



# FAN ADVISORY BOARD

MEETING SIX - 19 NOVEMBER, 2025

## **Supporter Representatives:**

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

## **LCFC Representatives:**

Monica Netthanomsak  
Interim Managing Director  
Anthony Herlihy  
Communications Director  
Imogen Ward  
Head of Fan Engagement  
Louise Hollingsworth  
Supporter Engagement Manager  
Jim Donnelly  
Supporter Relations &  
Accessibility Manager

## **FSA Representative:**

Harpreet Robertson

## **WELCOME & INTRODUCTION**

Members were welcomed to the meeting and thanked for giving their time to meet with the Chairman online in previous weeks.

It was confirmed that the Chairman would like to meet them in person when he is able to be back in the UK.

It was confirmed that, in the temporary absence of a permanent Nominated Board Level Official, Anthony Herlihy (Communications Director) will Co-Chair on behalf of the Club.

Minutes of the previous meeting were read and approved.

Harpreet Robertson, representative from the Football Supporters' Association (FSA), was welcomed to the meeting after being invited to attend by the Club.

# ACTIONS FROM PREVIOUS MEETING

## Club meeting with Union FS to discuss tifo display

- A meeting took place on 23 September, confirming that feedback from the Fan Engagement Framework (FEF) would be considered by the Club concerning approval of the format of tifos outside of the immediate Union FS area. The process to approve design and final formats submitted by Union FS will continue to be managed directly between Union FS and the Club.
- The Club confirmed they have signed off a Union FS tifo display for the 29 December fixture (vs. Derby County).

## Sanction Appeal Committee

- The Club confirmed they have met with the FSA and Independent Football Ombudsman (IFO) to seek advice about adding a FAB representative to the Sanctions Appeal Committee following discussions about this in previous FAB meetings. Both organisations raised potential issues around safeguarding and confidentiality. The IFO confirmed there is no best practice guidance currently, although they are working on creating guidance for clubs. The Club relayed IFO advice that there are only three clubs they were aware of with fan representation on sanctions appeals processes, and the details of the fan representatives were kept confidential. The Club relayed that the IFO had praised LCFC's current sanctions process and were keen to work closely with the Club to implement a best practice model with independent representation.
- It was recommended by the FSA in the meeting that independent representation is best practice, and that FAB Supporter Representatives should not sit on the appeals panel due to potential safeguarding challenges for fan representatives. It was mentioned that the FSA sit on some sanction appeals committees and that this might be a preferred option for LCFC.
- FAB Supporter Representatives suggested that the FSA, rather than FAB Supporter Representatives, should sit on the Sanction Appeal Committee.

### ACTION

Club to continue conversations with the IFO and the FSA following FAB feedback about possibility of an FSA member providing independent representation on appeals, rather than a FAB member.

## Ticket Donations

- Following a request from FAB members to allow Season Ticket Holders to donate their seat to charity if they weren't able to use it, the Club confirmed that the lengthy, manual process required to facilitate it would be prohibitive. The Club confirmed that, as an alternative, the Club will commit to a trial of donating 50 seats per home league match for both the Men's and Women's teams for the rest of the 2025/26 season. These seats will be shared between Leicester City in the Community and the VS Foundation's nominated charities for the 2025/26 season.
- The initiative will launch on 13/14 December across both Men's and Women's fixtures, aligning with the dedicated charity matchdays.

### ACTION

The Club agreed to share any storytelling/messaging about ticket donations with the FAB.

## FAB Scope

- The Club confirmed examples of outside-of-scope topics which will be added to the Fan Engagement Plan – this has now been [actioned](#).
- The updated FAB scope will be shared at the next FCC Working Group meeting and will be included in the FAB minutes.
- A member suggested that football performance should be included as an in-scope topic. It was noted by the Club that even if a topic is not formally in scope for consultation, this does not preclude the Club from communicating about it and it continues to welcome feedback on the subject.

## Away Priority Points Process Survey

- A summary of the Away Priority Points Process survey results was shared with members in a pre-read, and feedback was invited for discussion.
- A member asked what specific issue the Club was seeking to address based on the survey findings. The key issue identified with the current process is that some newer and younger supporters found it difficult to access tickets for away games. The system has been in place for 10 years and supporters have requested a review of the system across multiple channels of the Fan Engagement Framework.
- It was agreed that the next step in consultation should be to use insight from the survey results to review potential options to enhance the process. The group was clear that long-term away attendees should be protected and consulted with. The Club confirmed it would like to implement any enhancements for next season, but it was important that any enhancements are right for fans, so it may take longer to implement.

### **ACTION**

Survey results and possible enhancement options to be consulted on at the FCC Working Group in January.

# AGENDA ITEMS

## Supporter Group Network

- The group reviewed the proposed registration benefits and Terms of Engagement for the proposed Supporter Group Network.
- Suggested benefits for registered Supporter Groups included official recognition from the Club, event and engagement support, promotional opportunities, limited ticket allocations, and structured consultation with the Club through its Fan Engagement Framework.
- The proposed Terms of Engagement included requirements for groups to adhere to Club values, annual reviews, designated lead contacts, encouragement of community and charitable activity, and proportionate levels of Club support based on group size/activity/constitution.
- The FSA supported the benefits and Terms of Engagement proposed, but they advised the Club not to offer ticket allocations and recommended that no engagement or official recognition be given to any groups that do not provide lead contact details or adhere to the proposed Terms of Engagement.

### ACTION

Full Terms of Engagement to be shared at the FCC Working Group on 22 January, with further online consultation to follow with International Groups.

## SEASON TICKETS

### Season Ticket Holder Attendance

- The group were presented with a summary of Season Ticket Holder attendance over the last three home games.
- The Club confirmed that more supporters were using the resale and forwarding options this season and there was a discussion about the factors that may be affecting Season Ticket Holders' attendance. Alongside football performance, scheduling changes due to TV coverage and bad weather and ill health were seen as contributing factors.

### ACTION

Club to survey Season Ticket Holders who missed the last three games, with regular surveys to Season Ticket Holders not attending games to try to identify reasons for non-attendance so the Club can support with removing some of the practical barriers to attendance.

### Season Tickets 2026/27

- The group discussed the consultation process for Season Ticket terms and prices, and it was agreed that there should be some consultation at the next FCC Working Group in January.
- The group discussed options for next season aimed at encouraging regular attendance or use of Season Tickets, including options to incentivise attendance and enhancements and simplification of the ticket re-sale and forwarding mechanisms.
- It was noted that Season Ticket Holder attendance is a particular challenge at Women's games, likely linked to low Season Ticket pricing.

## **ACTION**

The Club will complete a benchmarking exercise on possible incentives and implications related to Season Ticket use.

Consultation on 2026/27 Season Ticket terms will take place at the FCC Working Group on **22 January**, with outcomes presented at the Fan Advisory Board meeting on **11 February, 2026**.

The consultation process for Women's Season Tickets will begin at the FCC Working Group on **8 April, 2026**, with follow up at the Fan Advisory Board meeting on **13 May, 2026**.

## **FAN ENGAGEMENT FRAMEWORK**

### **Items raised by Fan Representatives for discussion**

#### **FAB Tenure**

- With the group now halfway through the initial three-year term, members discussed expectations for future tenure arrangements.
- It was suggested that a small number of current members may stay on for some meetings after the three-year cycle to support continuity and help guide new members through the transition.
- The FSA advised not to be overly prescriptive, noting that other clubs use a variety of approaches. The FSA recommended revisiting the topic nearer the end of the three-year tenure.

#### **FAB Fan Representative Surveys**

- Fan representatives raised the potential of the Club creating a regular fan survey specifically for the FAB, to effectively track supporter sentiment and engagement over time and provide an opportunity to get wider fan input to specific issues the FAB would like more information about.
- It was recognised that, while the Club already issues a number of fan surveys, fans might respond well to surveys produced specifically for the FAB which they know will be reviewed by the FAB, and this might enhance response rates.

## **ACTION**

FAB Fan Representatives to confirm with the Club matchday presence arrangements and proposed dates.

Fan representatives to consider what types of surveys would be beneficial.

### **FCC Working Group Feedback**

#### **FAB chairs of the FCC Working Group provided feedback about their break-out groups.**

The FCC Working Group Chairs proposed refreshing the format of the Working Group meetings.

## **ACTION**

Following feedback from the Matchday Experience group, the Club said it would explore the feasibility of opening concourses earlier.

The Club will arrange a call with the Chairs to discuss proposed changes ahead of implementation at the January meeting.

## **Independent Football Regulator (IFR) Consultation**

- The Club provided an update on the IFR's public consultation process, currently underway, to establish its new rules and procedures following the Football Governance Act.
- The consultations allow stakeholders to provide feedback on the IFR's draft rules and guidance before the new regulatory framework is implemented, which will result in fan engagement becoming a regulated requirement of all licensed clubs.

## **Communication**

- The Club shared an overview of trackable fan sentiment following Khun Top's recent in-house interview, which had received a broadly positive reception, subject to further evidence of consistent communication from senior leadership going forward.
- The Club confirmed that Khun Top is keen to meet with the FAB in person.

## **Inclusivity Messaging**

- Following the Club's statement about discriminatory chanting after the Norwich away game, a discussion took place about enhancing inclusivity messaging going forward. Short term measures were discussed, such as increasing the number of showings of the Club's inclusivity video on matchdays and encouraging supporters to report abuse in post-match communications.
- Long term measures such as adapting the inclusivity video and messaging, better connectivity on matchdays to ease with reporting of abuse were also discussed.
- Members agreed the use of video content is valuable and should explicitly reference different areas of discrimination to explain what constitutes abuse. Everton was cited as a good example.

## **AOB**

**No further items were raised.**



**DATE OF NEXT MEETING**

Wednesday 11 February, 2026