

FAN ADVISORY BOARD AGENDA & MINUTES

Wednesday 17th August 2022

Sky Room 5pm – 6pm

1. Introductions & Overview

2. Meeting structure

- During office hours or evenings?
- Pre agree next calendar year of meetings
- Meeting as a group independently regularly/before each FAB meeting
- Time limit on meetings
- Pre agree agenda with club and FAB agenda items submitted
- Dialogue in between meetings
- Whether to recruit the 2 FAB vacancies

3. Communication to fans

- Matchday presence
- Supporter Club meets
- Social Media, Web, NSC and email

4. Expectation from fans for the FAB

- Expectation on responses
- What to take on and what not
- Understanding what is a supporter services / fans forum / FAB issue

5. Our expectations of FAB

- Topics to be raised
- Code of conduct
- Availability
- Can we agree the quorum?

6. FABs expectations of us?

7. Electing a Fan Chair & Secretary & process of approval of FAB minutes

8. Goals & measuring FAB success

9. Fan Engagement Standard (FES)

10. FAB pressing matters

- Season ticket sharing
- Outside toilets
- Bag storage locations
- Queueing confusion north corner

Actions

BHA	To provide some polls for dates for the rest of this season for FAB.
BHA	To compile a list of possible working groups and establish interest from FAB members which may require more meeting time
BHA	To provide a centralised email address that FAB members can login to
BHA	To provide a suggested auto response to fans that FAB can amend and put on their email, being clear on expectations of replies and when to direct to the club rather than FAB
BHA	To compile photos (from shoot) and bios to go in programme and online introducing the new FAB members to fans
BHA	To brief FAB on any regular themes of communication or any specific issues – to share some of the post match meeting notes if anything fan related occurs.
FAB	To decide quorum (4 out of 6?)
FAB	To decide fan chair
FAB	To decide fan secretary
FAB	To decide if they want pages in the programme for certain games, to decide if they want a page on the website for updates etc

Agreed

Weekday, evening meetings agreed going forward
FAB to meet independently before each meeting if not more frequently
60 mins meeting – max 90 mins
Pre agreed agenda at least a week before the meeting – FAB and BHA to contribute items
To hold off recruiting additional FAB members until Summer. That allows them on a 2 year term which means we always have some continuity on FAB and don't change everyone every 2 years
No matchday 'working' presence for FAB
Official method of communications for fans to FAB is to be email
FAB are not to take on individual issues and not to commit to respond to all correspondence