



Fan Advisory Board - Terms of Reference

Purpose

The Fan Advisory Board (FAB) exists to strengthen the relationship between the club and its supporters by providing a structured, transparent, and collaborative forum for dialogue.

The FAB will:

- Provide a forum for consultation with supporters of strategic matters
- Provide constructive feedback on key fan-facing matters
- Enable supporter views to be communicated directly to senior club representatives
- Support the club in enhancing supporter experience and engagement
- Promote open communication, trust, and inclusivity

Scope of Activity

The FAB will provide advice and feedback on, but not be limited to:

- The club's strategic vision and objectives.
- Short, medium and long-term business plans.
- Ticketing policies and pricing structures
- Club performance updates, priorities, and plans.
- Operational matchday issues of concern to supporters.
- Any proposals relating to significant changes to club heritage items.
- Stadium issues and plans.
- Club's community strategy and EDI commitments

Out of Scope

- Individual complaints or casework
- Player, managerial, or footballing decisions
- Commercially or legally confidential matters (unless shared at the Club's discretion)

Membership

- The Fan Advisory Board (FAB) will consist of a representative from each of the club's existing Fan Focus Groups, a member of the Wolves 1877 Supporters Trust, a member of Wolves Disabled Supporters Association (DSA) and two independent fan representatives of which one will be male, and one will be female.
- The representative from each group will be elected specifically by that group and not chosen by the club. Independent supporters will be selected following an application process held by the club with input in the selection from an independent body such as the Football Supporters Association.
- If a FAB member ceases to be a member of the group they are representing, they will be required to resign from the FAB with a new representative to be selected by the specific group.
- Club representatives will be selected based on the agenda for each meeting and there is a commitment for a representative of the club's ownership to attend at least one meeting per season. A guest or special advisor may also be invited meetings upon agreement of both the club and FAB members.
- The FAB will elect a chairperson to co-chair meetings along with the nominated board level official from the club.
- In order to maintain consistency, whilst ensuring fresh voices can be heard, there will be a mandatory rotation of 25% of the membership every 3 seasons.
- FAB members must be over the age of 18.

Roles and Responsibilities

- A role description documents will be provided to each member upon joining the FAB and will also be available to view as part of any application process to join the FAB.

FAB Members

Members are expected to:

- Attend scheduled meetings regularly
- Represent the views of the group they are representing (not solely personal opinions)
- Ensure agendas and meeting notes are communicated to their specific groups
- Engage constructively and respectfully
- Review materials in advance where required and prepare supporting documents where appropriate
- Maintain confidentiality when requested

FAB Co-Chairperson

The co-chairperson is expected to:

- Agree meeting agendas with the club co-chair.
- Ensure required information or documentation is provided by the club ahead of meetings.
- Ensure sufficient time is dedicated to each agenda item at meetings.
- Ensure meeting notes accurately reflect meetings.

Club Representatives

The club will:

- Facilitate meetings and provide administrative support
- Share relevant updates and information
- Listen openly and respond constructively to feedback
- Provide follow-up actions and updates where appropriate

Meetings

- Meetings will be held throughout the season with a calendar of meeting dates to be detailed in the club's Fan Engagement Plan (FEP)
- Additional meetings or working groups may be scheduled as required
- Meetings may be held in person or virtually
- The taking of meeting notes will be agreed by the co-chairs prior to the commencement of a meeting.
- Meeting notes will usually be published within 7 days of the meeting

Each meeting will include

- Agenda circulated in advance along with further documentation where required
- Open discussion and feedback opportunities
- Actions and outcomes recorded and shared

Governance and Conduct

The FAB will operate under the following principles:

- Respectful, open, and honest dialogue
- Constructive challenge and collaboration
- Confidentiality where required
- Zero tolerance for discrimination, harassment, or abusive behaviour

Communication

To ensure transparency and accountability:

- Key discussion themes and outcomes will be summarised and shared with supporters via meeting notes hosted on the club website and via a news story on the club website.
- The club will provide updates on actions taken in response to FAB input
- FAB members are encouraged to engage with the group they are representing to gather feedback and ensure it informs discussions within the FAB.

Review and Effectiveness

- The effectiveness of the FAB will be reviewed at the end of each season by FAB members, and the clubs nominated board level for fan engagement. This review will be published on the club website.
- Improvements will be implemented for future seasons.

Commitment to Supporters

The Club is committed to:

- Listening to and valuing supporter voices
- Acting on feedback wherever possible
- Being transparent about decision-making
- Continually improving supporter engagement

Closing Statement

- The Fan Advisory Board is a vital part of our commitment to placing supporters at the heart of everything we do. By working together openly and constructively, we aim to deliver a fan experience that reflects the passion, diversity, and pride of our community.