Meeting Type	Date	Time
Fan Advisory Board Meeting	30/09/2026	18:00
Attendees		Apologies
FAB: Natalia Costa de Foster (NC), Ewan Minns (EM), Louis Reeves (LR), Andrea Nichols (AN), David Goodridge (DG), Lisa Hoe (LH), Simon Dennis (SD) Online FAB attendees: Dillon Karia (DK) SFC: Phil Parsons (PP), Jon Clarke (JCl), Greg Baker (GB), Katie Atterbury (KA), Jacqui Campbell (JCam), Matthew Silvester (MS), Freya Von-Claire (FVC) Online SFC attendees: Jordan Sibley (JS) Women's Supporters Group Rep: Chris Walker (CW) SDSA Rep: Mike Thew (MT) - online Rainbow Saints Rep: Max Lindsay (ML) - online		None

Meeting Notes

Welcome & Introduction

- Individual introductions given by all present.
- New FAB congratulated and given an introduction to role by PP; expectations re. relationship and policies laid out.
- JCl gave overview of Club's plans for future development.

Concluded at 18:50.

FA Ruling

A larger discussion re. the FA ruling took place.

Communication and next steps

- FAB asked how they can support the club in sharing comms regarding this, when a decision is made. JS asked for a clear plan from FAB on how they will be communicating to wider audience moving forward. FAB will align with the Club as needed.
- FAB clarified which points are confidential and which can be shared.

Concluded at 19:00.

Portsmouth Fixture

Security arrangements including Chapel and Kingsland

- FAB raised concerns re. placement of the away fans, and how close they are to a family zone. Club's mitigation for this shared.
- Security plans for Portsmouth fixture read to FAB.
- Fans to pay close attention to maps sent out in pre-match information for changes to entrance routes.
- FAB asked if security arrangements will always be so strict. FAB said that as so much time has passed since the last 'difficult' game, fans need a reminder of why the bubble is the necessary to help people understand (similar to The Echo's piece last year). The Club agreed this could be a good plan.

Matchday Incident Reporting

- KA shared that reporting signage around the stadium is being changed to include QR code for new reporting system. QR code available on screens, on websites, in toilets, on back of seats, and on static advertising boards. The Club shared that this is a live, monitored WhatsApp chat, that goes straight through to Control.
- FAB shared that report number online shows up as an old number; website to be checked.
- Fans are to be assured that a steward is still first port of call, and can also give information on how to access reporting system.
- Raven (QR system) reporting to be put into pre-match email.

Consistent Communication to Supporters

- Club to share links to matchday information on socials prior to the match.

How FAB/Supporter groups can assist

- FAB to assist club in encouraging supporters to download tickets prior to the match.
- Agreement throughout room that the transition to digital tickets has been positive.

Concluded at 19:25.

Engagement & Operations

Podcasts/supporter platforms and FAB visibility

- FAB said that they are exploring options to make their engagement more meaningful, and asked to understand what their permissions are. A wider discussion in which the Club and FAB were aligned on goals.

Family and Wider Supporter Engagement; face-to-face/online drop ins

- FAB shared plans to hold match drop in sessions for supporters. FAB developing a calendar for their matchday availability.

Fan forum and Open Training Dates

- FAB asked for confirmation in advance of these dates so that they can ensure their availability, and asked if there is a way they can be involved in future fan forums.

Water stations

- FAB raised that fans are beginning to talk about water stations: in the wrong places and not enough. Itchen North, for example, is placed in the way of the queue for ladies' toilet. Club thanked FAB for feedback and will look at this.

Wi-Fi Update

- FAB asked for an update on this, following previous meetings. The Club says sign in issue resolved, and that the WiFi outside of the stadium is fit for purpose (tickets etc.). There are no immediate plans for further improvement.

Concluded at 19:48.

Communications

FAB Contact on Club Website

- Club to assist in signposting a FAB contact on the website, if agreed by FSA. Club raised concerns that this may make the FAB look as though it is not separate from the Club, and that there may be more value in staying separated.

Concluded at 19:50.

Commercial

Loyalty Programme

- Club updated FAB on plans for loyalty programme. Further discussion on ticket prices etc.

Cup Ticket Pricing

- FAB offered to provide consultation on pricing for home cup fixtures to help maximise attendance.

Women's shirt/Away kit – sizing merchandise

- Extra sizing required for the women's shirts, across the range. Some issues with the proportions of women's clothing (sleeve and leg length). Club to investigate and resolve.

Away Match App Support

- Tickets did not arrive to all supporters for Lincoln away. The Club shared the issues re. this fixture. FAB says support plan for ticket issues for Away matches is not completely clear on the website. Club to investigate and resolve.

Concluded at 20:10

AOB

- The FAB asked what plans would be regarding security arrangements for the Middlesbrough game this season. The Club agreed a clear plan is needed, and will share closer to the date.

The meeting concluded at 20:20.

Actions

Action	Owner
Workgroup needed to establish FAB online presence and comms plans.	JCam
To share PDF/digital Raven QR code with FAB so it can be shared with fans.	KA
SFC report signs in toilets to be replaced with new signage for Raven.	KA
Club to facilitate tour of the stadium for FAB.	JCam