



NOTES OF CPISA MEETING WITH CPFC 14:00 – 10 DECEMBER 2024

PRESENT

Sharon Lacey	CPFC	Chief Operating Officer
Nikki Gibbons	CPFC	Supporter Liaison Officer and Disability Access Officer
Paul McGowan	CPFC	Head of Ticketing
Foz Bowers	CPFC	Head of Merchandising
Neil Robinson	CPFC	Head of Safety and Security
Terry Byfield	CPFC	Production Manager
Matt Franks	CPFC	Marketing Manager
Keith Powell	CPISA	Chair
Ian Weller	CPISA	Treasurer
Peter Saysell	CPISA	Vice Chair
Sue Maisey	CPISA	Secretary
Sandy Weller	CPISA	Membership and communications

ACTIONS OUTSTANDING FROM PREVIOUS MEETINGS

1. **Selhurst Station** - discussions re infrastructure, upgrades and costs continue. The club has offered support and help, but the railway authorities continue to look for the club to bear the brunt of the financial cost, however, the club do not see this as their responsibility.

In the meantime, the issue of managing the queues and risks from people spilling into the road remains. The club indicated this was difficult as the land area was the responsibility of the Council, the police had responsibility away from the stadium, and the British Transport Police operated within the station. CPISA noted that the police had advised that it was the responsibility of the club to provide stewards to manage the queues. This had not been communicated to the club. CPISA advised that some other clubs were providing stewards at stations to assist with fan safety. The matter would be open to discussion at the Safety Advisory Group meeting later in the week.

Action: to remain an agenda item until a resolution has been found

2. **5G Availability** - there is now 5G available for those sight impaired reliant on commentary. There would have to be very heavy investment to get any further 5G

provision within the stadium and is currently not likely. This would possibly be a project for the future but for now **action closed**.

3. **Handrails** – This has been on the agenda for some time Holmesdale Upper Tier gangways are not wide enough for a central handrail, and there are also concerns about sight lines and the safety of the metal options. The club continues to try to find a solution and they have had bespoke handrails options designed and a prototype has been produced for a hand support to be placed at the end of seating rows, These still needed to be modified further to be a safer fit but there is progress and hope that a solution is possible.

Action: club to update re handrails at next meeting

4. **Ticketing Innovations** – these continue to be planned and improvements are being considered for next season, these will aim to stop touting and to improve scanning longer term.

Action: club to update CPISA when new ticketing innovations are to be introduced.

CPISA noted one of the turnstiles in the Holmesdale Road was just spinning so enabling entrance without ticket scanning. The turnstile would be checked by the club.

5. **Selhurst Park Centenary Celebrations** - the actual anniversary is 22 August but there have been small events for the centenary, which is to be a year long celebration. These include fans' stories, a retail range introduced a few weeks ago, T-shirts thrown into the crowd, the new eagle Phoenix bought and upkeep supported by the club, and support for the HF display. There are no major events planned in the next few weeks. The proposal for an exhibition would be considered as part of a museum for the New Main Stand.

Action: closed

6. **New Main Stand** - work is still planned to start on the stand next summer.

7. **Academy Matches** - spectators at the Academy would be restricted in numbers due to Bromley Council's restrictions. However, this is not possible at present as there are still building works being carried out.

Action: club will update when academy match attendance is possible

ACTIONS ARISING FROM LAST MEETING

8. **Plastic Season Ticket Criteria** - the club are phasing out season ticket cards but will continue to assist supporters through the transition, the aim is to achieve the lowest numbers possible. The expectation was that the club would produce clear criteria for applying for a plastic season ticket. However, the club considered that any reference to disability for instance, would need to be defined. Any decision would be based on needs, and this would be determined by the SLO.

Action: the club will contact plastic season ticket holders in due course

9. **Forum Events** - the club continue to look into possibilities for these.
Action: club will notify of any planned forum events.
10. **Holmesdale Ribbon and Advertising Boards** - VAR now appears on the Holmesdale Ribbon. Individual home match remembrances have not been possible to show, but the annual list of those that have passed away is scheduled to be shown on January 4th.
Action: closed
11. **Fulham Seats** - the club were expected to find out which seats at Fulham had totally obscured views. The club presumed these would only be restricted view and would be notified.
Action: the club will check the position of these seats with Fulham FC.
12. **Brentford FC Response** - the club had sent a complaints letter compiled by CPISA to Brentford FC but had not received a response back. Brentford FC after being contacted sent through copies of replies to individuals, but not an overall response. In an email to CPISA Brentford advised that a review of searching policy had been undertaken and there would be no change in the policy, but there would be improved communications so supporters would be aware of what to expect from the searches. FSA are aware of the issue.
Action: closed
13. **Content for Telephone Holds** - the telephone line still has continuous loop of Glad All Over music. The club was going to look to introduce audio commentary. It was suggested that Glad All Over might be intermixed with match commentaries, and that crowd chants might be included. The club would look into the possibilities, as any new format would have to be uploaded through an outside company.
Action: club to update at next meeting re introduction of a new format for the telephone hold.
14. **Pukka Pies** - there was a complaint re pukka pies content. The company had responded supporting its products. The club had undertaken some spot checks and found no reason to raise an issue.
Action: Closed
15. **Academy Tours** – Once all the building work is completed, tours will start again
Action: club to update on progress at next meeting .
16. **Women's Game Promotion** – see notes under women's game below
17. **Women's Retail** – there is no special women's merchandise as the women's side is considered to come under "one club". There were options in women's clothing range with different sizes, but the club could look at possible novelty items related to the women's game.
Action: club to advise on novelty items and possible special merchandise considered for the women's game.

TICKETING

18. **Digital Ticketing Issues** - this included some tickets being sent to the wrong accounts, a failure of some season tickets and tickets to automatically update, and some people having to queue to seek paper tickets. The club were aware of the issues. The club advised that with 'updating' that supporters should check their phones up to 48 hours beforehand, so if there is a difficulty it can be reported to the box office and sorted out in advance. It was pointed out that trying to download updates at Selhurst Park would be difficult due to the poor signal.

19. **Seated Away Tickets** - These were not clearly shown when booking and some people were not sitting at matches anyway or being policed by away stewards. The club considered that the only way to cover the matter was to take the seats off-line and possibly sell them from the box office.

Action: club to advise on action taken to provide seated away tickets.

20. **Away Ticket Sales** - Arsenal cup tickets went on sale prior to Brighton tickets, and Brighton and Bournemouth tickets went on sale at the same time. The club advised that the Brighton details were delayed, and the Brighton and Bournemouth tickets went on sale at the same time as the club did not want to hold them back. This was particularly because of the Christmas post, and the club wanting to make sure tickets were sent out.

It was expected that Leicester and West Ham tickets would be going on sale next week. The club were also awaiting information from Manchester United. It was mentioned that it was difficult to put two matches in the basket. The club seemed to think this should be possible most of the time.

Action: CPISA to monitor whether away tickets purchases continue to be an issue for fans

21. **Ticket Sale Timings** - the 10am sales were for online sales, and from 2pm all other means. This was so that numbers and queries were managed and spread out, however, it means that those without internet access are effectively disadvantaged. If people cannot get online, they can phone or go to the box office and they will help them to get on line or can put a tag on accounts.

22. **Memberships** - it was raised that people buying memberships thought this enabled access to tickets, but this had been restricted to one ticket per person. The club responded that membership provides a host of benefits including 10% off in the club shop. There was no specification that membership enabled the purchase of multiple tickets, there's no specified number of tickets as part of membership and this benefit is subject to availability. The club had just launched free membership to non-fans to bring interest, so people can become connected, they will continue to sell memberships also.

23. **Resale Scheme** - it was queried whether this encouraged touting (see also below). The club were reviewing the reselling scheme to make it more attractive. There were supporters selling on Facebook. Some members were touts and had their membership cancelled.

If supporters' have resale amount in their pot, they can use it towards their next season ticket. The position was challenging as there were different rates and not a flat rate depending on what supporters paid for their season ticket. The club could make it more of an incentive, possibly with regular payments. There are season tickets and system queries - which takes hours to focus on. It may be possible to credit accounts, but this might mean having to average out so there can be a flat rate amount.

Action: club to advise when resale scheme reviewed.

TOUTING

24. **Check on Fans Reselling via CPFC** - the club have staff to sign up and check addresses for those using the scheme. People may be able to purchase online, but most have a history with the club. If there is a suspicious purchase the club hold back the ticket and require the purchaser to collect the ticket with photo ID. For the Newcastle and Manchester City matches quite a few people changed their minds when they were required to collect tickets.

25. **Challenging Touts** – CPISA noted it appeared that touts around the ground were able to tout unchallenged. The example was given of a tout outside the club shop with a security person close by, but no action was taken. The lack of a challenge was disappointing, but when the club was aware of touts, it would contact the police. When supporters see touts, they should contact the club. It was suggested that the club should look at those selling scarves and tickets.

Action: club to monitor scarf sellers, security staff to identify and report touts

Action: CPISA to remind fans re using text alert to let the club know of touts at the ground

26. **Season Ticket/Memberships Cancelled** - there are 200-300 cancelled per game for touting. The club stop the accounts and keeps the money from tickets.

COMMUNICATION

27. **Brighton Match Information** - information had been given on the website that day including reference to a special train and a hold back post-match. It was a matter for the police as to whether those not requiring the special train might be released from the hold back. The police would consider public safety and possible disorder in deciding.

28. **Phone Response Time** - the club do not have a response line other than for tickets. There is a call back service but the club recommend using email if waiting too long.

29. **Contacting the Club** – CPISA advised that a relative of a prominent historic CPFC VIP had attempted to contact the club concerning a heritage item but without response. The club suggested this might be due to using a pre-Covid landline club number. The main line was changed, but there are some old lines that ring or have

voice mail and link through to some mobiles. The club suggested customer services should be contacted or the SLO

Action: CPISA to contact family re item and update

30. **Calendar of Events** - the club had previously agreed to produce an online monthly calendar of all events encompassing all team's senior, ladies, u21's and u18's. However, it had decided not to proceed with the calendar due to development costs.
31. **Blue Sky** - the club have bought a Crystal Palace account, to save the name, however they are waiting to see how Blue Sky develops before considering adding the account to the communications network.

STADIUM

32. **Hydration** - the topic was originally raised at a Safety Advisory Group some time ago and it was proposed that water fountains be installed. More recently the FAB have suggested water fountains as a sustainability matter. The club would like to have stations around the ground but will have to consider a number of matters including piping and the position on permitting bottles. Considerations on this issue is likely to form part of the new stand development.
33. **Standing in Aisles** - there was standing in the aisles between Block E and Block F and now Block G in the Lower Holmesdale which was not being addressed by stewards. The club responded that stewards would be walking up and down the aisles to keep these clear and this would be conveyed in briefing sessions with senior stewards.
- Action: stewards to manage keeping aisles clear in Lower Holmesdale**
34. **Tribute Wall** - there are less than 10% of the tributes on the wall related to people that have passed away. When the new stand is developed, the bricks may be preserved and offered back to those that requested them and possibly giving them a piece of Selhurst Park. However, this has not been formally decided. When a decision is made this will be communicated.

MERCHANDISE

35. **Merchandise Pricing** - the club were asked about how the pricing of merchandise was determined and whether affordability considerations were taken into account. The club advised that it would have to come back with an official response.
- Action: club to advise on the determining of merchandise pricing**
36. **Women's Clothing** - the point was made that clothing and shirts for women are limited and tend to come up on the small size. The clothing tends to be purchased by all, but there is also a women's range. A request was made to consider supplying clothing for those of a larger size.
37. **Merchandise Stalls at Women's Games** - the request was made for a merchandise stall to be set up at Women's home matches at Sutton. The club was

under the impression this had happened. It was noted this had only happened once. The matter would be followed up.

Action: club to check on setting up merchandise stalls at Women's games.

38. **Sash Shirt Anniversary** - the club was asked whether the significant anniversary of the introduction of the Sash Shirt design would be marked. The club would check the anniversary date and consider the matter.

Action: club to check anniversary of Sash Shirt and update with any plans to mark the anniversary.

ACADEMY

39. **Academy Foundation Listing** - the club were asked if a decision had been made on the location of the Academy Foundation Listing. The club had earmarked an area, but this was in a building zone at present. A decision would be made on how the Listing would be presented in the near future.

Action: club to advise when Academy Foundation Listing location and presentation confirmed.

WOMEN'S GAME

40. **Programmes/Team Sheets** - Women's match programmes only appeared to be available for Selhurst Park. A request was made for at least team sheets at Sutton. Programmes are provided for each match online, but not a printed version as insufficient demand. Team sheets are also provided but possibly not at Sutton. This would be checked.

Action: club to check of the availability of team sheets for women's matches.

41. **Applauding/Meeting fans** - it was noted the players were not applauding the fans at some games and just walking off. At the West Ham match no-one came over to the fans at the end of the match. There was no communication prior to the season starting about this end of match routine change. The club were advised by the FA in relation to safety. However, the players should applaud the fans and those nominated to stay out and meet with the fans post-match, should then do so.

Action: club will raise fan acknowledgement with women's manager

42. **Match Clashes** - Clashes of men's and women's matches was raised and the detrimental impact on the growth of the women's game. There were three matches known to be affected at the time of the meeting, but it was unclear that anything was being done to mitigate the position.

CPISA pointed out that at another club where a clash occurred the women's match was played at an earlier time. Grace Williams, who headed the Women's game at Palace would be asked to raise the position at a meeting.

Action: club to advise on outcome of discussions around men/women's game clashes.

Promotion of Women's Game - The club are targeting record crowds, undertaking leaflet drops and working across a variety of channels to capture different ages and

target populations. It has also lowered costs. The club are finding the Women's Game is bringing a whole new supporter following. CPISA expressed concern about the level of promotion of the women's game and misinformation such as the wrong time of a match being given for 4 days before being corrected. The club had employed new staff that would cover the women's game and improve its promotion. CPFC noted that pre-season had not been well managed but that there are dedicated staff now in place.

43. **Prices** - ticket prices are high. The club advised that WSL had advised clubs to increase ticket prices. Palace topped the WSL price list, so the club reduced the prices, although the price drop was not advertised. It was proposed there should be £1 tickets for children, family tickets and Cup matches included in the season ticket price.

44. **Season Ticket Holders Window** - for additional games such as Cup matches was due to be 24-hours, but this has only been open for a few hours and needs to be longer.

Action: club will ensure they allow the 24 hours for additional women's games tickets in future.

45. **Late Ticket issue** - The tickets for West Ham did not come through until mid-day on the Saturday. This was because West Ham had not sent them through until Friday afternoon. The club were finding the WSL ticketing a struggle. Tottenham had to be chased for tickets, with the Tottenham's Head of Ticketing having to be approached to get action. All being well Palace will know the stadiums and processes better next season.

46. **Women's Membership (Junior)** - do not appear to have the same benefits as the men's, although the prices are the same. Junior Eagles can buy the main membership, and the club will now ask if they are interested in the women's side. The process is through sign up. Junior Eagle membership gives access to the Christmas party and other benefits and a letter from Oliver Glasner. it was suggested this might optionally include a letter from Laura Kaminski, or from both.

47. **Women's Season Ticket Loyalty Points** - it was raised that holders had to go to the box office to have loyalty points added. The club pointed out that the loyalty points were for men's away matches. It was recognised that a separate loyalty points system was required for the women. The club would be reviewing the loyalty points system.

Action: club to advise on loyalty points system in relation to the women's game.

48. **Large Women's Flag** - the flag had been discarded when construction work was being undertaken at Sutton. Although the club had bought the flag it had advised the supporters they could have the flag. However, the club was asked whether it would arrange for its cleaning. The club view was that this was the responsibility of Sutton FC, and that Sutton could potentially store the flag.

Action: club to check re cleaning of the women's big flag and its storage with Sutton.

49. **Safety** - the White Ribbon and Violence Against Women/Girls highlighted the issue of female safety. This was a particular concern around Sutton FC ground. Sutton was only responsible for lighting in the ground. Palace was signed up to the Women's Night Safety Charter and was arranging for a walk through around the area. The outcome would be hints and tips on keeping safe. The club was asked about the 'Ask Angela' contact. The club liked to think this was well known and that bar staff at Selhurst Park were trained to respond to it. The club were also working on a brief for men encouraging them to help women if they can.

AOB

50. **FA Cup** - for the match against Stockport, the club had advised the Upper Tier of the Holmesdale would be closed. The club has changed this, and the Upper Tier would now be open. It will also possibly going to open the end of the Arthur Wait.
51. **Arthur Wait Gate** - the gate at the back of the Arthur Wait was still not being opened straight away after a match. The club responded that if it was not open there must be a reason and would look into it.
52. **Action: club to look into reason for the AW gate not being opened post-match.**
53. **Tram Crash** - there was no remembrance shown for the tragedy this year. The club acknowledged that this was a mistake and had dropped out of the diary but had been put back in for next year.

Season's Greeting for a Very Merry Christmas and Happy and Successful New Year were wished to all at the club.

ACTIONS

Ongoing Actions

Action: Selhurst station to remain an agenda item until a resolution has been found
Action: club to update re handrails at next meeting
Action - club to advise when a design is found for handrails in the Holmesdale Upper Tier.
Action - club to advise when any new ticketing innovations are to be introduced.
Action: club will update when academy match attendance is possible
Action: the club will contact plastic season ticket holders in due course
Action - club to notify any forum events.
Action: the club will check the position of these seats with Fulham FC.
Action: club to update at next meeting re new format for the telephone hold.
Action: club to update on progress re academy tours at next meeting .
Action: club to advise on novelty items and possible special merchandise considered for the women's game.

New Actions

Action: club to advise on action taken to provide seated away tickets.
Action: CPISA to monitor whether away tickets purchases continue to be an issue for fans
Action: club to advise when resale scheme reviewed.
Action: club to monitor scarf sellers, security staff to identify and report touts
Action: CPISA to remind fans re using text alert to let the club know of touts at the ground
Action: CPISA to contact family re item and update
Action: Stewards to manage keeping aisles clear in Lower Holmesdale
Action: club to advise on the determining of merchandise pricing
Action: club to check on setting up merchandise stalls at Women's games.
Action: club to advise when Academy Foundation Listing location and presentation confirmed.
Action: club to check anniversary of Sash Shirt and any plans to mark the anniversary.
Action: club to advise on outcome of discussions around men/women's game clashes.
Action: The club will ensure the 24 hours for additional women's games tickets in future
Action: club to advise on loyalty points system in relation to the women's game.
Action: club will raise fan acknowledgement with women's manager
Action: club to check re cleaning of the women's big flag and its storage with Sutton.
Action: club to look into reason for the AW gate not being opened post-match.