

FAN ADVISORY BOARD AGENDA & MINUTES

Wednesday 22nd February 2023

Attendees

Allison Brett – FAB Member
Clive Steed – FAB Member
Gill Martin – FAB Member
Nigel Summers – FAB Member
Niraj Haria – FAB Member

Adrian Morris – BHAFC
Jenny Gower – BHAFC
Sarah Gould - BHAFC

Location: The Amex stadium

Introductions

Adrian Morris, Head of Safety and Security introduced himself and gave an overview of the wide array of responsibilities he covers for the Club. AM is responsible for Health & Safety for everyone on site at both Lancing and The Amex. His team includes six direct reports (Safety, Security, Stewards etc) and includes around 400 club stewards, assisted by 200 agency on match days. He is also responsible for bans and ejections on match days, security and transport to and from The Amex.

The goal is to clear car parks and train/bus queues in around an hour from final whistle. A great target which is often achieved unless there are factors outside the Club's control (train strikes). The club do have control over the traffic lights on Village Way so they can affect traffic flow, but not the ones on the Lewes Road after the exit from Car Park B (The Bridge). If the trains are not frequent enough to clear queues, and the park and ride is clearing, the club can switch buses from Park & Ride to service 25 to get people in to Brighton. Adrian kindly agreed to deal with FAB queries on Safety issues via a zoom call if the FAB found they were receiving fan queries on this area.

Travel Scheme / Subsidy

The scheme has been running for 12 years now and the Club have decided to undertake a full review; this is in light of increasing costs but also to ensure that the scheme is still fit for purpose and offering value for money. The goal is to find the best solutions for fans that are sustainable in terms of cost. The process will start with a fan survey, with reviews and consultation with relevant parties including 3rd party suppliers over the next year or so. The outcome of the review will take place for the 24/25 season at the earliest. Interestingly the original levy on season tickets for travel has never been increased.

ACTION: BHAFC to enable FAB to have input into the survey prior to distribution to the fanbase. The FAB noted following the meeting that the Travel Review has been positioned by the Club as an

initiative in conjunction with the FAB. We were surprised by this but, in the spirit of co-operation, would therefore like to be significantly involved in its design, review and recommendations.

Election of new FAB Members

There are now only 5 members of the FAB. We have always been aware that we are under-representing various aspects of the fan base i.e. younger fans, North Stand, WSL etc. We have drafted a person specification for review by the Club which sets out the basic requirements for the FAB role and aims to give applicants an understanding of what is expected (including the time commitment). We will also give prospective candidates the opportunity to meet the current FAB e.g. Zoom meeting, museum meet up, telecon etc.

The FAB asked if there was a possibility of resourcing the work of the group with the addition of a university student on an intern programme. The Club agreed to look into this possibly contacting UCB Wembley.

Action: BHAFC / FAB

A process for application and selection needs to be drafted and discussed at a separate meeting – to be progressed as soon as possible following season ticket renewal season.

The current members of the FAB are keen to expand the membership of the FAB with greater numbers and diversity to support more incentives and share the workload. The club agreed that they would support this with an increase of a further five members.

ACTION: BHAFC / FAB

Sanctions, Banning and Appeals Process

The amended process was shared premeeting for review and comments were provided by the FAB. Jenny advised that use of the process is unfortunately increasing and diverts an inordinate amount of club resources.

Adrian advised that the use of body worn cameras at the club has proved beneficial and cost effective.

FAB Annual Review for Board Meeting

Jenny to advise expectations of the FAB for the meeting after discussing with Paul Barber and possible extension to more members.

ACTION: BHAFC

Fan Engagement Standard

The FAB gave feedback on the Standard, however it is now on hold pending issue of the White Paper (23.02.23). Gill raised the level of engagement of the FAB with the Club, so far it has been largely operational matters that have been discussed. Jenny advised FAB to generate a list of further areas where the FAB can add value at a more strategic level, to discuss next time.

ACTION: FAB

Lisbon University Initiative

The Football Business Academy have three main recommendations;

1. Rotating Membership of FAB, as opposed to whole board on 2-year fixed term
2. Appointment of University Interns
3. Possibility of holding a FAB Fans Forum

These to be presented to JG and SG in Lisbon next week and subsequently to be shared with FAB.

ACTION: BHAFC

Safe Standing Survey

Results are in but await review by the Board.

ACTION: BHAFC to share with FAB.

Fan Post Match Surveys

The FAB asked for access to data from the post-match surveys.

ACTION: BHAFC to investigate what is available.

Signage and Way Finding

The first meeting has been arranged for March 23.

ACTION: BHAFC

Website Update

The website has been updated with minutes. It is very functional and not fulfilling our original request. To supply information for review within the Club again.

ACTION: FAB

Women's Game / Crawley

Various questions have been raised via email. The FAB need a contact at the club to raise these with.

ACTION: BHAFC

Supporting Disabled Fans

Adrian agreed to look at the possibility of different coloured tabards for stewards with extra relevant training e.g. to support wheelchair users.

ACTION: BHAFC

Ticketing

Nigel wrote a summary of the day; can this be added to the website.

ACTION: BHAFC