



NOTES OF CPISA MEETING WITH CPFC 30.9.25

PRESENT

Jonty Castle	CPFC	Chief Operating Officer
Nikki Gibbons	CPFC	Supporter Liaison Officer and Disability Access Officer
Paul McGowan	CPFC	Head of Ticketing
Matt Franks	CPFC	Head of Marketing
Neil Robinson	CPFC	Head of Safety and Security
Rob Mann	CPFC	
Clive Mitchell	CPFC	Health and Safety Coordinator
Foz Bowers	CPFC	Head of Merchandising
Terry Byfield	CPFC	Production Manager
Stephanie Pavesi	CPFC	Public Catering Operations Manager
Peter Saysell	CPISA	Chair
Sandy Weller	CPISA	Vice Chair
Keith Powell	CPISA	European Liaison Officer
Sue Maisey	CPISA	Secretary

1. Actions arising

Item	Update
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 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 style="color: red;">Continue to next meeting for update</p>
CPISA to write inviting FAB members to a meeting	Closed
Catering forward plan being drawn up, consideration being given to suggestion of additional shelf space in AW stand to allow people to put drinks down whilst eating	<p>Previous Update: a new Beverage and Logistics manager has been employed and was following up on catering requirements and looking into possible changes in some kiosk menus. He had met with a few different</p>

	<p>suppliers. A request was made for the return of the Goddard pies.</p> <p>30.9 Update: Goddards have reverted to shop only. Ongoing work to look at catering requirements and kiosk offer. Currently relooking and reviewing multiple suppliers, including locally based suppliers in South London which the club were keen to use.</p> <p>Additional shelf space not possible as not sufficient space Closed</p>
Club to advise when the Academy is finished, and supporters can attend.	<p>Update: it was hoped this would still be completed before Christmas.</p> <p>Outstanding</p>
Club to advise on loyalty points for the women's game.	<p>Update: this was to be looked into by the Box Office manager.</p> <p>30.9.25 Update: will be included in the overall club loyalty points review which is due to take place over the next 2-3 months</p> <p>Update at next meeting</p>
Club to advise next season on coach travel for the Women's game.	<p>Update: budgets were tight in this area and it was not anticipated to sell out a 50 + coach. However, if supporters can come up with a list of sufficient people requiring coach travel the club may consider assisting.</p> <p>Action: CPISA happy to coordinate this and will contact women's fan groups</p> <p>30.9.25 Update: CPISA contacted groups but have not had any names sent through as yet</p> <p>As there has been no interest this has been Closed</p>

POSITIVES SINCE PREVIOUS MEETING

1. Positives - commented on by supporters included:

- Programme Vouchers fans happy to have these back and working
- Stadium Tours, people have commented that these are very with special praise for the stadium guide Jane
- Access to FA Cup – fans pleased to be allowed to have photos with the Cup with no charge
- Wi-fi - anecdotal but some people have commented it seems a little better.
- Opening Hours - reverting to opening 2 hours pre-match was well received.
- Bag Storage – supporters happy that charging for the service had stopped

TICKETING

- ### 2. **ECL Seat Displacement** – CPISA asked whether the possible affected seats been determined now (there was a possibility that these may change after Fredrikstad) and if

the club can the club work with those affected before the tickets go on sale to find alternative seats so people can move with family/friends and have the same seat for all ECL home matches if they want to

The club advised that there would be some displacement for those in blocks D,E,F of the Main Stand. This would affect 100-200 seats. The club were awaiting hearing from UEFA on their requirements before issuing any details.

The request was made for the club to work with those season ticket holders displaced to find suitable alternative seats including with friends/family, which the club undertook to do.

Action - Club to advise displaced season ticket holders and assist with alternative seating – action closed

Action - Club to release details of ECL bundled home game tickets – action closed

- 3. ECL Ticket Sales** – CPISA commented on the lateness of ECL ticket sales. For away tickets the club have to work with/through others but going forward the next few games would be sold through Ticketmaster as usual which should help.

The packages for Strasbourg were well received by fans and sold out very quickly. The club confirmed that these are not income generating for the club but similar to the provision of coaches for domestic away games they are a service provided to help fans to attend matches

- 4. Obscured View** - the position of the HF in the front of Block E in the Holmesdale Stand for ECL and Cup matches was impacting and creating a ripple effect pushing increased standing in other blocks which was causing some disquiet among those fans, examples given. It was requested that those supporters affected might also be assisted in finding suitable alternative seats not just those displaced.
- 5. Children's Tickets** - it was suggested that the club might offer reduced ticket prices for Cup matches for children, which would assist in attendance and generate future interest in the club. Junior tickets to all cup games for the last 3 seasons and there are currently no plans to change this.
- 6. Commemorative Tickets** - there was no further action possible re Commemorative FA Cup tickets. Ticket Master were unable to do anything. The club advised that people can seek a refund but that they were not intending to issue any further communication on the matter.
- 7. Loyalty Points for ECL Matches** - CPISA asked what the plan was re loyalty points for these matches and whether these would be the same as for non-ECL matches. The club confirmed these would be set at 20 points for home matches and 40 for away matches.

COMMUNICATION

8. **Lack of Updates** – CPISA noted that supporters were concerned by the lack of updates and short notice info on what was happening in relation to matches, tickets and changes. It was suggested with domestic away matches if the opposition is causing the delay, the club issue a message saying the club are awaiting information so supporters are aware they are working on this.
9. **Email Responses** - the matter of non-response to emails was raised, examples were given. The club receive a very large number of emails which has significantly increased since the Community Shield. Where emails are seeking information such as for educational projects and some other areas, the club acknowledge there is not the capacity to respond. CPISA suggested that there might be a standard email response that could be sent in reply stating the club were unable to help so that people at least knew that their message had been received.
10. **Birthday Cards** - for children are an admirable gesture by the club, but the current card shows the FA Cup Parade with police in the foreground. Comments have suggested that there might be a more appropriate picture for children. The club advised that it was looking at a picture change.

THE STADIUM

11. **Main Stand Step** - supporters were tripping on the stairs at row 16 between Block F and the Directors' Box due to the change in step depth. It was suggested the step might be highlighted by painting it a different colour.

Action - Club will look at highlighting the change in step depth

12. **Leaking Main Stand Roof** - this issue seemed to be getting worse. The club stated that repair work was undertaken prior to the Liverpool match, covering the roof around F Block and nearer the Whitehorse Lane end. It was noted however that there was light coming through the roof over Block F at the Liverpool match. CPISA had also been asked to raise that guttering and downpipes need to be cleared in main stand Block C. The club undertook to look into possible further repairs.

Action - Club to review issues and update on the Main Stand roof.

13. **Rail Seating** – this is going to be phased in this season in the away end, following pressure by the Sports Ground Safety Authority (SGSA). There will be decisions on its possible introduction elsewhere in the ground at a later stage.

Action - Club to advise on progress with installing rail seating

14. **Unclean Toilets** – fans have raised with CPISA concerns over the cleanliness of toilets in the Holmesdale. The flushing system tends to be erratic making some toilets unusable. The toilets were checked and cleaned, before every match but the club would look into this.

Action - club to update on the state of the toilets in the Holmesdale.

15. Overcrowding – CPISA have been told that this is occurring in some rows in the Holmesdale where people are standing alongside friends albeit not having a ticket for the seat. This was preventing people sitting in their ticketed seat, causing overcrowding in the rows and overspill into the aisles.

Action - ongoing

CATERING

16. Food Shortage - occurred in the Holmesdale at the Wolves and Fredikstad home games, when the food ran out and the shutters were brought down at the end of half time, leaving people unable to even obtain a drink. Requested that in such circumstances at least one outlet was left open for drinks.

Action: The club will look into this and have one outlet open

17. Stand Alone Beer Stall - the club was asked if it could consider stand-alone beer stalls in WHL to alleviate queues. The Arthur Wait has a separate beer stall with taps and an extra stall added to the WHL. There was a struggle to set up such stalls elsewhere due to lack of space and depth of concourse.

18. Low-Alcohol Beer – this is available around the ground, however, current regulations stipulate that low alcohol beer also cannot be consumed pitch side.

SAFETY AND SECURITY

19. Changes to management of pedestrians in Holmesdale Road pre-match - there used to be barriers in the Holmesdale Road pre-match, but pedestrians can now walk all across the road, potentially making supporters more vulnerable. The club confirmed that the new vehicle mitigation, including new barriers at the ends of the road, meant a safer more open space to walk in. The club had sought specialist advice re the change.

20. Cones - running along by the portacabins pre-match, the cones keeping pedestrians to one side had been moved reducing space for pedestrians to walk, to allow larger vehicles - lorries and forklifts to pass through. The club was asked if these vehicles could undertake their requirements earlier to enable more space for pedestrians.

This was resolved between sending of agenda and meeting, with cones moving back to original position

21. Road Barriers – CPISA fed back supporters' views that the barriers at junction with Clifton Road, are unhelpful post-match when supporters are streaming out from the stadium. The club confirmed barriers are there to protect the area from lorries and other vehicles entering and that they are required to comply with Martyn's Law and undertake a duty of care. This is particularly the case with the increase in incidents involving vehicles and crowds.

22. TMO Extension – CPISA asked about proposed an extension to Farnley Road. The club were not in a position to speak about the matter at present, but expected to have information in around 10 days when the club would be able to discuss plans.

Action - Club to advise on the TMO Extension

23. Stewards - at the Nottingham Forest home match stood all the way down the stairway of Block F in the Main Stand next to Directors' box, one of them refused to step aside to allow a supporter to access the handrail. This was because the steward had been told not to move and so was remaining steadfast. This appeared to be rather extreme "jobsworth" rather than common-sense. The club explained the line of stewards was to ensure the safety and security of Mr Marinakis but they would ensure stewards allowed people to access the handrail when necessary in future.

24. Steward Lower Holmesdale between Blocks H&J constantly on phone throughout match and not watching what was happening around him, consequently allowing people to come into the seating areas with beer. Stewards further down the stadium were sending them back to the concourse, insisting they could not drink in sight of the pitch. Fans reacted by saying they had non-alcoholic beer and should be allowed to drink it at their seat. The club clarified that the regulation of not drinking in sight of the pitch applies to alcoholic and non-alcoholic beer.

Action - ongoing

25. Stadium Opening Times - prior and after the reinstating of the 2 hour pre kick off opening times, turnstiles have not been opening at the agreed time. In the Main Stand there have been 15 minute waits to enter the stadium and further delays to enter the lounges. The club confirmed the waits are necessary due to operational issues.

26. Pre-match searches – CPISA noted these were not being undertaken at the Main Stand entrance 11 and others and there were not always female stewards to carry out bag or person searches on women. The club advised that 100% searches were only undertaken in the Holmesdale and Arthur Wait. There was a 1 in 5 random check with the other stands. The lack of female stewards is an industry issue. For the Liverpool match there were 56 turnstiles and only 4 female stewards.

27. Sainsbury's Car Park – CPISA have been contacted by people who have been told the car park is no longer accessible pre-match, including to Sainsbury's customers, unless they have a blue badge. The club confirmed that customers going to Sainsbury's had to be let through, but some fans do say they are going to Sainsburys but instead head for the Fan Zone, and there are now less spaces. The club noted that corporate guests paid a significant amount for parking bays and also staff that may be in the ground for many hours on match days also need access to parking. It was suggested that the club let people know what the new arrangements are. The club advised that comms were put out at the beginning of the season.

28. Selhurst Station

- Post the Liverpool match there were road closures and special queueing

arrangements with the closure of Norwood Junction station, CPISA asked if these arrangements would continue. These arrangements were only in place as Norwood Junction was closed and would not continue unless there were other station closures, particularly as the road could not be closed consistently.

- **Crushing** - as well as the overspill with queueing to enter Selhurst Station there was concern about the crush when going through the entrance to the station, which was causing breathlessness and was very scary for young children and the vulnerable. A substantial number of supporters tried to get over the barriers and there was pushing within the queue. The club noted that fans don't always follow directions which makes the issues worse and is difficult to control. There will continue to be British Transport Police and station staff to support management of movement through the station.
- **Train arrivals** - the point was made that when two trains arrived at the same time at Selhurst Station, there were passengers alighting from trains, as well as those trying to board the trains, which created further congestion within the station. The club confirmed there is a working group - looking to come to a long-term solution for Selhurst Station and the best way forward. This included taking into account planned engineering works which would be affecting Norwood Junction in 18 months time in 2027.

Action - Club to provide updates on Selhurst Station situation

MERCHANDISE

29. Letter Shortage - the club shop ran out of letters twice when new shirts were launched. Supporters were asked to change the name from what they intended to fit with the letters available. The club advised had two or three issues with suppliers, but these were now resolved. However, that week the club had again run out of a letter.

30. Shop Pre-orders - the kits with Winners in gold on the back and the walk on jackets that were ordered back in May/June were due to be sent out in September. This has been delayed with delivery due 8 October, once received they will be sent out. Email to be sent to customers by club to update.

SUSTAINABILITY

31. Glasses - plastic glasses were being used due to the break down of the dishwashers. Resolved between submitted agenda and meeting taking place and dishwasher were now working again, and the club had returned to the use of glass glasses.

WOMEN'S GAME

32. Printing Facility – CPISA asked if it would be possible to have a shirt printing facility at Sutton for the Women's Game. The club indicated that this wasn't possible but that if people pre-ordered they would be able to collect at Sutton.

AOB

33. Recent coach issues - CPISA provided details of the issues raised by supporters, see P10 for details. The club was asked about the provision of information and parking directions to the coach companies and their drivers. The club provided information packs which were given to the coach companies and their drivers in advance.

The club has investigated the issues around the Charity shield and has apologised for the issues experienced. They have fed all issues back to the coach companies including late departures, not parking in the correct areas, not knowing where to drop off or pick up, late pickup.

34. Touting - This is an ongoing concern of supporters. The club had stopped 300 tickets for the Liverpool match and asked purchasers to come to the box office, only a few appeared. CPISA asked if there was anything they could do to help the club to help reduce touting and ensure tickets went to Palace supporters. The club will consider and respond to CPISA

35. Emergency medical incidents - there were two medical incidents at the Liverpool home match which delayed the progress of the match. Both persons involved were taken to hospital. The club are endeavouring to ascertain their well-being.

36. PA System - CPISA asked how the installation of the new system was progressing giving examples of supporter issues. The club confirmed that the Main Stand installation was complete, and next phase would be the Whitehorse Lane end, followed by the Holmesdale and then the Arthur Wait. Since installation the PA in the Main Stand is now very loud. The club explained that once the PA system is available in all stands the sound can be balanced out so it will get better.

37. Bag exemption emails/letters for medical reasons – if not yet received please contact DLO who will arrange this.

38. Main stand construction – an update was requested and the club confirmed the new Main Stand development was going ahead. Information was expected to be available about progress in 4-6 weeks.

39. Stadium music – CPISA raised that they had had a very high number of people contact them requesting that the club stop using the Elvis song. It is felt there is no emotional attachment to it, and that it brings down the atmosphere. The club confirmed they dropped the song when Sunderland visited, as it is associated with that club but that some fans do like. CPISA asked if the club might consider running a poll. The club will be reviewing future pre-match music.

Action - Club to update on pre-match music once reviewed

40. Exit gates - CPISA fed back that there have been several incidents of exit gates not being opened at the end of matches:

- Holmesdale stand - request that both exit gates be opened rather than just one
- Main Stand - post Liverpool match the gates at entrance 11 were closed and fans had to fiddle with the handle to make it open.
- Whitehorse Lane Stand - often one gate is closed at the end of the match. Unclear whether this is due to the proximity of the away end.

The club would look into the position with the gates at the end of matches.

Action - Club to update on the opening of gates.

THANKS

CPISA thanked the club for arranging to fit in the online meeting prior to travelling to the match against Dynamo Kyiv and wished them well for their travels to Lublin in Poland.

Actions arising list

Action	update
Action - Club to advise displaced season ticket holders and assist with alternative seating.	Actioned and closed
Action - Club to release details of ECL bundled home game tickets	Actioned and closed
Action - Club will look at highlighting the change in step depth mainstand block F	
Action - Club to review issues and update on the Main Stand roof.	
Action - Club to advise on progress with installing rail seating	
Action - club to update on the state of the toilets in the Holmesdale.	
Action: The club will look into food and beverage supplies and arrange to leave one outlet open if food sells out	
Action - Club to advise on the TMO Extension	
Action - Club to provide updates on Selhurst Station situation	
Action - Club to update on pre-match music once reviewed	
Action - Club to update on the opening of gates.	

Coach issues at recent matches

For the match against Aston Villa yesterday, Palace used Stewart Coaches who are located in Reading. For the disabled coach number one they used a vehicle which they had purchased from Kingsferry. It was branded Stewart Coaches but the Kingsferry markings were still visible and the livery had not been changed.

There were two coaches which left at around 12.30 pm which was on time and we stopped at 2.45 for refreshments at the Oxford Service Station on the M40. It was supposed to be for 45 minutes but on returning to the coach we discovered that the hoist mechanism for the wheelchairs had stuck in the down position and the coach could not move. Temporary repairs were carried out and we were able to leave at 4.10 pm. On arrival at Villa Park the coach park was no longer available and the new coach park was an estimated 10 minute walk. The coach driver dropped us off as close to the ground as possible.

During the game a replacement coach arrived, our belongings were moved to the new coach and we had an uneventful journey home.

Charity Shield

There were three away coaches which were due to leave Selhurst at 11.45. Coach no 1 arrived at about 11.35 and coaches 2 and 3 at around 12.15. We left Selhurst at around 12.30 and arrived at the Pink parking area at Wembley just before 2 pm. The coaches were refused entry and attempts to find another coach park proved futile and we arrived back at the Pink coach park at around 2.30 pm. The passengers disembarked to walk to the ground and we were told to return to the same place after the match. Incidentally there were huge queues to get into the ground and we only made it about 5 minutes before kickoff which was disappointing.

After the match we returned to the pink car park as instructed and were directed to walk to another parking area which was around 20 minutes away. This was quite distressing for several of the passengers who were disabled and as you know it was a very hot day.

This was quite annoying as the previous trips to Wembley had gone smoothly.

Chelsea Away

There was one coach for this trip and passengers disembarked close to the away turnstiles. We were told that the coach would be parked on the opposite side of the road after the match. When we left the ground the coach was not there and we were told that the driver had not returned before the road was closed before the end of the match. We had to wait an hour until access was granted for the coach to return.

On the return journey the driver apologised for the delay and inconvenience the passengers had experienced.

We must emphasise that the coach stewards were exemplary in trying to resolve the situation and no criticism should be directed towards them.