

**Minutes of the Arsenal Disabled Supporters Association**

held on Thursday 29th November 2018 – Skype Meeting at 8pm

Present: Anne Hyde (AH)

Anthony Joy (AJ)

James Warren (JW)

Allan Mabbert (AM)

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|  | Item |  | Who to Action |
| 1 | **Apologies for Absence** | Redmond Kaye (RK), Nicole Evans-Dear (NED) and Tom Head (TH) |  |
| 2 | **Approval of minutes of meeting** | There were no amendments to the minutes dated 30th August 2018 and therefore approved. |  |
| 3 | **Matters arising from previous meeting** | Bios and Photos were still not on the website. Committee members to send these to OK or AH to put on the website. | AJ / NED / OK / BG / RK |
| 4 | **Finance** | AH reported that there was £943.41 in the bank account. £49.54 had been paid out for the shirt for the raffle.  £10 had been received for the raffle. It was agreed that the date for purchasing tickets would be extended to the 12th January 2019. AJ to produce a poster for AH to send out.  A discussion took place regarding the possibility of introducing a membership fee in order that ADSA can move forward. It was agreed that this would be raised at the AGM. | AH / AJ |
| 5 | **Chairman’s Update** | AJ had distributed prior to the meeting updates on the Premier League Disability Advisory Group (PLDAG), CAFÉ Conference and the new Arsenal Disability website.  **PLDAG** – AJ is the representative on this group and issues such as the age of a personal assistant and disabled supporters travelling to away games. Some clubs do not give guidance on Council Parking and there was an example of one club where disabled supporters may have to park over a mile away from the ground. PLDAG had produced a survey for away supporters to complete after each game they attend and AH will email our members the link. However,  it was not clear whether it was accessible for the visually impaired and AM to test it.  CAFÉ – AJ represented ADSA at the CAFÉ Conference regarding what we did and about travelling to away grounds abroad. AJ said that CAFÉ will be sending a similar survey to the PLDAG survey to find out the disabled supporters experiences of away games abroad. AH to distribute when received.  Inclusive Services presented their software with an on screen signer who had signed both the teams but also the club anthem. The committee felt that this should be done by Arsenal and AJ to raise this with Alun Francis and to ensure that for all future special events, the hearing impaired are included.  AJ said that there was also a presentation by Alan Marsh on Audio Descriptive Commentary. AM said that the commentary at Arsenal had improved but did vary from match to match depending on who was commentating. AM asked that the link could be sent to Alun Francis to look at. AJ to speak with Alun Francis.  An app called Access Earth has been produced and AJ requested the committee have a look at it and report back at the next meeting. AH to send out to members.  **Arsenal Website**  A new website for the disabled is in the pipeline and it was agreed that it will be much easier to find information.  AH suggested that there was a welcome at the start, that the pictures and the text link to the pages, information on how to apply for a season ticket and that the blue badge parking needed to be improved. Also there was a page for the ‘Blind and Partially Sighted ‘ but nothing for the ‘Hearing Impaired’. There should be an ADSA link and it would be good to have pictures of the DLT Team and what they do / promote themselves. AJ to speak to Alun Francis as to whether these can be included.  AJ said that the Access Statement needs to be improved. AJ to speak with Alun Francis.  **Evacuation Procedures**  Some guidelines had been produced but AJ felt that it should include that there would be no access to the car park and that there should be a second point of safety. AH raised the question about what would be in place for the hearing impaired. AJ confirmed that all lifts were fire lifts and that they would all be in use. AH said that her steward thought that only 4 would be in use and therefore it raised whether the stewards were clear on the procedures. JW felt that stewards need to be better informed and AJ to raise this with Alun Francis and Stadium Management. AM suggested that an article was put in the match day programme.  **Members Survey**  It was agreed that a meeting would take place in January to discuss this and to start putting a 3–5 year plan in place. This would link in with the members survey. It was agreed that the committee would meet for ½ day to brainstorm with Arsenal and LPF. AJ to draft some questions and send to committee.  **ADSA Banner**  AJ thought that it would cost more than £200 and is waiting for a cost from Mark Brindle. | AM  AH  AJ  AJ  AH  AJ  AJ  AJ  AJ |
| 6 | **Secretary’s Update** | Membership is at 204.  An email had been received from a member who is hearing impaired who said that it was frustrating that yet again hearing impaired supporters had been left out of the WW1 Tribute on the 11th November before the Wolves game. A similar situation occurred on the last home game of the season when Arsene Wenger left. The Committee felt that this was not acceptable and AJ to raise this with Alun Francis.  A further email had been received from a ambulant disabled supporter who has to stand at both home and away matches. AH said that she understood that there were some seats allocated at the front but they are not always given to the ambulant / hearing or visually impaired supporters. (Not sure what we agreed on this  AH had attended a meeting with Level Playing Field and they are looking to work with us to produce a 3 – 5 year plan and to help us with issues that our members raise. AJ is also meeting them at the beginning of December and we will be looking to work with Level Playing Field and Arsenal to put together the plan.  Level Playing Field were keen for us to be involved with Arsenal for Weeks of Action. It was suggested that the boarding around the stadium could have LPF / CAFÉ on it and maybe some fans interviewed.  AH raised that she had been informed that an able bodied person who wants to go on the waiting list pays a one off fee and they stay on the waiting list until they are offered a season ticket. This amount is then deducted from their first season ticket cost. In order for them to attend matches they need to be either a red or silver member. For people with disabilities there is not the facility of paying a one off fee to be on the waiting list and they have to be a purple member in order to stay on the list. Everyone felt this was an equality issue and should be raised with Alun Francis. AJ to speak with Alun to find out if this is the case and if so, can it be reviewed.  AH said that it was difficult for visually impaired supporters to find milk and sugar as the counter for the drinks does not keep a supply. AJ said that there are Accessible Counters but there is no signage. AH to find out where they are and email members. AJ to speak with Alun Francis to see if these counters can have a supply of milk and sugar. AJ said that there should also be some plastic straws available for those that need them. | AJ  ???  AJ  AJ |
| 7 | **ADSA – The Way Forward** | It was agreed we would work with Level Playing Fields, Arsenal and our members to look at the way forward for ADSA.  Communication was discussed and it was felt that we needed to meet as a committee more frequently either once a month or every other month.  Committee members need to decide whether they are prepared to stand for a further 3 years as everyones term is up in May at the AGM. It was felt that we may need to either bring more people onto the committee or have small sub committees. To be discussed at the next meeting. |  |
| 8 | **Official Arsenal Supporters Club Scheme** | AH was pleased to inform the committee that members can now purchase online. AH to produce some guidelines and send out to members.  Membership cards for the Official Arsenal Supporters Club are only being produced once a year. AH to email members to ask if they have a card.. | AH  AH |
| 9 | **Newsletter / Website** | AH still had not been able to get full access to Wordpress to enable us to make the website more accessible.  TH now has access to the website and is familiar with Wordpress.  AH said that over 100 of our members were opening the newsletters and many had commented on the photos. It was agreed that the newsletter would continue whilst we try to make the website more accessible.  It was agreed to continue with social media. AH had set up a FLICKR account for the photos.  AH suggested that we contact a University or College to get one of their students to help improve our website. JW said he would speak to a university where he has contacts. | JW |
| 10 | **Any Other Business** | AJ reported that from next season there would be more facilities available on line such as purchasing tickets with your Personal Assistant, parking and ordering headsets. AH asked if we could book coach tickets on line as the process currently is long winded. AJ to ask Alun Francis.  AH to advise members that they can ask an assistant to take them to the desk in the stores if there are long queues.  It was agreed that using WhatsApp may be a way of getting quicker responses. AH to set up a group.  It was agreed that the AGM would be on the last home game of the season. AH to contact The Hub. | AJ  AH  AH  AH |
| 12 | **Date of Next Meeting** | Thursday January 17th at 7.30pm via Skype |  |

Meeting closed at 10.25pm