

FAN Meeting Minutes

Thursday 30th January 2025 – Deepdale, The Boardroom

Meeting called by: Ben Rhodes

Type of meeting: PSC

Meeting started: 6pm

Meeting closed: 7.20pm

Attendees: PSC - Ben Astley (BA), John Billington (JB), Charlie Winyard (CW), Kim Ramshead (KR), Jim Beattie (JBE), Shaun Thompson (ST), Jo Harwood (JH).

Club staff: Ben Rhodes (BR chair), Matt Peart (MP), Mo Patel (MPA).

Agenda Items

Agenda Item	Update/Action	By Who
Welcome and apologies	BR welcomed the group and thanked all for attending.	
Merchandising	BR provided an update explaining we are coming to the end of the second year out of five with Castore. He explained that the club now have a new point of contact from Castore who they are in regular contact with, and that Castore are now looking at the possibility of introducing a pop-up shop to be used on matchdays. BR Also mentioned that The Terrace are doing a Deepdale 150 years range. JB mentioned that they haven't had any complaints regarding the kits but mentioned about a knitted badge being used on the kits. This was noted.	
Matchday Experience/Fan Zone	MPA gave an update on the family room located in the family zone and that an upgrade to this area should be completed before the (Wycombe game). Since the meeting the club have had a further update and the work will now be starting on the week commencing the 17 th . MP mentioned how the club are doing a lot of work on the family experience and with first time supporters; where he identifies first time fans and offers up to three goody bags per match to first time supporters with children for their first game. CW asked if we could have a sticker wall in the gentry bar. BR said the club will look into this.	BR

	BR spoke about the return of the Bowler Hat or something similar and explained that this is being looked into, but ultimately it would be down to Sodexo for it to go ahead. He also spoke about how he has had a very inflated price from PCC regarding the outdoor license, due to this the club will be applying for singular day licenses (TENS) on an ad hoc basis, which is what they have done previously. JB mentioned about a display area being introduced in the Gentry Bar. MPA mentioned the club will be looking into this working with Michael Barrett, the Trust's Heritage coordinator.	BR/Sodexo MPA
Financial Update	BR told the group that the accounts had been publicly announced in December and the club have had a reduction in losses.	
Stadium Update	JB spoke passionately about safe standing and how he feels it will help the atmosphere. PNE Online and PSC have run polls stating that 90 per cent, of those responding, are in favour of exploring this further. Although, it doesn't reflect the whole fan base it is a high percentage of those who answered and they believe the club should consult fans on this option. All attendees participated in this discussion. BR explained that this isn't on the club's agenda at this current time, but said it would continue to remain something that would be discussed. BA asked for an update regarding the plans for murals. BR explained that there had been development in this area and the mural planned for behind the Town End is going to be bigger than he expected, but progress was being made. BA also asked on an update reading the turnstiles and what was the issue with the digital tickets at the Derby match back in November. MP explained the service provider had done an update on the turnstiles which at the time caused the readers to not scan digital tickets. He also said this has since been resolved and the scan on a digital ticket is now working better than it was before the issue. He also explained how he tests the turnstiles twice a week leading up to a home game to make sure they are operating correctly.	BR

	JH gave an update on the bricks around the Splash statue. She explained they have managed to document and map a certain section before Christmas and will be continuing to do so once the weather improved. BR said when this is completed the next stage of replacing would begin. BA said the clear panels on the side of the stands are looking slightly worn out and asked if they could be cleaned. Additionally, looking at how Bournemouth fill them. BR said he will mention this to the maintenance department to see what can be done. He also mentioned it can impact sunlight on the pitch and therefore may restrict options. BA suggested additional TV screens would improve matchday experience, particularly one in the corner of AKTE where the players come out. Additionally, the quality of speakers in the stands and fans having difficulty hearing messages. This was noted by PNE staff. Since the meeting the matchday team have looked at the speaker issue and identified sections of speakers in the STFS that need work. JB asked regarding the space in the Finney and where we stand with it with visitors coming in. BR mentioned discussions are ongoing between club and the National Football Museum regarding the space in the STFS.	BR
Youth/Academy/Women	BR provided an update on the club's plans for the Academy and explained category two status was still on the agenda. BA asked if the club are planning on entering the U21 competitions again next season, BR confirmed that they are and that it is a 12 month process to gain category two status. BR confirmed there is still plans in place for the club to take over the Women's team next season and that Longridge has been a good permanent home for them.	
Community	BA asked about younger supporter schemes; MPA mentioned they are exploring a youth board as well as the revamps of the family room.	
Catering	BA asked about a variety of foods being introduced. CW mentioned the specials that Sodexo offer and have asked for better	

	advertisement on which kiosks have the specials available. BR said he will take this to Sodexo.	BR
AOB	BA asked about disabled parking at the stadium. MP explained there is a long waiting list for seasonal bays, but some are available match-by-match on a first come first served basis. JB put forward a player walk on song. BR is looking into this. BA asked if we had ever explored running a North End TV channel. BR explained the media team are already looking into something similar. BA asked for an update on flags. MPA said he is currently working with the FSA on some funding for flags which could be located on the gantry on the Invincibles Pavilion third floor. BA also mentioned there should be a democratic process into the selection for the FAN network. BR Agreed. BA asked about plans for pre-season. BR explained plans are ongoing and nothing confirmed at this stage. BA asked about Gentry Day, locations were discussed, but this could be impacted by the FA Cup, prices, broadcasting and allocations.	BR

Next Meeting: TBC
