback from fans.
- KA said it's useful to know what FAB are doing so that the club can share contacts/links, and support where possible.
- Two FAB members are on the Midnite committee.
- Saints Disabled Association are looking to increase membership, and are also asking for volunteers to help out. Comms to be shared, so that the FAB can push for this.

AOB

The meeting concluded at 20:20.