

**FAB Meeting Minutes****7pm-9pm, Monday 10th August 2026****Attendees:** Andy Woolley, Richard Moore, Ed Willis, Ed Bates, Steve Cruickshank, Matt Elson, Matt Lobb, Ben Boocock, Mitch Holmes, Luke Taylor.**Apologies:** None Recorded

Item	Lead	Timing
1 Welcome & Apologies • AW welcomed FAB members to the meeting. • No Apologies	Chair or Vice Chair	1900
2 26/27 FAB Formation • Fan Liaison & Community Trust Engagement Lead being defined jointly by SC and ML • Inclusion & Accessibility Lead being defined jointly by BB and ML • Group agreed to leverage the wider FAB team's skills to share workload as these roles are formalised.	Chair or Vice Chair	1910
3 Actions Outstanding From Previous Meeting • FAB members to continue developing proposals for supporter visibility materials, including posters, programme content and member profiles. • EB and MH to review the potential to produce a QR code for fan feedback	Secretary	1920
4 Chair & Vice Chair Update • Strategic priorities covered • EFL FAB Network in relation to RL128 covered and the need of the club to liaise with FAB in much greater depth moving forwards	Chair or Vice Chair	1930
5 Secretary Update • RM has picked up the ongoing reviews of the governance process	Secretary	1940
6 Communications & Digital Update • EB shared progress on website profile descriptions and proposed professional photos of members at recognisable ground locations (e.g. halfway line, goal areas) to give fans visual cues on where reps stand.	Comms & Digital Lead	1950



- EB & MH are progressing a QR code-linked feedback form (Microsoft Forms) with dropdown menus for common issues (toilets, queues, ticketing);.
- FAB agreed to centralise fan feedback into a shared Google Sheets register, SC monitoring social media, Richard monitoring email, logging issues/updates/responses to avoid duplication.
- Urgent feedback to be escalated immediately via WhatsApp; RM to keep responding to straightforward emails and forward complex queries to the group.

7 Fan Liaison & Community Trust Update

- SC and ML are defining the scope of the Fan Liaison & Community Trust Engagement Lead role – fan feedback coordination, matchday engagement/visibility, community activities.
- SC has introduced himself to Katie at the Community Trust; opportunities identified for physical activities/events at the Trust building.

Fan Liaison & Community Trust Lead

2000

8 Inclusion & Accessibility Update

- BB and ML are shaping the Inclusion & Accessibility Lead role; currently loosely defined pending more clarity on the disabled supporters group and club engagement.
- Plan to contact Keith Legrice (disabled supporters association) and liaise with the club's incoming safeguarding & EDI lead once appointed.
- Role to cover monitoring club inclusion/accessibility initiatives, raising fan issues, and coordinating with Community Trust projects; expected to evolve as more information emerges.
- Current phase is primarily research and relationship-building.

Inclusion & Accessibility Lead

2010

9 Supporters' Groups Update

- LT covered the excellent work of the Brewers Union as an independent partner to the club.
- Provision of match day flags, drum and new events pre match all set up by the group

Supporters' Groups Lead

2020

10 Priority Discussion Item(s)

- AW reported the club submitted its 2026/27 fan engagement plan, better consultation was needed from the club with this.

Chair or Vice Chair

2030



- New IFR licensing requirements mandate clubs to evidence effective fan engagement and undergo regular monitoring.
- AW will benchmark the club's plan against IFR guidance and other clubs' submissions (potentially using AI tools) and share findings with the FAB.

11 Any Other Business

- No additional items beyond those covered above were recorded in the notes available for these minutes.

Chair or Vice
Chair

2050

12 Next Steps & Actions

- All FAB Members – continue developing supporter visibility materials (posters, programme content, member profiles).
- EB& MH to update on progress the QR code fan feedback form;
- SC ML - agree scope/process for the Fan Liaison & Community Trust Engagement Lead role.
- ML & BB – agree ownership/responsibilities for the Inclusion & Accessibility Lead role.
- AW – review IFR documentation & club fan engagement plan; benchmark and share findings.
- All FAB Members – collate fan feedback into the central spreadsheet; escalate urgent items via WhatsApp.
- Secretary – circulate the meeting link and agenda for 7th September in advance.

Secretary

2055

13 Date of Next Meeting & Close

- Next FAB meeting: Monday 7th September 2026, online.
- Informal join from 7:00pm; agenda starts 7:15pm – timing accommodates members' training commitments.
- Meeting link and agenda to be circulated in advance.

Secretary

2100

Meeting Closed at 21.20