

Fans Forum

Match Day Experience

Online Teams Meeting

18:00 – 19:00 15 May 2024

In attendance from LFC: Paul Cuttill, Vice President Stadium Operations; Yonit Sharabi, Supporter Liaison Officer; Amanda Jacks, Director of Supporter Engagement, Hannah Gallagher, Supporter Liaison Officer

Fans Forum: Roy Bentham, Supporters Board Chair; Geoff Jones; Andrew Hudson; Jon Lewis; Pamela O'Donnell; Jon Lewis; Jayne Page

Apologies: None received

Yonit opened the meeting, welcomed all and thanked them for their attendance and went on to introduce Hannah as the new SLO for LFCW and Accessibility.

Actions from previous meeting: User experience of the online experience is on our radar and relevant internal staff have been spoken with. YS will keep the Forum updated.

Following our away game v MUFC, we have passed the feedback provided by the Forum to the club and GMP. We will be persistent in passing feedback, the fact that we have documented it is helpful and we will make sure it's raised pre match ahead of fixture next season. YS committed to invite AH to observe the operation.

On TV fixture scheduling this is with the club secretary to advise as to process and we will keep pushing.

The Forum asked if the Premier League will issue the televised fixtures between the start of the season and Christmas as the EFL have done. The club were not sure but felt it doubtful. AJ suggested that members of the Forum speak to the Football Supporters Association about the work of their Fixtures Working Party.

The Forum advised that tv fixtures and their scheduling were brought under the remit of the IFR and that this was being pushed for by the FSA.

The Forum asked about beer sales on the Kop and were advised that tap and pay had been trialled successfully in the stadium and the plan is to introduce the system into the upper Kop.

Paul Cuttill Updates:

PA advised that the Anfield Road redevelopment is going to plan with the intention that virtually all the work will be completed by the end of May. Work will pause in June to allow for the concerts and will recommence in July with roof works and the installation of an accessibility platform. The platform is challenging from an engineering perspective. The objective is to have it ready for the first game of the season but it may slip into late August/early September. The space will be fantastic – the best in the league!

The external areas almost complete and the Stones are nearly ready for access and we appreciate the patience shown us. It would effect football but the fences will come down for a period of time at the end of the season so will open as a walk way but they'll be reinstated for the concerts.

We will have rail seating installed in the Kop again with the plan to have that completed by the first game of next season; the actual completion date will be advised once the works commence. There will be a hybrid carpet pitch laid in July.

We have a friendly provisionally planned for around 17th August but the opposition is not yet confirmed.

Fan Zone

It was confirmed that this will be open in August and the Forum were shown the plans and mock ups of the proposed look. There will be live entertainment, a bar and retail offering but food will not be sold nor will there be seating and tables. Whereas Paisley Square is in the open, the Zone will be undercover and open to match goers who will have to have their match ticket scanned to allow their entry. It will close 15 minutes before kick off and thereafter will remain closed.

The Forum were asked for their ideas and thoughts about inclusion, youth involvement etc and what they'd like to see in the Zone. It was suggested that ideas could be sent to Roy who could then co-ordinate them for forwarding on to the club.

The Forum asked if the planned images for the walls were permanent and advised they would be but we could use the screens to show alternatives.

The Forum were in full approval of the plans.

Any Other Business

The Forum raised locally about names being chalked onto local pavements. This was an initiative by our partner, Johnsons and was to celebrate the clubs recycling – 920,000 out of 1.3m plastic beer and water bottles had been recycled over the course of the season. The names were displayed for some 24 hours and then jet washed off leaving the footpaths completely clean. The residents had been leafletted to advise them of this although the club had neglected to engage with local councillors. Learnings have been taken from this for implement at any future events.

The Forum advised that they felt the recycling story was great news of success between supporters and a partner and should be broadcaste.

The club responded that the aim was to use the concerts to raise the number to one million bottles being recycled during the month of concerts and then we would publicise this success

The Forum advised that the PA system 'isn't the best in the world' and tat from the Kop end of the Dug Out messages can't be heard clearly but confirmed they could here safety messages. It was felt that the speakers were old and poorly positioned. The club would take this away and look in more detail.

The Forum asked the club if anything had been done about the roof in 103 which leaks badly in heavy rain. The Club committed to look into this.

The Meeting was then closed.