



NEWCASTLE UNITED **FANS FOCUS GROUPS**

Stadium & Matchday Experience

DECEMBER 2019

YOUR FEEDBACK

OUR RESPONSE

Standing at matches

What is the club's approach to 'safe standing'?

Club representatives have previously visited Celtic Park, which has rail seating, to see rail seating in operation during a match. The club is waiting until legislation is changed before making firm commitments either way. The club has relevant contractor information and options available should rail seating be sought.

Status: CLOSED

Fanzone

Now the roads are closed at Strawberry Place on a matchday, could we have a permanent Fanzone?

The Fanzone arranged for pre-season friendly in August is well attended on the basis of it being in the summer holidays and usually decent weather. We budget to deliver this as part of our Fan Experience.

In the winter months, it is unlikely that this would be as popular or well attended. The weather is unpredictable and we don't have an indoor area to offer as an alternative.

The club will look into whether there is an opportunity to do more.

Status: LIVE

Half-time entertainment

Is there more that can be done with Former Players to make Half Time Entertainment more engaging? Fans are less likely to switch off from this.

The club will look at options for next season.

There are now more former players attending matches. The appearance of the Fairs Cup-winning team recently proved to be popular.

Status: LIVE

Stadium maintenance / painting

Several areas of the stadium have undergone recent improvements. What is the timescale for the rest of the ground?

The club is continuing an extensive body of work which will see painting and new artwork being added to several areas of the stadium exterior – one of several on-going programmes.

The South East corner of the stadium, closest to the Strawberry Pub, will be done in Summer 2020.

The club is already planning for the 2020/21 season and will outline some plans at the next Fans Focus Group meeting in April.

Status: LIVE

Additional big screen

Are there any plans for a big screen given the introduction of VAR?

The club does use the existing screen to show VAR information and this can be seen by approximately 39,000 supporters.

The club has explored options for a second screen but there are no immediate plans to install a second one.

Status: CLOSED

Stadium Wi-Fi

The Wi-Fi in corporate areas of the stadium isn't great, though it has improved in Bar 1892.

The club has invested heavily in its connectivity infrastructure around the stadium, though some of the building structure can be prohibitive.

The above work is continuing and further improvements are being rolled out.

Status: CLOSED

Match scheduling

It can be frustrating to have fixtures and dates/kick-off times confirmed or changed at short notice. Is there anything that can be done?

The club understands supporters' frustrations and works to announce fixture dates and times at the earliest opportunity. This is always governed by publishing embargos set by the Premier League and its broadcasters (or the FA in relation to the Emirates FA Cup).

Unless there is a safety/police issue which calls a specific date or time into question, clubs are expected to fulfil matches as set by the Premier League and domestic broadcasters.

Status: CLOSED

Travel partnerships

Could there be a broader group of club partnerships to benefit travelling supporters? Could the club work with more train operators and can a travel ticket be linked to a specific match, rather than a date? That way, if the game changes, the ticket is still valid.

The club has established a partnership with LNER which provides supporters with a 25% discount on matchdays and throughout the week.

The club has raised the idea of linking pre-booked train tickets to specific fixtures but understands there are some complexities to this. This idea has not yet been adopted by LNER or other operators.

Feedback will be offered to the club's commercial partnerships team with a view to considering additional links to other operators.

Status: LIVE

Vegan food options

There are no vegan food options available at concourse kiosks.

A vegan pasty and vegan chips are available at all concourse kiosks, subject to availability. If they are not available, the club would welcome feedback so that it can address the issue with its catering partner.

The club also serves vegan dishes in hospitality areas.

Status: CLOSED

Email communication

The increase in email communication to supporters has been appreciated.

The club has increased email communication with supporters who have opted in to such correspondence. We are pleased this has been beneficial.

Status: CLOSED

East Stand

The public address system is worse in the East Stand than other areas of the stadium. On a recent visit, the toilets didn't lock and the women's sanitary boxes were empty.

New pitch-side speakers were installed last season so there should be an improvement in the public address system.

If there is an issue with toilets, supporters are encouraged to inform a steward or member of staff. The club's maintenance team proactively has a pre-match programme to check facilities, spot problems and resolve them. The club has tradespeople on site during matches to fix any problems quickly.

The club will also ensure the sanitary boxes – which are part of a national effort to challenge period poverty – are fully stocked.

The club will set up a dedicated email address for supporters to report stadium issues on a matchday so that concerns can be addressed immediately.

LED lighting will be installed in the East Stand soon. This has made a significant difference in other areas. The club is also planning to upgrade kiosk areas in the East Stand.

Status: CLOSED

Advertising

Does Sports Direct pay for its advertising? Is the club missing out on additional revenue?

The club has confirmed that Sports Direct pays the full rate for its stadium advertising on several occasions.

Should another organisation wish to purchase this bundle, the club would be open to this.

Status: CLOSED

Accessibility

Catering staff sometimes block the lift outside Bar 1892 immediately after matches, making it tricky to leave.

This should not occur and the club has raised this with the relevant team. Should it reoccur, please raise this with a steward so it can be resolved immediately.

Status: CLOSED

A NUDSA member took a photograph of a steward blocking her view of her wheelchair bay.

The club requested the photograph and has apologised for any inconvenience and disappointment this may have caused. The club's safety and security team is addressing this issue to prevent a recurrence and has contacted the supporter directly.

Status: CLOSED

Could a roof be added to the raised disability seating area in the Gallowgate End?

The club has looked into options, however a roof or shelter would block the view of seats behind the platform. At present, it is not something the club is proceeding with.

Status: CLOSED

Location of away fans

Are there any plans to move the away supporters closer to the pitch?

No, the visiting supporters' section will remain in its current area. The safety of all supporters is the club's utmost priority.

Status: CLOSED