



Fan Advisory Board (FAB)

Thursday 11 June 6.30-8pm

Meeting summary

Attendees:

FAB Members: Lorraine Allison (LA), Angelo Basu (AB), Ben Bland (BB), Kate Graham (KG), Stuart Hatcher (SH), Don Tanswell (DT), Matthew White (MW), Allyson Woyak (AW), Sharon Wright (SWr)

Brentford FC: Hannah Brown (HB), Hayley Carson (HC), Alexandra Dallas (AD), Fran Jones (FJ), David Joyes (DJ), Sally Stephens (SS), Joanne Surgeoner (JS), Billy Taylor (BT), Steve Watts (SW)

Agenda

1. Season review
2. Looking ahead
3. Premier League Matchday Fan Engagement and Experience Survey
4. Premier League Fan Engagement Standard
 - Progress against the 2025/26 Fan Engagement Plan
 - Fan Advisory Board Assessment
5. AOB
 - European planning working group
 - Pre-season friendlies
 - Bag search policy

1. Season review

On-field

The club shared highlights of a strong season, including matching the club's highest-ever Premier League finish. AD praised progress in the women's programme under Carly Williams and reaffirmed commitment to developing the women's and girls' pathway. The Academy achieving category one status was also celebrated, alongside the appointment of David Rainford as academy director to support continued growth.

Off-field

AD emphasised strong off-field progress, including the successful completion of the second tranche of investment, digital ticketing rollout, first place in the Premier League Fan Engagement and Experience survey, the implementation of stadium WiFi, and the opening of the new Hive store alongside the appointment of a retail director.

AD noted successful engagement initiatives including the Red & White Centenary event as part of the celebrations to mark 100 years of wearing our red and white stripes, the first ever Junior Fans Forum, several successful international events such as Premier League Mornings Live as well as other club events, and the signing of a record front of shirt partnership with Indeed. SW confirmed preparations for the upcoming kit launches, with releases scheduled across the summer period.



Financial update

DJ reported strong interim financial results and outlined incoming Premier League financial regulations, shifting from Profit and Sustainability Rules (PSR) to a squad cost ratio model that introduces in-season monitoring and potential sanctions rather than retrospectively.

2. Looking ahead

HB outlined continued investment in the women's and girls' programme, including the focus on the first team and the opening of a new academy to build the youth talent pathway, together with increased investment in a new home for the first team at Uxbridge FC.

3. Premier League Matchday Fan Engagement and Experience Survey

The club achieved first place in the Premier League Matchday Fan Engagement and Experience Survey, and SS thanked the fan groups for their time and contribution to help the club continue to enhance our supporters' matchday experience.

SS noted that while the club remains well above the Premier League average, some scores saw a slight decline compared to the previous year. She highlighted a number of areas where the club would like to continue to improve.

4. Premier League Fan Engagement Standard

The club confirmed it is tracking well against the priorities outlined in our 2025/26 fan engagement plan, with a small number of actions still to be delivered ahead of the new season.

5. AOB

European planning fan working group

The FAB requested a European planning fan working group to be established. The club agreed to look at the scope for such a group and appropriate timing to be agreed.

Pre-season friendlies

The club confirmed two pre-season fixtures against Eintracht Frankfurt at home and Stade Rennais away. A Category C ticketing proposal for the away fixture was approved.

Bag search policy

SS highlighted the recent increase in the UK National Threat Level to "Severe", alongside the upcoming introduction of Martyn's Law, which will require venues to demonstrate robust counter-terrorism measures. As part of this, the club proposed establishing a consultation group to review the current bag policy. It was noted that the club's existing permitted bag sizes exceed those at most other stadiums, and the review forms part of our wider commitment to ensuring the stadium remains as safe as possible for all supporters.