



## FAN ADVISORY BOARD

9 August 2023 6.30-8.30pm

### Meeting Summary

#### Attendees

**Fan Advisory Board:** Adam Hobbs (co-Chair from BIAS); Sharon Wright (deputy co-Chair from Bees United); Angelo Basu (BIAS); Taylor Dawson (BIAS); Ronald Mansveld (BIAS); Don Tanswell (Bees United); Chris Tate (Bees United)

**Brentford Football Club:** Jon Varney (Chief Executive), Natalie Craig (Head of Safeguarding); Dave Gregg (Head of Operations & Facilities); Greig Mailer (Corporate Affairs Director); Sally Stephens (Fan & Community Relations Director); Joanne Surgeoner (Fan Engagement Manager)

#### Control Room and Crisis Room visit

Prior to the start of the FAB meeting, members of the FAB visited the Matchday Control Room and Crisis Room. Head of Operations & Facilities, Dave Gregg, provided an overview of how the emergency services and club staff work together on matchdays, demonstrated the quality and volume of CCTV cameras available to support safety operations, and shared details on the different types of stewards operating on matchdays and their roles.

#### Minutes and actions from the last meeting

The group approved the minutes from the last FAB meeting held on 19 April 2023 and reviewed progress on each of the actions.

A written review of the progress on each of the key working groups and on the club's social causes work was provided ahead of the meeting.

#### Safeguarding

The club's Head of Safeguarding, Natalie Craig provided an overview of her role and the safeguarding team that work across the club and Trust, including the Academy. Natalie explained the utmost importance of meeting all the safeguarding guidelines set by the Premier League. The club is audited each season by Barnardo's on how we are delivering on these standards. The club is investing significant time to training all club and matchday staff to ensure that everyone sees safeguarding a primary responsibility.

The group discussed some areas currently under review by the Premier League, including the impact of noise on under 2s at football stadia and what age fans can attend games without an adult.

The club confirmed that it has introduced a new safeguarding rule this season to prevent under 18s from travelling without an adult on the club's away coaches.



## **Key policies/documents**

The group discussed feedback comments on some key documents to be published this month, including the Fan Engagement Plan, Supporter Charter and Acceptable Behaviour Policy.

Final comments on the Fan Engagement Plan and Supporter Charter will be provided by the FAB over the next week and a further meeting convened to discuss and agree final review points on the Acceptable Behaviour Policy.

## **2023/24 season priorities**

Jon Varney provided an overview of the club's two-year strategic plan. The key focus on fan engagement, people and financial sustainability remain fundamental, with additional focus on future growth and the wider impact of the club within the football industry.

With new financial rules in place, the impact of partnerships revenue will continue to be a critical element of the off-field contribution to the club's overall success.

The success of the US Summer Series was discussed. Thomas Frank and the coaching staff were happy with the quality of the facilities and the 'performance first' focus and the opportunity to continue to build our international fanbase was very beneficial.

The impact of the loss of London Irish was also discussed. The club confirmed that it is not looking for a replacement team to operate on a similar basis, but it will be seeking other stadium opportunities where possible.

## **Matchday operations**

Dave Gregg confirmed that all the relevant licences and safety certificate are in place for the upcoming season. He also reported back on five additional defibrillators that will be installed at the stadium, including two that will be available externally to support the local community as well as on matchdays.

The group discussed the importance of the new 'every seat counts' policy being clearly communicated to fans to ensure that they don't receive a yellow card if they are unable to use their season ticket for the Spurs game. The club are providing regular communication about this and both BIAS and Bees United agreed to support this.

The new sustainable option for season ticket packs (with full welcome packs still provided for younger fans) was discussed and it was agreed that this decision was received positively by the vast majority of supporters.