

**Fans Forum**  
**Equality, Diversity & Inclusion**  
**Online Teams Meeting**  
**30 July 2024**  
**18.00-19.00**

**In attendance from LFC:** Yonit Sharabi, Forum Chair and Supporter Liaison Officer; Rishi Jain, Director of Impact; Amanda Jacks, Director of Supporter Engagement; James Wood Digital Research Manager.

**Fans Forum:** Cassie Rattray (temporary) Supporters Board Representative, Ross Hovey (representing Disabled fans), Rabbi Marc Levene (representing faith & culture ) Riaz Ravat (representing faith & culture) Attendance in part Marie Linger (representing Overseas supporters)

**Apologies:** Collette Armitage (representing LFCW) Yunas Lunat (representing faith)

**Other Absences:** Sandra Walton (representing LGBT fans) Anna Orlinski (representing LGBT fans)

### **Chairs Update**

The Chair opened the meeting with thanks to those who attended. Personal introductions followed.

The Chair welcomed Cassie to the Forum and clarified that she was in attendance temporarily until the Supporters Board decided on a new, permanent representative to replace Paul Amann.

The Chair went through the Action Plan and provided updates committing to do so at the start of all future meetings.

The Chair went on to talk the Forum through the recent internal review that she has carried out which looked at the functionality of all three Forums, identifying strengths, weaknesses and areas for improvement.

The Chair ran through the club priorities of the season just gone and the primary subject topics of Forum discussions. Rishi advised that a review of the Redway is due to take place later this season.

Ultimately it was important to recognise that the Forum played a really important role in shaping some of the policies and enhancing experience for fellow fans diversity.

### **Rishi Jain Update**

#### **Stewards Training**

Rishi provided the Forum with an update on stewarding training. After speaking with the team it was decided that training offered by specialist providers who focus on sexism and antisemitism,

and then a club focus on Red Together- in short, intense sessions would be run on a match day for Head Stewards who would then cascade to their teams. The training would take place before matches when it would most resonate; for example, training on sexism/misogyny could take place around the time of International Women's Day.

The training would be refreshed when needed to ensure it remains relevant.

Cassie expressed some concerns about how the downward training would work in practice and asked if materials they could distribute would be made available to the Head Stewards and Rishi confirmed that he would explore this idea further as it had merit. The Chair suggested online training also be made available and a forum member advocated people bringing their personal experiences to training was a powerful tool. Rishi committed to also exploring these ideas further.

### **Key Moments – Forthcoming Season**

The club will be focusing on two new areas this season, South Asian Heritage Month (August) and World Mental Health Day (October). With regard to the former we are planning on telling the stories of supporters of South Asian heritage on our website. On the latter, we are still planning the content and have looked at other clubs for inspiration.

A Forum member suggested from their own experience that the more high profile the advocate, the more traction it gets and if any of the first team would be willing to talk about their own mental health it would be immensely powerful.

With religious festivals, we are looking at marking Hanukkah and the Forum would receive an invite to the event, although as it is over Christmas it may prove more challenging.

Other Forum members suggested marking other events in the religious calendar not least because they could connect with the global fanbase.

### **Any Other Business**

The Chair advised the Forum of the appointment of a new SLO, Hannah Gallagher, whose focus would be predominantly on LFCW and our disabled supporters, reflecting the clubs ongoing commitment to both.

The car parking for disabled fans would be reviewed to initially understand the experience of disabled fans and thereafter see what feasible improvements could be made.

A Forum member asked about the noise around ticketing and how the response from the club looks reactive. Amanda advised the Forum that the club had met with the Supporters Board and talked them through what had happened and what steps were being taken to rectify the issues.

The subject of credits for disabled fans was also raised when wheelchair users may miss out on tickets they'd ordinarily be entitled to due to a lower than average number of wheelchair bays. Amanda stated that while this is an issue that clearly impacts on disabled fans and it's right that it's raised in this Forum ideally it should be raised in the ticketing Forum which should be inclusive of all ticketing issues. She committed to looking at how this could be managed.

The Forum noted that the club's response to the Southport tragedy was exemplary and expressed their heartfelt condolences.

The Forum extended their congratulations to the club on their recent achievement of being named in the top 10 of the most sustainable sports companies by Front Office Sports.

The Meeting closed at 7.00pm.