

FAN ADVISORY BOARD MEETING

AUGUST 2023

Attendees

Niraj Haria – FAB Member

Gill Martin – FAB Member (Secretary / Prepared Minutes)

Bryan Martin – Volunteer

Sarah Gould – BHAFC

Jenny Gower - BHAFC

Millie Crowhurst – BHAFC

Katie Haines - BHAFC

Location: Teams Call

The meeting started at 2pm. Bryan explained that he and Niraj had prepared a paper for the club detailing the work undertaken to date and next steps in setting up a DSA. The Fan Advisory Board (FAB) had decided that they would like to establish a DSA and had asked Niraj and Bryan to investigate how this could work. Niraj and Bryan met with Southampton DSA, Nottingham Forest DSA and Level Playing Field in order to carry out the necessary research. This meeting with the club was the next step in setting up a DSA for BHAFC.

The following items were discussed:

1. This set up phase is designed to last one year and will involve contacting potential members, establishing a website, setting up a membership system and forming a steering committee.
2. Niraj asked about GDPR issues with handling personal data but was reassured by the club that advice could be sought from General Counsel at BHAFC.
3. Bryan wanted to ensure that both disabled fans and carers were included in the club formation, Millie explained that the Personal Assistant (PA) ticket is under the Disabled Supporter's name in their system. The underlying contact name could be either person. She was confident that an email would get to the correct target group.
4. Although there were potentially around 1,500 people registered with some form of disability on the system, Millie felt that the best approach would be to contact the 100 people who responded to the recent invitation to the Disabled

Fans Forum. Katie confirmed that she had that information available. **Action: Niraj and Bryan to draft email to that group.**

5. There was a discussion around the disbandment of the previous DSA. Sarah explained that "BODS" had formed to ensure that the Amex Stadium had good access and facilities. Once the stadium opened with facilities such as elevated seating and a changing places facility, the group disbanded as its objective had been met. She suggested contacting someone at BODS who might be interested in working with the FAB to set up a DSA. **Action: Sarah will contact Tina from BODS and put her in contact with Niraj and Bryan.**
6. Bryan explained that other DSAs warned about the complexity of paperwork being an inhibitor to establishing a DSA.
 - a. **Action: Jenny/Sarah to find information at BHAFC and send links to Niraj and Bryan**
 - b. **Action: Niraj and Bryan to investigate templates available online with FSA and Level Playing Field.**
7. Niraj and Bryan explained that they would like to use a member's portal to collect information following the email sent to fans. They had been in discussion with Mike Wilson from NWSS and the likely cost of a suitable system is in the range of £75 per year. Jenny asked if there would be a membership fee charged. The recommendation from other DSAs is not to charge a fee but to fundraise in other ways. Sarah described some of the fundraising achieved at Birmingham Football Club. **Action: Sarah to contact Watford and Birmingham clubs for DSA contacts.**
8. The club offered the use of the museum space as a "drop in" facility on match days for fans interested in the DSA.
9. There was a discussion around website domain names. The club confirmed that the DSA would be independent and could use any available names. Millie suggested that some supporters' clubs used a Facebook page which might be easier to manage. The club suggested that Niraj and Bryan look at the links for the official supporters' clubs and make a decision on whether a website is required at this stage.
10. Jenny asked about the steering committee and how instrumental that will be to the success of the DSA. Bryan confirmed that it would require a Chair, Secretary, Treasurer and Social Media lead. Jenny advised the use of deputies and reserves on the Steering Committee. A range of skills were necessary. **Action: Bryan and Niraj to consider how to successfully establish steering group.**
11. The Club were asked if they could help to publicise the DSA. It was suggested that the Level Playing Field Week of Action would be a good time to publicise the work. The Nottingham Forest game on 9th March would be targeted. Sarah explained that the club would support the DSA if they produced programme

content or wanted something displayed on the big screens or on the LED links around the stadium.

- 12.** Next steps were discussed. **Action: Niraj and Bryan to produce an Action Plan including any budget required.**

The meeting finished at 3pm. Gill agreed to provide the minutes and action points to everyone attending.