

TO DARE IS TO DO



Tottenham Hotspur Fan Advisory Board Meeting Minutes

Date: Tuesday 12th December, 2023

Time: 18:00 – 20:00

Venue: Lilywhite House

Attendees

Supporter Representatives

Chuck Hoffman (CH) - Virtual	International Official Supporters' Clubs
Chris Paouros (CP)	Proud Lilywhites and Co-Chair
Dee Bright (DB)	SpursAbility
Hemali Patel (HP)	One Hotspur Members
Paul Pavlou (PP)	Domestic Official Supporters' Clubs
Rachel Martin (RM)	Tottenham Hotspur Supporters' Trust (THST)
Sachin Patel (SP)	Spurs REACH
Sian Wallis (SW)	Season Ticket Holders of the Women's team
Steve Cavalier (SC)	Tottenham Hotspur Supporters' Trust (THST)

Club Representatives

Donna Maria-Cullen (DMC)	Executive Director and Co-Chair
Tony Stevens (TS)	Head of Public Relations
Luke Clarke (LC) - Virtual	Associate Legal Counsel

Apologies

Jonny Tindal (JT)	Season Ticket Holders of the Men's team
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1. Chair

The meeting was jointly chaired by Co-Chairs DMC and CP.

2. Quorum

Quorum was present.

3. Declaration of interests

No FAB member declared any personal interests where a conflict could arise.

4. Minutes of previous meeting

The minutes of the previous meeting were unanimously approved as distributed.

5. Written updates

a. Bill Nicholson Gates

RM raised the importance of a statue being included in the plans. DMC explained that the gates would be initially installed without a statue while in a temporary location, as the redevelopment of the wider local area continues, and there will be a mural created alongside them at the north of the stadium (nearby the Ticket Office) for photo opportunities. It is proposed that a statue will be introduced when the gates have a permanent location, if the preference is for them to be non-functioning gates.

PP asked when the temporary gates will be installed. DMC confirmed installation is still being planned.

b. Museum

SC expressed a desire for a physical museum that would attract an increased number of visitors to the Club.

DMC explained that the Club has a significant amount of memorabilia within its archives and it would not be possible to do it justice within a single location. A series of rotating exhibitions, potentially based around specific decades, was therefore proposed.

FAB agreed that a rolling display was understandable provided it has a fixed location and some permanent features.

c. Sky Bridge

PP asked why there has not been any developments since the stadium opened.

DMC explained that it would need to be linked to a commercial partnership – conversations around which are becoming more active due to the wide range of major events coming to the stadium – however, the Sky Bridge is not currently a priority.

d. Hall of Fame

PP asked whether there was any intention to bring back the Hall of Fame, especially in relation to the success of the Legacy number initiative. He noted that the Hall of Fame is not just about the events, it is also about recognising ex players of yesteryear.

DMC explained that much focus had been given to the delivery of the stadium and now these initiatives could be considered again. The Club was open to resuming the Hall of Fame but said that the format of formal dinners needed to be reconsidered. FAB agreed that any events would need to be more inclusive.

SW enquired about Legacy numbers for the Women's team – DMC assured the FAB this

had not been overlooked and it is simply a case of finding the right point in the team's history to do this.

PP asked that the Club look into reviving the Legends team and DMC confirmed there is a potential for a charity Legends match at the stadium in 2024.

Action—Club to internally discuss format of the Hall of Fame and garner input from the FAB

e. *Hotel*

DMC updated that a resolution to grant planning permission, subject to S.106 and referral to the Mayor of London, was passed by Haringey Council for the development of a new hotel at the south of the Tottenham Hotspur Stadium campus. It was explained that a wider masterplan for the area to deliver more homes, jobs and leisure activities was critical to the delivery of the hotel.

f. *Recruitment*

THFC confirmed Jake Heath will become the Club's new Head of Supporter Engagement on February 12th following the recent departure of Levi Harris.

CP enquired into the new lines of reporting – the role will now report into TS. DMC explained that this is due to the strong collaboration between departments around supporter comms and stressed that this position would continue to have direct access to the Board.

Action – THFC to provide an organogram to outline roles and responsibilities.

g. *Working Groups*

FAB working groups will be established on a project-by-project basis. For clarity, no working groups will be created to focus on areas already designated as within the remit of an individual fan group's memorandum of understanding.

h. *FAB member communications to constituents*

It was agreed that reports would be published alongside the FAB Meeting Minutes.

i. *Academy matches on SPURSPLAY*

During the FAB induction with Club staff, a request was made by HP to allow One Hotspur Members free access to view Academy matches without a SPURSPLAY subscription. The ability to provide that access is not currently available and won't be possible this season. The Club will review whether this can happen for future seasons as the matches form part of the product offering for which One Hotspur Members already receive a discount.

j. *F1 DRIVE – London*

Soft testing is taking place during December and early January and will inform opening dates.

6. Discussion points

a. Broadcasting/Kick-Off Times

FAB raised concerns over the disruption caused to fans by both men's and women's fixtures being rescheduled to late evening kick-offs for live television broadcast purposes – often at too short notice for fans to plan travel, or indeed to get home after later match finishes - and the increasing number of matches being broadcast.

The FAB agreed that lobbying about timings and schedules for broadcast by individual fan organisations via the FSA to the Premier League and to Broadcasters should be something to focus on and also discussed that disabled fans are further marginalized by evening, weeknight kicks offs as travel is much more challenging.

The Burnley FA Cup third round fixture was highlighted as an example, with families now being prevented from attending due to the 8pm Friday night kick-off time despite the competitive pricing set by the Club. DB highlighted the impact late kick-off times have on wheelchair users in particular.

Although it was acknowledged this is a matter over which the Club has no control, apart from the ability to request a change once a year, the FAB asked for the Club's view and for support in a representation to be made to broadcasters. DMC underlined that broadcasters have a strong interest in stadiums being full.

The Club has not heard of additional broadcasting slots being proposed.

b. Financial Fair Play and Independent Regulator

The Club's position is that FFP should be applied evenly across the board.

DMC advised the form and timelines of the implementation of the Independent Regulator are unknown due to uncertainty around the next general election.

SC commented that it is reassuring to know that our Club is run sustainably within the rules.

c. Socios/Astro Pay

FAB requested an update on the partnerships with Socios and AstroPay. The Club provided an update, recognising commercial sensitivities, and advised that a few complaints regarding Socios were received at launch and no more since. PP expressed satisfaction in using the Spurs prepaid AstroPay card and its benefits. TS/DMC also outlined the concept of Fanblock.

d. Women's Retail Range

SP requested a wider variety in colour and sizing options on women's retail items.

SW requested that Women's player shirts should be more visible within the Spurs Shop and the Club agreed to take this away.

PP also enquired into the lack of availability of the Men's Goalkeepers' kit. DMC said that more stock is expected.

e. Political statements

FAB asked if any further guidance had been provided to the Club by the Premier League or FA.

DMC said discussions were ongoing with the Premier League regarding policies for future areas of comment.

7. OSC Update

PP and CH updated following productive meetings with the Club's membership team and significant progress made, including:

- Flag bearers re-introduced at matches
- Player video messages for OSCs
- Pre-match pitch side tours for Supporters' Club members
- Training Centre Tours for Supporters' Club members
- OSC football tournament at the Training Centre
- Pre-match events for Supporters' club members ahead of both the Aston Villa and Newcastle United matches, with more in the pipeline

CH also mentioned there had been a number of focus groups held with chairs of Official Supporters' Clubs

Action – CH/PP/THFC to explore focus groups for One Hotspur Members with HP

Action - PP and CH ongoing communication with the Membership and OSC Team at the Club with regards to the OSC Fan Engagement plan

The FAB suggested other ways to engage the fan base outside of London and internationally through OSCs.

CH updated on plans to drive attendance at women's matches amongst travelling international Supporters' Clubs. CH also requested increased geo-targeted comms around Men's fixture kick-off times, which worked well in the US for the recent Liverpool fixture. DMC requested an update as to what OSCs felt were the most effective communication channels for them. PP suggested a WhatsApp broadcast list for OSC chairs.

8. AOB

a. Elevator issues at local train stations

DB raised concerns around elevator issues at White Hart Lane and Tottenham Hale stations following the recent Newcastle match, making the stations inaccessible for wheelchair users, and enquired about the possibility of shuttle buses being put on in such instances.

Action – THFC to liaise with transport partners.

b. Ticketing Review

DMC updated that internal meetings have taken place in relation to a new Ticketing Charter and further meetings are required before this can be proposed in draft form and discussed at a further meeting. DMC stated that the Ticketing Charter is designated to cover policies and processes, not pricing. The Club will consult THST on pricing as in previous years and discuss with the FAB.

c. Co-Chair Update

CP is attending a full THFC Board meeting on Thursday 14th December and relevant points will be shared with the FAB.

d. Football update and financial statements

The Club will provide an update to supporters following the closure of the January transfer window. The Club will publish its annual financial statement before the end of March.

Meeting ends.

Addendum

CP attended the full THFC Board meeting on Thursday 14th December and provided a supporter view on a number of topics, which include fan growth, the recent Legends visit to India, pre-season tour plans, property and F1 DRIVE - London.

