



NOTES OF MEETING WITH CPFC Tuesday 3rd March 2026

Present

Sharon Lacey	CPFC	Chief Executive Officer
Paul McGowan	CPFC	Head of Ticketing
Neil Robinson	CPFC	Head of Security
Clive Mitchell	CPFC	Health, Safety and Security Manager
Nicola Gibbons	CPFC	Head of Supporter Services and Disability Access Officer
Terry Byfield	CPFC	Production Manager
Patrick Moore	CPFC	Supporter Liaison Officer
Peter Saysell	CPISA	Chair
Sandy Weller	CPISA	Vice Chair
Sue Maisey	CPISA	Secretary
Keith Powell	CPISA	European and FSE Lead

1. Actions arising

	Item	Update
a.	Club to advise on outcome of handrail trial (Upper Holmesdale)	<p>Previous update: the club have identified a handrail that will work. The club were trying to work out a solution. CPISA reiterated its concerns about the risk of possible injury to supporters in the Upper Tier of the Holmesdale.</p> <p>30.9.25 update: an improved handrail design for the Upper Holmesdale has been sourced, with a better size and height level than the original design offered and which minimises impact on the view of supporters. The handrails are to be trialed and supporters consulted.</p> <p>25.11.25 update: Currently awaiting building control and Local Authority Licencing Authority. The club want to proceed but it has to be tested, compliant and approved before this can happen.</p> <p>3.3.26 update: Design is approved awaiting Local Authority approval before installation. Club to chase LA</p> <p>Remains open</p>
b.	Club to advise when the Academy is finished, and supporters can attend.	<p>Previous update: it was hoped this would still be completed before Christmas.</p> <p>25.11.25 update: The work to the Academy rehab and recovery centre is almost complete and is being used by the players. Other work at the academy is still to be completed and the club will let supporters know when it is done,</p> <p>3.3.26 update: Toilets are in place however agreement from LA Highways dept is still required to enable the drainage system to be connected to the main sewer. Club to chase</p> <p>Post meeting update: Planning permission for floodlighting has been approved, with installation scheduled for the summer. Once the installation is finished, arrangements for spectator attendance at academy games will be reviewed.</p>

		<p>In the meantime, supporters can continue to attend academy fixtures at the VBS Stadium in Sutton.</p> <p>Remains open</p>
c.	<p>Club will look at highlighting the change in step depth mainstand block F.</p> <p>3.3.26 In the same area there is also an issue at row 20 where a part small part of the front of the step has broken away</p>	<p>25.11.25 update: The step will be painted with yellow crosshatching</p> <p>3.3.26 update: crosshatching has not been undertaken as yet, club will action this and also look at the additional issue with the step at row 20 raised in this meeting</p> <p>Post meeting update The club plans to carry out this work during the next international break and will ensure affected steps are highlighted accordingly. Step 20 will also be looked at.</p> <p>Remains open</p>
d.	<p>Club to review issues and update on the Main Stand roof.</p> <p>3.3.26 Club thanks as original leaks seemed to have been resolved at Burnley game, however, unfortunately a new leak started affecting Row 16, seats 146 & 147</p>	<p>25.11.25 update: It is thought that the small holes are from where the previous speakers were removed. These are to be repaired</p> <p>3.3.26 update: Club have requested quotes for abseilers to check the roof and make any necessary repairs</p> <p>Post meeting update Repairs to the Main Stand roof have to be carefully planned with licensed workers/ abseilers. The Club has obtained quotes and a window in which this work can be safely completed will be arranged.</p> <p>Remains open</p>
e.	<p>Club to advise on progress with installing rail seating</p>	<p>25.11.25 update: This is to go ahead in away section first and is in fabrication for the lower part of the away area. There needs to be a 3-4 week window without games so these can be installed.</p> <p>Other areas are under review</p> <p>3.3.26 update: due to the successes of the various teams the number of games that are currently being played at Selhurst there is not a sufficient window to complete the installation in the away section. This work will now take place in the off season</p> <p>Remains open</p>
f.	<p>Club to provide updates on Selhurst Station situation</p>	<p>25.11.25 update: Agreed with partners (LS, BTP, Met Police, LA, Rail Co et al) to survey the issues and find a solution</p> <p>NB: Club pre-warned that Norwood Junction will be closed for Man City game and it is likely the road in front of Selhurst station will be partially closed and queueing barriers in place</p> <p>3.3.26 update: although not the club's responsibility the club have agreed to support and part fund necessary changes to help resolve the issues. They will raise again at the next SAG meeting</p> <p>Remains Open</p>
g.	<p>Club to update on pre-match music once reviewed</p>	<p>Update from CPISA. Elvis song remains the biggest complaint to CPISA. Less than 2% of fans are in support of this on the threads we've looked at. Other issues raised - playing of Hey Jude pre Brentford, loss of the palace "DNA" music.</p> <p>25.11.25 update: Club aware the Elvis song is not universally loved but do feel a lot of fans do sing along. CPISA stated that they would like to see fan consultation rather than a shortlist of songs decided for fans to vote.</p> <p>3.3.26 update: CPISA report widespread support from fans for the demise of Elvis and return of pre match favourites such as Long Good Friday</p>

		<p>theme and Faithless. New issue is extended play of Glad All Over after a goal scored and possible inclusion of other favourites. Club confirm extending GAO was a trial and will revert to the normal going forward</p> <p>Issue closed</p>
h.	<p>Coaches - club to ask if there is a contact at away clubs that can be given to coaches/coach stewards for matchday</p>	<p>3.3.26 update: CPISA reported that they have been advised there has been an improvement in arrival and travel times.</p> <p>Club confirmed CPFC Head of Supporter services has contact details for away clubs and coach stewards can contact her to raise issues, she will contact the away club if deemed necessary. Ultimately if coaches are late it is up to police and security to decide if coaches are able to access the planned drop off.</p> <p>Issue closed</p>
i.	<p>Stewards to be reminded to move people on from Holmesdale Blocks A&B towards the end of games</p>	<p>3.3.26 update: still work in progress, stewards are aware but fans also need to ensure they don't block areas.</p> <p>All Stewards are fully trained and attend briefings before each game. The area is also monitored closely from the control room and instructions are given as soon as supporters are seen to be loitering in this area.</p> <p>Remains open</p>
j.	<p>The club will raise all of the concerns re Blocks X&Y in AW with the security company owners to ensure a better experience for supporters.</p>	<p>3.3.26 update: CPISA confirmed there are still issues in this section with people in the aisles being moved by stewards and pushing into seats that are not theirs.</p> <p>Club have asked supporters to use the text alert number during matches to let them know when issues occur so they can be dealt with in real time.</p> <p>The text alert number is 07507 477669</p> <p>Post meeting update</p> <p>Club has confirmed stewards are fully briefed prior to each game and have been more proactive in this area. The control room will continue to monitor this area.</p> <p>Remains open</p>
k.	<p>Club to review with stewards re fans standing in the Aisle between block E & F of LH</p> <p>3.3.26 additional linked issue raised:</p> <p>Some supporters in LH had been told by stewards to just sit anywhere which was causing fans whose actual seats they are to get annoyed. Also row and seat numbers missing from block G onwards not helping the situation</p>	<p>3.3.26 update: Stewards are working to get fans moved into allocated seating. Club will continue to include this in the matchday briefings for staff deployed in Lower Holmesdale.</p> <p>Rows and seat numbers will continue to be checked and replaced as necessary.</p> <p>Supporters should report concerns to the text alert number at the time which allows the club to deal with issues in real time.</p> <p>The text alert number is 07507 477669</p> <p>Remains open</p>
l.	<p>Club to ensure stewards are aware of how to handle unaccompanied bags in stadium</p>	<p>3.3.26 update: in future would be helpful to have the steward number so the club can look into issues, supporters can also report concerns to the text alert number above</p> <p>Issue Closed</p>
m.	<p>The club will continue to work with partners to resolve both</p>	<p>3.3.26 update: CPISA reported some points readers not working at recent matches. The club has been checking and no new issues have been</p>

	contactless readers and loyalty points addition	<p>reported to staff on the day via text line or customer service email address.</p> <p>The club stated on occasion there can be temporary accidental disconnect when machines are moved, however, this is resolved when placed back to original position. The Club will ensure the IT team will continue to check each reader as part of pre-match preparation.</p> <p>Remains open</p>
n.	<p>Club to update on the issues with toilets in the Holmesdale.</p> <p>3.3.26 this remains an issue and supporters are becoming increasingly frustrated. In addition comments re the poor state of toilets in the AW have also been raised with CPISA</p>	<p>Previous update from CPISA re issues raised with us since last meeting</p> <ul style="list-style-type: none"> • Ladies loo queue goes past the gents • Flushes don't work and handles at different angles • Only cold water in taps and the timers run out before you have a chance to wash hands • Club had previously mentioned reconfiguring loos in LH is this likely • Could an assessment of flushing and water inlet be undertaken doesn't seem sufficient for volume of flushes <p>25.11.25 update: The flushes are tested pre match but this is on an individual basis vs multi use and the reason that things deteriorate in match is the simultaneous multi use. The club are aware and are monitoring but there isn't an easy or quick solution.</p> <p>3.3.26 update: the club are looking at a reconfiguration and options to increase capacity and drainage issues in the lower Holmesdale</p> <p>All toilets continue to be checked pre match and periodically through the games, so these issues should be managed. Sign check sheet to be re-introduced for staff.</p> <p>Remove as an open action - CPISA will ask for periodic updates on progress if needed</p>

2. Positives since previous meeting

- Loyalty point working group created
- Improvements to food offer
- Extended opening post match, club report that despite publicity, there was less take up for this than hoped so they will review which bars will continue to stay open
- Changes to coach travel arrangements have made a positive difference for those using these
- Securing additional allocation for Strasbourg
- Implementing ticket collection for aways to ensure genuine fans get the tickets
- Working to make sure that points based allocation was carried out for Zrinjski away
- Getting R16 home announcement up immediately after draw

3. Loyalty points

CPISA are pleased that a working group has been established but disappointed not to have direct representation in the group. The club stated that FAB had chosen who would represent them, however, CPISA confirmed that this wasn't the case and that the club had in fact selected which FAB members would be included.

The club advised that the working group includes FAB members to provide supporter representation. CPISA holds a seat on the FAB, ensuring they are represented and are encouraged by the Club to feedback into the FAB.

CPISA provided club with documentation containing the research they had done re how other clubs operate loyalty point schemes together with their ideas on how they felt the club could operate points systems going forward which they hoped would prompt discussions in the working group. The Club thanked CPISA and will ensure that information/suggestions provided are taken into consideration when reviewed with the FAB in the working group.

CPISA asked if there would be supporter consultation as part of the process. The club confirmed that FAB represented fans and would be able to inform their respective fan groups. CPISA asked if there had been consideration of how self service points would be included in collecting loyalty points, this had not been resolved as yet.

4. CPISA key areas of work

CPISA advised the club that they have identified the key areas that they plan to focus on with a view to engaging with the club, supporters and other groups. These do not overlap with the areas that FAB have identified for themselves.

- Touting
- Club had asked FAB to be involved with main stand development, CPISA therefore will focus on issues in the remainder of the ground
- Matchday experience home and away
- Main stand museum
- Ad hoc issues as raised by supporters

5. Acknowledgement of CPISA work and successes

Following the highlighting of FAB successes in the minutes of their previous meeting, CPISA pointed out that many of the areas highlighted were areas in which they had also been raising issues since their inception, providing supporter feedback, suggestions and ideas some of which had been implemented.

CPISA confirmed they were disappointed not to also be acknowledged for their contribution in these areas as they had raised them in meetings several times over the last couple of years, raising fan concerns and had also offered suggestions and ideas for improvements.

The club was asked if there were any areas in which the club would recognise CPISA's work and "successes". The club acknowledged that CPISA makes a contribution but were not willing to identify or agree any work or single out any successes. Even though CPISA were able to provide information relating to issues that had not been raised by FAB, the club's view is that issues raised are also raised by fans direct and other groups so not directly attributable to CPISA.

The club also responded that, as CPISA holds a seat on the Fan Advisory Board (FAB), along with representatives from the Disabled Supporters Association, Proud & Palace, the official women's team supporter group and the HF, and is a valued member of the group. Successes of all represented supporter groups are recognised as part of the FAB's collective achievements. The club very much appreciates the time and effort that all members contribute on behalf of fans.

6. AOB

- a) **Flags in Whitehorse Lane** although matches are becoming more of a media spectacle there had been some negative comments made to CPISA re club driven flags from some supporters. Fans had commented that they didn't feel the club should be "manufacturing the atmosphere" but leave this to the supporters.

The club confirmed that to date it hadn't received any complaints directly from supporters regarding the introduction of the flags, flags are waved by volunteers who are huge fans of the club and feedback received directly had been positive particularly from supporters bringing their children to the games.

- b) **Contacting Sutton United's Ground on Palace women/U21 matchdays** – it was suggested that perhaps there could be a way of contacting Sutton United's Ground to ascertain/check if match has been cancelled/postponed. The club considered that it was unlikely that any call lines would be staffed and answered at present. The club indicated if there was any information that this would be on the Academy or Women's social channels. There was also a club WhatsApp board that would have information that supporters could access.
- c) **Issues with the closure of Arthur Wait entrance gate at Mostar match** – This led to a large number of supporters not being able to access the ground before kick off and created long queues in both directions. Home fans reported that away fans ended up walking through the Palace queue. On the night there was a lack of information for fans left outside and there were not enough stewards given the size of the queues leading to some fans queue jumping and pushing in, which raised tension in the queues.

The club confirmed the gate closure was initially prompted by security concerns. The club accepted that the gate could have been opened earlier once the main party of Mostar fans were in the ground and were in agreement that communication on the ground could have been better.

CPISA advised that some supporters thought that UEFA required segregated queues and that the club would have known in advance but failed to notify fans. The club advised that this was a late decision in response to security concerns and that UEFA have no say in issues such as this, however, the police may make recommendations.

- d) **Ticket prices for European Home Games** – CPISA raised again that ticket prices for UEFA home matches were considered too high by many supporters and people were struggling to meet the cost.
- e) **Larnaca Away Match** - given the current military issues in the region CPISA asked if the match was still likely going ahead. As far as the club knew the match was still due to be played in Larnaca. However, it was a fluid issue at present. If there was an air strike concern, Larnaca would have to find an alternative ground.

The ticket allocation from Larnaca for the match is in total 900, but once committed tickets are taken out there will be around 700 available.

Action - club to advise any changes to the Larnaca away match

8. New Actions

Action - club to advise any changes to the Larnaca away match