

## **Tottenham Hotspur Fan Advisory Board Meeting Minutes**

**Date:** Tuesday 24 June 2025

**Time:** 18:00 – 20:15

**Venue:** Lilywhite House

### **Supporter Representatives**

Chris Paouros (CP)	Proud Lilywhites and Co-Chair
Chuck Hoffman (CH)	International Official Supporters' Clubs (Virtual)
Dee Bright (DB)	SpursAbility
Hemali Patel (HP)	One Hotspur Members
Jonny Tindal (JT)	Season Ticket Holders of the Men's Team
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
Vinai Venkatesham (VV)	Chief Executive Officer
Rob Pickering (RB)	Chief Technology Officer
Jake Heath (JH)	Head of Supporter Engagement
Luke Clarke (LC)	Associate Legal Counsel

#### **1. Chair**

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

#### **2. Quorum**

Quorum was confirmed.

### **3. Declaration of Interests**

No conflicts of interest were declared by any FAB members.

### **4. Minutes of Previous Meeting**

The minutes of the previous meeting were unanimously approved.

FAB reviewed the action logs.

### **5. Club strategic update**

- The FAB welcomed VV to his first meeting. VV shared his motivation for joining the Club and provided an overview of his role as CEO – that he will oversee day-to-day operations. VV spoke about the Club's strong foundations, its history and heritage, community values and making supporters proud – especially through a desire to create more memorable nights like Bilbao and to compete for trophies consistently
- VV shared that his three areas of focus are football, supporters and staff
- VV provided an overview of the recent changes on the football side, detailing the thorough recruitment process in the appointment of Thomas Frank and noting the qualities he brings to Spurs on and off the pitch. He also recognised the rapid growth in the women's game and alignment of goals with the men's team
- VV is taking the time to learn as much as possible from staff and supporters. He has already met with supporter representatives since joining the Club and committed to attending all FAB meetings and wants to operate on the basis of openness and transparency. He stated that the wider fanbase will continue to hear from the Board and senior staff at points throughout the year

### **6. Working together**

- Earlier in the season, the Club's Board asked the FAB supporter representatives to share ideas that will strengthen the connection between the Club and the fan base, including demonstrating the Club's football first focus. The FAB and Club discussed some of the ideas and the importance of collaboration between the Board, staff and supporters working together to create and communicate a genuine sense of shared endeavour
  - VV and CP agreed to discuss the FABs proposals together in more detail, including timelines and priorities, while the Club gave more immediate updates in some areas:
- The Club committed to continuing the Hotspur Heroes programme, celebrating fan stories and great causes from within the Spurs community
- A sub-group meeting was held between the Club and FAB regarding a revamped Hall of Fame with a proposal now being prepared for further discussion
- The Club confirmed that the Bill Nicholson Gates will be reinstated within the stadium environs this summer (2025) with further details to be communicated to supporters in the coming weeks
- The Club committed to continue working with supporters' groups on atmosphere initiatives and to build upon the success of the Club/supporter collaborations last season – including the matchday displays at home, at European away games and in Bilbao

**Action:** VV and CP to meet to discuss FAB proposals, including priorities and timelines.

**Action:** Club to update the FAB on the revamped Hall of Fame proposals.

## **7. Survey results**

- As part of the Premier League Fan Engagement Standard requirements, all FAB members, including Club and supporter representatives, recently completed a short survey on the Club/FAB relationship and the governance processes to determine areas of strength and where improvements could be made. The following key headlines were discussed:
  - The FAB's internal health is solid but its external presence and influence aren't where they need to be
    - There is a desire to enhance the FABs visibility through wider communication of its role, achievements and ongoing work
  - Reflect the FAB's advisory role through timely consultation and consideration of responses
  - The Club sees its own engagement efforts positively; FAB members are less convinced and this gap could be closed with better transparency and clearer impact reporting.
  - The detail contained in meeting papers could be further improved
  - The Co-Chairs ensured that everyone was able to contribute their views in meetings

## **8. Communication and profile of the FAB**

- The FAB discussed its work (alongside THST) on Season Ticket renewals, ticket pricing consultation, ticketing touting action at the Liverpool away match and the work to reinstate the Automatic Cup Scheme (particularly as there had been no consultation on its removal)
  - The Club confirmed that they will be emailing all Season Ticket Holders regarding the reinstatement of the auto cup scheme
- The FAB discussed profiling the role of supporter representatives on Club channels. The FAB will come back to the Club to confirm which representatives will participate
- The Club will explore FAB appearances on the Off the Shelf podcast or in a similar format

**Action:** Club to email all Season Ticket Holders re the Auto Cup Scheme reinstatement.

**Action:** Club to review opportunities to further promote the work of the FAB.

**Action:** Supporter representatives to confirm who will participate in FAB profile communications.

## **9. Technology update**

- Rob Pickering, Chief Technology Officer, provided a presentation to the FAB on the Club's technology transformation, including the development of new digital platforms to enhance the supporter experience
  - The launch of a new digital experience is expected in Spring 2026, including the website and mobile app

## **10. FAB working groups and sub-groups**

- The FAB agreed the following groups would be meeting to progress discussion topics and actions:
  - Ticketing sub-group
  - Singing section/ atmosphere working group
  - Women's team working group
  - DEI working group
  - One Hotspur Members focus group

### *10.1 Junior supporters' group*

- The Club updated on plans to introduce a junior supporters' focus group formed through a diverse mix of Season Ticket Holders and One Hotspur Members aged 11-16
- The group would meet twice per season and aims to increase the Club's relationship with young fans, generate new ideas to enhance the junior experience, and ensure their voice is heard at the highest level
- Junior fan representatives will have the opportunity to see behind the scenes at Spurs on matchdays and have a guided tour of the stadium and Training Centre
  - The FAB provided feedback, recommending the Club remains flexible on the split between the number of Season Ticket Holders and Members on the junior supporters' group. The Club agreed for a member of the FAB to sit on the selection panel and will provide a way for the junior group's feedback to be heard by the FAB

### **AOB**

- DB notified the FAB of her decision to step down as Chair of SpursAbility and from the FAB. The FAB and Club thanked DB for her personal time and contributions to the FAB on behalf of disabled supporters and wished her well for the future
- The FAB also thanked DMC for her service to the Club and her engagement with fan representatives, including her leading the way in championing equity and inclusion

*Meeting ends.*