

## Fans Forum

### Equality, Diversity & Inclusion

#### Online Teams Meeting

18:00 – 19:00 21 August 2023

**In attendance from LFC:** Yonit Sharabi, Supporter Liaison Officer; Rishi Jain, Director of Impact, Amanda Jacks, Director of Supporter Engagement; Bryan Denny, Digital Research Manager.

**Fans Forum:** Paul Amann, Supporters Board Representative and Chair, Ross Hovey (representing Disabled fans), Riaz Ravat (representing Faith) Collette Armitage (representing LFCW)

**Apologies:** Yunus Lunat (representing Faith), Marie Linger (representing overseas fans) Rabbi Mark Levene (representing Faith), Sandra Walton (representing LGBT fans) Anna Orlinski (representing LGBT fans)

The meeting opened with thoughts on the most constructive way to conduct future meetings thus ensuring productive discussions. It was agreed that ideas and thoughts on areas of importance to forum members would be circulated at least two weeks in advance of meetings with Rishi and Paul ultimately using those to decide agenda items forming the basis of transparent and informative conversations leading to meaningful outcomes.

It was noted that the organisers of Pride were delighted with the attendance by representatives of LFC and the club's commitment to always being a part of Pride was reiterated.

Similarly the end of season 2023/204 wrap up piece – see [here](#) – was very well received and reinforced our Red Way initiative.

The Forum were taken through this coming season's ED&I calendar. While all events are important, the club will continue to focus on key activity across Black History Month, International Day of Disability, International Women's Day and LGBT+ History Month as 'major' activations. A common theme throughout of 'bringing awareness to action' together with the importance of being an active ally.

There is a genuine awareness within the club must run campaigns that bring the issues to life and ensure a meaningful legacy impact. It was stressed that the forum could really help in this regard.

With regard to religious holidays, the Foundation has done some truly impressive work with local faith representatives and thought is being put into how we can add value to some of the messaging around religious festivals including those currently underrepresented. Again, the forum could offer some valuable input here. The club are looking at bringing messaging 'to life' from a supporters' perspective. Interfaith Week could be an important vehicle for the club to highlight the importance of recognising as many faiths as possible.

The issues that some disabled supporters faced when purchasing tickets was touched on and the club were asked if there was awareness that some of our disabled fans suffered anxiety during the sales period. The Forum would welcome further input enabling the club to gain a deeper insight into specific

issues. Communication and how disabled fans interacted with the club was another area on which future focus was requested.

Online hate and abuse was the final topic under discussion with the Forum keen to know how the club tackled this distressing issue. Analysis has showed that certain themes attract more hate than others. When these themes are the subject of online activity, the club increase the level of human moderation with as many discriminatory posts deleted and reported as possible. The Forum were reassured that the club took online abuse and hate extremely seriously and do all they reasonable can to counter and deal with it.

Finally and in brief: It was clarified that there would not be a sensory room as part of the Anfield Road development but the existing room in the SKD would be available as soon as some repairs are carried out. These will be priority once contractors are back on site. The club were asked if they would consider providing QR codes on the back of seats with the stadium to enable quick and easy reporting of hate incidents and a commitment was given to look into this. The standards of digital accessibility were raised and the Forum informed the club are aware of current limitations and are working towards improvement. A request to install sanitary bins the male toilets will be properly considered. It was noted that the Forum felt the need for better and consistent promotion of the women's, U18 and U21 games.