

SPIRIT OF SHANKLY

NEWSLETTER TO MEMBERS

ISSUE 15



Message from SOS Chair Paul Khan

Dear all, I hope you are all well. Just a few things to update you on...

The surveying system is ready to go, so you will soon start to receive emails asking for your views on a range of topics over the coming months.

We are currently engaged in a strategic ticketing review with the club; our ticketing lead Anna Burgess and former chair Jay McKenna are providing input into this. The first survey will therefore concentrate on ticketing.

It is imperative we listen to the views of ALL our members, so please take a moment to complete the survey when you receive it. Results will be published in the newsletter.

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Flag night shows the very best of The Kop

It was a red-letter day for LFC on and off the pitch when they met Chelsea at Anfield a few weeks ago.

Not only did the Reds put on a dynamic display to win 4-1, the pre-kick-off Kop display, under the floodlights, awash with flags was one to cherish.

The special flag night was organised by SpionKop1906, who posted on X: *"Another great night from the whole of Anfield last night. Well in to everyone who makes the ground, and The Kop, the place it is. There's no reason The Kop can't look like that every game. We've always got flags left over, and anyone is welcome to come down and help."*

Why not give them a shout?



Message from SOS Chair Paul Khan

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We received a fantastic response to the call-out for members to put themselves forward for Technical, Marketing, Secretary and Supporters Board leads on our Management Committee. Conversations are taking place with those who applied and we hope to announce new committee members in the next newsletter.

I had a really informative meeting with Fran Stanton, who provided insight into his time as SOS Chair. I consider myself very lucky that former chairs of our union have taken time to talk to me about their experiences dealing with the club, media, etc. I always say if you don't listen you don't learn, so thank-you to Fran, Joe Blott and Jay McKenna.

One of the things Fran and I talked about is how to bring more young people into SOS. Fran suggested setting up a Soccer School for young people, which would

complement the art and music clubs we currently deliver in the Anfield area. It's a great idea and I'm now exploring how we can bring it to fruition. SOS membership is free for under-16s so any youngster who participates will be asked to join the Union.

To sign off, I will use one of my favourite quotes, this one is from the great blues-ologist and activist Gil Scott-Heron: "No one can do everything, but everyone can do something."

So please have a think about how you can help SOS. It could be something as simple as asking your kids or friends to join, or you may want to organise a community initiative in your area.

If you have ideas regarding how we can improve what we do, please send them to us at: clubliaison@spiritofshankly.com

YNWA, Paul

Drama classes at The Church

Free drama classes for children have resumed at The Church in Anfield.

Youngsters aged nine to 13 will work towards a performance and take part in a local project.

The classes, delivered by Unistar Drama, are funded by SOS and are in association with LIPA and take place on Thursdays from 4.30pm to 6pm.

There is no need to book, you can just turn up - and parents are more than welcome to stay.

For enquiries, please email katie@unistardrama.co.uk

ANFIELD YOUTH THEATRE
A Y T

DRAMA
AGES 9-13
THURSDAYS 4.30-6.00PM
DOWNSTAIRS AT THE CHURCH OAKFIELD ROAD, ANFIELD L4 0UF

FREE YOUTH THEATRE
STARTING 22nd FEBRUARY
Work towards a performance and take part in a local project!

DELIVERED BY UNISTAR DRAMA

Funded by Spirit of Shankly and in association with LIPA
EMAIL
KATIE@UNISTARDRAMA.CO.UK
TEL: 07495783761

SOS mark Green Football Weekend

Joe Blott and Mark Johnson joined fellow reps from the Liverpool Disabled Supporters Association, Arsenal Supporters Trust, LFC and Arsenal FC to mark Green Football Weekend when the sides met recently at the Emirates.

We donated to the Arsenal foodbank, recognising the need to show solidarity, address food poverty and stress the importance of avoiding food waste.

Mark Johnson said: *"It was important to show solidarity with the Green Football Weekend campaign and use the game that we all adore to help protect our respective communities and indeed the planet."*



Rail survey aimed at away fans

Fans who travel long distances to watch the Reds are urged to take part in a rail industry survey to see how services can be improved.

The FSA has partnered with key rail industry stakeholders the Rail Delivery Group (RDG) to help them understand issues faced by match-goers when travelling by rail and improvements they would like to see regarding ticketing and the rail network.

To access the survey please click [here](#).

Rail Delivery Group Football Away Supporters Travel Survey

National Rail

Introduction

Thank you for participating in this survey on train travel to football away fixtures.

We would like to know your experiences of travelling to away fixtures by train, what goes well your experience.

The survey will take 5 minutes to complete and your answers are anonymous so please be h

Your feedback is much appreciated,
Football Supporters Association & Rail Delivery Group

The Rail Delivery Group (RDG) uses Survey Monkey for customer surveys. To view RDG's Privacy Policy, [please click her](#)

Next

SOS and Chloe to the rescue!

Members travelling back to Liverpool after the 4-1 win at Brentford rescued the day for a young Indian woman who had been left stranded at a motorway service station.

The woman, Atiqa, was distraught after being left at Norton Canes services in Staffordshire when the National Express coach, and her suitcases, made off without her on her journey from London to Manchester.

Chloe Bloxham and fellow union members reached out to the understandably distraught Atiqa, welcomed her onto the SOS coach heading back to Liverpool and bought her a ticket from Liverpool to Manchester.



SOS Travel Officer Roy Bentham said: *"Atiqa was in some distress after being left by National Express at that car park when we arrived to swap drivers.*

"We made a collective decision to get her on our coach and get her a new coach ticket from Edge Lane Drive to Manchester, when getting back to Liverpool around 7.30pm.

"Her bags were still on the original bus but one of our members Chloe Bloxham excelled and made the phone call to their customer services to get them picked up by her once she got to Manchester.

"I gave Atiqa an SOS badge and tried to communicate, even though her English wasn't the best and she got the message that SOS go beyond football.

"It was great to see all the SOS members on the coach and our drivers Dessie and Mick from Ashcroft's Travel weighing in to help and support the young woman during such a stressful episode for her."

Chloe's mum, who arrived at The Rocket car park to pick up her daughter, waited with Atiqa until her coach arrived.

Later that night, Atiqa texted Chloe with the following message: *"I reached my home safely and I got my luggage thank you so much bcz of you am safe and happy and also thanks to your mom and friends thank you."*

Chloe told SOS: *"I just instantly put myself in her position and did what I'd hope anyone would do for me if I was in that situation. It was a team effort and thankfully we worked it out."*

Ticketing update

The past few months have seen us speaking to the club and others about ticketing, as well as assisting members and supporters with individual queries.

The most visible ticketing issue for everyone was the Carabao Cup Final at Wembley. Immediately after the draw, we contacted the club to find out more about selling details and asked them to publish the usual information on breakdowns of who received tickets and the chances of success in the ballot.

We continue to be clear that transparency is important to supporters and will push for as many supporters as possible to get tickets for finals. With this in mind, we will be taking up discussions with the FA, EFL and other organisations about allocations for finals in general, as well as the re-categorised prices we saw in place for a number of seats for the Carabao Cup Final.

We also contacted the club about the use of digital tickets for supporters at Wembley, while Chelsea used traditional paper tickets. In light of the problems some faced with digital tickets on the day, we will be following up with LFC and others to find out what happened.

A number of supporters also contacted us following problems they experienced getting into the Arsenal away game a few weeks ago, and we have raised these with the club. In addition, we continue to help with individual ticketing queries, particularly around problems with payment cards, or the system not working when trying to purchase tickets.

If you experienced any problems at Wembley or Arsenal, or have a problem with ticketing, please email clubliaison@spiritofshankly.com and we will try to help. And as Paul says, watch for the surveys around ticketing issues which we'll be sending in the coming weeks and months.

Women's game survey is launched

A new survey for fans of the women's game has been launched - and SOS are encouraging all supporters to take part.

Launched in conjunction with the FSA, it is open to fans at all levels of the women's game, from season ticket holders to casual TV watchers and will cover a range of topics.

[You can take the survey here.](#)



Shout out

SOS is *your* Union.

If you'd like us to cover anything, you've seen something Reds-related or think something should be included, please get in touch and send info to clubliaison@spiritofshankly.com

Youth project is go - with the help of SOS

A youth group in Toxteth, Liverpool has thanked SOS for our support in winning a multi-million-pound grant that will build new community facilities in the area.

Debbie Wright, chief executive of the Greenhouse Project, wrote to SOS to express her gratitude for the Union's help to her organisation after it won a £3.5m grant to develop sport and educational facilities.

She wrote: *"Tiber Young People's Steering Group and the Board of Trustees that support them are grateful to SOS for making this possible. The kind donation of £14,590 which was huge, was not a great amount in the scheme of things but it made all the difference to our ability in bidding for the Youth Investment Fund money. Without this help, the project may never have happened."*

At the start of the year, the Greenhouse Project asked SOS for help in securing funding. We were able to give them what they needed, which was key to unlocking a Youth Investment Fund grant and the hopes and dreams of the Young People's Steering Group to "build world-class facilities that raise aspirations, encourage and support young people in achieving their goals and getting the best out of life."

The SOS funds enabled the Greenhouse Project to complete the pre-development works needed to take the project forward with full architectural and structural designs, and planning consent for a two-storey, fully accessible building with outdoor space for events, performances and basketball.

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Debbie Wright

Youth project is go - with the help of SOS

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The new Tiber Football Centre building will provide spaces for the delivery of youth-focused mental health support, employability and work skills, life skills, leadership and enterprise training programmes, sports and arts activities, volunteering and employment placements.

Due to be completed by Christmas 2024, the ground floor will consist of three flexible education and training spaces, cafe and kitchen, two large group changing rooms with showers and toilets, one individual changing room, spectators and visitors toilets, disabled toilet, storage areas, a boot bank, office and reception.

The upper floor, with stairs and lift access, will provide a large multi-purpose function room with partitions, a small stage, servery, office and viewing terraces on the pitch side and outdoor event side of the building. Car parking will allow for 32 spaces, three of which will be accessible bays, a coach-turning and parking area and bicycle stands are also included in the plan.

The Tiber Young People's Steering group works on a rolling programme made up of 14 to 18-year-olds. The organisation's remit is to develop the leadership and entrepreneurial skills of members, while engaging them in real-life projects that will enhance their local environment so that they become positive role models within and outside of their own community. These young people are the decision-makers for the development of the four-acre Tiber site and SOS are immensely proud to have helped.