



BRIGHTON & HOVE ALBION FAN ENGAGEMENT PLAN AND FAN ENGAGEMENT REPORT 2024/25

Brighton & Hove Albion Football Club

Updated July 2024

SECTION A

BRIGHTON & HOVE ALBION CLUB COMMITMENTS TO FAN ENGAGEMENT

Overview

Brighton and Hove Albion are committed to listening to and engaging with supporters and encouraging their feedback. The board always has supporters at the forefront of their mind in their decision-making process.

Aims of the FAB

To engage directly with senior representatives of the Club on important supporter-related issues. To promote diversity, inclusion, ethics, and social responsibility. To act as a sounding board on club-related matters.

Club Fan Engagement for 24/25

The Club is committed to continuing to offer a wide range of opportunities to fans to engage with senior staff at the football club.

New for 24/25 will be the FAB led working groups, across areas such as matchday atmosphere and the WSL match experience. Other new initiatives for 24/25 include a pre-season tour of Japan with meet and greet opportunities, the launch of a new website and app, the opening of a new external fanzone and collaboration with the newly formed DSA.

Background

At the start of 2022 we began a process to recruit a Fan Advisory Board who could act as a sounding board and assist the club in the many decisions that affect the supporters. The board was to be made up of up to eight supporters covering our corporate 1901 members, season ticket holders, WSL season ticket holders and MyAlbion+ members.

Fans were invited to apply and after shortlisting there was a vote amongst supporters for the final representatives. We promoted diversity and inclusion to reflect the broad nature of our fan base.

Since 2022 the initiative has grown and we now have 12 Fan Advisory Board members, chaired by an elected Chair, Clive Steed. The FAB meet with club representatives three times a season, with the Chair then meeting the Board once a season and the NBLO (nominated board level official) monthly. Jenny Gower, Head of Ticketing & Supporter Services, is the NBLO and a member of the club's Executive committee responsible for fan engagement and the running of the FAB. Sarah Gould, EDI Manager attends all meetings.



Members of the
Fan Advisory Board



Jenny Gower



Sarah Gould

How We Engage

Platforms for Engagement

The Club engages with fans in many ways including:

- Regular FAB meetings with senior club staff (minimum three a season, agenda co-set with FAB)
- FAB slot at one Board Meeting each season
- FAB working groups covering areas such as atmosphere, ticketing, the matchday experience, women's football (minimum once a season)
- Regular Official Supporters Club meetings held across the UK
- Bespoke events with official supporters' clubs and club staff
- Large scale fans forums with the club CEO & Deputy Chairman (open fan invitation and questions)
- Disability forum (minimum once a season)
- Regular post-match and seasonal surveys
- Social media
- Programme notes and club updates prior to men's Premier League matches by the CEO & Deputy Chairman
- Regular podcast
- An online knowledge centre at www.brightonandhovealbion.com/help
- A full-time Supporter Services team contactable through web chat, email and telephone.



Areas for FAB Engagement

Below are the mandated areas that the FAB focus their efforts on:

- (a) the club's vision for the future and ensuring stability
- (b) the club's efforts in the sustainability space
- (c) the club's work on diversity, inclusion and equality
- (d) the club's matchday experience (both in respect of home and away matches);
- (e) policies employed by the club in connection with matchday ticketing
- (f) facilities at the American Express Community Stadium
- (g) communications by the club with its supporters
- (h) developing and continuing to build the club's fanbase, both in the United Kingdom and abroad
- (i) work undertaken by the club in the local community
- (j) preservation and development of club traditions and heritage
- (k) the club's charity partnerships.

The FAB will not be involved in on the pitch football matters.

Heritage Assets

The club commits to meeting the FA rules on heritage assets.

Under the rules, if a club wishes to make a material change to its club crest, or change its recognised home shirt colours, it must undertake a thorough and extensive consultation process with supporters.

The club must also be able to evidence that a majority of its supporters are in favour of any proposed changes (such as via an independently-run poll of season ticket holders, the club's Community Benefit Society, and supporters that have attended a certain number of home matches).

Leadership and Reporting

The club is committed to fan engagement at the very highest level. The annual open forum with Paul Barber, CEO & Deputy Chairman is a commitment we will maintain at the start of every season. Further meetings may be scheduled as required through the season.

Every summer the club, alongside the FAB, will publish a Fan Engagement Report on activities across the season, including a FAB assessment completed by the FAB Chair & Head of Supporter Services.

Examples of the FAB's work since September 2022 includes:

1. Forming an independent Disabled Supporters Association (DSA)
2. Crowdfunding a giant flag for the North Stand
3. Improving the fan journey for disabled supporters around the Amex on matchdays

Get Involved

Join an Official Supporters Club

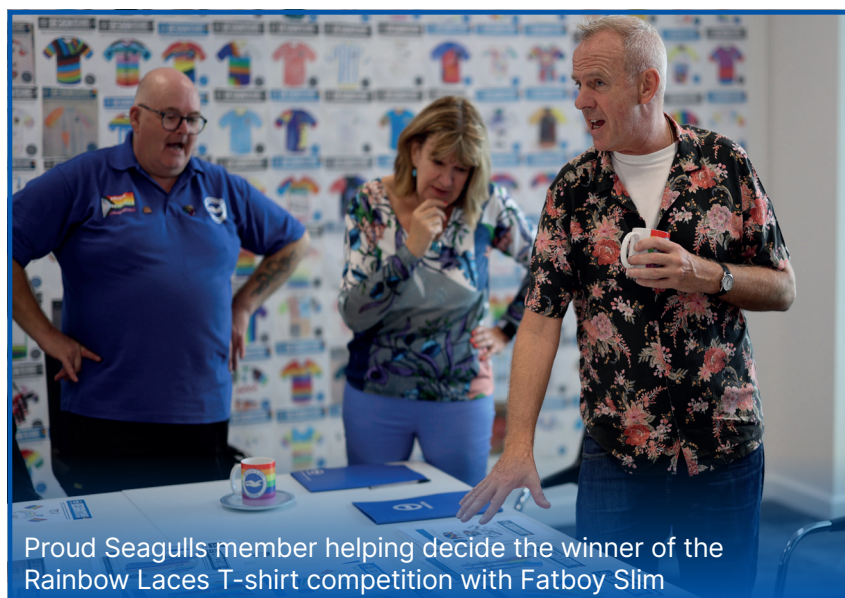
17 Official Supporters Clubs and counting including LGBTQ+, alongside specified regional clubs in the UK and abroad:

<https://www.brightonandhovealbion.com/club/fans/supporters-club/official-supporters-clubs>

Work with the Club

Opportunities full-time, part-time and on matchdays to work at the club:

<https://www.brightonandhovealbion.com/club/club/careers>



Proud Seagulls member helping decide the winner of the Rainbow Laces T-shirt competition with Fatboy Slim

Contact the FAB

For more information on FAB visit [brightonandhovealbion.com/club/fans/fan-advisory-board](https://www.brightonandhovealbion.com/club/fans/fan-advisory-board)

Contact the FAB by emailing fanadvisoryboard@brightonandhovealbion.com

Visit their website bhafe-fab.co.uk/

Follow them on X x.com/FanBoardBHAFC

Contact the club

In the first instance supporters are advised to contact the Supporter Services team.

Supporter Services can be reached via the website brightonandhovealbion.com/help

By email supporter.services@brightonandhovealbion.com

By calling [01273 668855](tel:01273668855)

Follow us on X x.com/officialbhahelp

View our Supporter Charter and Supporter Sanction Tarriff

brightonandhovealbion.com/club/club/club-charter

Text Abuse Line

This line is operated on matchday. If you experience or witness abuse please send a full description including seat locations to [07880 196442](https://www.whatsapp.com/channel/0029va833333333333333333) (Whatsapp is recommended)

Contacting the Independent Football Ombudsman (IFO)

For escalated and unresolved supporter complaints you can contact the alternative dispute resolution service provided by the IFO

By calling [0330 165 4223](tel:03301654223) By email contact@theifo.co.uk

SECTION B

BRIGHTON & HOVE ALBION FAN ENGAGEMENT SUCCESSES AND INITIATIVES

FAB Targets for 2023/24 Season

1. Establish a Disabled Supporters Association (DSA)
2. Improve the fan experience on matchdays
3. Form a women's game working group to help grow support
4. Positively participate in the club travel review
5. Find new ways to engage with fans

FAB Schedule

Meeting notes are published after each FAB on the club website.

March 2022	FAB application process
May 2022	Voting in of FAB
June 2022	1st FAB meeting – attended by Paul Barber, Jenny Gower & Sarah Gould
October 2022	2nd FAB meeting – attended by Paul Mullen, Jenny Gower & Sarah Gould
February 2023	3rd FAB meeting
April 2022	Additional FAB members recruitment
July 2023	Board meeting and annual review
October 2023	4th FAB meeting - attended by Paul Barber, Jenny Gower and Sarah Gould
February 2024	5th FAB meeting - attended by Adrian Morris, Jenny Gower and Sarah Gould
April 2024	Application process for new FAB members
April 2024	FAB Chair and Deputy Chair present at BHA board meeting
April 2024	6th FAB meeting - attended by Zoe Johnson, Jenny Gower and Sarah Gould
May 2024	Voting in of new FAB Members
June 2024	Annual Review of FAB with Chair and NBLO
August 2024	Onboarding and induction for new FAB members
August 2024	7th FAB meeting
December 2024	8th FAB meeting
March 2025	9th FAB meeting
March 2025	Application process for new FAB members
April 2025	Voting in of new FAB members

FAB Chair and club meetings:

In addition to the above commitment, a monthly FAB Chair and club meeting was scheduled from the start of 2024 and is a commitment going forward.

Other fan engagement meetings

Open fans forum with CEO	August 2023, April 2024
Women's football forum with MD	May 2024
Fan meets with Chairman and CEO	December 2023, May 2024
Disabled fans forum	August 2023
FAB travel review	October 2023
Europa League ticketing forum	August 2023
Supporters Clubs forum	October 2023
WSL Working Group	November 2023
Matchday experience	February 2024, April 2024
Equality, Diversity & Inclusion	March 2023, August 2023
Ticketing Working Group	August 2023
Catering Working Group	February 2023, September 2023
Finance briefing	April 2024
Sustainability Working Group	October 2023

FAB successes

Examples of the FAB's work since September 2022 includes:

1. Forming an independent Disabled Supporters Association (DSA)
2. Crowdfunding a giant flag for the North Stand
3. Arranging a safe standing survey for season ticket holders
4. Improving the fan journey for disabled supporters around the Amex on matchdays
5. Assisting the club in the delivery of the advanced Premier League Equality Diversity & Inclusion Standard (PLEDIS)
6. Consulting with the club and the FSA on the Europa ticketing strategy, which included collection procedures at games away from home in Europe (with an FSA rep assisting club staff at the first away game in Marseille)
7. Building close networks with the official supporters' clubs - many FAB members are now part of official groups
8. Working with the club on the matchday travel review
9. Improving fan engagement for followers of the women's team including:
 - a. introducing a dedicated BHA women's team fans forum
 - b. a first dedicated women's team open training session at the training ground
 - c. subsidised supporters travel to Arsenal away which resulted in 300+ fans attending as travelling fans
10. Hosting an independent webinar for fans to meet the FAB and discuss common issues.

Board Review

The Fan Engagement Report, board assessment and case studies are scheduled to be shared with the BHAFC Board of Directors in September 2024.





CASE STUDIES:

CASE STUDY I — THE FORMING OF A DISABLED SUPPORTERS ASSOCIATION

Context

One of the early working groups established between the FAB and the club focussed on Equality, Disability and Inclusion (EDI). One of the founder FAB members had suffered spinal injuries following a car accident and was now in a wheelchair. Niraj had recently gone through the experience of becoming a disabled fan after following the Albion for several years with his wife Julie and their family. He was acutely aware of the different way he now approached the game and how his needs had been accommodated by the club.

Many activities were undertaken by the FAB relating to EDI activities during its first year including:

- An organised tour of the Amex Stadium focussing on disabled/inclusion facilities
- The FAB were invited to attend and speak at the annual Disabled Fans Forum and listen to the issues affecting fans
- Attending the Level Playing Field webinars such as 'Getting to the Match' where difficulties attending home and away fans were discussed

This led the FAB to question why BHAFC did not have a dedicated Disabled Supporters Association (DSA) in the same way as many other clubs. The answer was that BODS (Brighton Official Disabled Supporters) had disbanded when the Amex Stadium was built and their requests for elevated seating had been satisfied. Niraj and original FAB Chair Gill felt that the time was right to see if there was an appetite to form a new DSA.

Approach

The first question to be answered was did disabled fans want a dedicated DSA? This was answered at the Disabled Fans Forum held in Dick's Bar in August 2023. Gill attended to listen to fans and get their feedback. She spoke about the FAB and its willingness to get involved in setting up a DSA if there was an appetite for one. The vast majority of the 100 fans attending the forum indicated that they would be supportive of the formation of a DSA.

The FAB was down to five members at that time whilst it waited for the onboarding of the new year's recruits, and it was difficult to get everything achieved which it wanted to do. They co-opted Bryan, who was awaiting an operation and had time to do the necessary research to help them with this project. Bryan researched the concept of DSAs using material from the Level Playing Field and reaching out to other DSAs, notably Nottingham Forest and Southampton. He produced a report for the FAB setting out potential benefits and the FAB agreed that the formation of a DSA should be one of its strategic objectives.

A meeting was then held with the club who were supportive. They wanted a DSA to be independent and fan-led which was achieved by the FAB leading the initiative.

The DSA working group of Niraj, Gill and Bryan then got to work to set up the DSA, giving regular updates to the FAB and the club.

The actions taken to set up the DSA were:

- Writing to every disabled supporter on the club database asking them to contact the Seagulls DSA if they wanted to join
- Writing articles in the programme and online to publicise the DSA
- Attending foundation events to publicise the DSA
- Recruiting Guy Butters, former player, as an ambassador for the DSA
- Setting up the DSA as an official supporters' club with BHAFC

Outcome

The Seagulls DSA was formally launched, as part of the wider Unite for Access campaign, at the Everton game on 24 February 2024. There was a supporting article in the programme setting out the DSA's aims and objectives. An interview was conducted half time with Niraj, Julie, Gill and Bryan. Liam Bird from the Level Playing Field attended Guy Butters.

The Seagulls DSA is in its early stages. It has more than 80 members and has formed a steering committee with a chair, secretary, treasurer and other committee members. It has received its first donation of £400 from another official Supporters Group (North West Sussex Seagulls) to help with set-up costs. It is looking forward to becoming a vibrant supporters group providing support to people dealing with disability who want to enjoy attending matches. Gill will remain as a member of the FAB for an additional year to provide a liaison role between the FAB and the DSA.

Key successes include the interaction between the FAB, the club, Level Playing Field and other DSAs.

"It's great to be working with Niraj and the group to set up the DSA which really will enhance the great work the club is doing in this space. We will work together to ensure the facilities at the Amex Stadium for our disabled supporters are the best they can be." Sarah Gould, Equality, Diversity, and Inclusion Manager

"I am delighted to hear that the FAB at Brighton & Hove Albion is launching its very own disabled supporters' Association (DSA), providing a voice for all disabled supporters and their personal assistants." Liam Bird, Fans Liaison Officers at Level Playing Field



Launching the Disabled Supporters Association

CASE STUDY 2 — EUROPEAN TICKETING OPERATION

Context

The club approached the FAB in August 2023 to discuss the approach for ticketing for the Europa League matches. Fans had questions relating to how both home and away ticketing would work, and the club explained certain nuances about the ticketing rules in the competition.

Approach

The club contacted the FAB to discuss these issues and invited them to submit questions on behalf of the fan base. The FAB consulted on social media and message boards and drew up a list of questions. A full list of these can be found [here](#). The FAB and club also met with representatives from the Football Supporters Association (FSA) and their members who have been involved in European games for information gathering and sharing knowledge.

Following these meetings, the Head of Ticketing wrote a ticketing plan on how ticket distribution would work. Decisions were communicated with an emphasis on the way away tickets would be distributed, as this was quite a change. The recommendation of the FSA reps and the FAB was that tickets would need to be collected in the European city by each attendee. This was to ensure the right fans entered the stadium, there was minimal chance of tickets changing hands and that the loyalty point system was respected.

A wider fans forum opened up to all the fans with Paul Barber (Deputy Chairman & CEO) and Jenny Gower (Head of Ticketing & Supporter Services) to answer a wide range of questions. A written review was made available to fans ([found here](#)).

Outcome

The ticket distribution at away games went extremely smoothly. Venues for ticket collection were always put in the most central location possible, to minimise disruption to supporters and collections were available on MD-1 and MD to allow a range of collection times.

For the first away game in Marseille a rep from the FSA joined the club for the recce and the two days of ticket distribution. The FA's Safety Advisor wrote a very positive report about BHA fan behaviour and the ticket distribution system. Fan feedback was also very positive in this area.

"BHA have created as efficient a ticketing issue system as I have seen. The behaviour of the BHA fans was exemplary, as was the organisation by the club." Quote from the FA Observer in the match report post-AEK Athens.

Following matches the FAB gathered feedback and reported the wider fan experience of travelling away in Europe to the police.



BHAFC fans at Stade Vélodrome for the Europa League tie against Marseille

FAB ASSESSMENT

BY CLIVE STEED (FAB CHAIR) AND JENNY GOWER (NBLO):

An anonymous questionnaire was circulated to all FAB members and two club staff that lead FAB liaison to assess the FAB.

Following the completion of the survey, Clive Steed (FAB Chair) and Jenny Gower (Nominated Board Level Official) met on 5 June to go through the full responses.

Response Averages (5 = very good, 4 = good, 3 = average, 2 = needs improvement, 1 = poor):

Composition of FAB 3.39

Meetings and Administration 3.28

Communication 3.4

Contribution of FAB 3.24

Fan Engagement Standard Impact 3.56

Premier League Role 3.15



Summary

Overall, it was felt the FAB is working well and on the right track. There have been successes but also some key areas for improvement. The size, skillset and diversity of FAB have been highlighted, as has the connection in to the wider fan base. There has been a feeling that FAB meetings have too much content and are required more often, and better guidance is needed on making proposals.

Strengths

Top scores in the survey, averaging 4 or more (good), came for the level of involvement of senior staff in FAB; the FAB Chair promoting equal contributions from members; the Club responding to FAB in a timely manner; and the extent the club has met its FES commitments.

There have been a number of achievements by the FAB with the best example of collaborative working the establishment of the Disabled Supporters Association and the work around the European ticketing operation.

Areas of development

Lowest scores of 2.6 or below (average/needs improvement) came for FAB members awareness of the club's processes for delivering strategic pieces work; how positive the FAB is perceived by the fan base; the effectiveness of FAB to convey views of the wider fan base; and the tools and resources provided by the PL to support the FAB.

Clive commented: 'It is always hard receiving feedback as a group of volunteers working in an area we are not expert. However, through completing the survey (one of only four PL clubs to do so) we have been able to reflect on our performance, our strengths and weaknesses and the opportunities to grow and improve as a FAB. By undertaking this process this year we hope to have a benchmark of our performance that we will continue to evaluate the FAB as the membership continues to evolve.'

Proposed Actions for Next Season

Key changes include:

1. Growing the FAB to 12 members
2. Recruiting more younger fans
3. Improving communications by FAB members to fans through social media
4. FAB members to pre-meet an hour before the club's FAB meetings for preparation
5. Greater responsibility for FAB members to 'own' working groups and action points
6. Increase visibility to the fan base with more webinars, improved visibility on matchdays and club events
7. A continuation of the newly created FAB Chair and club monthly meeting to move agenda items along, and reduce length of the three main meetings
8. Improve onboarding for new FAB members, including awareness of BHA board structure, background of FAB members and their fan group affiliations, and how to structure proposals
9. Rewriting the terms of reference to recognise the change of FAB structure and the way that FAB operates with the club
10. Investigate an intern to support the FAB in the day-to-day operations

APPENDIX

2023/24 — BHAFC FAN ENGAGEMENT ACTIVITIES

Club updates via podcast including updates from Paul Barber (Deputy Chairman & CEO) & Zoe Johnson (MD Women's & Girls)

<https://www.brightonandhovealbion.com/my-albion-tv/my-albion-audio>

Thursday 6 July 2023 – Seagulls over Burwash Zoe Johnson Managing Director of Women's & Girls Football attends meeting.

<http://seagullsoverburwash.co.uk/about/>

Tuesday 11 July 2023 – Seagulls over London AGM with Dale Stephens (BHAFC)

<http://www.seagullsoverlondon.com/meetings>

Saturday 22 July 2023 - Fan Meet Up with Tony Bloom (Chairman), Paul Barber (Deputy Chairman & CEO), Ray Bloom (Director) in Philadelphia

<https://www.youtube.com/watch?v=GbmueKuKbrQ>

Monday 24 July 2023 – Junior Fan Meet Up with Roberto De Zerbi (Manager) in Philadelphia

<https://www.youtube.com/watch?v=p5YvYKjrGgc>

Friday 28 July 2023 (monthly thereafter) Albion Memories – Dementia Group Meet Monthly
Attended by Club Staff and Legends

<https://bhafcfoundation.org.uk/albion-memories-launches-for-fans-with-dementia/>

<https://bhafcfoundation.org.uk/albion-memories/>

Wednesday 2 August 2023 - FAB ticketing working group meeting on Europa League with Jenny Gower (Head of Ticketing & Supporter Services) & Sarah Gould (EDI Manager)

<https://bhafe-fab.co.uk/europa-league-ticketing-meeting/>

Wednesday 2 August 2023 - FSA & BHA meeting on Europa League with Jenny Gower (Head of Ticketing & Supporter Services) and Sarah Gould (EDI Manager)

<https://thefsa.org.uk/news/save-the-date-european-fans-congress-to-be-hosted-by-fsa/>

Monday 7 August 2023 - Europa League Fans Forum with Paul Barber (Deputy Chairman & CEO) and Jenny Gower (Head of Ticketing & Supporter Services)

<https://www.brightonandhovealbion.com/news/3615126/sign-up-for-our-online-uefa-europa-league-fans-forum>

<https://www.northstandchat.com/threads/europa-league-fans-forum-transcription.402714/>

<https://bhasc.com/wp/events/albion-in-europe-fans-forum-online/>

Thursday 10 August 2023 - Main club fans forum with 400 supporters and Paul Barber (Deputy Chairman & CEO) and Roberto De Zerbi (First Team Manager)

<https://www.bbc.co.uk/sport/articles/cm5j0py451yo>

<https://www.brightonandhovealbion.com/news/3612792/book-your-seat-for-augusts-fans-forum/>

Friday 11 August 2023 – Club Launch of FEP

<https://www.brightonandhovealbion.com/news/3627084/fan-engagement-plan-launched/>

Sunday 13 August 2023 – Tony Bloom programme notes with club update

<https://www.brightonandhovealbion.com/news/3632020/read-tony-blooms-luton-town-programme-notes>

Tuesday 15 August 2023 – Disability fans forum with Millie Crowhurst (Supporter Services Manager) and Katie Haines (DLO)

<https://www.brightonandhovealbion.com/news/3648761/main-points-from-disabled-fans-forum>

Friday 25 August 2023 – EDI Meeting with FAB and Sarah Gould (EDI Manager)

<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Wednesday 6 September 2023 – Brighton & Hove Supporters Club meeting with fans and Paul Camillin (Head of Media)

<https://twitter.com/BHASC1/status/1699314169042919886>

Tuesday 12 September 2023 – Tony Bloom (Chairman) updates

<https://www.bbc.co.uk/programmes/p0gbkgr2>

Wednesday 20 September 2023 – FAB meeting with Russ Wood (Head of Commercial and Doris Kyprian (General Manager Sodexo) on catering at BHAFC

<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Tuesday 10 October 2023 – BHAFC & All Official Supporters Clubs meeting with Joel Newman (Supporter Services Executive)

Monday 16th October 2023 – Seagulls over London with Zoe Johnson (Managing Director of Women's & Girls Football) and Joel Newman (Supporter Services Executive)

<http://www.seagullsoverlondon.com/meetings>

Thursday 20 October 2023 – Travel review meeting with FAB, Lee Cooper (Finance Director), Paul Mullen (COO) and Jenny Gower (Head of Ticketing & Supporter Services)

<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Tuesday 24 October 2023 – FAB Meeting with Paul Barber (Deputy Chairman & CEO), Sarah Gould (EDI Manager) and Jenny Gower (Head of Ticketing & Supporter Services)

<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Wednesday 25 October 2023 – FAB sustainability meeting with Tom Harris (Sustainability Manager), Sarah Gould (EDI Manager) and Jenny Gower (Head of Ticketing & Supporter Services)

<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Monday 31 October 2023 – Albion update with Paul Barber (Deputy Chairman and CEO) on proposed new fanzone

<https://www.bbc.co.uk/programmes/p0gksdvk>

Tuesday 14 November 2023 – WSL Working Group with FAB and Zoe Johnson (MD Women's & Girls), Jonathan Woodhouse (Operations Manager), Sarah Gould (EDI Manager), Jenny Gower (Head of Ticketing & Supporter Services)

<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Wednesday 22 November 2023 – Brighton & Hove Supporters Club meeting Inigo Calderon (Youth Team Coach) and Paul Camillin (Head of Media)

<https://bhasc.com/wp/events/calde-night/> <https://twitter.com/BHASC1/status/172744510353314558>

Sunday 3 December 2023 – Watch Party Chelsea v Brighton & Hove Albion – Launch of new Sodexo Tap Bar in West Lower with fans trial

<https://uk.sodexo.com/home/media/news-room/newsList-area/uk-press-releases/frictionless-store-brighton.html>

Monday 5 December 2023 – Update from Paul Barber (Deputy Chairman & CEO)

<https://www.bbc.co.uk/sounds/play/p0gsvc1q>

Sunday 17 December 2023 – Fans meet-up with Tony Bloom (chairman), Paul Barber (Deputy Chairman & CEO) and Ray Bloom (Director) pre Arsenal in pub

<https://twitter.com/OfficialBHAFc/status/1736707815027212692>

Friday 2 February 2024 – FAB meeting on fanzone with Russ Wood (Head of Commercial) and Doris Kyprian (General Manager Sodexo)

<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Monday 5 February 2024 – FAB meeting with Sarah Gould (EDI Manager) and Jenny Gower (Head of Ticketing & Supporter Services)

<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Friday 16 February 2024 – Open training for fans at the Amex with Q&A with Paul Barber (Deputy Chairman & CEO) and Adam Lallana

<https://www.brightonandhovealbion.com/news/3870656/details-for-next-months-open-training-event>

<https://www.brightonandhovealbion.com/news/3896543/your-guide-to-open-training>

<https://x.com/OfficialBHAFc/status/1758524530719355072?lang=en>

Monday 11th March 2024 – Seagulls Over London meeting with Adrian Morris (BHA Head of Safety & Security) and PC Darren Balkham (online)

<http://www.seagullsoverlondon.com/meetings>

Monday 18 March 2024 – FAB fans webinar

<https://bhafc-fab.co.uk/notes-from-the-first-albion-fab-webinar/>

Friday 22 March 2024 – FAB applications opened to fans
<https://www.brightonandhovealbion.com/news/3933671>

Tuesday 2 April 2024 – FAB briefing on accounts with Paul Barber (Deputy Chairman & CEO) and Lee Cooper (FD)
<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Thursday 4 April 2024 – North West Sussex Seagulls fans meet Paul Barber (Deputy Chairman & CEO)
<https://northwestsussexseagulls.co.uk/supporters-club-event-q-and-a-with-paul-barber/>
<https://www.brightonandhovealbion.com/news/3954615/paul-barber-meets-north-west-sussex-seagulls-members/>

Thursday 11 April 2024 – FAB meeting on Fanzone with Russ Wood (Head of Commercial) and Doris Kyprian (General Manager Sodexo)
<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Friday 12 April 2024 – First women's team open training at the American Express Elite Football Performance Centre, with player meet and greet
<https://www.brightonandhovealbion.com/news/3943131/join-us-for-womens-open-training>
<https://x.com/BHAFCWomen/status/1778861140732182578>

Tuesday 16 April 2024 – FAB presentation at BHAFC board meeting
<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Thursday 18 April 2024 – FAB meeting with Zoe Johnson (MD Women's & Girls Football), Jenny Gower (Head of Ticketing & Supporter Services) and Sarah Gould (EDI Manager)
<https://www.brightonandhovealbion.com/club/fans/fan-advisory-board/agenda-minutes>

Tuesday 30 April 2024 – Open Fans Forum with 400 supporters, Paul Barber (Deputy Chairman & CEO), Roberto de Zerbi (Head Coach)
<https://www.brightonandhovealbion.com/news/3990564/watch-tonights-fans-forum>

Wednesday 8 May 2024 – FAB voting open to fans
<https://www.brightonandhovealbion.com/news/3991767>

Sunday 11 May 2024 – Fan meet-up with Tony Bloom (chairman) and Paul Barber (Deputy Chairman & CEO) pre-Newcastle United away
<https://www.brightonandhovealbion.com/news/3989115/sign-up-for-the-pre-match-fans-event-in-newcastle>
<https://twitter.com/OfficialBHAFC/status/1789743849557926266>

Wednesday 14 May 2024 – First women's team fans forum with Zoe Johnson (Managing Director - Women's & Girls) and Mikey Harris (Interim First Team Coach)
<https://twitter.com/BHAFCWomen/status/1790400366829281727>
<https://twitter.com/BHAFCWomen/status/1790400366829281727>

Monday 20th May 2024 – Seagulls over London meeting with Paul Barber (Deputy Chairman & CEO)

<http://www.seagullsoverlondon.com/meetings>

Monday 20 May 2024 – Review of fan questions from matchday surveys and changes made by BHAFC as a result

<https://www.brightonandhovealbion.com/news/4024399/you-askedwe-did>

Tuesday 21 May 2024 – Club update by Paul Barber (Deputy Chairman & CEO)

<https://www.bbc.co.uk/sounds/play/p0hv8kyt>

Thursday 23 May 2024 – Brighton & Hove Supporters Club meeting with Paul Mullen (COO)

<https://twitter.com/BHASC1/status/179182702240823353>

Monday 10 June 2024 – Seagulls over Burwash with Paul Barber (Deputy Chairman & CEO)

<http://seagullsoverburwash.co.uk/news/seagulls-over-burwash-article-june-2024/>



Tony Bloom and Paul Barber in attendance at a fan meet-up before a game against Newcastle