

FAB Action Log

	Item	Meeting	Owner	Status
1	All FAB members to attend immersive session on brand refresh with 1 or 2 FAB members also being interviewed	22 May 2024	Club	
2	Create working groups for the women's team and DEI	22 May 2024	Club	<ul style="list-style-type: none"> • Women's team working group to include CP, SW. • DEI working group to include CP, SP, DB. • Set dates for first meetings. • Set out Terms of Reference
3	Hold ticketing meeting including IM ahead of the 2024/25 season	22 May 2024	Club	<ul style="list-style-type: none"> • Set date for meeting.
4	Investigate match report functionality on the Spurs App for Under 21s matches	22 May 2024	Club	
5	Promote Under 21s ticketing information and match broadcasting consistently and more prominently	22 May 2024	Club	
6	FAB request for the Club to further promote women's team academy on Club channels	22 May 2024	Club	
7	Provide FAB with information on monitoring of touting sites and numbers of resellers caught	22 May 2024		<ul style="list-style-type: none"> • To be provided at meeting with IM
8	Provide timetable for ticketing cadence	22 May 2024	Co-Chairs	
9	Consider ticketing policy to provide support for pregnant women or those with newborns who cannot attend matches for a specific period of time	19 Feb	Task and finish group nominated on 22 May CP & SP	The Club should like to provide an inclusive policy for pregnant women who wish to take a maternity period on their Season Ticket. The proposed policy is that a maximum period for maternity Season Ticket deferrals will be 52 weeks, with the timing in line with Government legislation. Season

				<p>Ticket Holders will be asked to contact the Ticket Office, where we will review and support each request individually.</p> <p>There is further discussion to be had between the Club and FAB around shared maternity, should the couple both be Season Ticket Holders. There may also be varying solutions depending on the period of time that leave is requested.</p> <p>A small task force will be created among the FAB to agree the policy ahead of the 2024/25 season.</p>
10	Devise and carry out survey of existing Season Ticket Holders to understand preferences on Safe Standing	19 Feb	<p>Atmosphere groups inc. JT, Spurs Song Sheet, THFC Flags, Club</p>	<p>The Club is actively creating the Safe Standing survey and is working directly with the atmosphere groups, Return of the Shelf, THFC Flags and Spurs Song Sheet.</p> <p>A meeting is scheduled to take place in mid-June following the release of the 2024/25 fixture list, where we propose to finalise the Safe Standing survey for distribution before the start of the season.</p> <p>The Club is also working with the atmosphere groups to encourage like-minded Season Ticket Holders to relocate to the Block 324 singing</p>

				section, in order to join the other 50 members of the group.
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Items closed in 22 May meeting

11	Provide a more detailed breakdown of the nature of contacts to Supporter Services	19 Feb	Club	Breakdown provided ahead of the FAB meeting on 22 nd May 2024
12	Further review matchday incident reporting and any associated communication with fans	19 Feb	Club	To be reviewed in the close season ahead of 2024/25
13	Provide analytics on numbers that have viewed FAB meeting minutes via the Club website	19 Feb	Club	Analytics provided ahead of the FAB meeting on 22 nd May 2024
14	Explore options to replace 21 Blue Badge parking spaces removed by F1 Drive facilities	19 Feb	Club	To be reviewed in close season ahead of 2024/25 to ensure appropriate accessible parking numbers

Rolling log

	Item	Meeting	Owner	Status
7	Keep flag policy under review to ensure Club staff feel able to apply it when needed	7 Aug	Club	Keep on rolling log
8	Include HP on any decision on OSC ticket allocation	7 Aug	Club	HP attending OSC/Club meetings. Keep on rolling log
9	Bill Nicholson gates—style, location, timelines	12 Dec	Club	Subject to council planning permission. Club to keep FAB updated on the progress of plans.
10	Museum—approach, location, timelines	12 Dec	Club	Keep on rolling log

11	Hall of Fame—approach, delivery, need	12 Dec	Club	Keep on rolling log
12	Women’s Legacy numbers—timelines	12 Dec	Club	<p>The Club proposes to issue Women’s Legacy numbers starting from the point that Tottenham Hotspur took ownership of the women’s team. This will ensure the most accurate records, maintaining the integrity of the system.</p> <p>Players who featured prior to this time will be issued with a Women’s Legacy star, recognising the incredible contribution they made to our history - from the creation of Broxbourne Ladies and throughout their grassroots journey to the professional system.</p>
13	Explore focus groups for One Hotspur Members	12 Dec	CH/ PP/ HP/ Club	CH, PP, HP continuing to meet with SH, AM and JH to discuss OSC and OH members benefits
14	Club to arrange FAB appearing on Off the Shelf podcast	5 Sep	Club	Keep on rolling log
15	Ensure that most experienced stewards are assigned to areas where issues are regularly reported	19 Feb	Club	Keep on rolling log

Completed/Closed

16	THFC to provide an organogram to outline roles and responsibilities around Supporter Engagement	12 Dec	Club	Complete: 19 Feb 2024
17	Ongoing communication with the Membership and OSC Team at the Club with regards to the OSC Fan Engagement plan	12 Dec	CH/ PP	Matters arising 19 Feb 2024
18	Liaison with transport partners around elevator issues at local train stations	12 Dec	Club	Matters arising 19 Feb 2024
19	Discuss ticket price feedback and request to review decision with Club Board. FAB to be part of long-term ticketing strategy review	10 July	Club	See meeting minutes from 22 May 2024 (appendix 1) for seasonal process for consultation.
20	Look at pricing cup games attractively	10 July	Club	See meeting minutes from 22 May 2024 (appendix 1) for seasonal process for consultation.